



Dear user,

This document is a quick overview to help you discover the main features of our mobile application.

Table of contents

1. Getting the app	2
Android.....	2
Apple	2
2. Registering and transferring funds	3
3. Log in to your account	5
4. Opening the main menu	7
5. Ordering an access card	9
6. Recharge a card	12
7. Starting a charging session with the app.....	16
8. Searching for charging stations by location.....	17
9. Searching for a charging station using its identifier	19



1. Getting the app

Android

Visit the Google play store and search for the “FLO.ca” key word or click directly on the image below to get the app:



Apple

Visit the App Store and search for the “FLO.ca” key word or click directly on the image below to get the app:

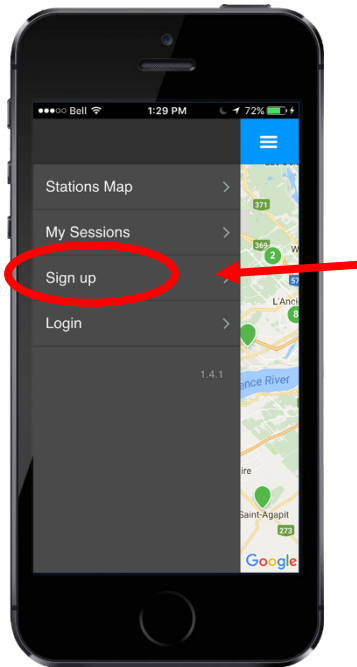




2. Registering and transferring funds

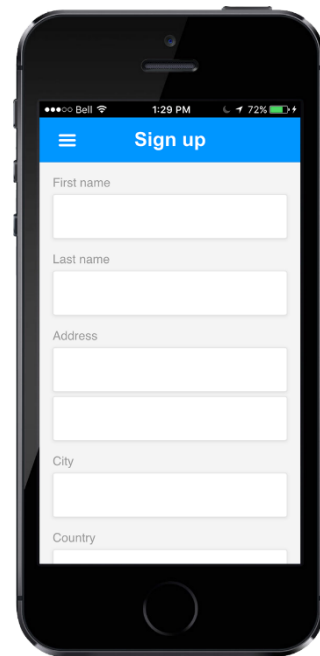
Step 1

Select "Sign up".



Step 2

Enter your account information



Note: If you already have a FLO account you do not need to register again within the app. Select option "Login" instead.

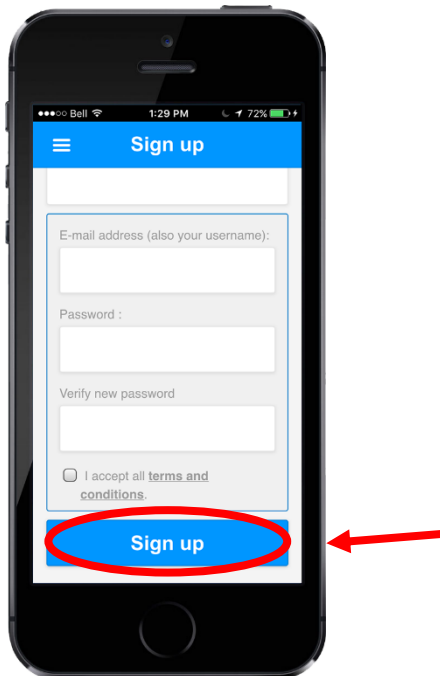


2. Registering and transferring funds (continued)

Step 3

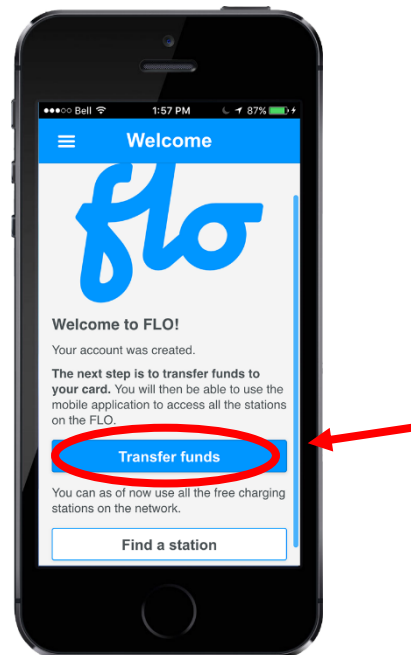
Indicate that you accept the terms and conditions by checking the corresponding box.

Complete registration by pressing on the “Sign Up” button.



Step 4

The last step is to transfer funds in your new account; press the “Transfer funds” button.

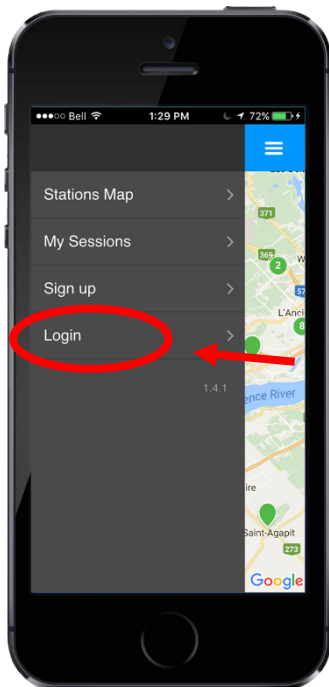




3. Log in to your account

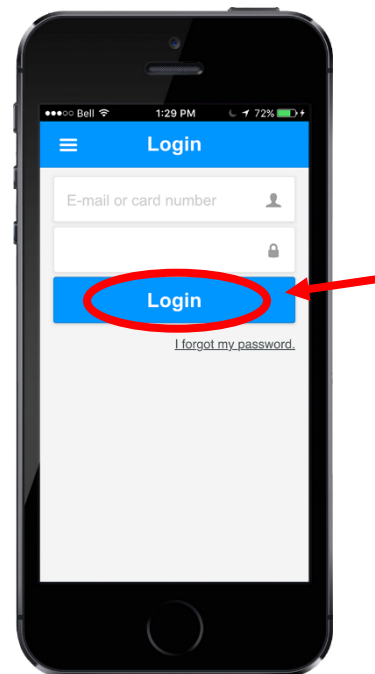
Step 1

Select option "Login".



Step 2

Enter your email address and password, then press the "Login" button.



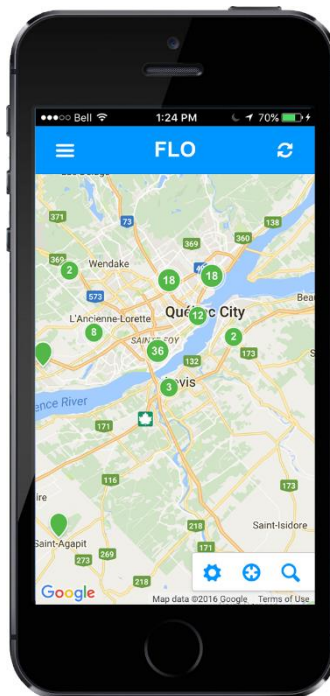


3. Log in to your account (continued)

Step 3

You are now on the app's main page.

To start a charging session, see section 7: "Starting a charging session with the app."

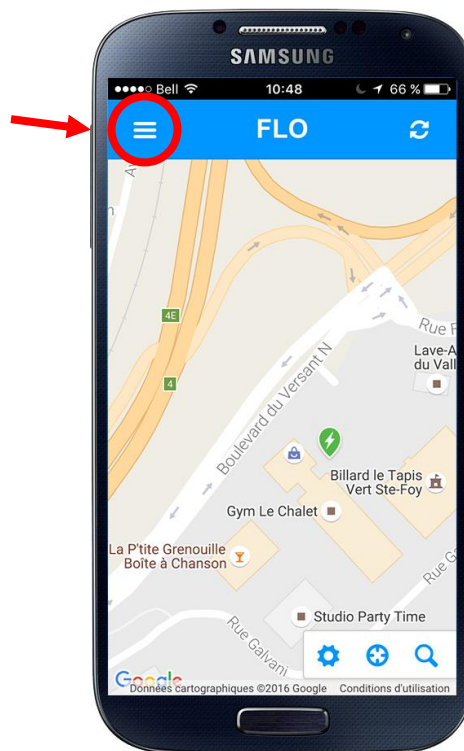




4. Opening the main menu

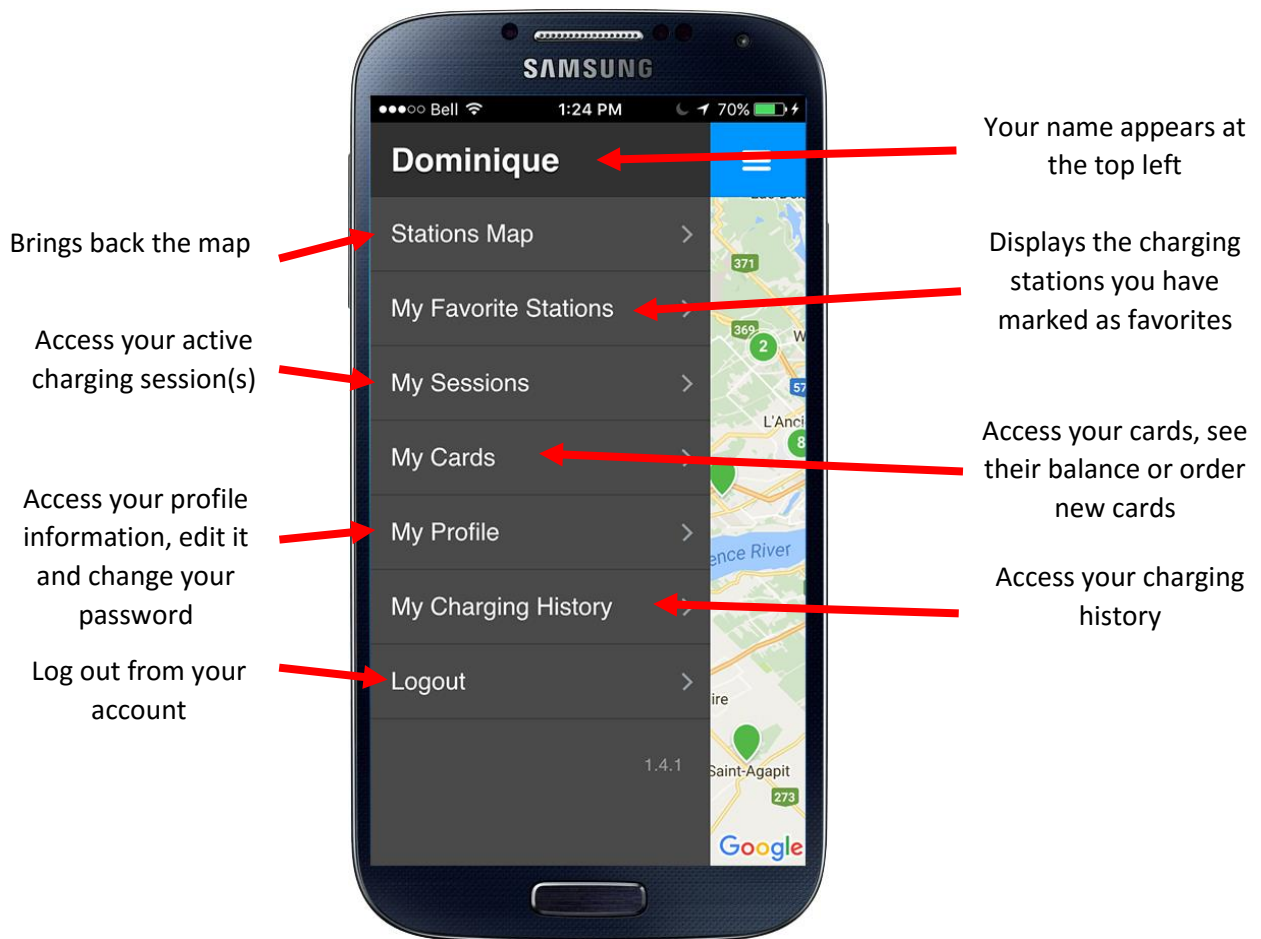
Step 1

At any time, you can press the menu icon on the top left to open the main menu.





4. Opening the main menu (continued)

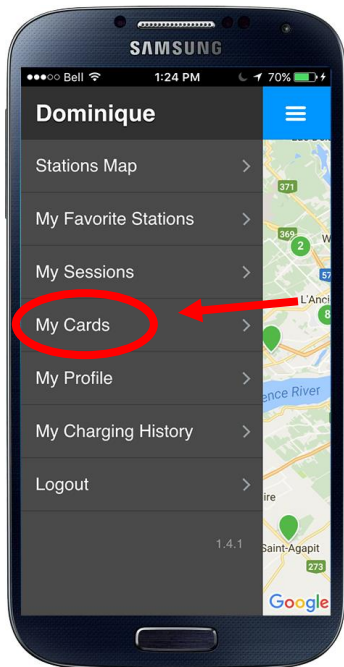




5. Ordering an access card

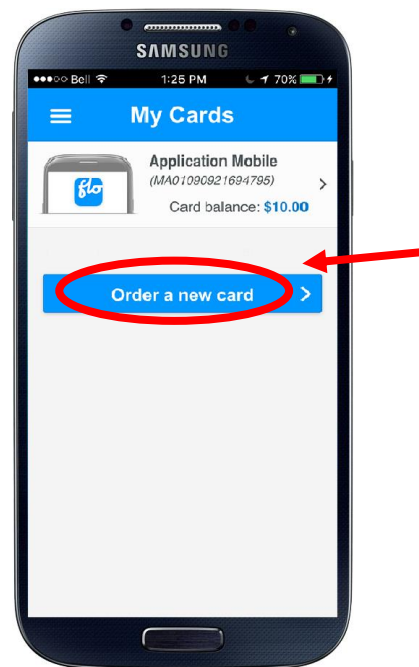
Step 1

Open the main menu, select the “My Cards” option.



Step 2

Press the “Order a new card” button.

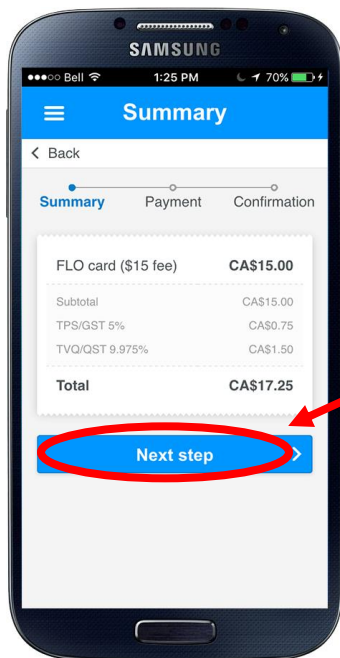




5. Ordering an access card (continued)

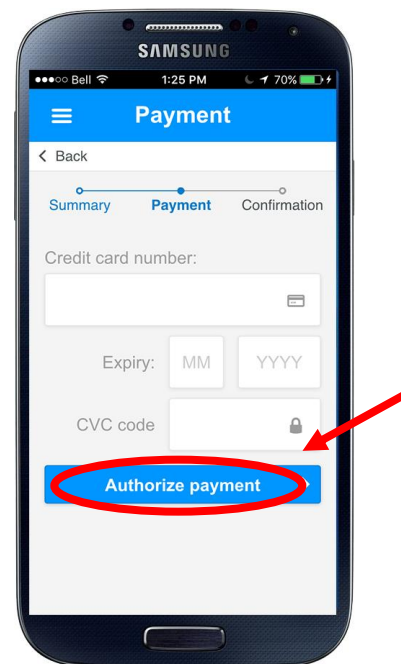
Step 3

Press the “Next step” button.



Step 4

Enter the required credit card information and press the “Authorize payment” button.

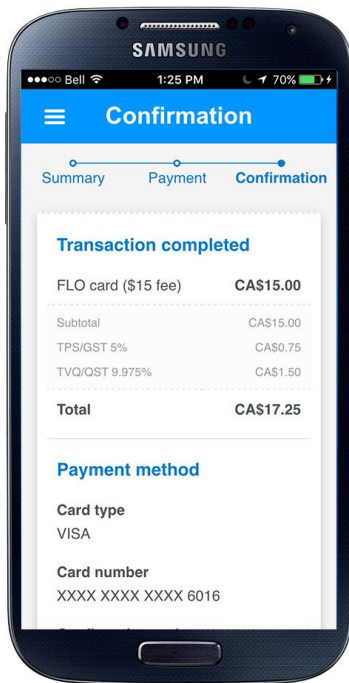




5. Ordering a card (continued)

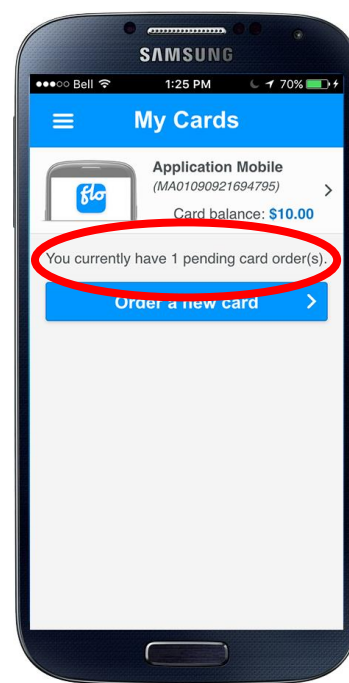
Step 5

After the payment has been cleared, a confirmation page will be shown.



Step 6

Pressing the “Return to my cards” button will bring you back to the cards list where a pending card order will now be visible.

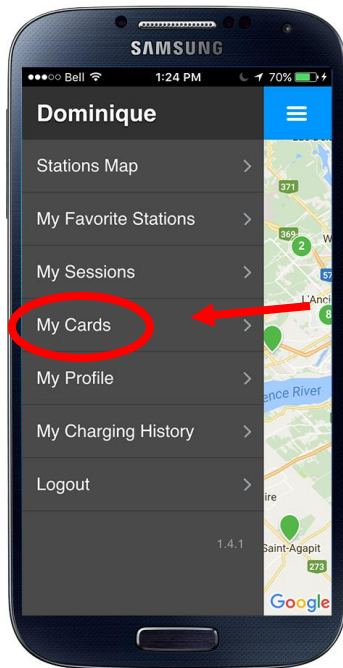




6. Recharge a card

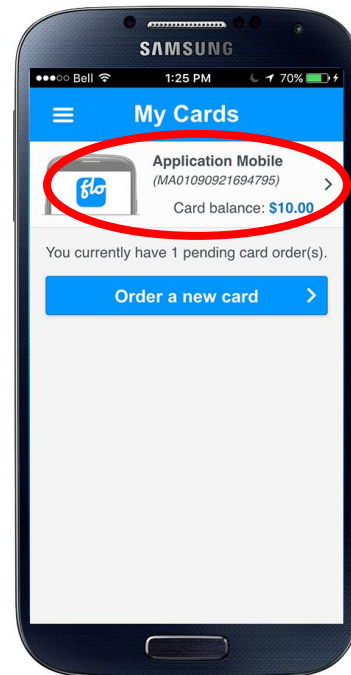
Step 1

Open the main menu, select the “My Cards” option.



Step 2

Select the card to which you want to add funds.

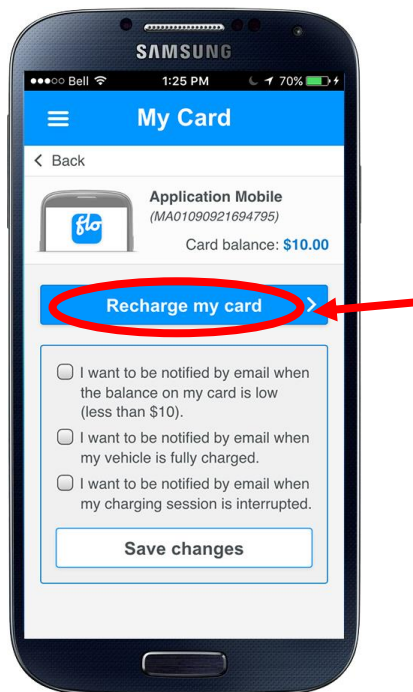




6. Recharge a card (continued)

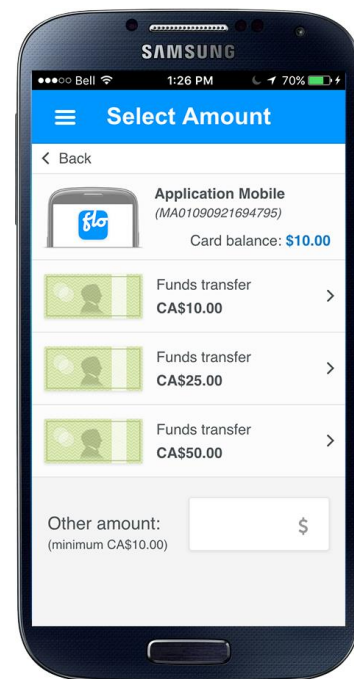
Step 3

Press the
"Recharge my card"



Step 4

Choose a preset amount or enter the
amount you wish to add to your card
(Minimum \$10.00)

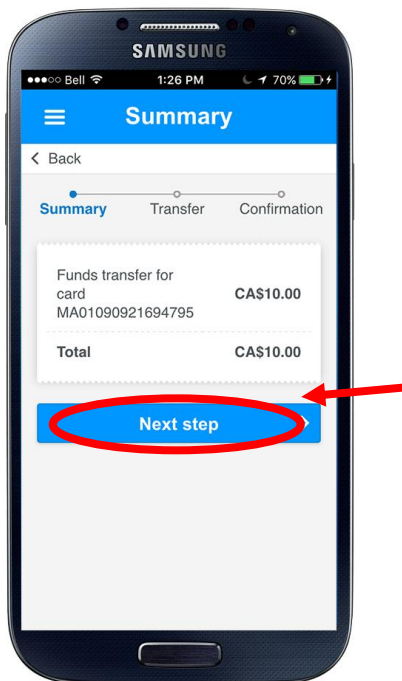




6. Recharge a card (continued)

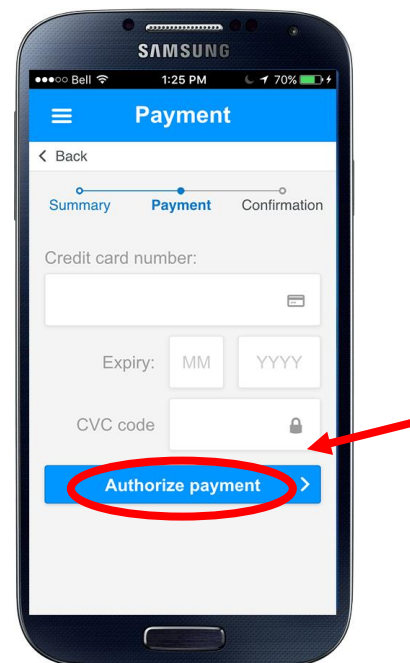
Step 5

Press the “Next step” button.



Step 6

If you haven't previously entered your credit card information, do so and press the “Authorize payment ” button. Proceed to Step 8





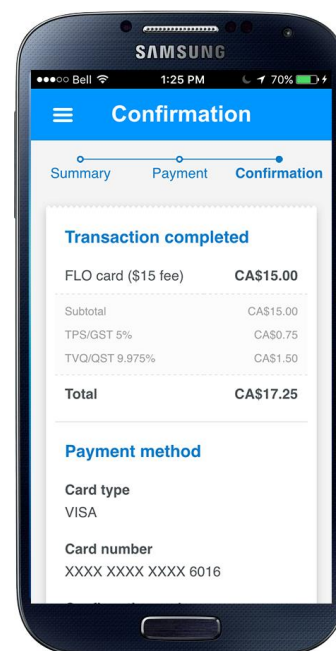
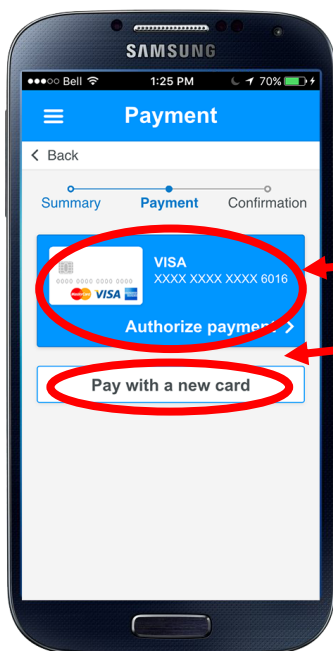
6. Recharge a card (continued)

Step 7

If you have previously entered your credit card information, select your card.

Step 8

This confirmation screen confirms the transaction.

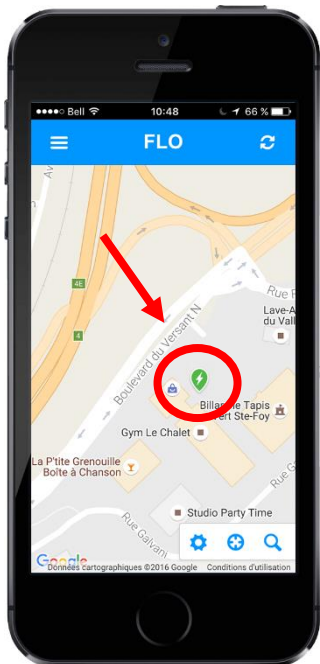




7. Starting a charging session with the app

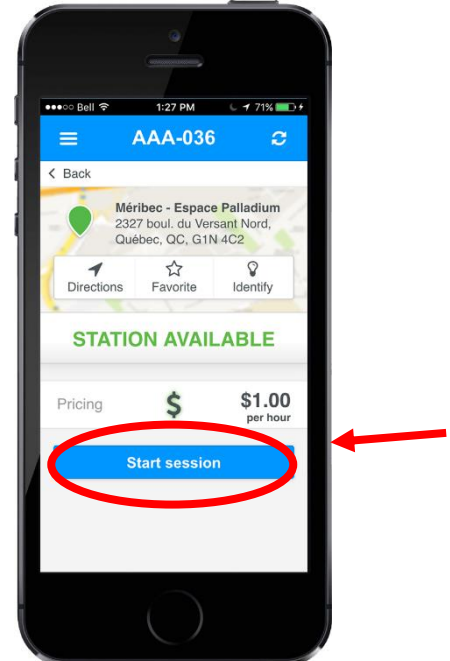
Step 1

Select the desired charging station by pressing its green marker on the map.



Step 2

Press the “Start session” button.

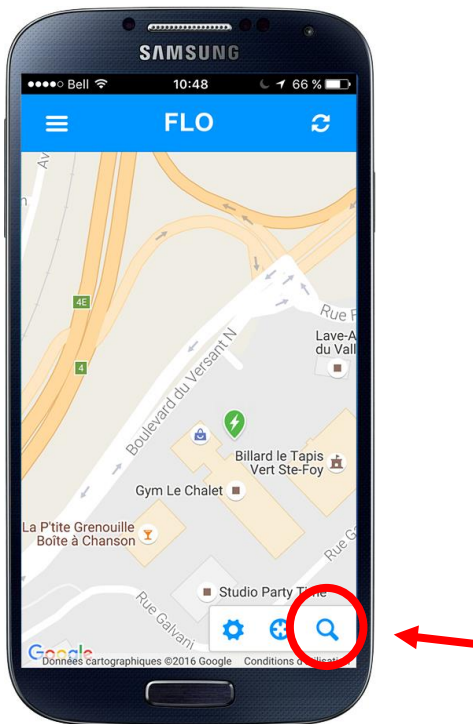




8. Searching for charging stations by location

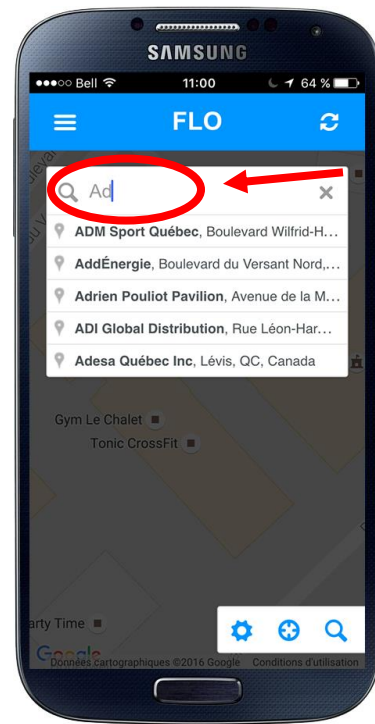
Step 1

Press on the search tool to start a search.



Step 2

Type the location for which you are looking for a charging station in the search box.





8. Searching for charging stations by location (continued)

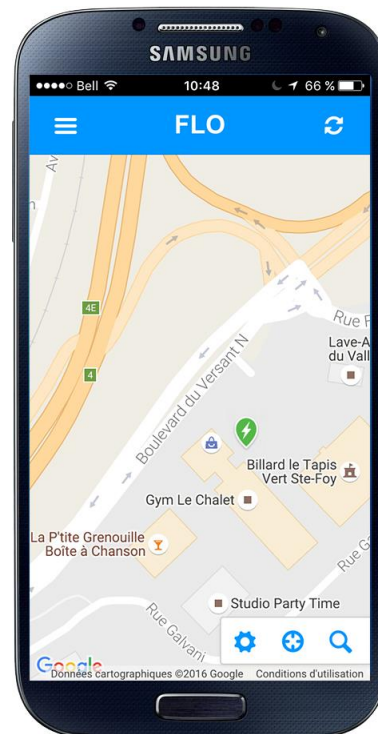
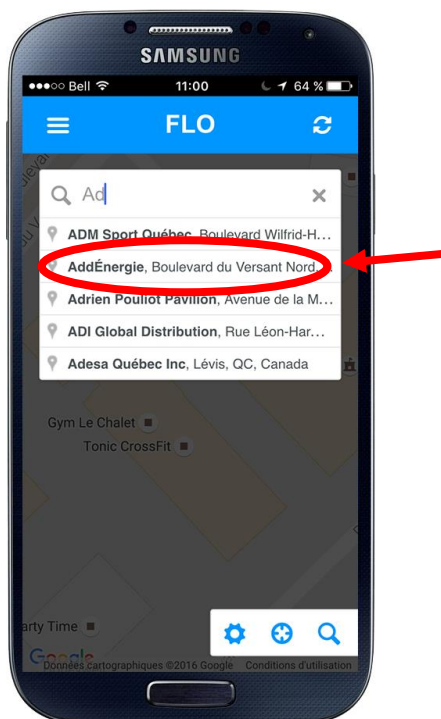
Step 3

When the actual location you are looking for appears in the drop-down menu, press on its description.

Step 4

The map will take you to that location. Press on the charging station you want to use.

To start a charging session, see section 7: “Starting a charging session with the app”.





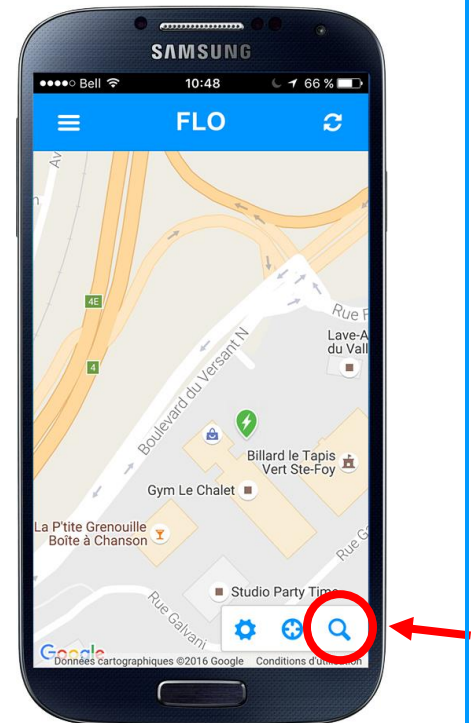
9. Searching for a charging station using its identifier

Step 1

You can find this identifier on the charging station. It is composed of three letters followed by 3 or 5 digits.

Step 2

Press on the search tool to start a search.



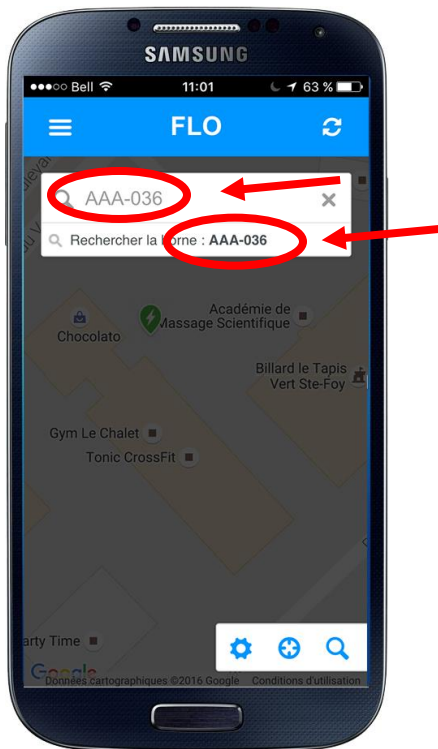


9. Search for a charging station using its identifier (continued)

Step 3

Enter the charging station identifier into the search box (you can also opt to type only the digits part)

Press the matching charging station entry that will appear below



Step 4

The app will show the status page for that charging station.

Press the “Start session” button to start a charging session.

