



# START CHARGING WITH SWTCH

SET-UP GUIDE





# Download the SWITCH App

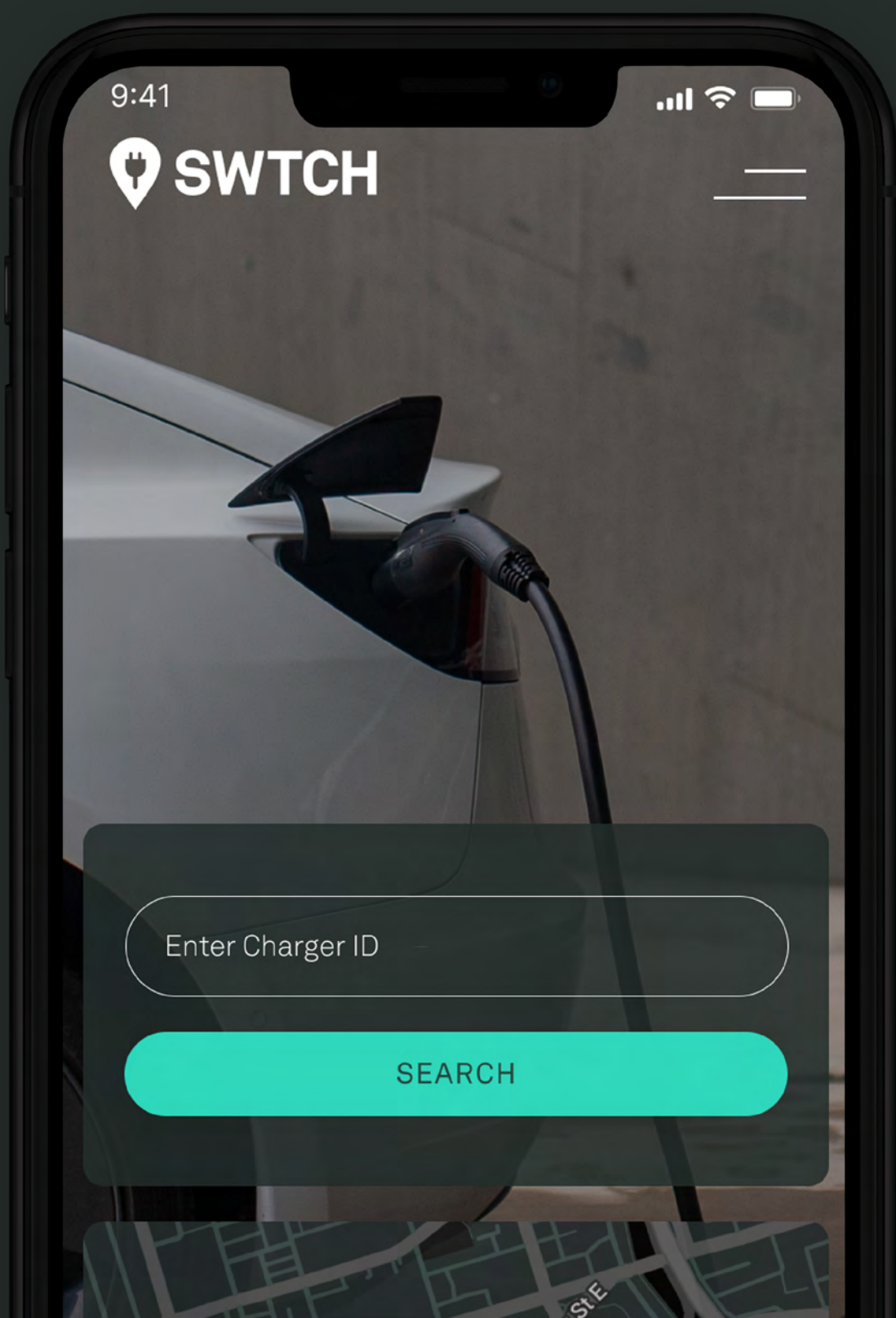
Available through the iPhone and Andriod app stores or visit [charge.swtchenergy.com](https://charge.swtchenergy.com) to charge app-free.



Download on the  
**App Store**

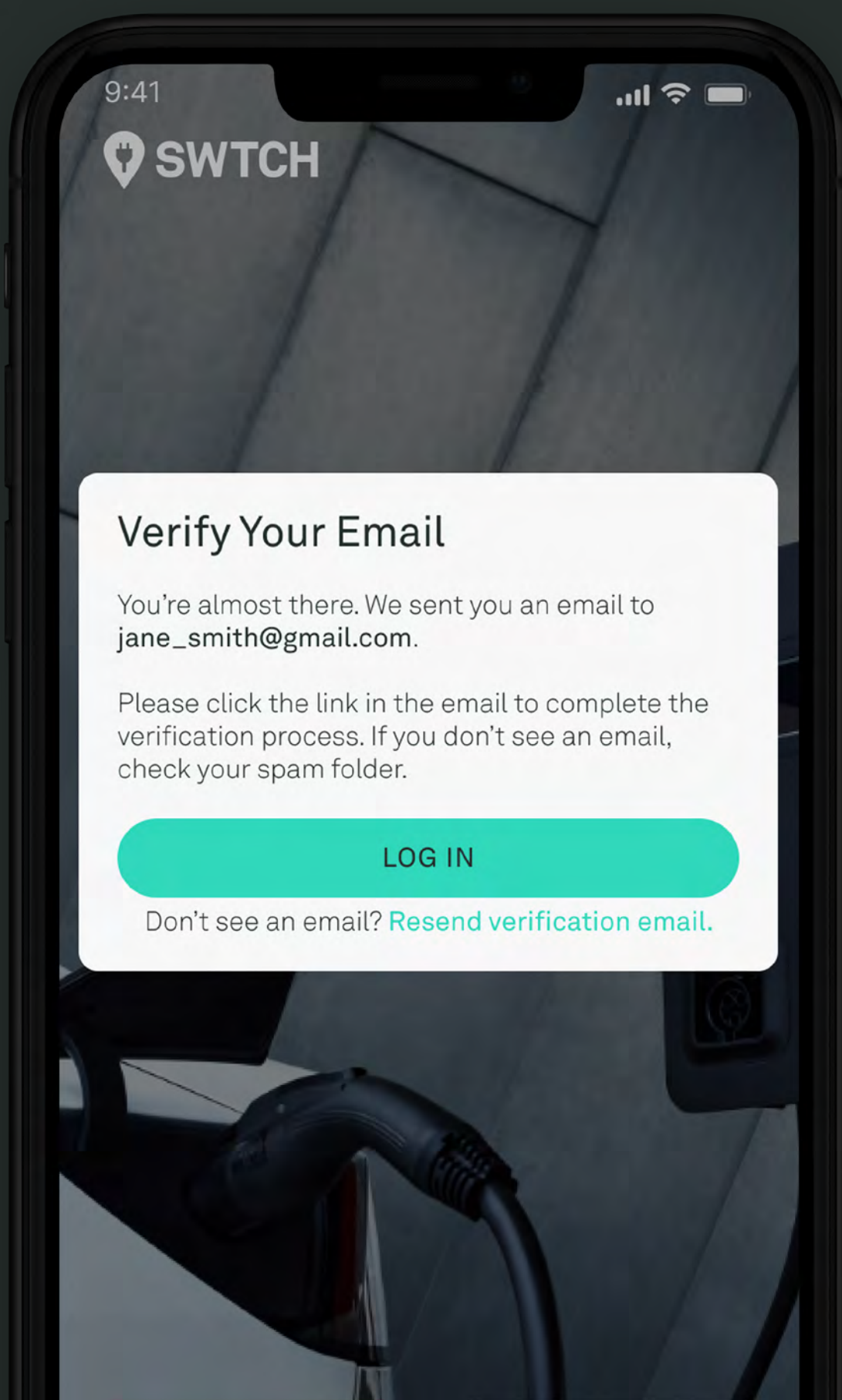


Available on the  
**Google Play**



# Create an Account

To complete the process,  
check your inbox to verify your email.



9:41



SWITCH

## Verify Your Email

You're almost there. We sent you an email to  
**jane\_smith@gmail.com.**

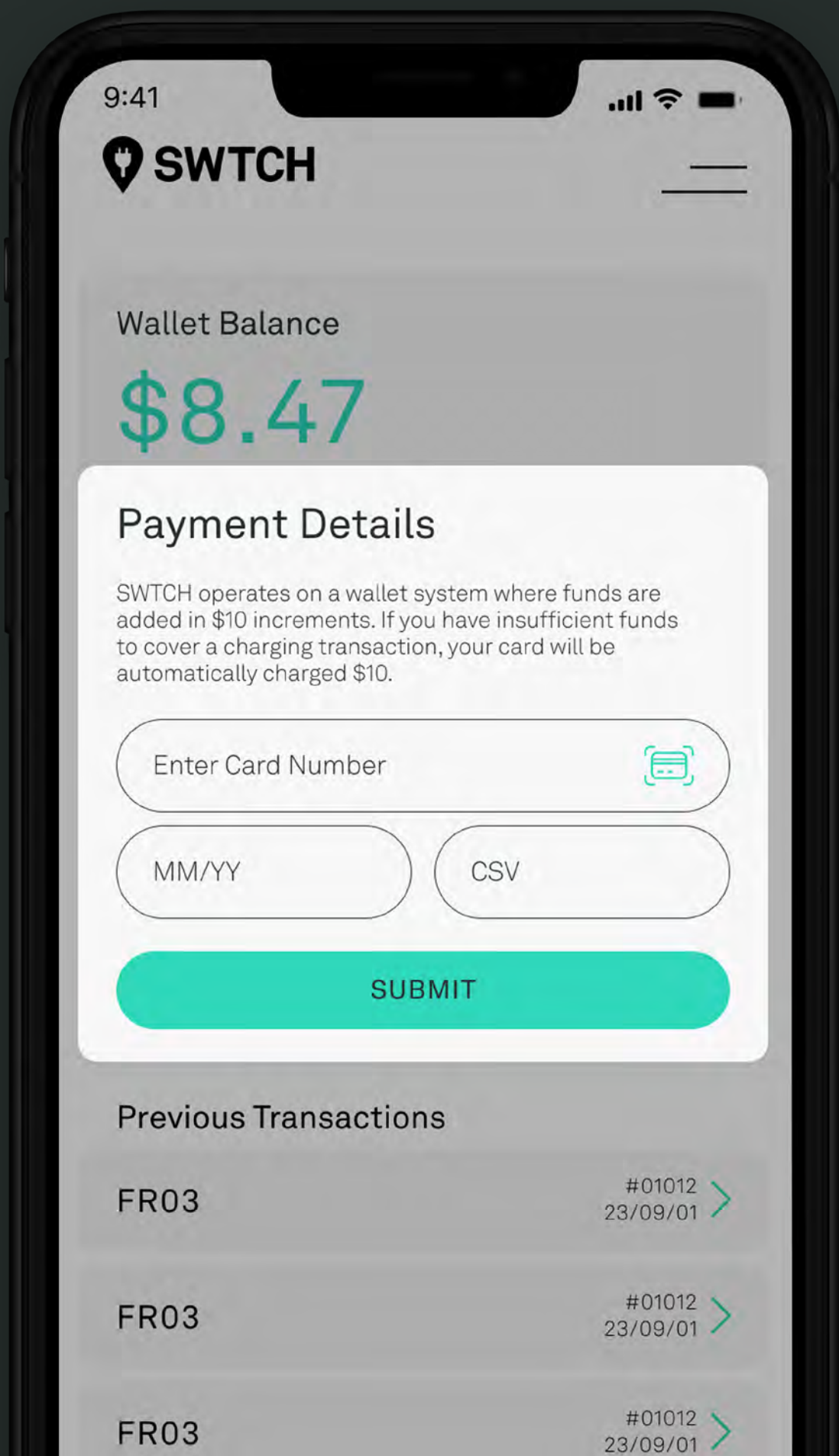
Please click the link in the email to complete the  
verification process. If you don't see an email,  
check your spam folder.

LOG IN


Don't see an email? [Resend verification email.](#)

# Add a Payment Method

As a first time user, you'll be prompted to add a credit card to your account.



9:41


 **SWITCH**

Wallet Balance

**\$8.47**

### Payment Details

SWTCH operates on a wallet system where funds are added in \$10 increments. If you have insufficient funds to cover a charging transaction, your card will be automatically charged \$10.

Enter Card Number 

MM/YY CSV

**SUBMIT**

### Previous Transactions

FR03	#01012 23/09/01	>
FR03	#01012 23/09/01	>
FR03	#01012 23/09/01	>



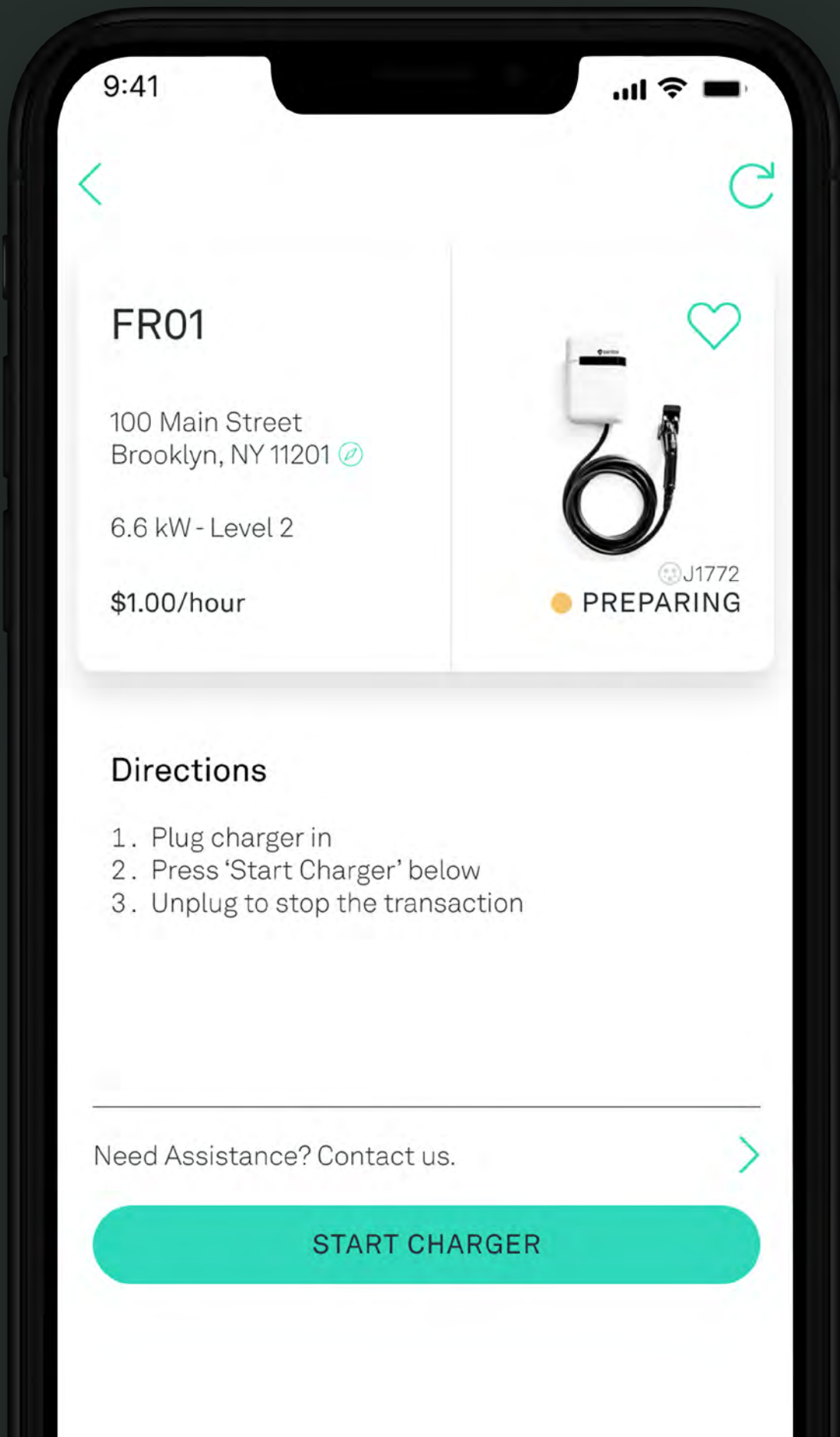
# Select your Charger

To charge, enter in the Charger ID located on the front of the charger.



# Start Charging

Review the details, click START CHARGER,  
and you're all set!





# No Cell Service, No Problem!

For locations with low cellular reception, request a Charge Card from the app so you can tap and go.





# Frequently Asked Questions

## **How do I create a SWTCH account?**

Download the SWTCH mobile app on Google Play (Android) or the App Store (iOS). Alternatively, you may register by going to [charge.swtchenergy.com](https://charge.swtchenergy.com) on a web browser.

## **What is a charger ID and how do I locate it?**

Every SWTCH charger has a unique ID indicated on the front face of the physical machine. It should be 4-6 characters long (e.g., SH45).

## **How do I request a SWTCH Charge Card / RFID?**

Open the SWTCH mobile app and press 'Request Charge Card' in the drop-down menu at the top right. If you're using [charge.swtchenergy.com](https://charge.swtchenergy.com), press the Menu > Settings > Request charge card.



## **How do payments work?**

SWTCH operates on a wallet system where minimum \$10 is added upon your first charging transaction. If your wallet balance falls below zero, \$10 will be auto-added.

## **How much does it cost to charge?**

Hourly usage rates vary by location. You can find out the price of a specific charger by searching by charger ID on the mobile or web app.

## **Why won't my car start charging?**

Check to make sure the charging cable is securely connected to your vehicle, and make sure your charging schedule is disabled.

## **How do I reach SWTCH customer support?**

We're available 24/7 at 1-844-798-2438 or [support@swtchenergy.com](mailto:support@swtchenergy.com)

# Support 24/7/365

If there's an issue with your account  
or issue while charging, please call us or  
email us, 24/7 at 1-844-798-2438  
or [support@swtchenergy.com](mailto:support@swtchenergy.com)

