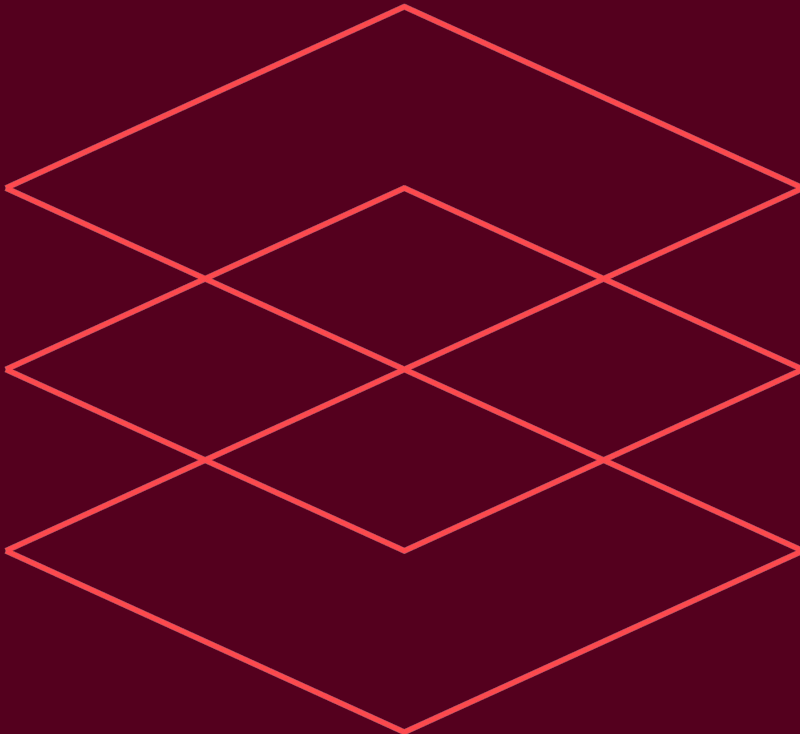


EV Driver Quick Start Guide

EV Driver Quick Start Guide



Key Workflows

Starting a charge (Instant) 01

Starting a charge (Download App) 02

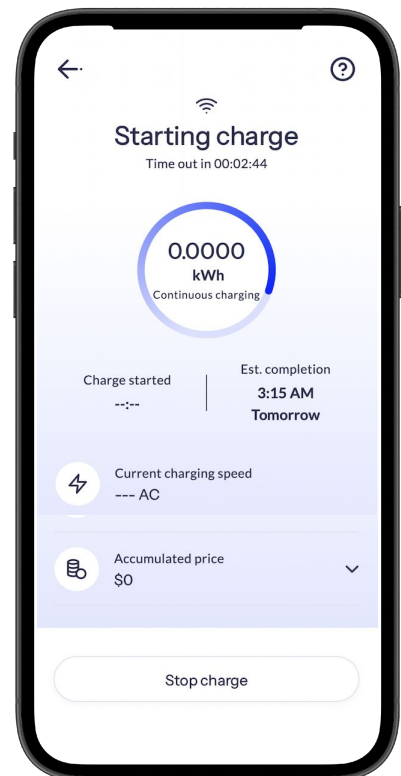
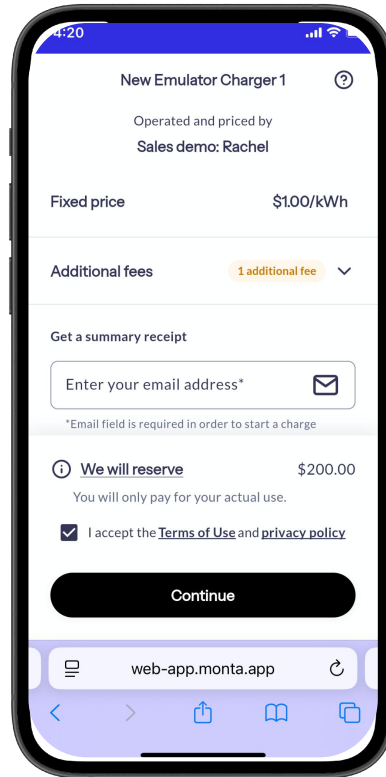
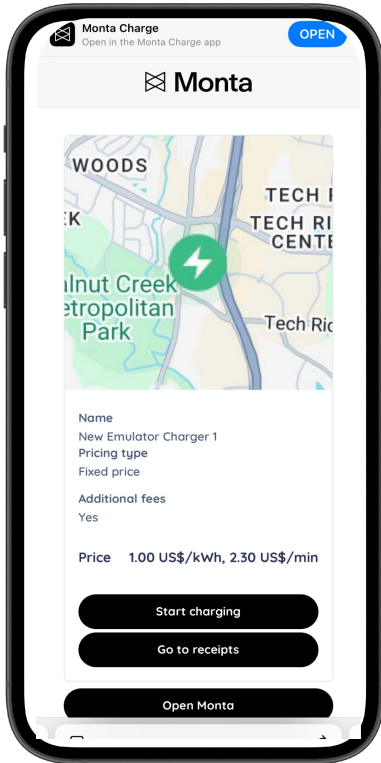
App settings 03

How to get help 04

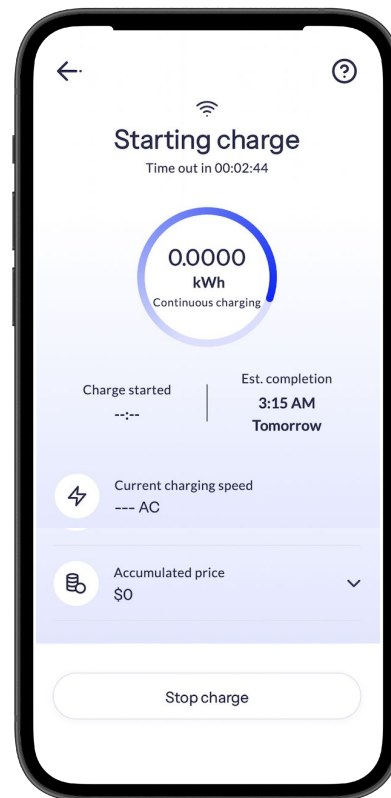
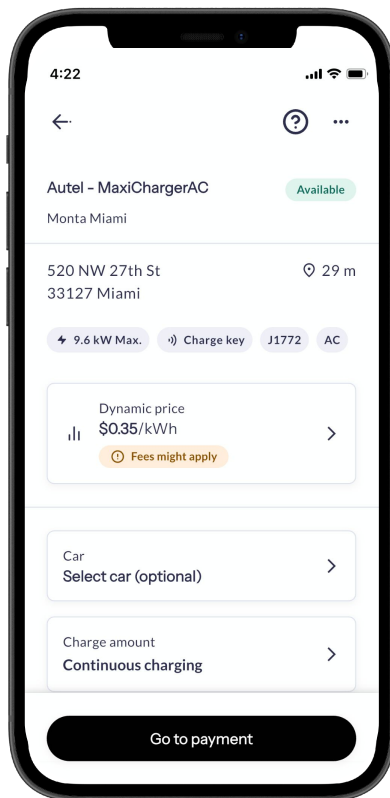
How to Reserve a Charger 05

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Starting a Charge (Instant) - Scan QR Code to Start, no App download



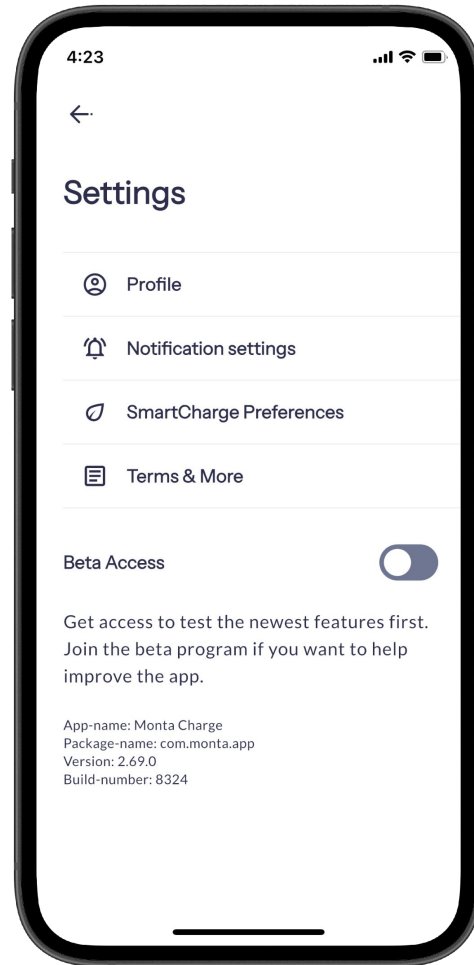
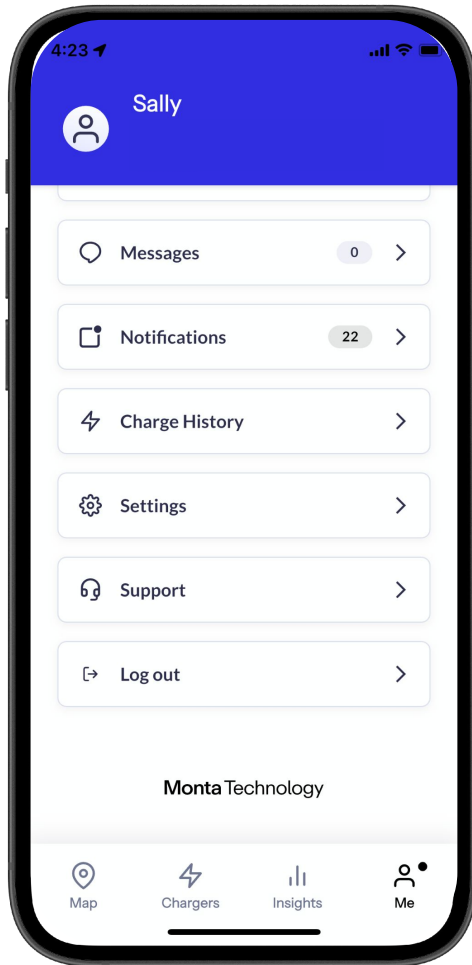
Starting a Charge (App)



1. Scan QR Code on the charger. With the Monta Charge app downloaded, it will open in the App.
2. Choose Charge now or Schedule
3. Select or add your car (optional)
4. Select a charge amount (continuous or capped at specified kwh or batter %)
5. Click on Go to payment
6. Click on + Select payment method
7. Select an available payment method or add a bank card
8. Slide to start charging
9. Use the ? in the top right corner to access support

 [Learn More about Starting a Charge Here](#)

App Settings

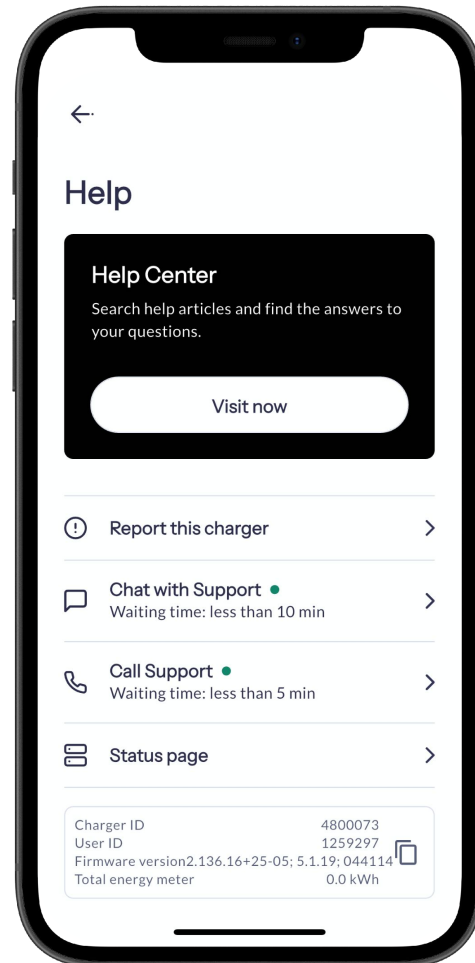


1. Go to the “Me” tab
2. Scroll down until you see Settings
3. In the Settings menu, you can update your profile and notification preferences

Getting Help with Charging



1. Find the ? on the screen or go to Me tab and scroll down to Support menu
2. Open a chat with support or call
3. View Help Articles to guide you through the workflow you are trying to complete



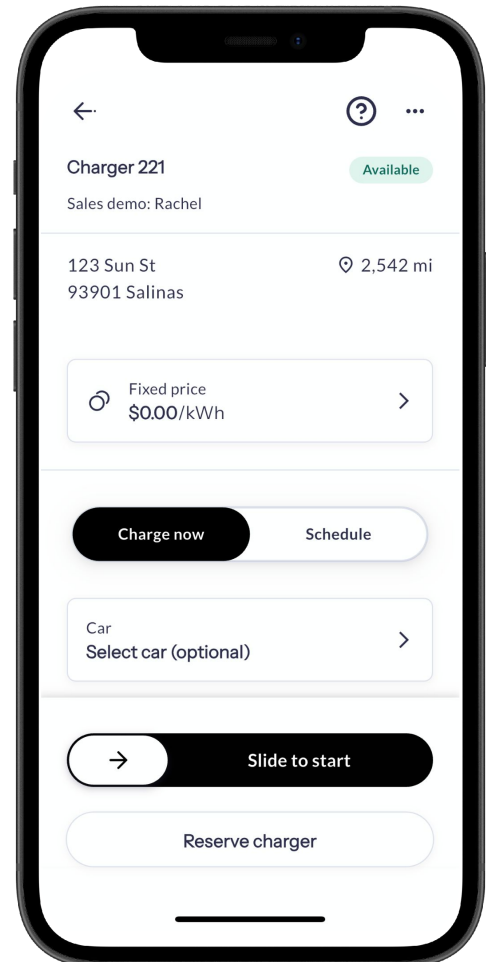
Reserve a Charger



1. Scan QR code or Open the charge point on the map
2. Adjust settings (optional)
3. Click on Go to payment
4. Click on Reserve charger
 - a. Reservation price per minute and time limit is set by the charger owner
 - b. You will pay for the reservation once you start charging or if you cancel the reservation
5. Swipe on Start reservation - now other drivers cannot use the charge point
6. Click on Charge now when you are ready to plug and charge your car
7. You can cancel the reservation at any point.
8. You will pay for the minutes you have reserved the charge point



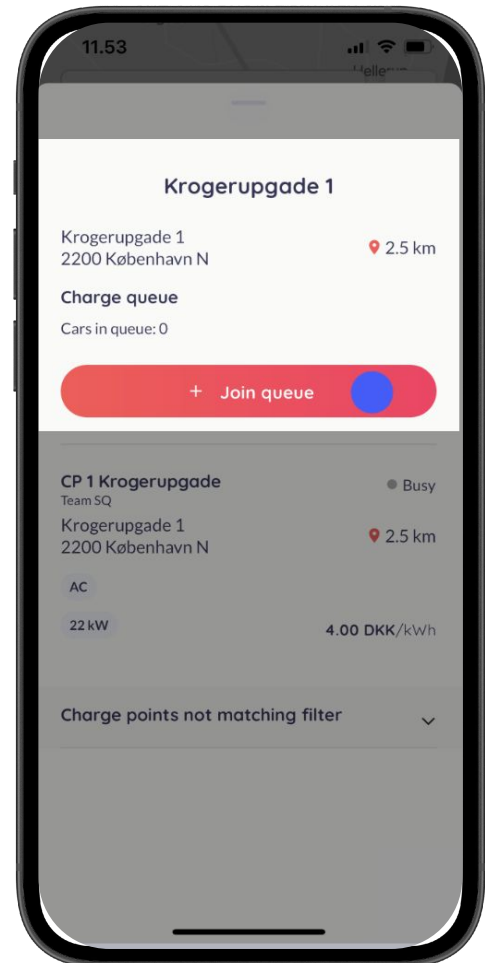
[Learn More about Reserving a Charge Here](#)



Join a Queue



1. Open the charge point on the map
2. Click on Join Queue
3. Wait until it is your turn to charge - you will be notified in the Monta app
4. Click on Open to see your charging options
 - a. You have 15 minutes to start charging on the charge point.
 - b. You can Skip turn if you are not ready to charge and give the turn to the next in line.
 - c. You can also Leave queue if you do not wish to charge anymore.
5. Adjust your charging preferences
 - a. Select the car you want to charge (optional)
 - b. Select the amount you want to charge
6. Click on Go to payment
7. Select the payment method, which you want to use
8. Swipe to start charging



 [Learn More about SmartQueue Here](#)

