



Workplace

End User / Employee Guide

bppulse



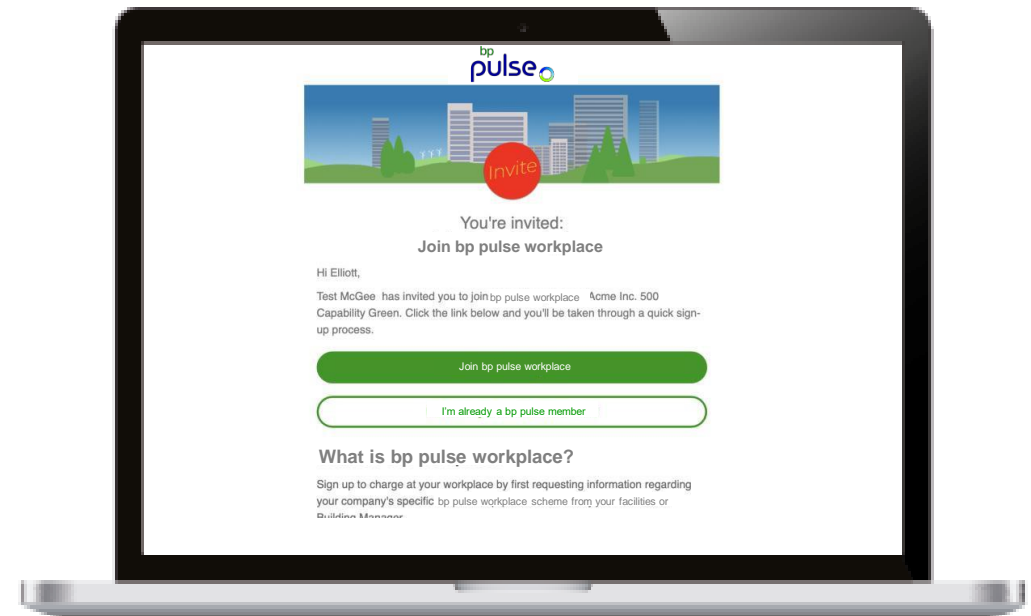
Employee walk through

To access your workplace network, you will need to be invited by your workplace charging administrator.

Once invited, you'll receive an email with the link to set up your access.

Top Tips, before you start, please note:

- Ensure you have been sent your employee guide and have read it.
- The link you received is unique to you and not for anyone else or onward distribution.
- The link is a one-time gateway to set up your account.
- If you have issues connecting via the link, please check any company/personal firewalls or security protocols that may be preventing this.
- If you're experiencing issues, please attempt using a different browser.
- You will need your vehicle make & reg during the set-up process, please have these to hand.





Signing Up

All you need to do is follow the steps to fill in your account details. You'll have the choice between an RFID card or Fob for accessing the chargers and where you'd like them shipped to.

Note: A valid direct debit is required to complete your account setup. These can take up to 3-5 days for a direct debit mandate to become active.

You will be billed monthly for the electricity you use on your workplace network. If you have selected to create a bp pulse account or linked an existing subscription, you will also be charged for your monthly subscription and any electricity you use on applicable posts on the public bp pulse network.

If you wish to download the bp pulse app for public network access as a pay as you go user:

- Do not do this until you have received your bp pulse card/fob.
- Ensure you sign up with a different email address to your workplace.

Polar Workplace at Acme Inc.

Setting up your account

1 Your Details

First Name: Elliott

Last Name: Rhys

Password: *****

Vehicle Make: Honda

Vehicle Registration: R210 KTC

Next

Polar Workplace at Acme Inc.

What size RFID card would you like?

1 Your Details

2 RFID Card

3 Payment

Key-fob

Credit Card size

Where should your new RFID card be delivered?

My workplace

My home address

Next

bp pulse workplace

Here at BP Chargemaster we use direct debit through Go Cardless; this direct debit makes your life easier so you don't have to manage anything and it's all taken care of. After sign-up, you will receive an email from Go Cardless for notification of payment. Don't worry - you will always have the opportunity to cancel your direct debit if you choose to. More information here

£0.18/kWh

No extra fees, just pay for electricity

An average charge costs about £2.50

Manage your data on ChargeVision app

Next

Terms and Conditions



FAQs

What happens after I have applied?

Once you have signed up for Workplace charging and your direct debit is successfully setup, your RFID card or fob will be sent out to you, usually within 10 days. If you have not received it within this period, please contact our customer services team who will track progress and advise (details on the last page 'Need help we're here').

On receipt, you are ready to start charging at work! You will be charged for your usage monthly on the anniversary of your bp pulse membership go-live date. You have the choice to just access the workplace chargers (with no monthly subscription) or sign up to access the public bp pulse network (with a monthly subscription).

The bp pulse app doesn't recognise my login?

The app and the workplace product operate on separate systems. Therefore, you need to sign up as a new user on the app and cannot use existing login details.

Please note the app should not be downloaded until after you received your RFID card/fob from bp pulse.

Who do I contact with any queries on my cards/fobs?

Please contact our customer services team (details on the last page 'Need help we're here') and an advisor will discuss and resolve any issues you may have.

I have a bp pulse membership but want to cancel and only access my Workplace. How do I do this?

Go to your account in the app and cancel your bp pulse membership.

How can I see a record of my transactions?

If you have a bp pulse account, your record of electricity usage will appear in your app account. If you just have a workplace card, these will be available only on your monthly invoice.

I've left my employer; how do I cancel my Workplace card?

Make sure that you update bp via our customer services team (details on the last page 'Need help we're here').



FAQs

I can't log back into the portal post sign up?

There is no user portal for bp pulse Workplace, once sign up is complete, the system defaults back to the management portal login page automatically.

This portal is only for use by the personnel managing the Workplace process and sending out the invites to employees.

Should I receive a verification email during the process?

There is no verification email associated with the setup of Workplace.

If you decide to download and register with the bp pulse app, a verification email will be sent from bp as part of the app sign up process.

How do I access the chargers that are available to me?

To initiate and terminate charges on the workplace chargers, you must:

- select the socket .
- tap the RFID card or Fob received
- follow instructions on charger screen.

Charging will start.

- to end charging session, hold the RFID card or Fob.

NB: the app can only be used to start/end charges if you are signed up for the public bp pulse network monthly subscription and are accessing a charger in the public bp pulse network.





**Need help, we're
here for you 24/7**

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www.bppulse.co.uk

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