Unico
POWER

USING THE
UNICO POWER
APP

GETTING SET UP

BEFORE YOU START

Charging activation is completed using any web browser – Mobile or Desktop, Windows, or Mac. There may be slight differences from the screenshots in this guide depending on how you are activating, but because we used a web based application, we can assure you it will work. If you'd like, our App is downloadable in both the Google Play Store and App Store.

Before attempting your first charging session, ensure that you have followed the instructions below to set up your new Account and log in.

If you run into any issues during the sign-up process, please contact your building representative or you can always reach out to Unico Power at **support@unicopower.com.**

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To create a new Unico Power account, please choose the sign-in method that you will use to sign in. If you already have an account, sign in here.

G	Sign up using Google
f	Sign up using Facebook
	Sign up with Apple

Unico
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To manage your EV charger, please sign in. If you do not have an account yet, sign up here.

G	Sign in with Google
f	Sign in with Facebook
	Sign in with Apple

Sign in with password

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STEP 1: THE APP

Open **app.unicopower.com** in a web browser or download the App in the App Store/ Play Store. After you sign-up / log-in, you will be prompted to accept the terms and conditions.

STEP 2: CREATE ACCOUNT

Then you will be asked to enter the Serial Number (SN) or your Building's Address to register for a charging station that you plan to use. You can also use the registration code for shared station or building (Figure 1).

STEP 3: PAYMENT SET-UP

To set-up for our monthly billing system, enter your information in the Settings page, under Billing Information. We only collect card information from users that are not billed directly by their building. Others only enter name and billing address / email. Card information is sent directly to Stripe, a PCI-compliant payment processor. Unico Power never possesses the full card number, only a revocable code used to bill it (Figure 2).

STEP 4a: SELECTING A SHARED CHARGER

Once Billing / Payment information is completed, you will be taken to the "Charge" screen that lets you select which of the shared chargers you want to use (Figure 3). If you did not start by plugging in your car, you will need to plug into one of the available chargers to proceed

STEP 4b: PRIVATE/DEDICATED EV CHARGERS

Once Billing / Payment information is completed, you will be taken to the "Charge" page and you this "Charge" page will also be added to your Account screen (Figure 3.1).

Registration   Cerebro™ Power Management: EV Charging

We need to know which charging station(s) this account (____@gmail.com) can access.

Please enter the serial number (SN) for a charging station that you plan to use, or the sign-up code if provided.

The serial number is on a label on the charging station (usually on the lower left side), and is a series of 12-17 characters to the right of "SN" (mostly in the format 3UP0-1-1234-12345). For shared stations, any serial number of a shared station will also allow use of the other shared stations in the building, or you may use a sign-up code from your building's landing page. For private stations, if you received a sign-up code, you must use that code instead of the serial number.

If you cannot find the serial number or sign-up code, please click Contact Unico Power below and send us the building's address and the parking stall level/number.

3UP0-1-2345-67890

or (for **shared** charging stations):

start typing address (no apartment numbers)

Search

Figure 1: Registration Code / Serial Number (SN) Page

⚙ Account Settings   Cerebro™ Power Management: EV Charging

This account () is not associated with a building! **Please complete sign-up first.**

$ Billing Information

Monthly fees begin accruing once billing information is saved. If at any point you do not need charging for a long time, you can use the Account Deactivation form (below) to avoid fees.

We need the following information to generate documents and charge bills. Details must match the payment card that you wish to use. The full card information is only handled by Stripe, a PCI-compliant payment processor, never by Unico Power. However, **only enter card details with a trusted device and internet connection.**

Full name
First and last name

Country or region
Canada

Address
Street address

Card number   VISA 💳 💳 💳   Expiration   CVC
1234 1234 1234 1234   MM / YY   CVC

By providing your card information, you allow Unico Power Corp to charge your card for future payments in accordance with their terms.

Save Billing Information

Figure 2: Billing Information

STEP 5: ACTIVATION

Once plugged into your Charger:
- For Shared/Visitor - click **Activate** (Figure 3)
- For Private Chargers - click **Allow for one session** (Figure 3.1).

STEP 5.1: CHARGER STATUS (Charge)

You will be able to see the Charger Status screen now. Charging will start when "activated" or "allowed for one session" but it can take up to 1 minute for the session to begin. Once you get used to our system, you can leave at anytime, but for the first session, you will probably want to see the charging session start for yourself.
- To have your charger always enabled, you can click the **Always allow charging** button.
- This will allow you to just plug-in and charge without going through the App (Figure 3.2).

The charger may go through a few different states before it starts charging. The state of *sleeping* means that the Energy Management System (EMS) in the building is deciding how much charge current the charger should get. A number of factors go into the calculation, and it will take a moment to decide what your charger should do next.

Information on the most recent/current charging session will be displayed (top right), prior to charging starting, you may see your previous session's information (Figure 3.2).

Figure 3: Shared EV Charging "Charge" Page

Figure 3.1: The Status Screen (unavailable/disabled)

Figure 3.2: The Status Screen (available/enabled)

APP OVERVIEW

CHARGER STATUS

The main page. From here you can access details on the charger you're plugged into, your previous charging session, our **Contact Unico Power** button, and the Boost priority button.

BOOST PRIORITY BUTTON

The Unico Power Energy Management System (EMS) balances loads in your building to ensure that all vehicles get charged, while at the same time ensuring that your Utility charges are minimized. As a result, at certain times, charge rates on the chargers will be reduced.

The **Boost priority** button allows an owner who has a higher need for charging faster to be allocated a more substantial portion of the available power for the charging session.

Each owner is allocated a three Boost tokens each month. Hit the button, and a window pops up asking you to confirm that you want to Boost. One thing to note, your charger will get a higher portion of the available power during the Boost session, but in cases where the building is at peak demand, your charger may still be set to a lower charge rate until the peak demand period subsides (Figure 4).

Figure 4: Boost Button

ACCOUNT

The 'Settings' page (Figure 5). Here you have access to your billing information, your Electric Vehicle details for better customization, account management, and account security.

DEACTIVATION + RACTIVATION

During extended absences, you have the option to temporarily deactivate your Account to avoid paying for our charging services.

To Deactivate Temporarily:
- Enter the date (in the date box provided) that you'd like your account to be reactivated on then click **Deactivate Temporarily**

To Deactivate Indefinitely:
- Click the **Deactivate Indefinitely** button.
- For Shared EV charging accounts, your account will deactivate the moment you click this button.
- For Private EV charging accounts, you will receive a pop-up message that asks you to confirm your deactivation and that this will unlink your account to your EV charger.

The status of your Account will always be displayed under the Temporary and Permanent Account Deactivation section on the 'Settings' page (Figure 6).
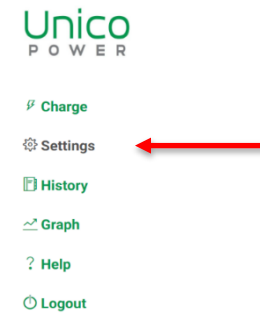

Figure 5: Account Section Options

Temporary and Permanent Account Deactivation

Maintaining charging stations and providing support cost us, but you can avoid all fees during long periods when when you do not need charging (travel, lack of an EV, moving out, etc.) by deactivating your account.

You can deactivate your account at any time (please first unplug your EV). Charging becomes unavailable until the account is reactivated. If you plan to charge again, you can make the deactivation temporary and schedule it to reactivate in the early morning of any future day at least two weeks after the deactivation date (monthly fees will resume, and any charging stations will require enabling before use). In an emergency, you can reactivate immediately, at the cost of losing your fee savings for the month. Any fees from before deactivation or after reactivation will be reflected in the usual bill after the end of the month.

Your account is **active** and has no scheduled deactivation.

Login Settings

Unico Power lets you benefit from the security of leading technology companies' OAuth services. The security of your UP account depends on the security of the external account that you use. You can make both safer by choosing strong passwords and setting up multi-factor authentication on that account.

Allow your account to be accessed through the following outside accounts that have the email address   @gmail.com (contact us to set a different sign-in address):
☐ Facebook ☑ Google ☐ Apple

app.unicopower.com says

Are you sure? Indefinite deactivation will disconnect any chargers from your account in one hour, allowing others to register them and requiring you to repeat part of the sign-up process if you need them again later. To keep your linked chargers, click Cancel and deactivate temporarily instead.

OK   Cancel

Figure 6: Account Deactivation (Temporary and Indefinitely)

LOGIN (SECURITY) SETTINGS

We value the security of our customers. Using the leading OAuth technology, the Unico Power app provides added security, depending on the external account used during sign-up.

SESSIONS

This page lists the charging sessions associated with your Account. A Session lasts from the time when a vehicle is plugged in to when it is unplugged. Costs represent the amount(s) charged per charging session by your building. They do not include taxes or flat fees (Unico Power's monthly administrative fee, or your building's monthly fee, if applicable).

- *Note that estimated energy is just that, an estimate based on the time, voltage, and current. It is a reasonable estimate, but does affect your billing, since your invoice is based on a rate per minute of charge, or on a flat rate that was determined by your building management.*

From here you'll be able to access your charging sessions based on a selected time period (Figure 7).

GRAPH

Here you can get a detailed view on your charging sessions. A green line on the graph will show the current (Amperage) level that your charger is delivering. The current level will vary over time, depending on what else is going on in the building (Figure 8).

Figure 7: Charging Sessions
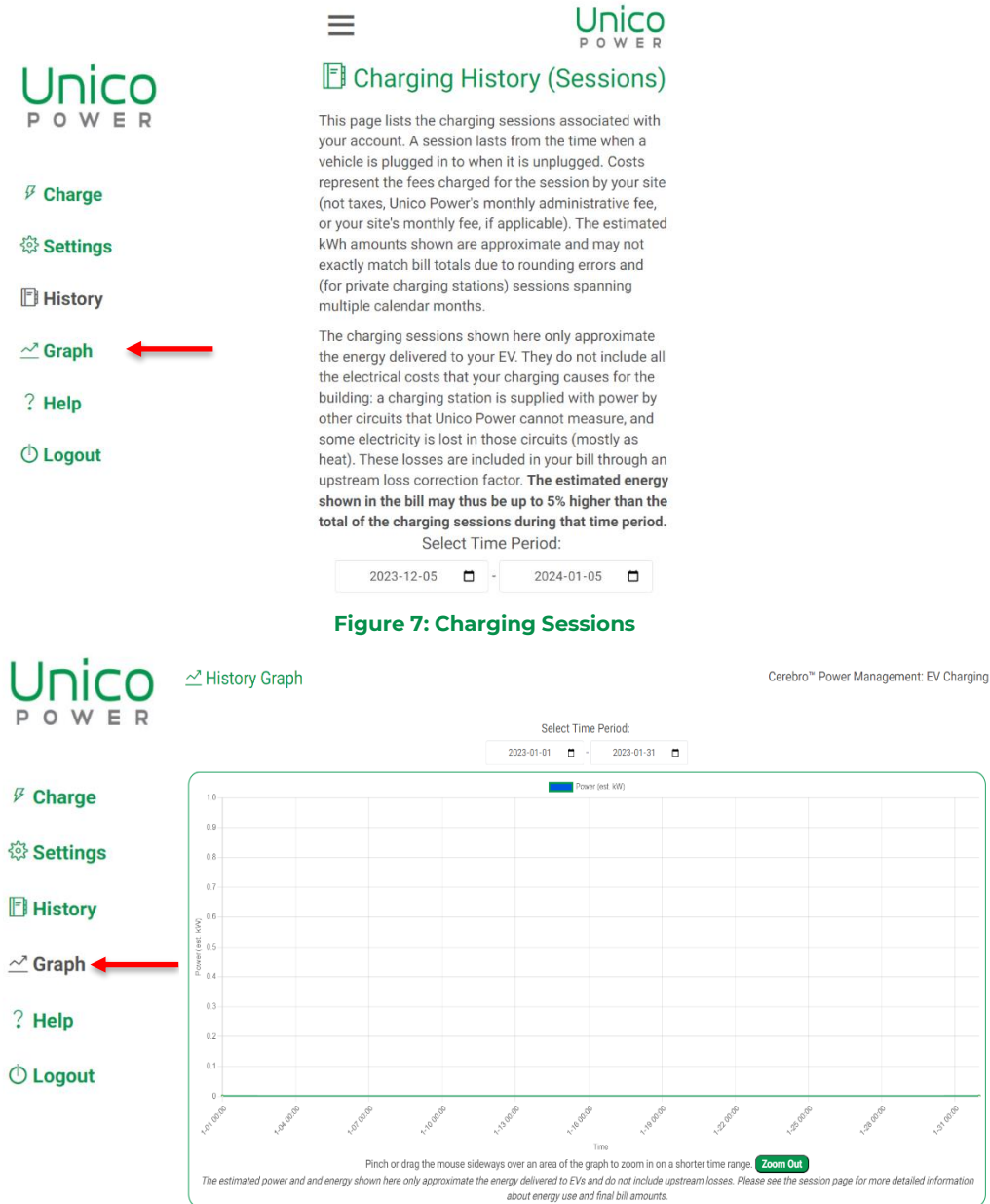
Figure 8: History Graph

GENERAL INQUIRIES / CONTACT

On this page, you can access Frequently Asked Questions and our Contact Support Button.

To reach out to our Technical Support Team, click the green "Contact Unico Power" button to open the form.

- For inquiries about sign-up and billing – Use **Accounts**
- For charging problems or other questions – Use **Support**
- For feature requests or feedback – Use **System development**
- For more **Urgent** charging support you can select Support **AND** Urgent at the same time.

Our Unico Power customers will always have priority, and by going through the Unico Power App, you will receive a more immediate response to your ticket (Figure 9).

Figure 9: FAQ & Support

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HAPPY CHARGING