

# Getting Started with ChargePoint

For New Customers, Installers, and Resellers

*How to ensure successful  
deployment of new  
ChargePoint EV charging  
stations and software.*

Thank you for choosing ChargePoint! We're excited to help you get charging and join the e-mobility revolution. There are several important tasks to complete after buying charging stations and before the first successful charge. Here's what needs to happen (and who will be involved).

**NOTE** *Activations and onboarding is the main point of contact for each station implementation.*



## 1 Station manager account setup *performed by customer*



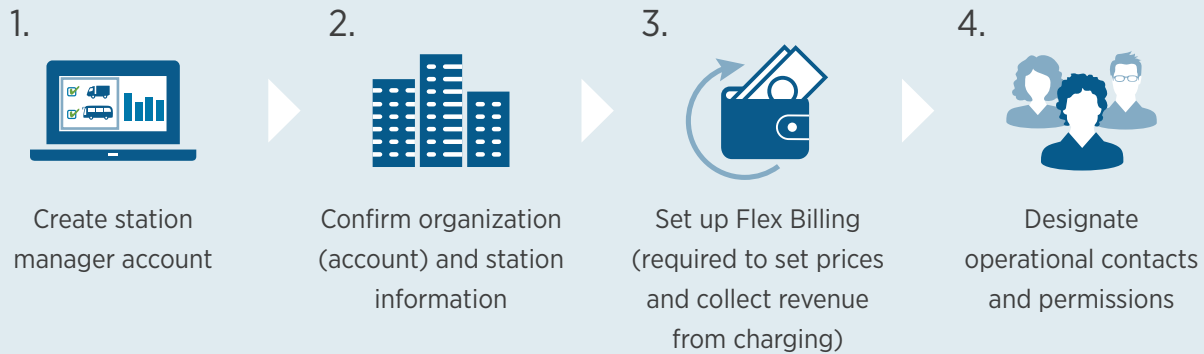
A ChargePoint station manager account is required to configure and manage settings such as cost to charge and who can access stations, as well as report on station utilization, energy costs, greenhouse gas emissions avoided, and more.

The contact information for the station manager should be provided to ChargePoint when stations are ordered. If this contact is not provided, our Activation and Onboarding team will work with the reseller and/or installer to identify the best contact.

New station managers will receive an email from [notifications@chargepoint.com](mailto:notifications@chargepoint.com) with an invitation to create a station manager account. Station managers should follow the link and complete these steps.

**NOTE**

*This account must be set up before stations will be able to charge vehicles.*



## 2 Station shipping and receiving

Once ChargePoint stations ship, the receiving contacts for the account receives email notifications. There are a few things to note about the shipping process:



- + Stations may arrive in different boxes and on different dates
- + Resellers may ship stations along with other items needed for site preparation
- + Software cloud plans, Assure plans and activation services are delivered digitally (there is no physical shipment)

## 3 Site Preparation

*completed by the contractor*



Proper site preparation requirements vary by product. Preparation is crucial to successful installation. Stations may not function properly if guidelines are not followed.

**NOTE**

*Improper site preparation often leads to station malfunction, permitting failure and safety risks.*

Contractors should refer to the appropriate Site Design Guide for each solution (available through [ChargePoint University](#)) to find:

- + Site layout best practices
- + Civil and electrical engineering requirements
- + Pedestal mount concrete pad and wall mount surface requirements
- + Cellular communication requirements (these must be met for charger to function properly)

## 4 Station installation, setup and pinpointing *completed by the certified technician*



The installation process will be slightly different depending on whether it's handled by ChargePoint, a ChargePoint partner, a certified field technician or electrical contractor new to ChargePoint.

Please call  
**Installation, Commissioning and Activation Support**  
U.S. and Canada Toll Free:  
**1-877-850-4562 (Option #2)**

A ChargePoint Deployment Specialist will assist you with all your install, commissioning and activations questions and needs.

### Installation purchased from ChargePoint

If station installation services (Install-Valid, Install-Commissioning) or ChargePoint as a Service (CPaaS Subscription) have been purchased from ChargePoint, ChargePoint Field Services must confirm site readiness prior to station installation. To request confirmation after the site has been prepared, submit a completed construction signoff form with required photos to [installdispatch@chargepoint.com](mailto:installdispatch@chargepoint.com).

When ChargePoint receives the necessary documentation showing that the site is ready for install, we will dispatch a ChargePoint O&M to complete the installation and validate or commission the site.



## Installation completed by a ChargePoint partner or a certified technician

The installation process varies for each ChargePoint product.

### NOTE

*All technicians must be certified with ChargePoint and complete the associated microcredentials prior to installing or servicing any ChargePoint products.*

ChargePoint certification is required to install and work on stations so they can be configured for operation. All field technicians must pass the certification exam and complete the installation microcredential before going onsite for installation. Technicians will not be able to complete the installation without a ChargePoint certification in good standing.

### Certification

*(technicians must be certified before going onsite)*

- + Learn about certification on [our website](#).
- + Create a new account or use your existing login.
- + Register and pass the certification exam.
- + Complete the microcredentials that match your interest.

### Installation and pinpointing *(technicians will complete onsite)*

Certified technicians must follow the installation instructions for each station. After the charging stations are physically installed, the technician must energize each station, and use the [Installer App](#) to pinpoint each station location using the station MAC address. **It is imperative that, at the time of installation, technicians take photos of the station and the station wiring and submit those photos to ChargePoint. ChargePoint will use these photos to validate the station onto the ChargePoint Network Operating System.**

### NOTE

*When unpacking materials, technicians should keep an eye out for any labels that will be added to stations. Technicians will give station owners the MAC address label for each station installed.*

### Commissioning

All DC fast charging products require ChargePoint-managed commissioning completed after the installation. ChargePoint will schedule managed commissioning at the same time if told 2 weeks prior to station installation.

### Required Checklist Prior to Commissioning

- + Network Manager must be completed.
- + The activation form must be completed.
- + The station(s) must be installed.
- + The commissioning form must be completed.
- + A power source must be connected to the station(s)
- + If there is a cost to use the charger, Flex billing must be completed.

### NOTE

*ChargePoint-ready hardware (OnRamp) from other manufacturers may require unique commissioning. Contact your sales rep for details.*

## 5 Station activation and configuration

*performed by ChargePoint Onboarding/Activation team*



ChargePoint stations must be activated and configured before they will be operational. Activations and Onboarding will coordinate with the station manager to gather:



Ongoing admin, service renewal and on-site support contact for the station



Station MAC addresses and names (should be provided by the installer)



Who should be able to view and use the stations



Any videos or imagery to display on the stations



Hours of operation



Pricing policy (Flex Billing setup is required to collect revenue)

### NOTE

Station managers will receive an email from [activations@chargepoint.com](mailto:activations@chargepoint.com) containing guided steps necessary for completing the activation/commissioning of the station. Please make sure you reply to all emails from this email address to expeditiously install, commission and activate your stations. For DC stations, an additional Station Commissioning Form will be required in addition to the Station Activation form.

### TIP

Technicians will provide the MAC address during the installation process.

Once the stations have been activated, station managers can log in with their ChargePoint account to make changes to the configurations at any time.

## Post-installation support

View [frequently asked questions for station owners](#) for additional support getting started with EV charging.

Thanks again for choosing ChargePoint!



© 2025 ChargePoint, Inc. All right reserved.