HOW TO USE CHARGE&GO APPLICATION

1. Registration

To become a registered user on the Charge&GO platform, you need to download the Charge&GO mobile application via the Play Store or App Store.

Basic information such as first and last name, email, address and contact phone are required for registration. After you submit the mentioned data, a request to confirm your email address will be sent to the email you provided in order to verify your account. After succesful verification, it is necessary to enter your payment card details so that your account becomes active and ready to use.

2. Adding the payment card

In order to succesfully use chargers in the Charge&GO network, it is necessary to link your payment card. The platform accepts all payment cards and works as prepaid system. When you enter your payment card details, a fee of 3000RSD will be charged. This amount represents the balance on your account which you can use on all chargers in our network. When the balance is less than 400RSD, your payment card will be automatically charged for the next 3000RSD. This way you will not end up in a negative balance situation, because otherwise starting a charging session would not be possible.

Of course there is always an option later for the manual top-up via your account, in the amounts of 3000, 6000 and 9000RSD.

3. Map of chargers

On the map of chargers, you can see the entire network of chargers, including the partners chargers – roaming platforms. You just need to click on the desired charger in order to get clear information about their availability, power, type of connector and charging price.

For even faster access to chargers, you can just click on the white lightning bolt next to 'Start charging' and enter the ID of the plug which is located right above the desired connector and next to the QR code. You will be directed to the screen for starting the session.

4. Charging process

After selecting the desired charger and connector, you need to click on the Start Charging button and simply follow the inctructions. Connect the cable only when the notification shows it at the top of the screen. After plugging the cable, just wait a few seconds and the charging session will start.

Please keep in mind that if you do not connect the cable within the defined time or you connect the cable before the authorization itself, the authorization time will expire and the process must be repeated. During the charging session, information such as charging power, delivered power, session duration and battery capacity will be displayed on the screen. To stop the session, it is enough to click the Stop charging button and the session will be finished.

5. Charging history

All completed charging sessions are available via your account in the Charging history section.

Here you can find a list of all completed charging sessions on a monthly basis. Information such as duration, amount, location, date and start time of the charging session can be found on this list.

6. Additional settings

By accessing your account, the following additional options are available:

- Displayed current balance
- Account management (all your basic information that can be edited and option to delete your account)
- Increasing balance (three top-up packages are available that can be added to your account balance)
- Ordering an RFID card (option to ordering additional RFID card)
- Changing the payment card (possibility of changing the payment card linked to your account)
- Password change (option for changing the account password)

7. RFID card

RFID card is a card used for easier and faster authorization at the charger. The card is linked to your account and allows you to start or stop a charging session without using the mobile app or web platform. The card can be ordered during the registration process or later via your account, where it will be sent to the address you specified during registration. After the card arrives, you can use it immediately because it is already linked to your account. Just scan the card on the marked reader located on the charger, below the display, plug the cable into the car and charging session will start.

The card is not necessary for every user, it only makes access to charger much eassier.

8. Scanning the QR code

By scanning the QR code located above the connector, you access the option for unregistered users.

It is necessary to scan the QR code, which will redirect you to the page of the desired connector. Once you enter the email address you want the invoice to be sent to, you need to enter your payment card details in order for the sessions to be billed from it.

After succesful authorization and reserved funds, it is necessary to connect the cable to the vehicle when it is indicated on the screen, otherwise the authorization time will expire and the process must be repeated.

Please keep in mind that with one-time payment option, charging prices may differ from the ones for registered users. You can read more about this matter in General terms of use of the Charge&GO platform and mobile application in point 9.

Any other additional questions and answers to FAQ can be found on our website.