



ESB Energy EV Fleet Management Portal

July 2021

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1. Introduction

The ESB Energy EV Fleet Management Portal has been developed to allow you, the Fleet Manager, to effectively administer and manage your ESB Energy EV fleet account. It offers a range of useful features and functions which make it easy for you to control, track and monitor charging for all drivers in your fleet, as well as the ability to manage spend. This guide provides an overview of the portal and demonstrates the various features it offers.

2. Signing in

The Fleet Management Portal is available online at <https://myevaccount.esbenergy.co.uk>. For the best overall experience, we recommend that you access it via a desktop or laptop computer, using a modern web browser such as Google Chrome or Microsoft Edge. To sign in, you'll require 2 pieces of information; 1) the email address you included on your registration form and 2) your password, which you would have created following receipt of an email by you from us requesting that you do so. Simply enter both pieces of information on the sign in screen to get access.

SIGN IN

E-mail

Password

Remember me

[Forgot password?](#)

[SIGN IN](#)

Swipe to charge.



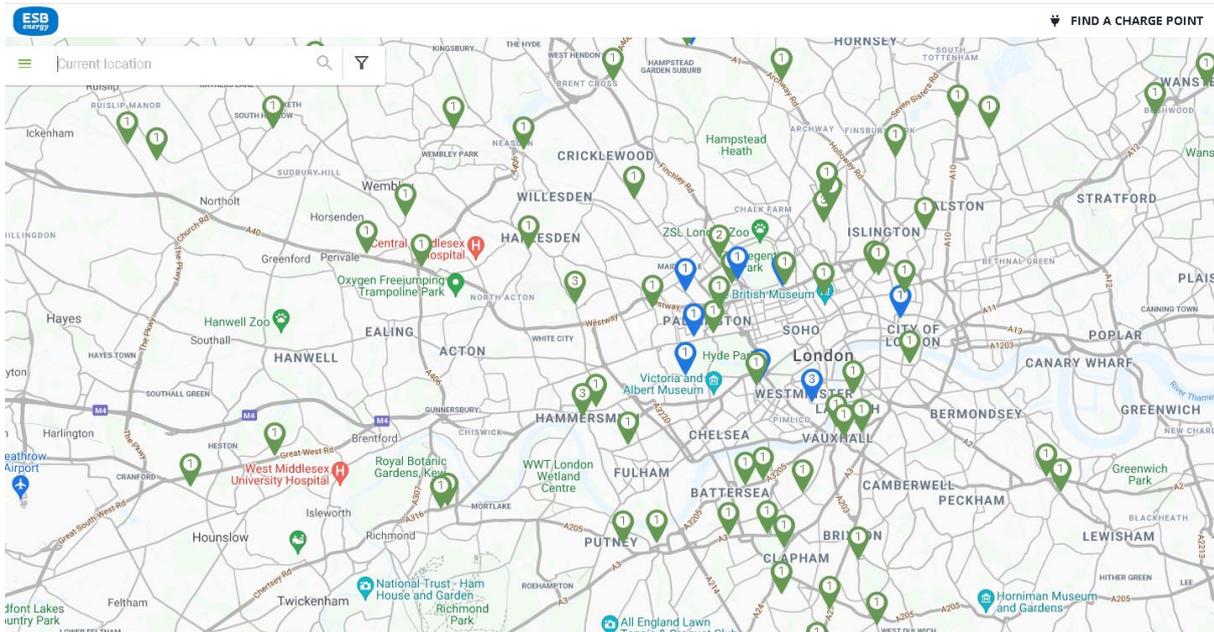
Download the ESB Energy app to start charging



Once granted, you will be taken to your profile, or prompted to enter your payment card details. Should you wish to reset your password at any time, just click on the 'forgot password' link on the sign in page at <https://myevaccount.esbenergy.co.uk>.

3. Finding a charge point

To find and locate a charge point, you can use our charge point map. This can be accessed by clicking the 'find a charge point' link from the main navigation menu on the left. We don't require you to sign in to use the map, although additional features will be available to you if you do.



When you open the charge point map for the first time, it will request to use your location to show you the charge points closest to you. You can zoom in and out or move / pan left and right to see more specific charge point information, or to view charge points in other locations around the country.

Available charge points will be shown on the map in green, with those in use being displayed in blue, and so on. A handy legend showing the meaning of all the different icon colours and types is provided. Click on the '?' icon on the map to view it.

Clicking on the individual coloured icons will allow you to drill down to view the individual chargers and their connectors. You can see how many of each type are at the location, the cost to charge, the power level and much more.

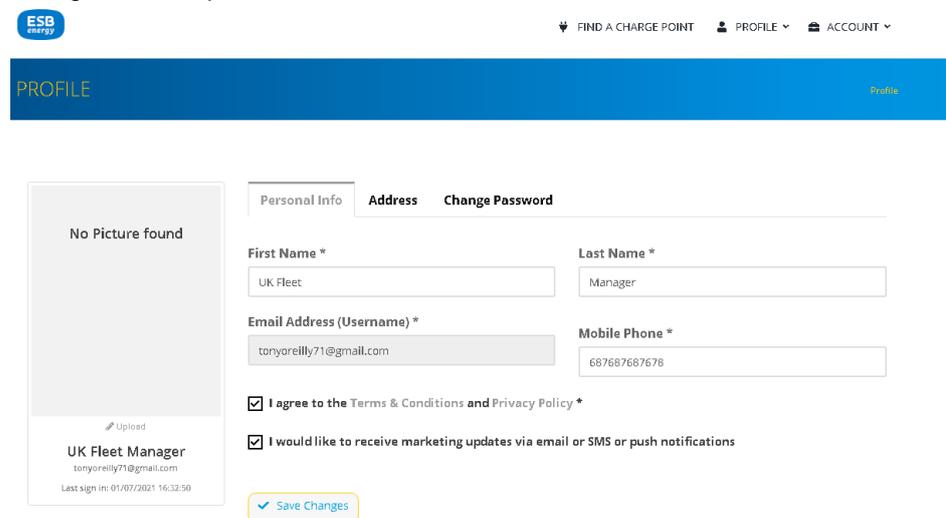
4. Managing your profile

When signed in, this section of the portal allows you to manage aspects of your fleet account such as name and sign-in information, drivers / members, charge point access cards, spend, usage, and more. To access it, click on the 'Profile' link in the main navigation menu.

a. Profile

i. Personal Information

Here you can maintain information such as your name and contact number, view the T&C's as well as the particulars of your assigned fleet plan product, and see when you last signed in. After making any changes, make sure to click on 'Save Changes'. Please note that the email address is fixed and cannot be changed via the portal.



The screenshot shows the ESB Energy portal's profile page. At the top, there is a navigation bar with the ESB Energy logo on the left and links for 'FIND A CHARGE POINT', 'PROFILE', and 'ACCOUNT'. Below this is a blue header with the word 'PROFILE' on the left and a 'Profile' link on the right. The main content area has three tabs: 'Personal Info', 'Address', and 'Change Password'. The 'Personal Info' tab is active. On the left, there is a placeholder for a profile picture with the text 'No Picture found' and an 'Upload' button. Below this, the user's name 'UK Fleet Manager' is displayed, along with the email 'tonyoreilly71@gmail.com' and the last sign-in time '01/07/2021 16:32:50'. The main form area contains the following fields: 'First Name *' (UK Fleet), 'Last Name *' (Manager), 'Email Address (Username) *' (tonyoreilly71@gmail.com), and 'Mobile Phone *' (687687667678). There are two checkboxes: 'I agree to the Terms & Conditions and Privacy Policy *' and 'I would like to receive marketing updates via email or SMS or push notifications', both of which are checked. A 'Save Changes' button is located at the bottom of the form.

ii. Address

Here you can view and update your organisations contact addresses, both for billing and mailing purposes. To make any changes, simply edit the relevant fields, and click 'Save Changes'.

ESB energy

FIND A CHARGE POINT PROFILE ACCOUNT

PROFILE Profile

No Picture found

Upload

UK Fleet Manager
tonyoreilly71@gmail.com
Last sign in: 01/07/2021 16:32:50

CHARGE HISTORY

MEMBERS

CARDS

VEHICLES

NOTIFICATIONS

Personal Info Address **Change Password**

Billing Address

Address *

Aberfoyle

Balkill Road

City *

Howth, Dublin

Postcode

D13 HF89

Country *

United Kingdom

Send mail to the same address

Save Changes

iii. Changing your Password

This section allows you to change your password. To do so, you must enter your current password, followed by your new one. Click 'Save Changes' when you are finished. We strongly advise that you choose a strong password, remembering to keep it safe and secure at all times. We also encourage you to change your password regularly to minimise the risk of any unauthorised access to your account.

ESB energy

FIND A CHARGE POINT PROFILE ACCOUNT

PROFILE Profile

No Picture found

Upload

UK Fleet Manager
tonyoreilly71@gmail.com
Last sign in: 01/07/2021 16:32:50

Personal Info Address **Change Password**

Current Password

New Password

Minimum 8 chars: with at least 1 number, 1 uppercase, 1 lowercase & 1 special character (!, @, # ...)

Confirm New Password

Minimum 8 chars: with at least 1 number, 1 uppercase, 1 lowercase & 1 special character (!, @, # ...)

Change Password

b. Charge History

This section of the portal allows you to view and monitor charging usage across your entire fleet, either by individual driver or by specific driver group. It also enables you to track spend, and to create and download custom, historic usage reports for further analysis in tools such as Microsoft Excel.

The default filter options of 'week', 'month' and 'year' make it simple to see an overview of charging for the current week, month or for the year to date, and the 'custom' option lets you define your own specific date range and duration.

The screenshot shows the ESB Energy 'CHARGE HISTORY' page. At the top, there is a navigation bar with the ESB Energy logo and links for 'FIND A CHARGE POINT', 'PROFILE', and 'ACCOUNT'. Below this is a blue header with 'CHARGE HISTORY' in yellow text and 'Profile > Charge history' in white. The main content area is divided into two columns. On the left, there is a 'Charge history' section with a clock icon and a 'Filters' sidebar. The filters include tabs for 'Week', 'Month', 'Year', and 'Custom', a date range from '01/07/2021' to '01/07/2021', dropdowns for 'Member' (set to 'All members') and 'Group Name' (set to 'All groups'), and an 'Export to Excel' button. On the right, there is a 'Charge Transactions' table area with the message 'No results available for the selected dates'. At the bottom of the filters sidebar, there is a 'PROFILE' link.

c. Members

The member area facilitates the management of every member (including Fleet Manager and drivers) on the fleet account. Essentially each member is a driver. The screen displays an overview of all drivers, including names, roles, contact details, and the driver groups to which they belong. A driver group is a virtual grouping of a set of drivers, intended to make it easier to track usage for large fleets. For example – a fleet manager may have a multi-purpose fleet, with some vehicles used by management, others by sales staff, and others by field staff. Driver groups enable these driver categories to be defined collectively, so they can be tracked and monitored as a single unit or cost centre.

Members

- [ADD MEMBER](#)
- [ORDER CARD](#)
- [PROFILE](#)
- [CHARGE HISTORY](#)
- [CARDS](#)
- [VEHICLES](#)
- [NOTIFICATIONS](#)

UK Fleet Manager
 tonyoreilly71@gmail.com

ACCOUNT STATUS	Active
MEMBER ROLE	Primary member
MOBILE PHONE	687687687678

[Edit](#) | 2 Cards

Tony SubMember
 tonyoreilly.81@gmail.com

ACCOUNT STATUS	Active
MEMBER ROLE	Member
GROUP NAME	Sales South
MOBILE PHONE	086832877716733

[Edit](#) | [Delete](#) | 0 Cards

Ciaran SubMember
 tonyoreilly.83@gmail.com

ACCOUNT STATUS	Active
MEMBER ROLE	Member
GROUP NAME	Sales North
MOBILE PHONE	08683442816755

To edit details for an individual driver, click the 'edit' button next to the driver's information. To delete a driver, simply click the 'delete' button.

When editing a driver, it's possible to change the name, mobile number, and driver group to which the driver belongs. You may wish to do this to make it simpler to manage and track your drivers.

Please note however that the email address is fixed and cannot be changed. You can assign a driver to a pre-existing driver group by selecting it from the 'group name' dropdown. If you wish to assign a driver to a new group, select 'new group' from the dropdown, and enter the name in the 'new group name' field. After making any changes, make sure to click on 'Save Changes'. Any newly created driver groups once saved will appear in the 'group name' dropdown.

d. Cards

The cards screen allows you to view and manage all charge point access cards that have been assigned to your account.

For each card, its status, number, and the driver to whom it is assigned will be displayed. If a card is lost or stolen, you should de-activate it by clicking on the 'Suspend' link.

e. Vehicles

This area of the portal allows you to view and add information on the various vehicles in your fleet, including make, model, registration, and colour. Each vehicle will be listed against the over-all fleet, as opposed to being associated with an individual driver or driver group. To add a vehicle, click the 'add vehicle' link. Any of the details you enter can be amended at any time by clicking the 'edit' button next to the vehicle's information. To delete a vehicle, simply click the 'delete' button.

VEHICLES

[Profile](#) > [Vehicles](#)


Vehicles

- [ADD VEHICLE](#)
- [PROFILE](#)
- [CHARGE HISTORY](#)
- [MEMBERS](#)
- [CARDS](#)
- [NOTIFICATIONS](#)


BMW i3 120 Ah

Year	2021
Registration number	123456
Colour	Purple

[Edit](#) | [Delete](#)

f. Notifications

This screen lets you configure your preferences regarding if / how we should alert you of specific events relating to your account. We can notify you via email or if applicable, by way of a push notification within our EV Plug In mobile app, should specific pre-defined transaction types occur e.g. when a new invoice becomes available, a driver starts charging, or a payment fails for any reason. You can choose both the alerting method that best suits you, and the specific transaction types you'd like to receive notifications about. To do so, click to toggle (on / off) the icons next to each transaction category.

NOTIFICATIONS

[Profile](#) > [Notifications](#)


Notifications

- [PROFILE](#)
- [CHARGE HISTORY](#)
- [MEMBERS](#)
- [CARDS](#)
- [VEHICLES](#)

Start charge	?
Stop charge	?
Charge failed to start	?
Billing and payments	?
Reservations	?

Save Changes

5. Managing your account

The account section of the portal allows you to view and manage the financial aspects of your account, including contracts, payment methods, invoices, and chargeable transactions, and to see the current balance. To access it, click on the 'Account' link from the main navigation menu.

- a. Your account
 - i. Billing contracts

Here you can see specific details relating to your contract with us. This includes such information as the start date, billing plan, set-up fee, monthly subscription charges, contract duration etc.

The screenshot shows the ESB Energy account portal. At the top, there is a navigation bar with the ESB Energy logo on the left and links for 'FIND A CHARGE POINT', 'PROFILE', and 'ACCOUNT'. Below this is a blue header with the word 'ACCOUNT' in white. The main content area is divided into two sections: 'BILLING CONTRACTS' and 'LIMITS & SETTINGS'. The 'LIMITS & SETTINGS' section is active and displays a table of contract details. On the left side of the main content area, there is a sidebar with a 'Account' icon and a box containing 'Account no. 138505' and 'Current Balance £20'. Below this are links for 'PAYMENT METHODS', 'INVOICES', and 'BILLING TRANSACTIONS'.

LIMITS & SETTINGS	
Contract #	8000046472
Plan	Fleet 5
Status	Active
Start Date	01/07/2021
Subscription fee	£20 Monthly
Setup fee	£0
End Date	N/A
Minimum Term	N/A
Early Termination Fee	N/A

ii. Limits and settings

If applicable, this screen allows you to activate and set an automatic top-up, which will trigger should the available balance on your account drop below a certain amount. This feature means that you're not required to perform a manual top-up each time a driver is unable to charge due to a low balance issue, making account management much simpler and more efficient.

iii. Top up account

If applicable, you can top-up your account balance from here. Simply enter the required top-up amount in the box and click 'top up my account'. If successful, the balance on the account will be adjusted to reflect this, and confirmation of the top-up will be shown under 'Billing Transactions' and in the 'Invoice'.

b. Payment methods

This area of the portal allows you to view, add or amend the payment methods we have on file for your account. All payment cards registered will be displayed here. To add a new payment card, click 'add payment method', and enter your card details. To change your active payment card (the one to be used to pay), select it from the list of available cards, and choose 'make default'. To delete a payment card, click 'delete' next to the card you wish to remove. You must have at least 1 valid payment method active on your account.

c. Invoices

The invoices screen allows you to view and download the current open invoice, as well as ones that have been previously generated and are closed. The content of the invoice selected in the 'month' dropdown will be displayed on the screen, with the 'Download PDF' button allowing you to download an official version in PDF format. All relevant activity on your account including charging costs, overstay fees, monthly subscription charges and set-up fees if applicable will be

shown. To view past invoices, simply choose from those available in the 'month' dropdown.

ESB energy FIND A CHARGE POINT PROFILE ACCOUNT

INVOICES Account • Invoices

Invoices

Month: Current Invoice

ACCOUNT
PAYMENT METHODS
BILLING TRANSACTIONS

Current Invoice Download PDF

Customer: UK Fleet Manager
Aberfoyle
Balkill Road
Howth, Dublin, D13 HF89
United Kingdom

Invoice Number: Not closed
Invoice Period: 01/07/2021 - 31/07/2021

Account No: 138505
Active Plans: Fleet 5

Invoice Summary		Account Activity	
Membership Activity	£16.67	Opening Balance	£0
Vat Total	£3.33	Payments	£0
Current Amount Due	£20	Current Amount Due	£20
		Total Amount Due	£20

Membership Activity						
#	Post Date	Description	Billing Period	Amount	VAT	Total
1	01/07/2021	Fleet 5 - Monthly Subscription fee	01/07/2021 - 01/08/2021	£16.67	£3.33	£20
Total Membership Activity				£16.67	£3.33	£20

d. Billing Transactions

This section of the portal allows you to see an overview of all chargeable transactions on your account for a specifiable time period, including the date / time they were processed, the transaction type, cost, balance on your account and your fleet plan. By clicking on the individual transactions listed, you can see a breakdown of the over-all cost. The default filter options of 'week', 'month' and 'year' make it simple to see an overview of charging for the current week, month or for the year to date, and the 'custom' option lets you define your own specific date range and duration.

ESB energy FIND A CHARGE POINT PROFILE ACCOUNT

BILLING TRANSACTIONS Account • Billing Transactions

Billing Transactions

Filters: Week **Month** Year Custom

01/07/2021 to 01/07/2021

Show statements only

ACCOUNT
PAYMENT METHODS
INVOICES

Id	Date	Product	Plan	Amount	Balance	Provider	Details >
11028807	01/07/2021 15:41:50	Subscription fee (Membership Activity)	Fleet 5	£20	£20	ESB Energy	

6. Reporting an issue

Should you have an issue, you can report it to us directly from the fleet management portal. Just click the 'Report an Issue' link located at the bottom of each page, choose the type of issue you're having from the dropdown marked 'I'm having a problem with', and provide some details in the 'Description' box.

7. Driver access

Access to the fleet management portal is also available for each of the drivers in your fleet. Although they will have limited access, it will enable them to benefit from many of the features already described in this guide, including the charge point map, the ability to view and download a record of their own charging history, as well as the capability to review and confirm their active cards. They will be unable to perform any fleet management related tasks. To sign in, they will require an email address and a password. The email address will take the form rfidcardnumber-companyname@esbenergyev.co.uk where the card number will be the visible number on their assigned charge point access card, and the company name will be the company name that was registered with us. The default one-time password is **ESBEnergyFD2\$!**. Drivers will be prompted to change this upon first sign in.