Driver Onboarding Guide



Account Sign Up and App Installation

Updated v2 - July 2026

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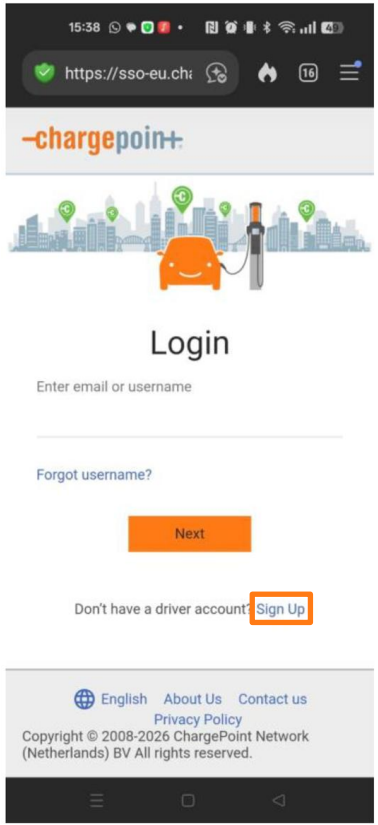
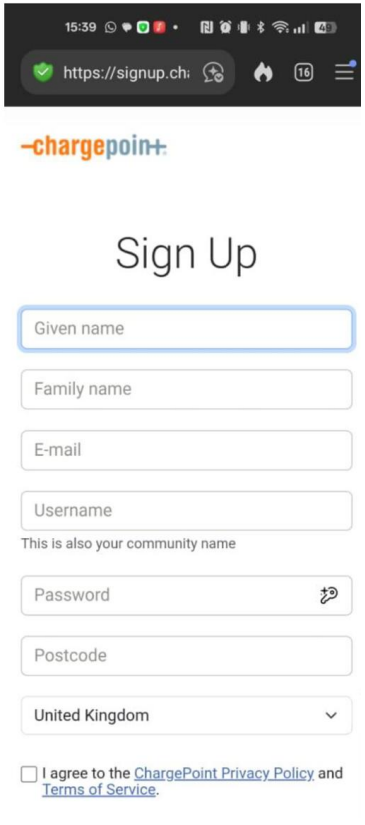
Sign-Up via Organisation's Invite

- Click or scan the invite link or QR Code **provided by your employer, fleet program, or CPO**.
- Complete the sign-up steps **in your web browser**.
- When the 'All Finished!' page appears, **click or scan to download the ChargePoint App.**







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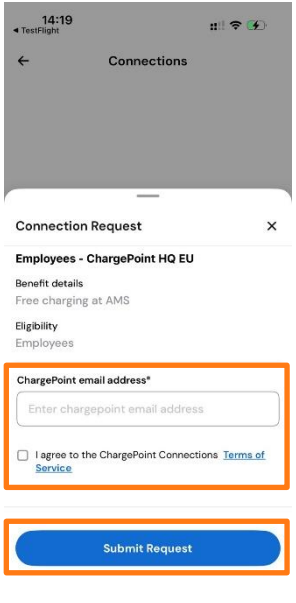
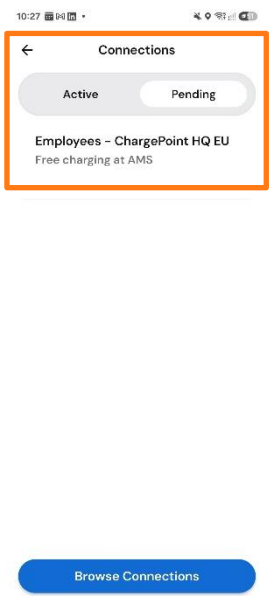
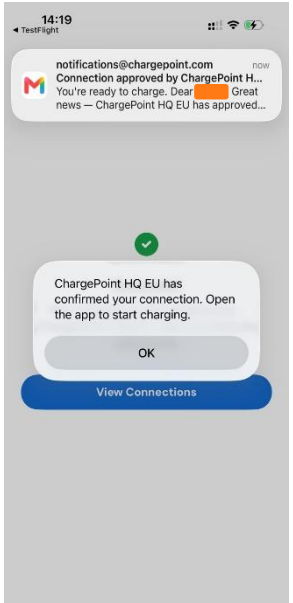
Connections Request & Payment Set Up

+ Once logged in, complete Connection Request pop-up.
+ Click / Scan organisation invite again if Connection Request pop-up doesn't appear as shown.*
+ You'll be notified when your request is approved.



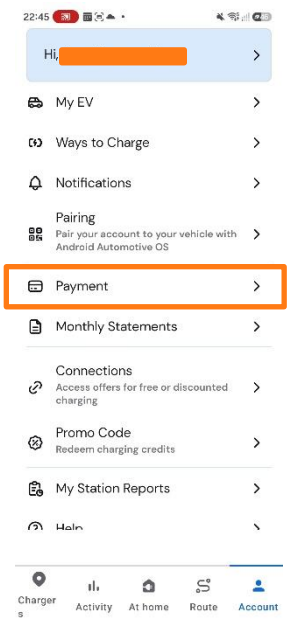




*See *Account* > *Connections* in the App to check if your request is Active or Pending. No action required if your Connection is listed in either

+ A payment source is required to use chargers with a pricing tariff.
+ Payment can only be added **after connection approval**.
+ See *Accounts* > *Payments* to set up.**

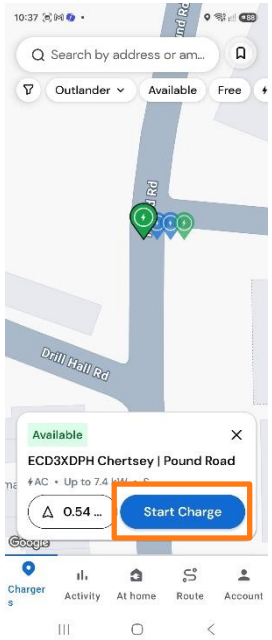


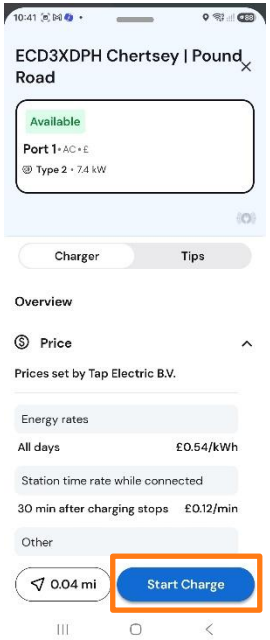


**If a *Business* payment is listed a *Personal* payment isn't necessary.

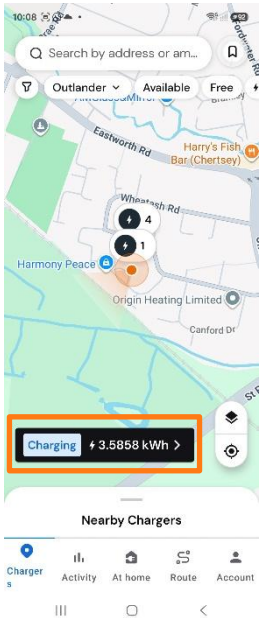
Remote Start and Stop in the App

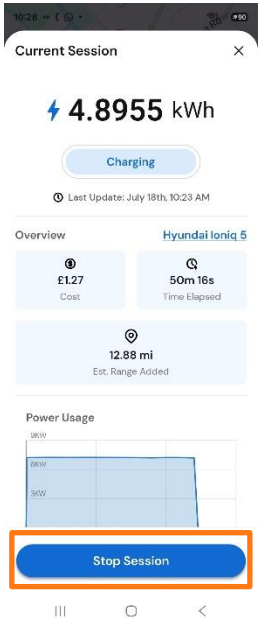
+ Select a station in the map view or open the station details page.
+ Simply press **Start Charge** then plug in.

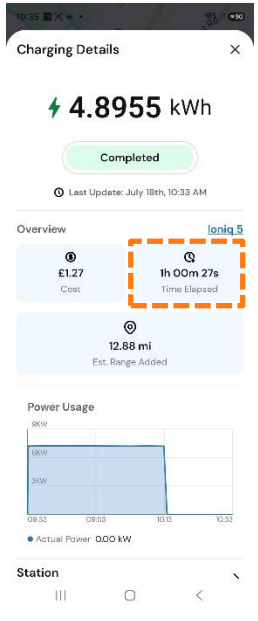




+ Open your active session and press **Stop Session**. Charging will stop but **your session remains active until you unplug**.*







*Session duration and time based fees calculated on **total plugged in time**.

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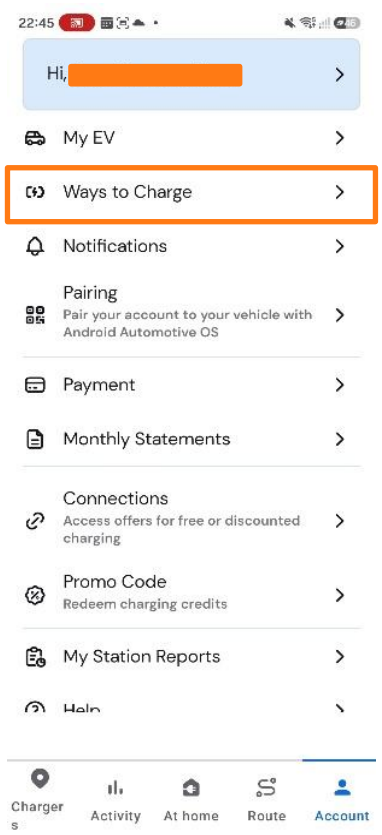
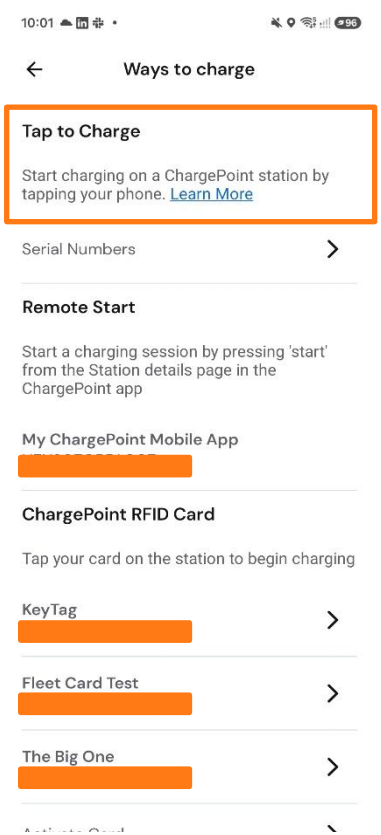
Tap to Charge: The Simpler Way to Charge Your Car

+ Set up Tap to Charge on your NFC enabled device for simple convenient charging.
+ Supported on ChargePoint stations only.
+ More information here.







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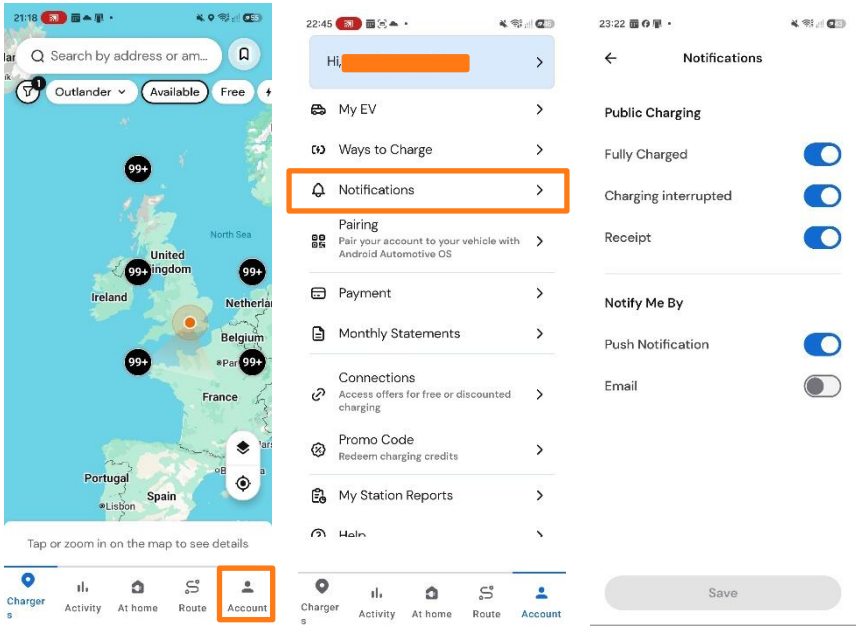
Notifications and More Information

+ Enable Notifications to get the best from the mobile app.



+ Additional information and driver guidance:
  - Mobile App info
  - Find and Use Charging Stations
  - Driver Support Centre

+ *Need assistance? Contact ChargePoint's Driver Helpdesk.*

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Troubleshooting Common Issues

1

"My email and/or phone number is already registered and I can't sign up."

Your previous account will have been disabled as part of the app access change if you were not in a connection on July 1st. Contact ChargePoint Driver Support to request that your original account is reactivated — requests are typically processed within 3 business days.

2

"I can't add a payment method to my account."

Check your connection status via *Account* > *Connections* in the app. If listed as *Pending*, your admin must approve you within 14 days before you can set up payment — if not approved in time, your request will be rejected, and you'll need to sign up again. If no request is listed in the app at all, scan or click the organisation invite again to raise the Connection Request pop-up.

3

"I'm experiencing performance issues in the app."

Check you're running the latest version in the App Store or Google Play. You can also see the version number within the app by hitting *Account* > *About*. ChargePoint is running an increased release cadence following the new app launch (version 7.0.7) on July 15th — enable auto-updates to benefit from all ongoing performance improvements.

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