ChargePoint Cloud Dashboard

Configuration and Diagnostic Guide

Table of Contents

Configure

Enable Just Charge

Symptoms

- Not applicable

Prerequisites

- Your user access has one of the following roles:
  - Network Manager
  - Station Manager
  - Installer
  - NOC L2
- A licensed electrician with access to the charging station installation
- Just Charge should be enabled on the Organization level

Error Logs

Not applicable

What is Just Charge?

- Just Charge is a station software feature provided to allow anyone to charge without any authentication; essentially the station remains in a state of always authorized.
- This feature comes in handy on stations owned by multi-user facilities who want to give free charging to members, without the restrictions of owning a ChargePoint (RFID) card.

Usage

- Just Charge typically will be used for auto dealerships and bus/car fleets.
- In special circumstances, it can be requested for other customers, but the main usage is for dealerships and fleets.
- Just Charge is for non-public stations.

Procedure

1. Check to see if **Just Charge** is enabled for the organization.

2. Go to dashboard and navigate to **Organization** > **General** tab.

   Note: If the **Just Charge** mode is not enabled, contact Support to get the feature enabled on the Organization level.

3. Once the Org is enabled with **Just Charge**, you will need to apply the **Just Charge** configuration to each station upon activation or by editing the **Configuration** tab.

4. Go to **Station Configuration** and select **Edit**.

   Note: The **Just Charge** mode will only pop up for the below customer categories.
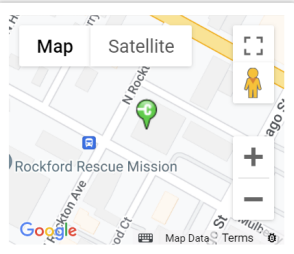
Customer Category	Subcategory
Retail	Auto Dealership
Fleet	Distributed Depot Car Sharing
Workplace	Fleet
Education	Education Fleet
Healthcare	Healthcare Fleet
Municipal	Municipal Fleet
Government (Fed, State)	Government Fleet

Just Charge Customer Categories

The configuration change is made on the **Usable by option**.

Firmware Upgrade

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - NOC level 2 or similar

Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Stations** tab and select the desired **Station**.
3. Select the **General** tab.
4. Check the **Make/Model, Station Network Type, Factory Software Version** and make a note of it.

5. Select **Auto-OTA** in the dashboard.
6. Check that **Rule Name** if it matches the **Make/Model**.
7. Copy the software version in the column **New Version** with the **Rule Name** ends with **GA**.

8. Select **OTAng** in the dashboard and select **Download To Stations**.

9. Drop down **Search** and enter the *Org name, MAC ID*.

10. If the check box is enabled for **Do Not upgrade** blacklist, then do not upgrade the firmware.

11. Select **Search**.

12. Select the station in the left panel tab under **Select Org/Stations** to upgrade with new software version.

13. Do the following for:

    a. CT4K Legacy stations: In the **Search** dropdown, select the **Protocol** as *ChargePoint*. Drop down the **Manufacturers** and do NOT select ChargePoint.

    b. CT4K MACAW stations: In the **Search** dropdown, select the **Protocol** as *ChargePoint*. Drop down the **Manufacturers** and select *ChargePoint*.

    c. CPE250 stations: In the **Search** dropdown, select the **Protocol** as *ChargePoint*. Drop down the **Manufacturers** and do NOT select ChargePoint.

    d. CP6K stations: In the **Search** dropdown, select the **Protocol** as *OCPP*, drop down the **Manufacturers** and do NOT select ChargePoint.

14. In the **Upgrade Options**, paste the software version in the tab **Software Version** copied from **Auto-OTA**, select the auto populated version.

15. Select **Add to list**.

16. Check in the **List of Stations** to upgrade if the **Gateway, Station, S/W Version From and S/W Version To** is correct.

17. In the **Upload selected files to station**, then select **Upload**.

18. To check the status of the firmware upgrade, select **Reports > Logs > OTAng Logs**.

19. If the issue persists, contact Support.

Station Messages

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - NOC level 2 or similar

Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Stations** tab.
3. Select **Station Messages**.
4. Select **New Station Message** on the top right corner of the page.

5. Update **Station Message Name, Description (Optional), Station message Text line 1 and Station message Text line 2**.

   Note: **Station Message Text Line 1** - max 15 characters are allowed and below mentioned special characters are not allowed: /\~"<>|

   Station Message Text Line 2 - max 64 characters are allowed and below mentioned special characters are not allowed: /\~"<>|

6. Go to **Apply Station Messages**

7. If the message needs to be applied on specific stations:

   a. Select the drop down next to the **Org Name** .

   b. Expand **Radio groups** and then expand the Radio group that contains the number of stations in which the station message needs to be displayed.

   c. Select the **Station Message** drop down, select the name of the station message that was created and then select **Apply**.

8. If the message needs to be applied on all stations under the Org, select the **Station Message** drop down at the Org level and select **Apply**.

   Note: Once applied, please allow 2-5 minutes for all the stations to have the configuration updated.

   Stations should be available and reachable for the above request to take effect.

Diagnose

Access Control

Symptoms

- The charging station screen shows the message: **Access Restricted/Access Denied**

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs
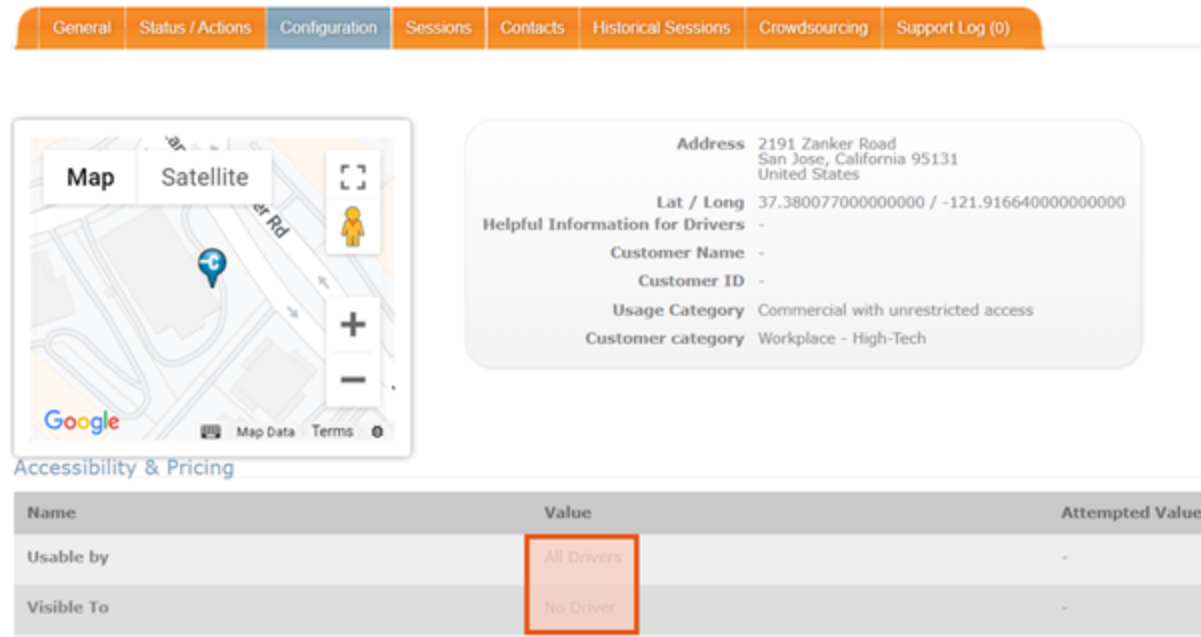
Not applicable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **Configuration** tab and check the **Usable by** and **Visible by** configurations.

Solution

If the **Usable by** option is set to **All Drivers**, follow these steps:

1. Ask the customer about how the driver initiated the session (**mobile app, RFID card, tap to pay/ credit card**).
2. If it is a RFID card, get the serial number of the RFID card to check whether it is activated under a valid driver account. If it is a fleet card, check whether it is activated under a valid **Vehicle/Fleet**.
3. Check if the station has a pricing policy applied. If there is a pricing policy, ensure that the driver account has a valid payment source linked.

   Note: If the station is free for all, there is no requirement for a payment source to link.
4. If all the above steps are verified and still does not let the driver initiate a session, contact Support.

If the **Usable by** option is set to a specific access policy, follow these steps:

1. Check for the card serial number or the driver's name who faced the access denied error.
2. Verify the access policy and check which driver group is mapped in that access policy.
3. Navigate to the driver group and check whether the driver has been added to the driver group.

   Note: If the station has an access policy mapped and the driver is not added to the driver group, connect that driver into the group by providing the connection code to the driver.

4. If all the above steps are verified and the driver is still unable initiate a session, contact Support.

Charging Station Connections

Symptoms

- Driver unable to join the driver group
- Driver unable to use the station

Prerequisites

- Your user access has one of the following roles:
  - Network Manager
  - Station Manager
  - Installer

Error Logs

Not applicable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Select the **All Stations** tab in the top right corner. Search for the **Organization** under **Load Specific Organizations**, and select **Apply**.
3. Go to the **Drivers** tab and select **Connections**. Check if there is a connection created.
4. Go to the **Stations** tab and select the station. Then, select the **Configurations** tab and check under **Usable by** if an access policy is mapped to that station with the driver group for which the connection was created.

Solution

1. Select the **Drivers** tab, then select the **Connections** tab, and check if the connection is created and status is *Enabled*.

2. If yes, choose the connection name and select **Edit Connection**.

3. Check that the connection code in **Only drivers entering connection code** is correct, the **Status** is checked as *Enable* and **Auto-approve** is set to *Auto* or *Manual*. If **Auto-approve** is *Manual,* the Network Manager will receive a request and must approve a driver to join the driver group.

4. Select **Access Control** and check if the driver group is mapped for which connection was created to the access policy.

5. Select **Apply Access Policies**. Check if the access policy is mapped for the station in **Change Usable By** and **Status** has green tick.
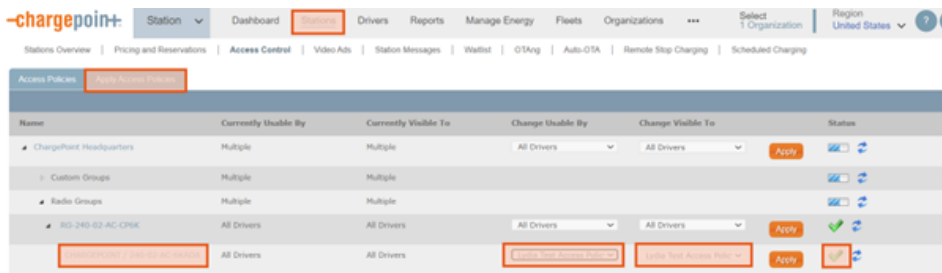
6. Go to the **Stations** tab and select the station. Select the **Configurations** tab and check under **Usable by** to see if an access policy is mapped to that station with the driver group for which the connection was created.

7. If the issue persists, contact Support.

Charging Station Out of Service Due to Earth Ground Fault

Symptoms

- The charging station screen shows the message: **Unavailable**
- The charging station connectors' LED light is solid red
- The charging station shows as faulted in ChargePoint Cloud Dashboard

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Fault Code: 202-EF

Station Status: Needs Service

Earth Fault Station out of service

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to the **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **Status/Actions** tab and check the **Station Status** and **Port Status** information:
    - Station Status: Faulted
    - Reason: Earth Fault Station out of service
5. Go to the **Alarms** block and select **View**.
6. See the following errors in each column:
    - Station Status at time of Alarm: Faulted
    - Alarm Name: Earth Fault Station Out Of Service

Solution

1. Ask the customer to provide:

   - A photograph of the transformer plate showing the primary and secondary winding configuration

   - A photograph of the transformer cover removed and showing the secondary neutral bonded to the same grounding point as the panel ground

   - Impedance measurement between the charging station ground and the breaker ground

   - Check if neutral and ground are bonded in the main transformer

   - A photograph of the main transformer showing the neutral bonded to the ground chassis and the ground connection to the breaker and charging station

   - A photograph of the breaker ground connection to the transformer

   - A photograph of the charging station ground to the breaker ground connection
     Note: If a single-phase circuit is present, the image below shows the applicable wiring diagram.

240 VAC Single Phase Panel

1. Main Breaker
2. Neutral Bus
3. Ground Bus
4. Neutral
5. L2
6. L1
7. Left L1
8. Left L2
9. Right L1
10. Right L2
11. 240 VAC
12. Ground
13. Terminal Block Left
14. Terminal Block Right
15. Left L1
16. Right L1
17. Left L2
18. Right L2
19. Strip wire 13 mm (1/2 in)
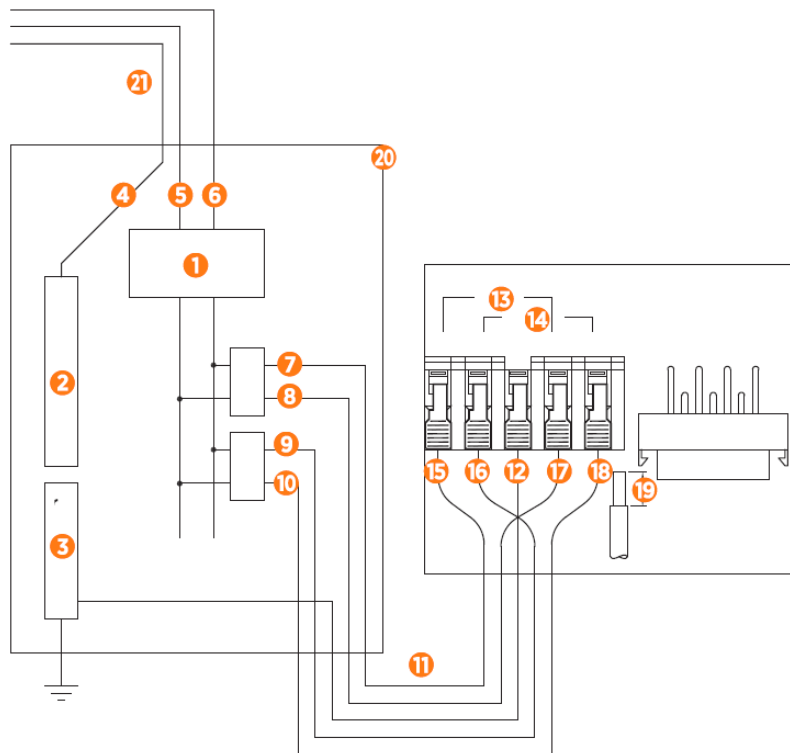
20. Local Service or Subpanel

21. 120/240 VAC 1Ø
    Bonded Neutral Required

Left and right refers to the left and right ports on the charging station.

2. Based on the provided photographs, ensure that:

   - The transformer has a WYE configuration
     Note: The WYE configuration is also known as the "star" configuration.

   - The charging station and panel grounds lead to the same point where the secondary neutral tap is grounded

3. If any evidence provided by the customer shows an installation issue, share your findings with the customer and request a licensed electrician to perform the necessary changes.

Charging Station is in Faulted to Breakaway

Symptoms

- The charging station screen shows the message: **Unavailable**
- The charging station shows as faulted in ChargePoint Cloud Dashboard

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Fault Code: 301-BA

Station Status: Faulted

Reason: Breakaway

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to the **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Select the **Status/Actions** tab to view the **Station Status** and **Port Status** information:
    - Station Status: Needs Service
    - Reason: Breakaway
5. Go to the **Alarms** block and select **View**.
6. See the following errors in each column:
    - **Station Status at time of Alarm:** Faulted
    - **Alarm Name:** Cable breakaway detected

Breakaway faults occur when a cord is pulled with enough force to move the wires internally, opening a switch to indicate possible damage.

Station Status	Needs Service Reason: Breakaway as of 2022-04-01 13:32:11 (EDT)
Port Status	as of 2022-04-01 13:32:11 (EDT) Port 1: Needs Service Reason: Breakaway as of 2022-04-01 13:32:11 (EDT) Port 2: Needs Service Reason: Breakaway
Load Shed Port 1	No
Load Shed Port 2	No
Network Status	REACHABLE

Solution

The fault might indicate that the charging cable has been cut or pulled out of the station.

1. Have the site identify the extent of the damage.

   Note: There will be times where there is no visible external damage, but a breakaway fault can also be due to an internal issue.

2. Obtain photographs of the station and cable showing the damage.
3. Proceed with replacement options below.

   - If no further damage or issue is identified beyond the breakaway cable, consider station head replacement.

Charging Station Out of Service Due to Hardware Fault

Symptoms

- The charging station screen shows the message: **Unavailable**
- The charging station shows as faulted in ChargePoint Cloud Dashboard

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Fault Code: 307-HE

Station Status: Needs Service

Hardware Fault Station out of service

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to the **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Select the **Status/Action**s tab to view the **Station Status** and **Port Status** information:
    - Station Status: Faulted
    - Reason: Hardware Fault
5. Go to the **Alarms** block and select **View**.
6. See the following errors in each column:
    - **Station Status at time of Alarm**: Faulted
    - **Alarm Name**: Hardware Fault

Solution

1. Ask the customer to provide:

   - The breaker amperage and number of breakers feeding the station

   - **Note:** If Circuit Sharing is enabled, there will only be one dual pole breaker for the station (known as a three wire install).

2. If the fault appears in Port 1.

   a. Verify that one of the dual pole breakers didn't trip and are both in on position. (Sometimes they may look like they are on, but they may be tripped and not all the way showing in the "Off" position).

   b. Reboot the station in the dashboard. **DO NOT CLEAR THE MAINTENANCE FLAG** as it will falsify the dashboard to force a green pin. (Wait 3-5 minutes and pull the latest status from Status/Actions page.).

   c. If the fault remains, power the breakers off for two minutes and then back on. (A hardware fault in port 1 is often consistent with a breaker being powered off or tripped).

3. If the fault appears in port 2, the fault is spurious.

   a. Reboot station in the dashboard. **DO NOT CLEAR THE MAINTENANCE FLAG** as it will falsify the to force a green pin. (Wait 3-5 minutes and pull latest status from **Status/Actions** page).

   b. After the station is done rebooting, do a **Get Latest Status** in the **Status/Actions** tab.

      If fault is cleared, the message below will appear in the latest status:

      > *1,J1772,FwRev=32,SSM1Rev=40,SSM2Rev=40,,ENABLE,AVAILABLE,NO_ VEHICLE,IDLE,0,NONE,NONE,NONE,0xA1,NA*

      > *2,J1772,FwRev=32,SSM1Rev=40,SSM2Rev=40,,ENABLE,AVAILABLE,NO_ VEHICLE,IDLE,0,NONE,NONE,NONE,0xA1,NA*

      If fault remains, the below message will appear in the latest status:

      > *1,J1772,FwRev=32,SSM1Rev=40,SSM2Rev=40,,ENABLE,OUT_OF_SERVICE,NO_ VEHICLE,IDLE,0,NONE,9,NONE,0xA1,NA*

      > *2,J1772,FwRev=32,SSM1Rev=40,SSM2Rev=40,,ENABLE,OUT_OF_SERVICE,NO_ VEHICLE,IDLE,0,NONE,NONE,NONE,0xA1,NA*

4. If the fault remains, confirm the charger is power-shared or using Circuit Sharing. If the charger is power-shared during a new install or head swap, confirm if the power management kits (jumpers) are installed.

5. If the fault remains:

    a. Have a wiring verification performed (Station Wiring Verification).

    b. Check if the electrical connector on the power-plate has not been damaged and/or is not making a solid connection.

    c. Check if the neutral bonding in the electrical system has become un-bounded or bonded due to corrosion.

    d. Measure voltage at the power plate (Verification of Voltages).

    e. Perform troubleshooting steps provided in the *CT4000 Operations and Maintenance Guide* for error code #307.

6. If all the above steps have been performed and if the issue still appears, consider station head replacement.

Charging Station Out of Service Due to Pilot Unreachable

Symptoms

- The charging station screen shows the message: **Unavailable**
- The charging station shows as Needs service, Reason: Pilot Unreachable (18) in ChargePoint Cloud Dashboard on either of the ports or both the ports

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

- Fault Code: 305-LCO
- Station Status: Needs service, Reason: Pilot Unreachable (18)

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **Status/Actions** tab and see the **Station Status** and **Port Status** information:
    - Station Status: Needs service
    - Reason: Pilot Unreachable (18)
5. Go to the **Alarms** block and select **View**.
6. See the following errors in each column:
    - **Station Status at time of Alarm:** Needs service
    - **Alarm Name:** Pilot Unreachable (18)

Solution

1. Pilot Unreachable faults do not have a remote fix. When you encounter a Pilot Unreachable fault, attempt the steps below:

   a. Pull latest status in the **Status/Actions** tab and check 'outlet' for the status of each port (located in red):
   1,J1772,FwRev=32,SSM1Rev=40,SSM2Rev=40,,ENABLE,OUT_OF_SERVICE,NO_VEHICLE,IDLE,0,NONE,8,NONE,0xA1,NA

   b. Reboot station in the dashboard. **DO NOT CLEAR THE MAINTENANCE FLAG** as it will falsify the system to force a green pin.

   c. Send a Reboot in the **Status/Actions** tab.

   d. Wait 5 minutes to make sure station has rebooted or compare the last time the station made communication under the port status in **Status/Actions**.

   e. Pull latest status in the **Status/Actions** tab.

   f. If the fault is real, outlet will show "Enable, OUT_OF_SERVICE"

   g. Error cleared if: end of 'lcdstate = PortState[1,2]=Available,Available' and "outlet" showed show "Enabled, Available"

2. If issue persists, consider station head replacement.

Charging Station Out of Service Due to Relay Stuck Closed

Symptoms

- The charging station screen shows the message: **Unavailable**
- The charging station connectors' LED light is solid red
- The charging station shows as faulted in ChargePoint Cloud Dashboard

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Fault Code: 303-RSC

Station Status: Needs Service

Relay stuck closed

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to the **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **Status/Actions** tab to view the **Station Status** and **Port Status** information:
    - Station Status: Faulted
    - Reason: Relay stuck closed
5. Go to the **Alarms** block and select **View**.
6. See the following errors in each column:
    - **Station Status at time of Alarm:** Faulted
    - **Alarm Name:** Relay Stuck Closed

Solution

1. Relay Stuck closed faults do not have a remote fix. When you encounter a Relay Stuck Closed fault, attempt the below:

   a. Pull latest status in the **Status/Actions** tab and check 'outlet' for the status of each port (located in red):
   1,J1772,FwRev=32,SSM1Rev=40,SSM2Rev=40,,ENABLE,OUT_OF_SERVICE,NO_ VEHICLE,IDLE,0,NONE,8,NONE,0xA1,NA

   b. Reboot station in the dashboard. **DO NOT CLEAR THE MAINTENANCE FLAG** as it will falsify the to force a green pin.

   c. Wait 3-5 minutes for the station to process the reboot.

   d. Pull latest status again and check if the outlet shows a good status "Available" on its port(s).

2. If issue persists, proceed with replacement options below:

   a. Should the fault clear, check the alarm log. Scan through the recent (90 days) alarms to see if the station has given a Relay Stuck Closed error within that timeframe. Should there be other occurrences of the Relay Stuck Closed fault, the station head will need to be replaced.

3. If all the above steps have been performed and the issue persists, consider station head replacement.

Charging Station Out of Service Due to Station Unreachable

Symptoms

- Station configuration and Access control changing
- Station Name changing to ChargePoint/Station
- Payment processing issue

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Fault Code: N/A

Station Status: Station Unreachable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **General** tab and look in the Network section for the last known signal strength RSRP (ideally between -90 dBm to -70 dBm).
5. Also, check if the modem type is LTE and not GSM.
6. Ask the customer to power cycle the station to check if the station can communicate with the dashboard.
7. Go to the **Status/Actions** tab and see the **Station Status**, **Port Status** information and the time stamp of the last communication to the dashboard.
8. Go to **Alarms** to check how often has the station been unreachable.
9. If the station is unreachable quite often, then perform the below steps.

Solution

1. Check the physical location of the station to ensure if it is installed in an open area or a garage under the basement.
2. Check if the SIM is seated correctly. If not, re-seat the SIM card.
3. Perform the cellular survey to identify the carrier that has the good signal strength.
4. Based on the carrier with the good signal strength, ensure that the correct SIM card inserted.
5. If the signal strength is above -90 dBm RSRP, recommend the installation of signal boosters.
6. Check if any nearby station which is connected to ChargePoint Cloud Dashboard without issues to match the same carrier with the problematic station.
7. If the above steps are performed and the issue persists, contact Support to check if the SIM card is activated and correct service profile is configured.

Solution

Circuit Sharing

Symptoms

- Breakers trip when both the ports are occupied
- Drivers report slow charging

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Navigate to **Status/Action** tab and check if Circuit Sharing is **Enabled/Disabled**.

Solution

1. Determine if circuit sharing is required. See Circuit Sharing and How it Works below.
2. If you're working with an electrician or maintenance person on site, ask them how many breakers are feeding this station. Is it one dual pole breaker or two dual pole breakers?
   Note: Each port of a CT4020 requires a dual pole breaker, otherwise Circuit Sharing, and Power Sharing jumpers would be needed.
3. Verify if the breakers are 40 Amps.
    - If the Power Select setting in the dashboard is set to a lower value than the breaker rating, it will cause slow charging.
    - If the Power Select setting in the dashboard is set to a higher value than the breaker rating, it can cause the breaker to trip.

4. With the station front panel opened and while looking at the power plate, check if there are three wires (2 hots and 1 ground) or five wires (4 hots and 1 ground) feeding into the station. See an example image of a power plate below showing all possible conduit connections.
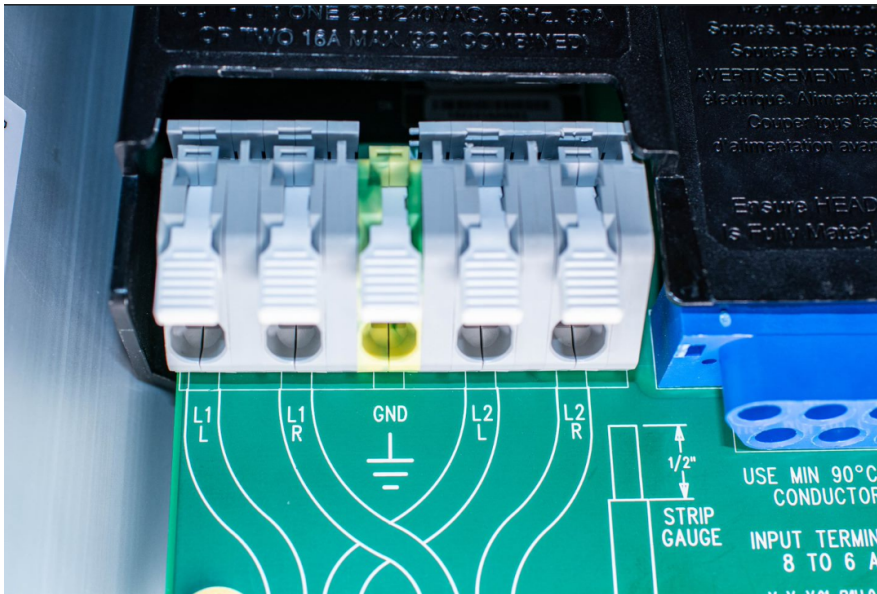
5. If this is a three wire install, Power Sharing jumpers will be needed (unless it is a single port CT4010 model). A five wire install does not need jumpers. Jumpers share the power going into L1 left and right, and L2 left and right. If the jumpers are missing on a three wire install we should see a **Hardware Fault on Port 1**.
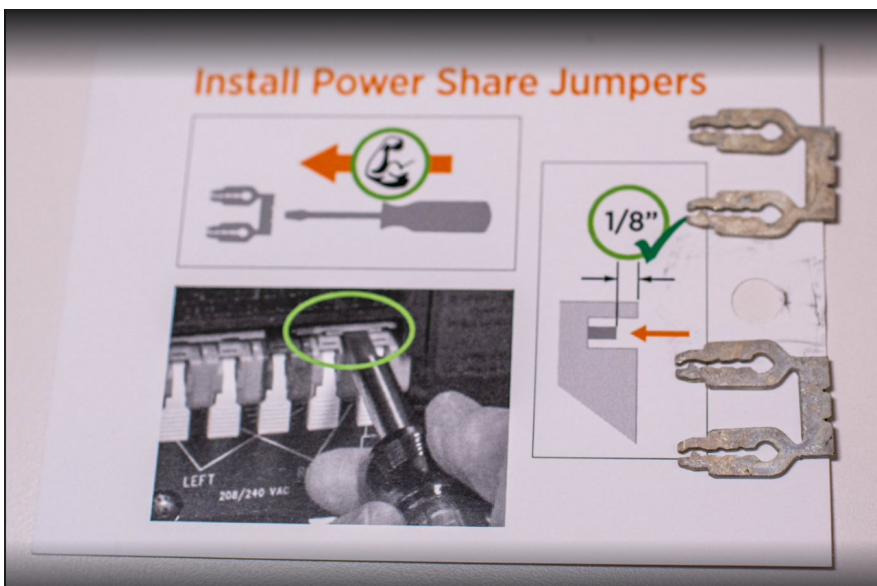
Circuit Sharing and How it Works

- If Circuit Sharing is enabled on a station, when only 1 car is plugged in it will get the full power rate. As soon as another car plugs in, the power is split in half for each vehicle. For example, 6.6 kW is split into 3.3 kW to Port 1 and 3.3 kW to Port 2.
- What if Circuit Sharing is enabled on a five wire install?
    - It does not break anything, but it will cause the station to split the power when it is unnecessary. As seen in the example above: 6.6 kW is split as 3.3 kW to Port 1 and 3.3 kW to Port 2.
- If the breaker for the station is tripping, can I use Circuit Sharing as a workaround to reduce the load?
    - It is not suggested to use Circuit Sharing to fix a tripping breaker. Tripping breakers mean there is something wrong with the installation of the CT4020 or that the breaker itself is bad.
- On a three wire install, what happens if jumpers are installed and Circuit Sharing is disabled?
    - One car should still be able to get full power, but once the 2nd car plugs in the breaker will trip.
    - In most cases, you should be able to ask the station owner to confirm if the station is connected to one or two dual-pole breakers and avoid the cost of dispatching a technician to confirm the jumpers are installed.

Flex Billing Setup and Remittance Issues

Symptoms

- Incorrect account receiving the funds
- No funds received
- Need assistance in setting up Flex Billing
- Need assistance in collecting the financial report

What is Flex Billing?

Flex Billing is a system that provides access to the feature for station owners to set pricing at individual charging stations while ChargePoint collects, processes and then forwards payments from drivers directly to station owners.

Prerequisites

- Your user access has one of the following roles:
  - Network Manager

- Station owners will need the banking information
  - Federal tax ID or social security number
  - Bank's name and address
  - ABA routing number (IBAN for non-USA) and bank account number
    Note: This is only required if you are selecting ACH/wire transfer, not a paper check.
- For paper checks, station owner needs to update the address where the check will be sent
- Canada customers are not eligible for paper checks currently
- If the station owner wants the proceeds from different groups of their stations to be deposited into different bank accounts, they will need to configure one or more Custom Station Groups first. For details, see **Setup Station Groups**.

Steps

1. Log in to ChargePoint Cloud Dashboard and select **Organizations**.
2. Select the **Org Name** of the item you want to view or edit.

3. Select **View/Edit Organization**.

4. Select **Flex Billing**.

5. Select **Activate**.

6. Fill out all **Subscriber's Information** fields.

7. Double-check all your information is accurate.

8. Select **Submit** at the bottom. The form is submitted to ChargePoint and your Flex Billing status changes to Pending.

9. If editing is needed, select **Update**.

Confirm Flex Billing is Enabled

When Flex Billing has been approved for your organization, you will receive an email confirmation from ChargePoint and your Flex Billing status will change to Enabled.

Note: It may take 2–3 business days for Flex Billing to be approved. Once Flex Billing is enabled, you can set pricing for your stations.

Remittance Payments

United States and Canada:

- Payment will be made when the balance reaches $50 or more. This is typically on the 15th of the month.

Information regarding remittance payments for owners can be found in the organizations MSSA (PDF in ChargePoint Cloud Dashboard).

Additional Costs of Transactions

Customers (station owners) have 10% of their revenue withheld to pay for Flex Billing to cover the costs of transactions that Visa/MC/Amex etc. charge to process their cards.

Station owners that have no pricing on their stations and customers of multifamily home sites do not pay additional fees outside of their Cloud plan. Multifamily home customers receive the full revenue from their transactions.

Steps to Locate the Financial Report of the Org

- Log in to ChargePoint Cloud Dashboard.
- Select **Report > Financial > Organization Statement > Detailed report > Filters - Update Org name and Transaction Month and Apply Filter**.
- Scroll to the right, select the PDF icon and set the year and month to see the financial report for respective month.

Multifamily

Symptoms

- Unable to create a multifamily housing (MFH) type of connection
- Unable to add drivers under linked driver account

Prerequisites

- Cloud plan should be Multifamily, L2: TKNXXXXXXXXXXXXX
- Your user access has one of the following roles:
  - Network Manager
  - Station Manager
  - Installer

Error Logs

Not applicable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Select the **All Stations** tab in the right-side top corner and search for the organization under **Load Specific Organizations** and select **Apply**.
3. Go to the **Organization** tab and select **Summary** to check the Org type is **MFH**.
4. Go to the **Stations** tab and check the cloud plan is Multifamily.
5. Go to **Stations** tab and check if there is a Linked Driver Account mapped to the station.

Solution

1. Go to the **Organization** tab and select **Summary** to check that the Org type is **MFH**. If not, reach out to Support to enable the feature.

2. Go to the **General** tab and check to see if the cloud plan is Multifamily. If not, the cloud plan must be revised with Multifamily Cloud Token.

3. In the **General** tab, check if there is a driver linked under Linked Driver Account.

4. If there is no driver linked to the station, create a driver group with connection, create an access policy mapping the driver group, and apply to the station.

5. To create a connection, log in to the ChargePoint Cloud Dashboard an select **Drivers** > **Connections** > **New Connection**. Fill out all details: Set **Connection Name** to *Residents (Personal Charging)*, and set **Connection Type** to *MFHS Personal Charging Connection*.

6. Once the access policy mapping the driver group has been created and applied to the station, drivers can join that driver group with the connection code.

7. Only one driver can be mapped to use one station; multiple drivers cannot be added to a Multifamily station.

8. Once the driver enters the driver group using the connection code, the Network Manager will receive the request to approve the connection. As soon as the Network Manager approves the connection by selecting the appropriate station, the driver will be linked to the station.

9. If unable to map a driver to the station when there is no driver mapped, contact Support.

Pricing Policy

Symptoms

- Pricing charged incorrectly
- Excessively billed

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
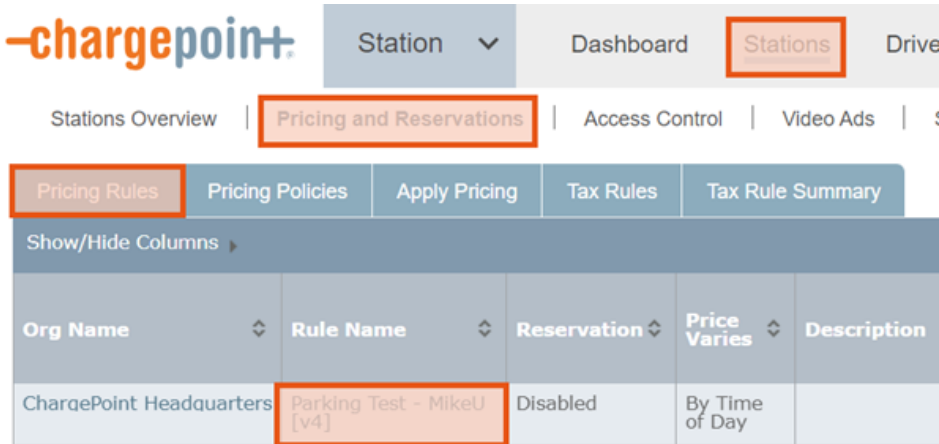   - Installer

Error Logs

Not applicable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Select the **All Stations** tab in the right-side top corner and search for the organization under Load Specific Organizations. Select **Apply**.
3. Go to the **Stations** tab. Select the station and select **Pricing and Reservations** tab.
4. Go to the **Stations** tab and select the desired station name. Select the **Configurations** tab and check under Pricing Policy to ensure it is mapped correctly for the station.
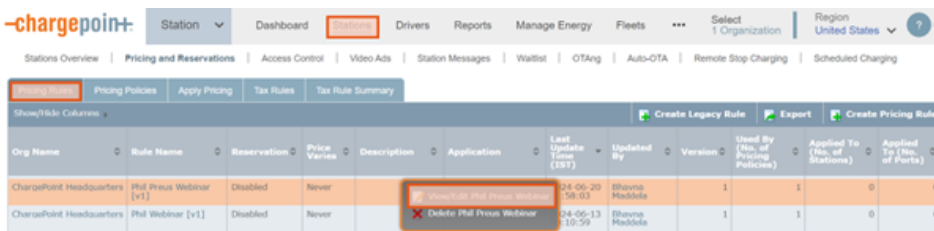
Solution

1. Go to the **Stations** tab and select the desired station name.

2. Go to the **Pricing and Reservations** tab. Select the **Pricing Rules** tab and check if pricing rule is created.
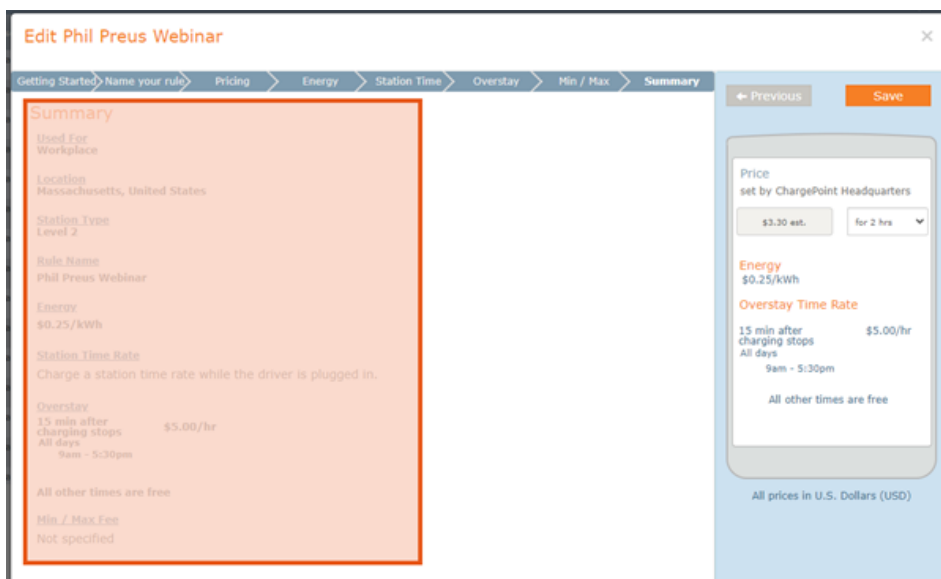

3. If yes, in the Pricing rule name, select **View/Edit** and check the pricing.

4. Check if the Pricing created is correct.

5. In the dashboard, select the **Pricing and Reservations** tab. Select the **Pricing Policies** tab and check if the pricing policy is created.

6. If yes, select the pricing policy name, select **View/Edit** and check if the driver group is mapped to the pricing policy, and **Reservations** is set to *Disabled*.

7. In the dashboard, go to the **Pricing and Reservations** tab, select the **Apply Pricing** tab and check if the pricing policy is applied to that station and the status has a green tick.

8. Check the historical sessions and search for the session date when the driver was charged incorrectly. Log in to the dashboard, go to the **Stations** tab and select the station name.

9. Select the **Historical Sessions** tab, check the time stamp in the Start Date column, the driver's name in the Driver column, the total duration in the Total Duration column, and the total charging time in the Charging Time column.

10. In the same tab, select an entry within the Fee column (for example: " 2.83") to review the price charged for that driver.

	SE	Currency	Fee
	527621	USD	14.10
	527621	USD	12.70
	527621	USD	0.00
	527621	USD	0.31
	527621	USD	0.07
	527621	USD	3.75
	527621	USD	7.69
	527621	USD	0.00
	527621	USD	5.40

Receipt

Charging Services
Receipt date: July 8, 2024

Bijan Shiravi   Receipt Number
94110 United States   CP-3217161991

Station ID:
CHARGEPOINT / ZNKR AC 1   San Jose
6.6 kW AC
Charging duration:
July 8, 2024 at 9:10 AM - 6:15 PM
Total Energy Dispensed:
56.4062 kWh

Energy Rate
56.4062 kWh @ $0.25/kWh $14.10
9:10:14 AM - 6:15:08 PM

Station Time Rate
9h 4m 54s @ $0.00/hr $0.00
9:10:14 AM - 6:15:08 PM

Total $14.10

Price set by ChargePoint Headquarters

11. Check the Energy Rate and Station Time Rate in the receipt and ensure they match the pricing rule created.

12. If the pricing does not match, contact Support.

Rectify a Bad PinPoint on a Station

Symptoms

- Charging station shows at the wrong location in the mobile app
- Drivers unable to locate the charging station in the mobile app

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Not applicable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to the **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **Configuration** tab to check the address of the station, as well as the latitude and longitude of the station location. Verify these are entered correctly. If not follow the below steps.

Solution

1. Ask the customer to provide the exact address of where the station is located.
2. Ask the customer to provide the latitude and longitude of the station.
3. Validate the coordinates provided by the customer with Google Maps.
4. Re-enter the address along with the latitude and longitude in the **Configuration** tab.
5. Once all the information is updated correctly, scroll down to the bottom of the page and select **Save** for the configuration be saved.
6. Validate if the station is visible and in the appropriate location. If not contact Support.

Replacing Hardware in ChargePoint Cloud Dashboard

Symptoms

- The charging station screen shows the message: CHARGEPOINT / STATION
- The charging station shows as Unreachable in ChargePoint Cloud Dashboard

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Not applicable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to the **Stations** tab.
3. Search with the old station serial number.
4. Go to the **Status/Actions** tab to replace the hardware.

Solution

1. Log in to the dashboard, go to **Stations** tab.

2. Search with new station's serial number, go to **Stations** tab and note down the MAC address and Activation Password.

3. Search with old station's serial number and go to **Status/Actions** tab and select **Replace Hardware** in Activation Settings.

4. Enter the new station's MAC address and Activation Password. Select **Replace Hardware**.

5. Check the ICCID of the new station in **General** tab and activate the SIM of the new station by contacting Support.

6. Once done, perform a power cycle for 2 to 5 minutes.

7. Check if the station display. The display should show the station name as configured on the

dashboard(instead of the CHARGEPOINT / STATION message).

8. If the issue persists, contact Support.

ChargePoint Card (RFID) Reader

Symptoms

- The charging station screen might show access restricted or "Sorry you do not have access" error on the screen
- The charging station might not respond to the ChargePoint card (RFID) tap when we initiate a session

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Not applicable

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **Status/Actions** tab and under **Alarms** block, select **View**.
5. See the following errors in each column:

    - **Alarm Name:** Unknown RFID

Note: If there is Unknown RFID alarm in the alarm logs, then determine the access policy of the station (to check whether an authorized user is trying to initiate the session).

Solution

1. Check the **Historical Sessions** tab and review the **Plug In Event ID** column. Remote Starts (Driver support started, CP App, or Admin started) show 1000000000 starting numbers, while RFID starts from 1 and increment up by 1 per each RFID session start.

2. In the below image, the **Plug In Event ID** is incremented from 738 to 739.

Ended By	Plug In Event ID
at Vehicle	
CPS Server	1649444007
Timeout	1649443833
Customer	739
Plug Out at Vehicle	738

3. Pull up the **Alarm Log** in **Status/Actions**.

    a. Check for "Unknown RFID" Alarm

    b. If you see good sessions with RFID and this issue is still coming up, check the card of the driver/fleet user for any possible damage.

4. Resend Config in **Status/Actions** tab.

5. Pull the **Get latest status** in the **Status/Actions** tab.

    a. Review the RFID section to see if it's responding, a good status should be *rfidinfo 210326, UIC 68FCA911_V1.1*

        i. Please note that the RFID version may vary from what is posted in this article.

    b. If RFID shows *Unknown or "-----"*, soft reboot the station in the **Status/Actions** tab

        i. Wait for 5 minutes to make sure station has rebooted or compare the last time the station made communication under the port status in **Status/Actions**.

        ii. Iif the issue remains after a reboot, contact Support.

Note:: Older CT4000 stations (SN 13XXXXXXXXX ,14XXXXXXX) with RFID firmware 210316, UIC 68T01421_V2.1 have a reported issue where the hardware is too old to support critical updates for PCI compliance. In this situation, consider station head replacement.

Slow or Zero Energy Dispensed

Symptoms

- Energy dispense rate is less when compared with Level 2 AC chargers
- No energy dispensed from the station

Prerequisites

- Your user access has one of the following roles:
    - Network Manager
    - Station Manager
    - Installer
    - NOC L2 or Similar
- A licensed electrician with access to the charging station installation

Error Logs

Fault Code: NA

Station Status: Available

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to the **Stations** tab.
3. Search for the desired charging station and select the station name.
4. Go to the **Status/Actions** tab and see the **Station Status** and **Port Status** information and confirm if they are available and reachable.
5. Check if **Circuit Sharing** is **Enabled** or **Disabled**.
6. Go to **Historical Sessions** tab to check for **Charging Time** and **Energy Dispensed** to calculate if the station is dispensing energy at the configured/required rate or no energy is dispensed at all.

Solution

Slow Charging

1. Using the guidelines provided below, calculate the average amount of energy dispensed per session. Verify if the station is dispensing energy per the standards.

   - CT4020 with one 40 Amp breaker (Circuit Sharing needs to be enabled and jumpers need to be installed): When 1 car is using the station we can expect an average of 6.6 kW per hour, when 2 cars are using the station, the energy dispensed will drop to 3 – 3.3 kW per hour for each car.

   - CT4020 with two 40 Amp breakers (Circuit Sharing needs to be disabled and no jumpers installed): When 1 car is using the station we can expect an average of 6.6 kW per hour, station will continue to dispense 6.6 kW if a 2nd car starts to use the station.

   - CPF (No jumpers, no circuit sharing, single port station):

     - With 40 Amp breaker – Expected Rate: 6.6 kW

     - With 50 Amp breaker – 8.3 to 9.6 kW

     - With 60 Amp breaker – 9.9 to 11.5 kW

   Note: The above information assumes:

   - The station is working in ideal conditions and no external factors are considered (voltage fluctuations, breakers issues, station issues, car battery/charging port issues, car configuration issues, infrastructure limitations, etc.)

   - Power Select on the station is set to the breaker rating.

2. If the station is not dispensing energy per the standard, perform the following steps:

   - Check for breaker rating and confirm the value is correctly configured in the dashboard.

   - Check for number of breakers installed and confirm the value is correctly configured in the dashboard.

   - Check voltages and evaluate if they conform to ChargePoint standards.

   - Do a test session on a different vehicle to rule out any issues related to the vehicle.

   - Check for any damage on the side of the station (charging cable and connector, latch, power plate and jumpers).

   - Check for any wear and tear on the breakers.

3. If the issue persists, consider station replacement.

Zero Energy Dispense

1. Evaluate if the issue is intermittent or is a singular occurrence. If the issue is seen only once, it is acceptable to ignore it.

2. Check if the issue is affecting one driver or multiple drivers. If it is one driver, continue to monitor the station for next 48 hours and check if the issue is observed for different drivers.

3. If multiple drivers are facing this issue:
   - Check for damage on the connectors.
   - Check if the issue is occurring on a specific port or both.
   - If issue is observed on a single port, check if there is any damage on the power plate, breaker for that port (if 2 breakers), or jumpers (if single breaker).
   - Check that wiring and voltages conform to ChargePoint standards.
   - Check if there is any access policy or pricing policy configured for this station, which could restrict the users from using the station.
4. If the above points are validated, consider station replacement.

Waitlist

Symptoms

- The charging station screen shows the message **Available**. However, user is not allowed to charge.
- User joined the **Waitlist**. However user didn't get any notification about turn to charge.
- Unable to join the **Waitlist**.

Prerequisites

- Your user access has one of the following roles:
  - Network Manager
  - Station Manager
  - Installer
- A licensed electrician with access to the charging station installation

Error Logs

Fault Code: NA

Station Status: None

Troubleshooting Steps

1. Log in to the ChargePoint Cloud Dashboard.

2. Go to **Stations** tab, find the desired charging station and select the station name.

3. Go to **Configuration** tab to check if there are any waitlist policies configured.

4. Go to **Waitlist** tab. At the station level, check if there are any current users in the queue.

5. Select the **Waitlist** tab at the global configuration level to check the waitlist policy configured.

6. Select the policy name to **View, Edit or Delete**.

Solution

1. If The charging station screen shows the message **Available** but the user is not allowed to charge or unable to join the waitlist:

   a. Check if there are any users waiting in the queue.

   b. Check if the station is reachable and available.

   c. Check if the station being used by a user who is part of the Driver/Fleet group and if there is any access restriction applied on the station.

   d. If all the above steps are performed and the issue persists, re-send configuration and perform a **Power Cycle** from dashboard **Status/Action** tab.

   e. If issue persists after performing all the above steps, contact Support.

2. User joined the waitlist but didn't receive notification about turn to charge.

   a. Check if user is in the waitlist queue by going to the **Waitlist** tab in the station page.

   b. Check if there are any users waiting in the queue prior to this user.

   c. Check if the station is reachable and available.

   d. Check if the user has enabled **Notification** service on the mobile app.

   e. Check the waitlist policy configuration to see if remote users are allowed to use the station at a specific time frame. If yes, then the user could be pending station and will be added to the waitlist queue once the configured time starts.

   f. If all the above steps are performed and the issue persists, re-send configuration and perform a **Power Cycle** from dashboard **Status/Action** tab.

   g. If issue persists after performing all the above steps, contact Support

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