



ESB EV Fleet Management Portal

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1. Introduction
2. Signing in
3. Finding a charge point
4. Managing your profile
 - a. Profile
 - i. Personal Information
 - ii. Address
 - iii. Changing your Password
 - b. Charge History
 - c. Members
 - d. Cards
 - e. Vehicles
 - f. Notifications
5. Managing your account
 - a. Account
 - i. Billing contracts
 - ii. Limits and settings
 - iii. Top up
 - b. Payment Methods
 - c. Invoices
 - d. Billing Transactions
6. Reporting an issue
7. Driver access

1. Introduction

The ESB EV Fleet Management Portal has been developed to allow you, the Fleet Manager, to effectively administer and manage your ESB 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://myaccount.esbecars.com>. 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

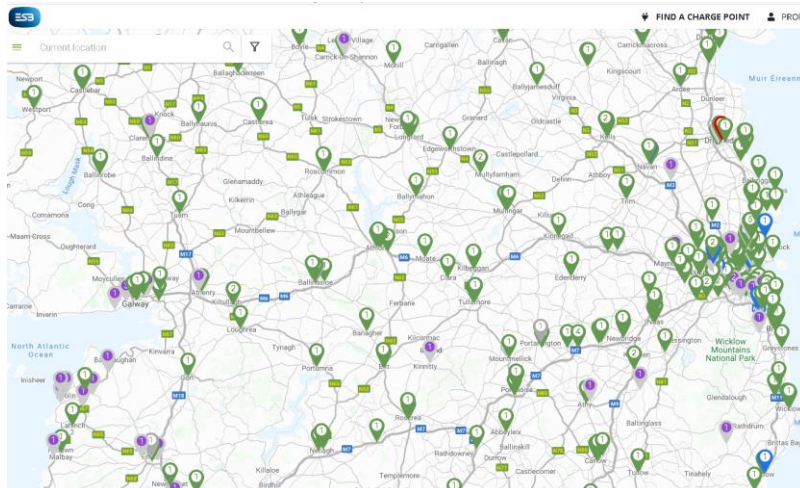
Remember me

[Forgot password?](#) [SIGN IN](#)

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 myaccount.esbecars.com.

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 in order to show you the charge points closest to you. You can zoom in and out, or move / pan left and right in order 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.

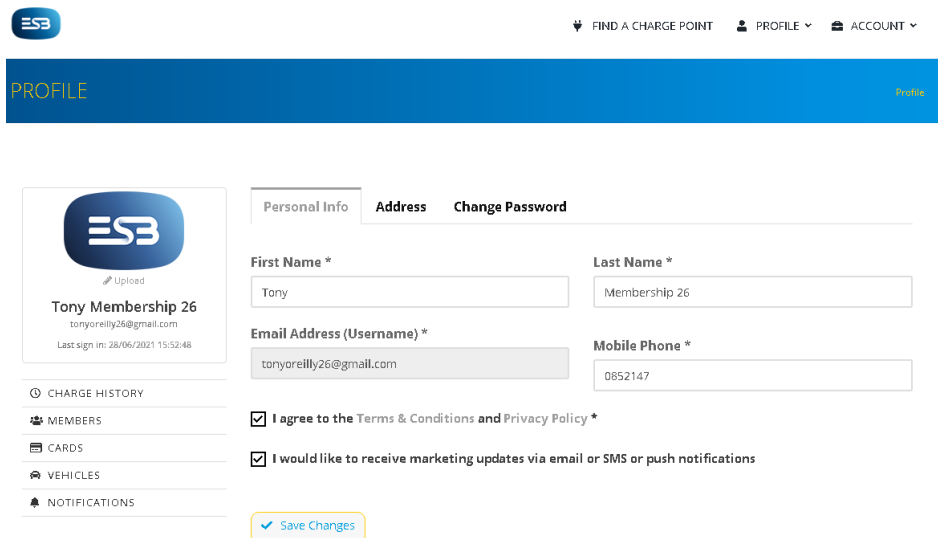
4. Managing your profile

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 Profile page. At the top, there is a navigation bar with the ESB 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 is divided into three tabs: 'Personal Info', 'Address', and 'Change Password'. The 'Personal Info' tab is active. On the left side of the 'Personal Info' tab, there is a profile card for 'Tony Membership 26' with an 'Upload' button, the email 'tonyoreilly26@gmail.com', and the last sign-in time '28/06/2021 15:52:48'. Below the profile card is a sidebar menu with options: 'CHARGE HISTORY', 'MEMBERS', 'CARDS', 'VEHICLES', and 'NOTIFICATIONS'. The main form area contains the following fields: 'First Name *' (Tony), 'Last Name *' (Membership 26), 'Email Address (Username) *' (tonyoreilly26@gmail.com), and 'Mobile Phone *' (0852147). There are two checkboxes: 'I agree to the Terms & Conditions and Privacy Policy *' (checked) and 'I would like to receive marketing updates via email or SMS or push notifications' (checked). At the bottom of the form is a 'Save Changes' button.

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'.

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 in order to minimise the risk of any unauthorised access to your account.

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.

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.

To edit details for an individual driver, click the 'edit' button next to the drivers 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.

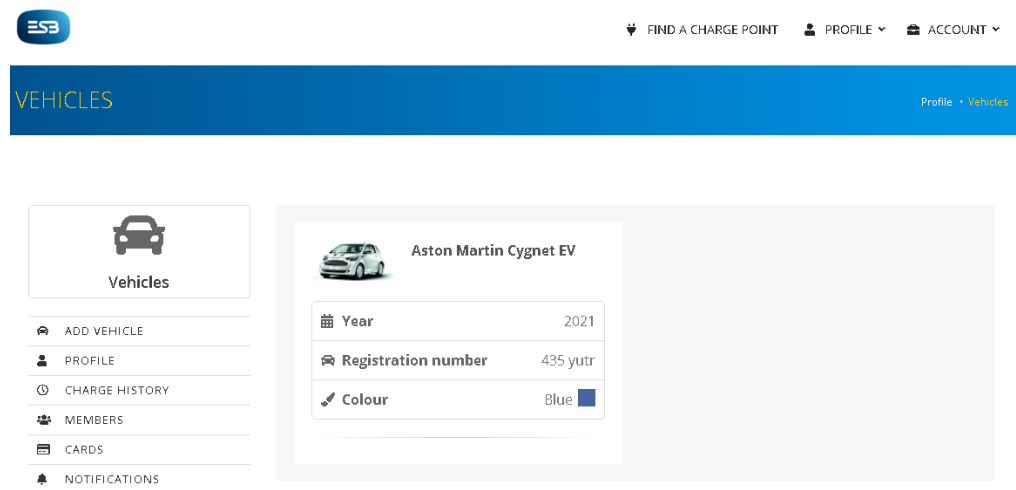
d. Cards

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 vehicles information. To delete a vehicle, simply click the 'delete' button.



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 ecar connect 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	?	Email	App
Stop charge	?	Email	App
Charge failed to start	?	Email	App
Billing and payments	?	Email	App

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.



ACCOUNT

Account

Account

Account no. 137709
Current Balance €0

- PAYMENT METHODS
- INVOICES
- BILLING TRANSACTIONS

BILLING CONTRACTS LIMITS & SETTINGS TOP UP ACCOUNT

Contract #	8000045626
Plan	PrePay for Fleets
Status	Active
Start Date	22/06/2021

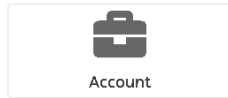
ii. Limits and settings

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.



ACCOUNT

Account



Account

Account no. 137709
Current Balance €0

- PAYMENT METHODS
- INVOICES
- BILLING TRANSACTIONS

BILLING CONTRACTS LIMITS & SETTINGS TOP UP ACCOUNT

Pay as you go preferences

Automatically top up

Automatically add

€

Amount to add to account (between €10 and €99)

When balance is less than

€

Save Changes

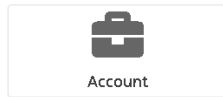
iii. Top up account

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'.



ACCOUNT

Account



Account

Account no. 137709
Current Balance €0

- PAYMENT METHODS
- INVOICES
- BILLING TRANSACTIONS

BILLING CONTRACTS LIMITS & SETTINGS TOP UP ACCOUNT

Amount to top up

€

Amount to add to account (between €10 and €99)

Top up my account

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.

The screenshot displays the ESB Invoices portal. At the top, there is a navigation bar with the ESB logo and links for 'FIND A CHARGE POINT', 'PROFILE', and 'ACCOUNT'. Below this is a blue header with 'INVOICES' and 'Account > Invoices'. On the left, a sidebar contains an 'Invoices' icon, a 'Month' dropdown menu set to 'Current Invoice', and links for 'ACCOUNT', 'PAYMENT METHODS', and 'BILLING TRANSACTIONS'. The main content area is titled 'Current Invoice' and includes a 'Download PDF' button. It provides customer information: Tony Prepay Fleet Mgr, Aberfoyle, Balkill road, Howth, D13 HF89, Ireland. The account number is 137709 Prepaid, and the active plan is PrePay for Fleets. The invoice period is 28/06/2021 3:45 PM. The invoice summary shows membership activity of -€17.09, adjustments of €18.4, and a VAT total of -€2.31, resulting in costs incurred of -€1. The account activity shows an opening balance of €0, payments of €1, and costs incurred of -€1, leading to an updated balance of €0. A membership activity table lists three transactions: two RFID card purchases for -€8.11 each (total -€16.22) and one yearly subscription fee of -€0.88 (total -€17.10).

Invoice Summary		Account Activity	
Membership Activity	-€17.09	Opening Balance	€0
Adjustments	€18.4	Payments	€1
Vat Total	-€2.31	Costs incurred this period	-€1
Costs incurred this period	-€1	Updated Balance	€0

Membership Activity						
#	Post Date	Description	Billing Period	Amount	VAT	Total
1	22/06/2021	PrePay for Fleets - RFID card purchase	22/06/2021	-€8.11	-€1.09	-€9.2
2	22/06/2021	PrePay for Fleets - RFID card purchase	22/06/2021	-€8.11	-€1.09	-€9.2
3	22/06/2021	PrePay for Fleets - Yearly Subscription fee	22/06/2021 - 22/06/2022	-€0.88	-€0.12	-€1

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.



BILLING TRANSACTIONS

Account • Billing Transactions



Filters

Week **Month** Year Custom

01/06/2021 to 28/06/2021

Show statements only

- ACCOUNT
- PAYMENT METHODS
- INVOICES

Id	Date	Product	Plan	Amount	Balance	Payment Status
10861875	22/06/2021 09:27:00	Payment received (Payments)		€1	€0	Paid: 22/06/2021 09:27:01
Invoice 811516 Details >						
Id	Date	Product	Plan	Amount	Balance	Provider
10861824	22/06/2021 09:23:31	Debit (Adjustments)		-€6	-€1	ESB Details >
Id	Date	Product	Plan	Amount	Balance	Provider
10860948	22/06/2021 07:44:20	Credit (Adjustments)		€5	€5	ESB Details >
Id	Date	Product	Plan	Amount	Balance	Provider
10860688	22/06/2021 07:07:50	RFD card purchase (Membership Activity)	PrePay for Fleets	-€9.2	€0	ESB Details >
Id	Date	Product	Plan	Amount	Balance	Provider
10860686	22/06/2021 07:07:36	RFD card purchase (Membership Activity)	PrePay for Fleets	-€9.2	€9.2	ESB Details >
Id	Date	Product	Plan	Amount	Balance	Provider
10860684	22/06/2021 07:07:21	Credit (Adjustments)		€19.4	€18.4	ESB Details >

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 cardnumber-companyname@esbecars.com, 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 'ESBecarsFD1\$!'. Drivers will be prompted to change this upon first sign in.