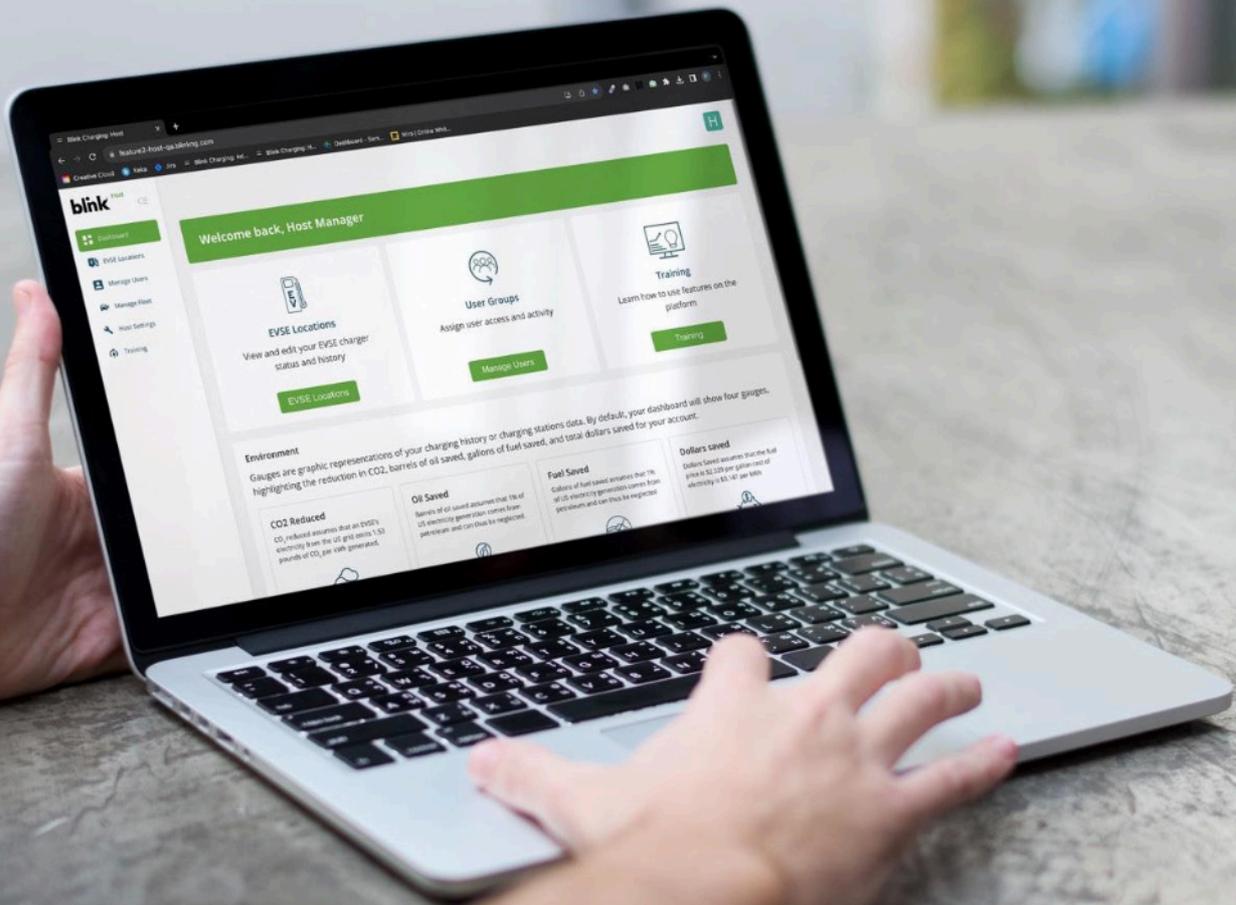


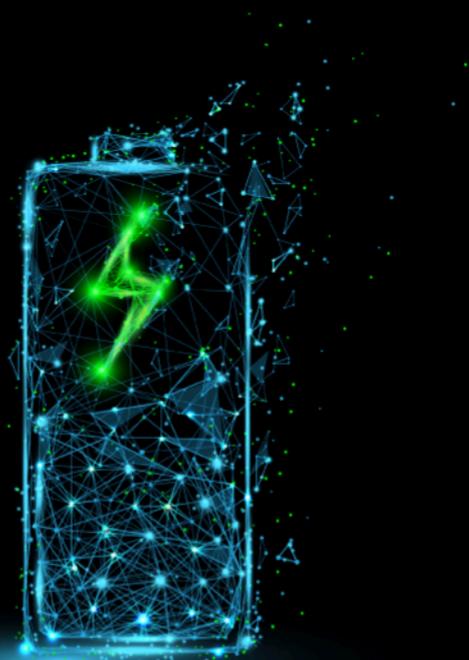
BLINK NETWORK GUIDE FOR HOSTS

How to Navigate the Blink Network Host Portal



CHARGING ON BY ELECTRIFYING THE FUTURE

Thank you for choosing Blink and becoming an EV charging destination! This training guide is intended to help you familiarize with the Blink Network Host Portal. If you need further assistance, please don't hesitate to contact your regional Blink Support team:



BELGIUM

support.be@blinkcharging.com

GERMANY

support.de@blinkcharging.com

ITALY

support.it@blinkcharging.com

THE NETHERLANDS

support.nl@blinkcharging.com

UK & IRELAND

hostsupport.uk@blinkcharging.com



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GETTING STARTED

Logging into the Blink Network Host Portal

As a new Blink Host you should have received an email with a login link and credentials to the Blink Network. This email was sent to the point-of-contact email address provided to Blink during the contracting and installation phase. If you have not received this email, please reach out to your Blink Account Manager.

This Host Account will be used for administration purposes, including managing your EV charging stations and delegate users.

You can login via this link: <https://host.blinknetwork.eu/>

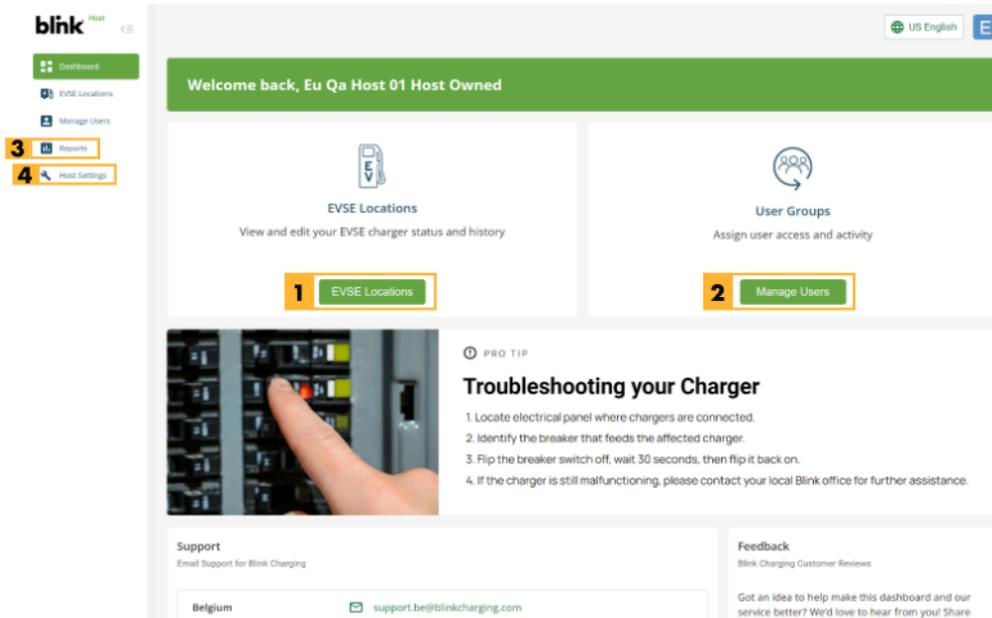
The screenshot shows a web browser window displaying the Blink Network Host Portal login page. The page has a light gray background and a white login form in the center. The form is titled 'Login' and contains two input fields: 'Email' and 'Password'. The 'Email' field contains the text 'xams@work-email.com'. Below the 'Password' field is a link that says 'Reset Password'. At the bottom of the form is a green button labeled 'Log In'. There are two orange callout boxes with numbers: '1' points to the 'Email' field, and '2' points to the 'Reset Password' link. The browser's address bar shows the URL 'https://host.blinknetwork.eu/'.

1 A new landing page will launch (host.blinknetwork.eu). Enter your email address and password, and click **Log In**.

2 If you forget your password, select Reset Password and follow the instructions, or contact your Blink Account Manager to help you reset it.

Dashboard

Once logged into the Blink Network Host Portal you will find your Host Account dashboard. The dashboard features quick links to all activity related to your charging stations.



- 1 To view and manage your charging station locations, click **EVSE Locations**.
- 2 To view and manage users and user groups for discounted charging, click **Manage Users**.
- 3 To view detailed charging station data click **Reports**.
- 4 To view and manage **delegates**, click **Host Settings**.

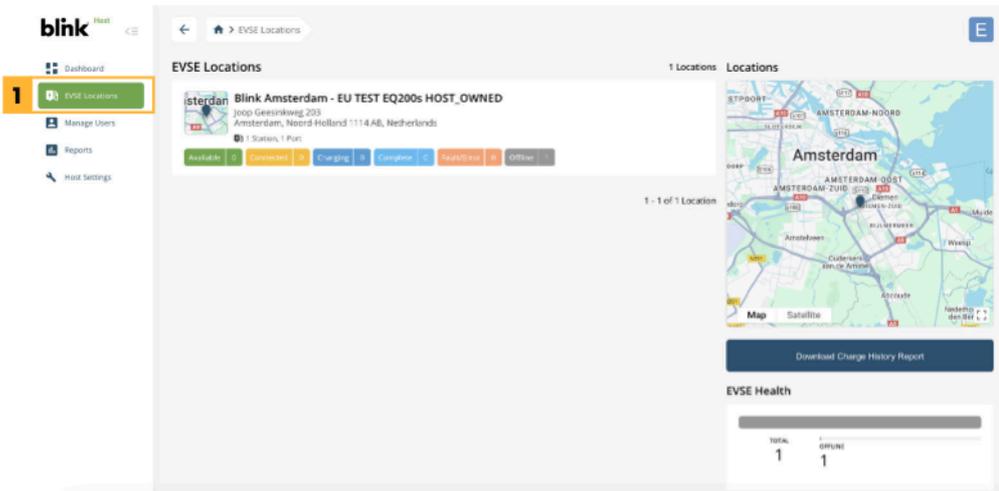


EVSE LOCATIONS AND USERS



EVSE Locations

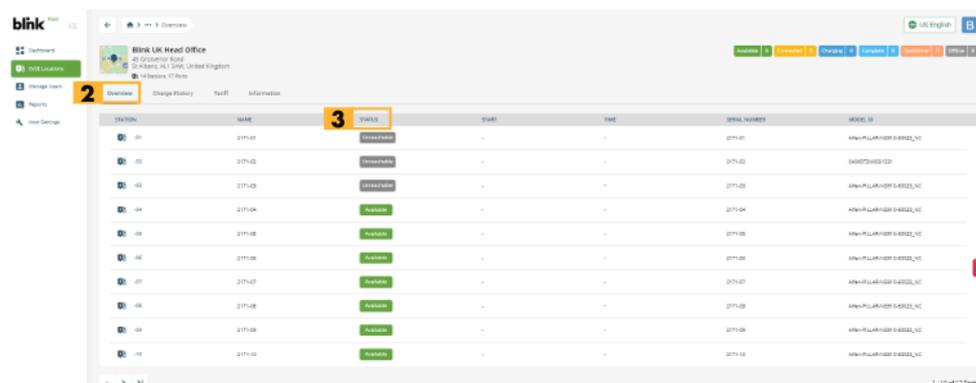
On the **EVSE Locations** page you can view and manage your charging stations based on their locations.



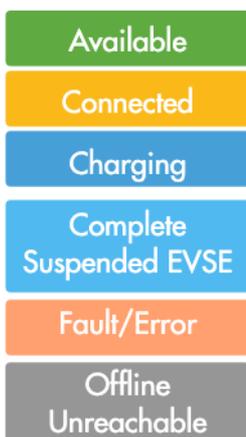
- 1 To view a list your locations, click **EVSE Locations**.

Overview

From the **Overview** tab, you can view your charging stations' status, usage, occupancy rates, and associated ports in real-time. For dual-port charging stations, each port will be listed individually.



- 2 The **Overview** tab displays all charging stations at a Location.
- 3 To view information for a specific charging station, select a station from the list. A **Port Status** is displayed in various places throughout the Blink Network:



The Port is available to use by a driver

An EV is connected to the Port

An EV is actively charging on the Port

The charging session is complete

A fault has occurred on the Port

The Port is offline and not communicating with the Blink Network

Charge History

The **Charge History** tab provides an overview of all charging sessions per charging station:

STATION	NAME	SERIAL NUMBER	START CHARGE	END CHARGE	BLINK CODE/CARD	ENERGY (KWH)	AMOUNT EXCL VAT
585	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-20 14:03:28 P...	2024-09-23 12:12:08 P...	-	40.63	€21.13
585	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-20 19:36:47 A...	2024-09-20 11:02:07 A...	-	3.96	€2.01
585	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-19 0:32:16 A...	2024-09-19 00:34:22 A...	-	10.52	€5.47
041	Blink Amsterdam Offic...	ENOVEN2258 (B-4007...	2024-09-19 1:27:20 A...	2024-09-19 1:33:07 P...	-	38.45	€19.99
585	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-18 12:06:33 P...	2024-09-18 7:03:16 P...	-	29.04	€15.10
501	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-17 2:35:58 P...	2024-09-17 5:08:37 P...	-	23.66	€12.31
585	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-17 12:53:32 P...	2024-09-17 5:06:57 P...	-	12.15	€6.32
585	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-17 12:51:40 P...	2024-09-17 4:47:33 P...	-	39.68	€20.63
041	Blink Amsterdam Offic...	ENOVEN2258 (B-4007...	2024-09-17 0:28:25 A...	2024-09-17 11:44:35 A...	-	23.19	€12.06
585	Blink Amsterdam Offic...	ENOVEN2258 (B-4012...	2024-09-16 0:36:58 A...	2024-09-16 4:23:59 P...	-	42.32	€22.01

1 To view the charge history for a station, click on the **Charge History** tab.

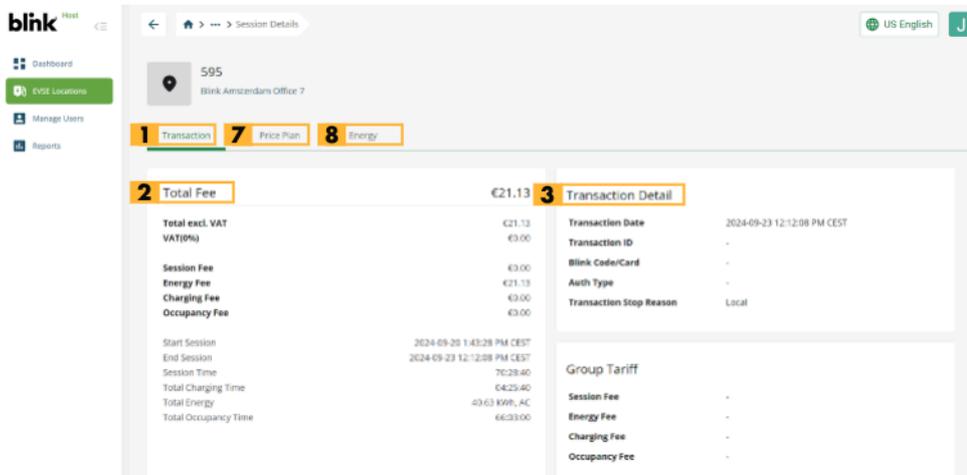
2 To drill down to the details, click the **Station ID** from the list.

- Station** Station at which the charging session occurred.
- Name** Station name at which the charging session occurred.
- Serial Number** Station ID at which the charging occurred.
- Start Charge** Start time of the charging session.
- End Charge** End time the charging session.
- Blink Code/Card** Authentication used during the charging session.
- Energy (kWh)** Energy used during the charging session.
- Amount Excl VAT** Fee charged during the charging session, excluding VAT.



Charge Session Details

The **Session Details** window shows an overview of all charging sessions per charging station:



1 Transaction – This column includes the transaction date and transaction ID for the charging session. It has the following details:

2 Total Fee – The total fees for the session and session times.

3 Transaction Detail – Transaction date and transaction ID for the charging session.

4 Location Detail – Location name and address where charging took place.

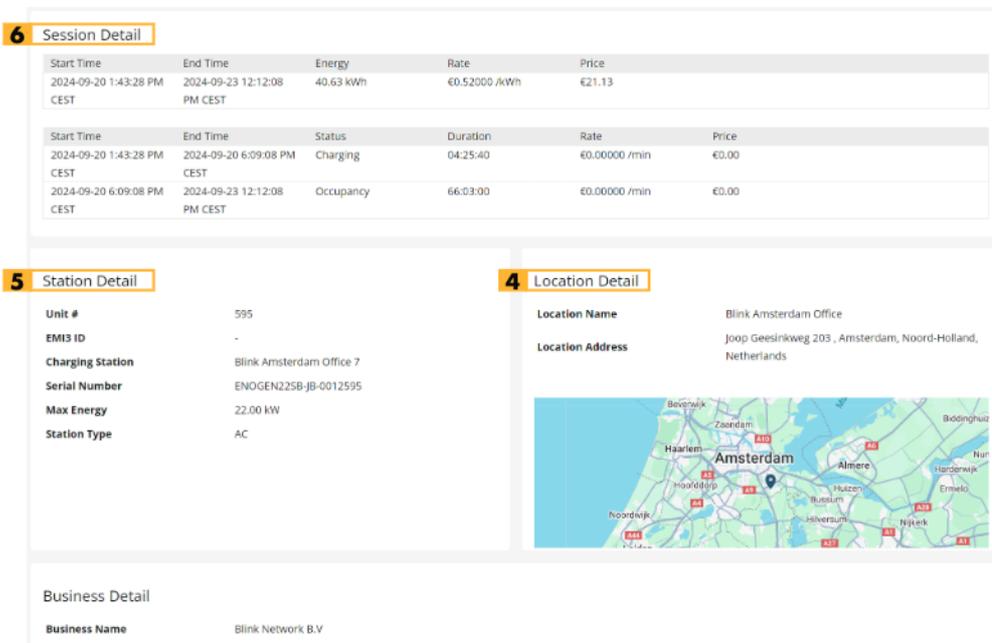
5 Station Detail – Station details such as unit number, station name, and serial number.

6 Session Detail – Additional charging session information such as start time, end time, and session time.

7 Price Plan – This column includes the price plan settings for the charging station.

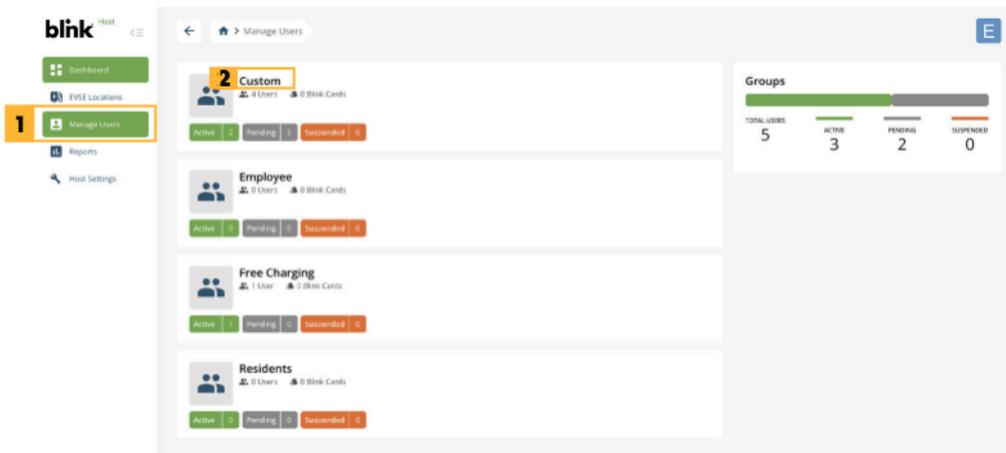
8 Energy – This column includes the start and end time of the charging session, and power and energy used.

Scrolling down on the **Session Detail** shows you more information about the session.



Manage Users

On the **Manage Users** page, you can view and manage all account users and user groups. This allows you to manage which sets of users have access to special discounts for charging at your locations. You can manage the users in each group, but not the pricing. To change the prices for each group, or to change the groups themselves, you need to contact your Account Manager with the pricing you want for each group.



You will always start with three groups by default:

- Custom**
- Employee**
- Free Charging**

- 1** To view and manage users and user groups, click **Manage Users**.
- 2** Click a user group to see and manage the users in that group.



REPORTS



REPORTS

Blink’s reporting capabilities give you a new level of insight and control over your EV charging operations and driver charging habits. Our intuitive host portal dashboard presents complex data in a user-friendly format making it easy for you to derive value from the insights provided. As the site host, you can access reports directly from your Blink Host Account.

The Blink Host platform provides you with detailed, Personalized Reports:

Charge History Report – Learn about charging habits across locations, stations, and drivers.

Charging Sessions – Access data on various stations and locations your customers have used, including charge session breakdown, and energy consumption.

Station Usage – Gain a clear understanding of your charging patterns, including peak usage times, frequency, and energy consumption. Identify opportunities to optimize charging routine and usage rates.

The following Filters are available for all reports:

Country Select one or more countries.

Start Date Set the start date of the data you want to view.

End Date Set the end date of the data you want to view.

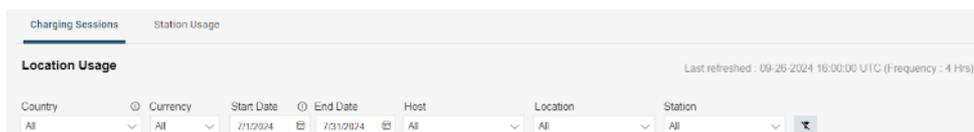
Time Zone Select a desired time zone.

Host Select one or more hosts. You will have multiple hosts in this section if you have permission to manage other hosts’ stations.

Location Select one or more Locations.

Station Select one or more of your charging stations.

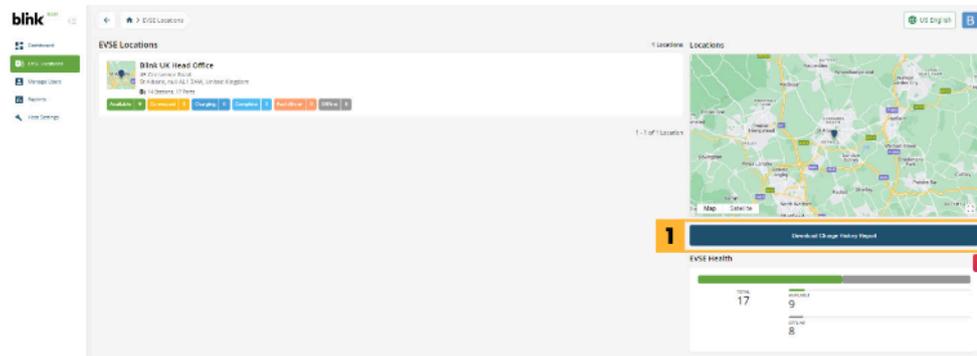
Station Type Select one or more Station types.



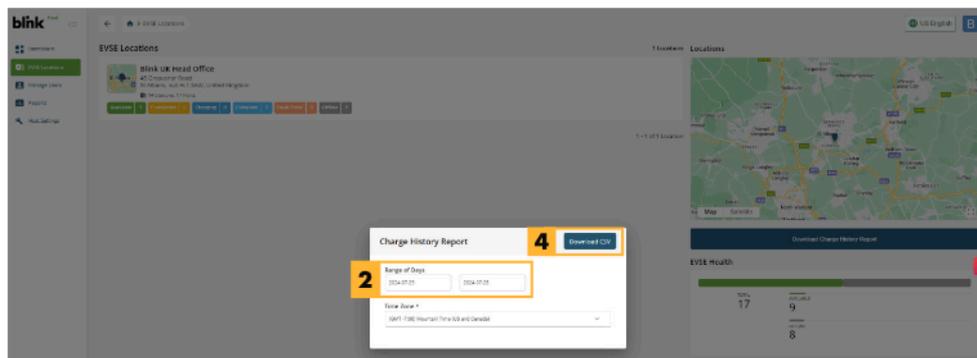
Note: Reports are updated every four hours

Charge History Report

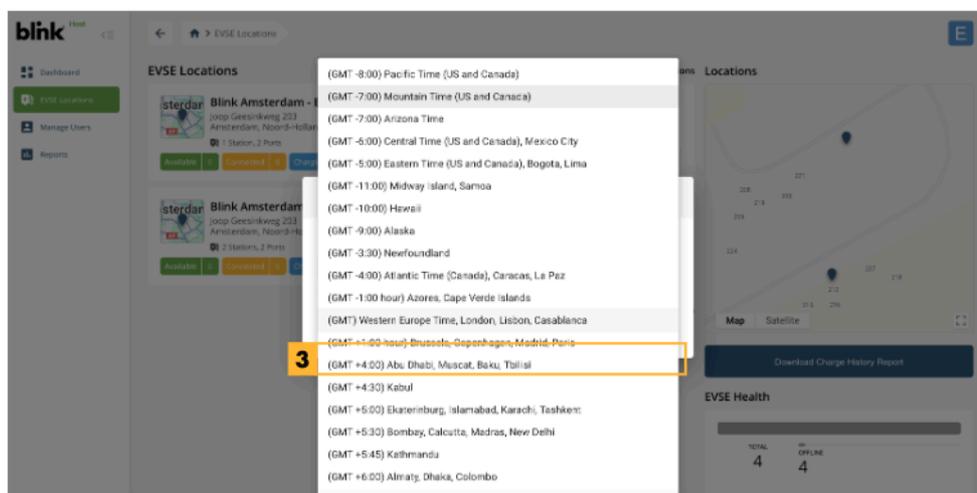
The **Charge History Report** provides comprehensive data about charging activities across all your EVSE locations and charging stations. This data can be used to optimize charging efficiency and understand charging habits across locations, stations, and drivers.



1 To view detailed data for your organisation, click **Download Charge History Report**.



2 To select a date range, click the text boxes under **Range of Days**.



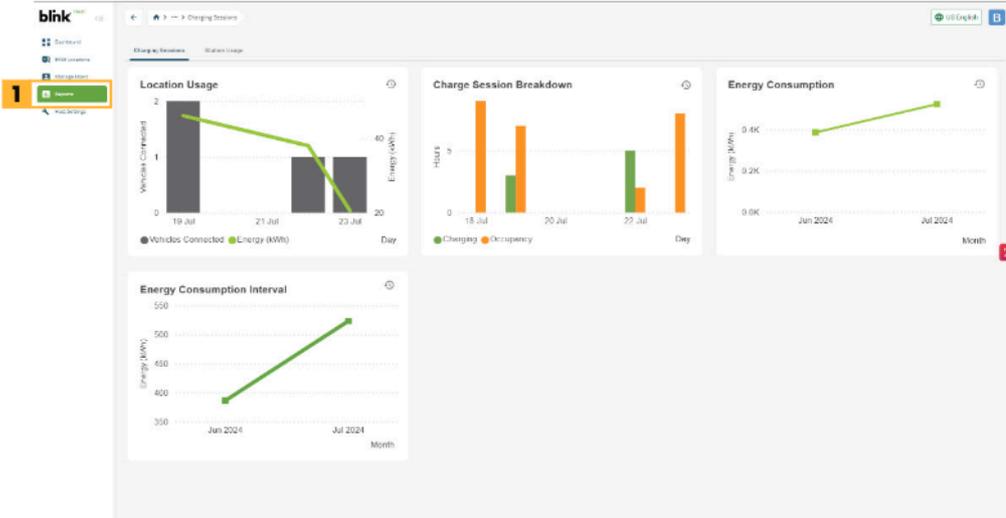
3 To update the time zone for your report, click the drop-down menu and select the desired time.

4 To download a CSV file of the Charge History Report, click **Download CSV**.

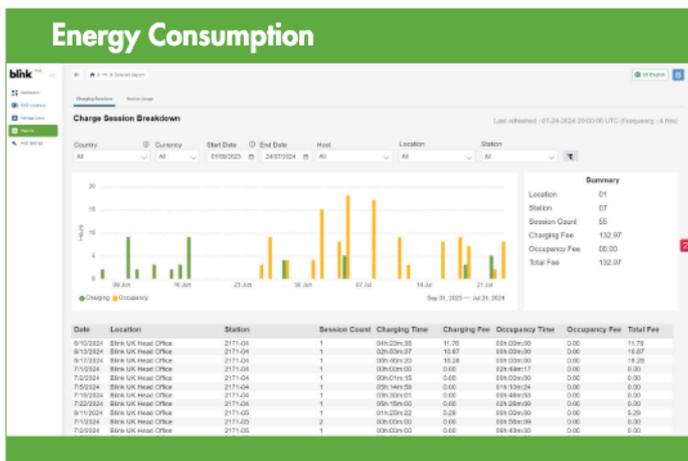
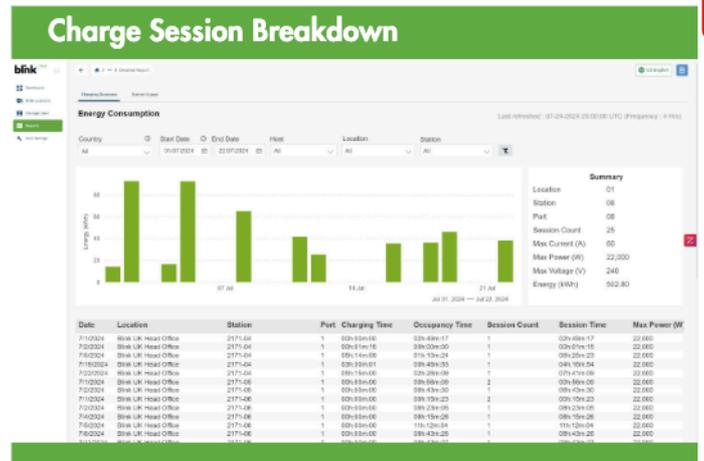
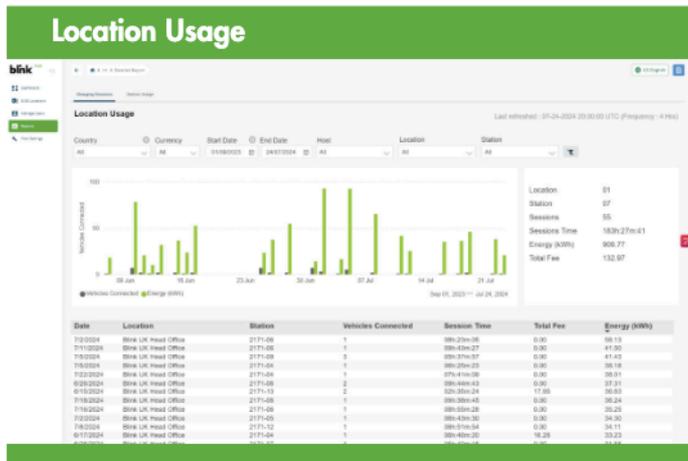


Charging Session Reports

The **Charging Session Report** tab displays (4) types of data: Location Usage, Charge Session Breakdown, and Energy Consumption and Energy Consumption Interval.



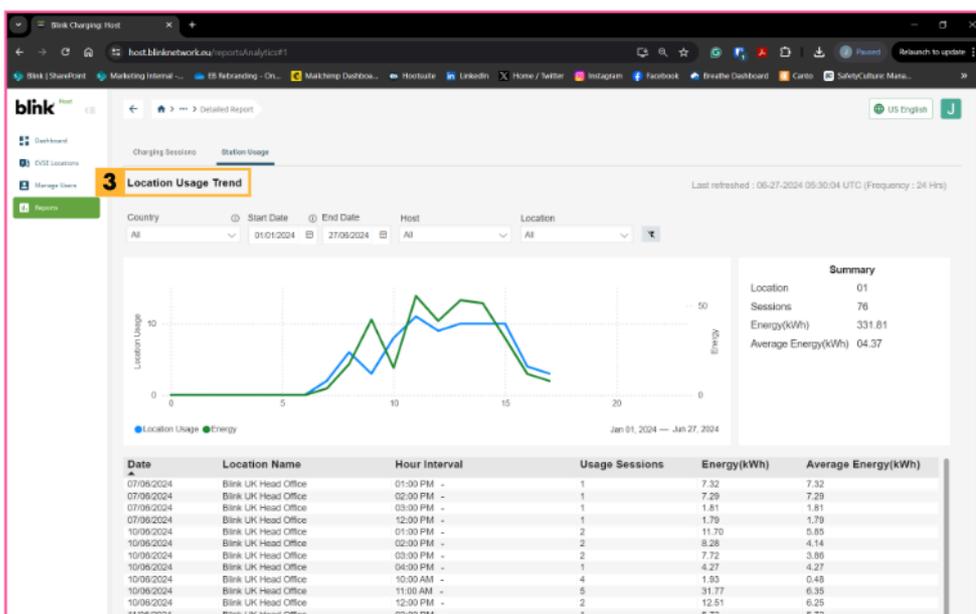
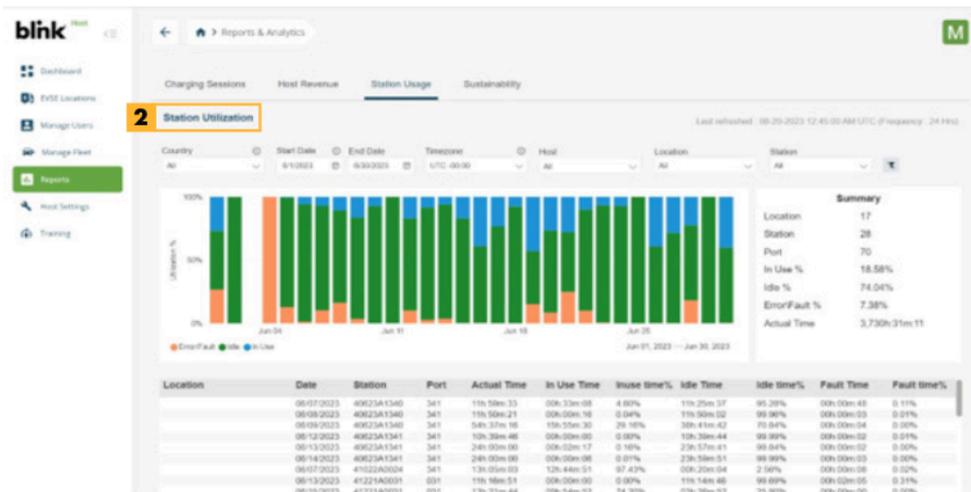
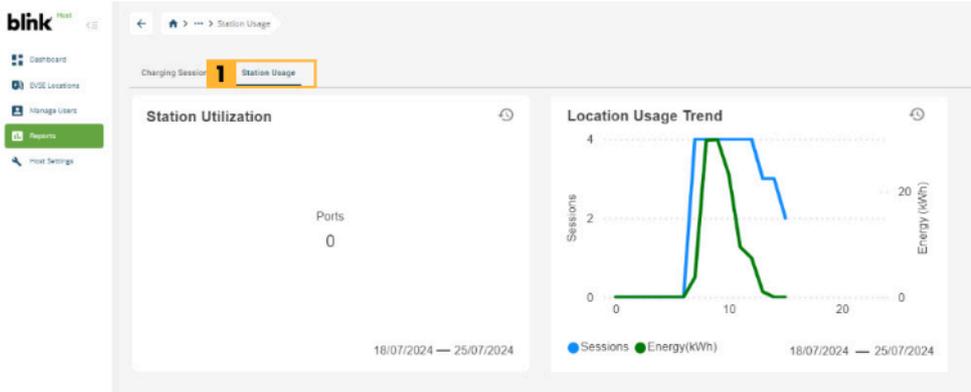
1 To access all reports, select **Reports** from the left navigation bar.



Station Usage Reports

The **Station Usage** tab displays two types of data: Station Utilisation and Location Usage Trend.

- 1 To access detailed reporting for any particular charging station, select the **Station Usage** tab.
- 2 **Station Utilisation Report**
- 3 **Location Usage Trend Report**



HOST SETTINGS



HOST SETTINGS

Manage Delegates and EVSE Locations

On the Host Settings page, you can view and manage all your delegates and EVSE Locations. Delegates play a vital role in overseeing the management and maintenance of stations, while EVSE locations serve as the physical infrastructure where electric vehicles are charged. Within this page, you can manage individual delegates, add Location permissions, and invite new or existing delegates to manage a location. You will also be able to manage locations by creating and editing zones.

Before we describe the delegate features, we would like to provide you with an overview of the host and delegate privileges within the Blink Network.

PRIVILEGES	MANAGER HOST	DELEGATE	DELEGATES OF MULTIPLE HOSTS
View Dashboard	Yes	Yes	Yes
Download Reports	Yes	PD	PD
View Location Charge History	Yes	Yes	Yes
Edit Location Usage Rate	Yes	PD	PD
Manage Users	Yes	PD	No
Host Settings Create New Delegates	Yes	PD	No
Host Settings View Delegates	Yes	No	No
Host Settings Update/Delete Delegates	Yes	No	No
Host Settings Add/Update Location Permissions	Yes	No	No
Host Settings Create/Update Zones	Yes	No	No
Change Personal Account Password	Yes	Yes	Yes

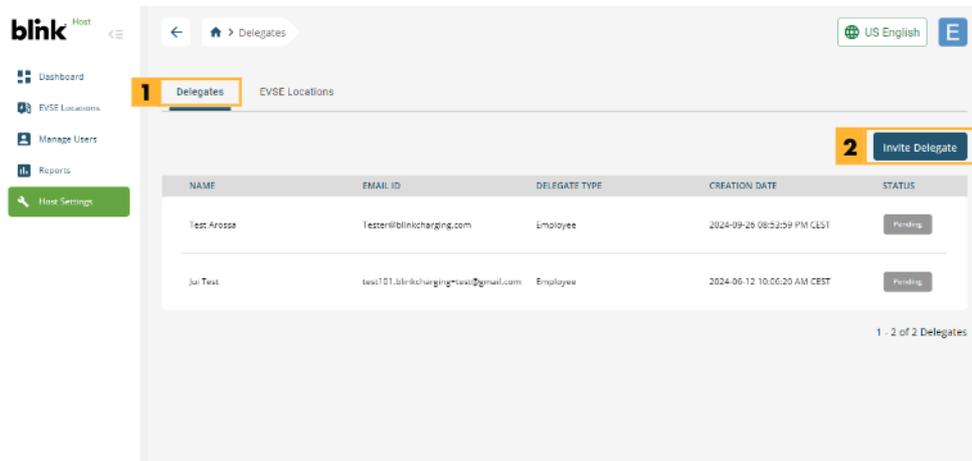


*Permission Dependent (PD) = Permission is dependent on the Host giving access to the Delegate
 Note: Host, Charger, and Location creation is done only by Internal Blink roles.

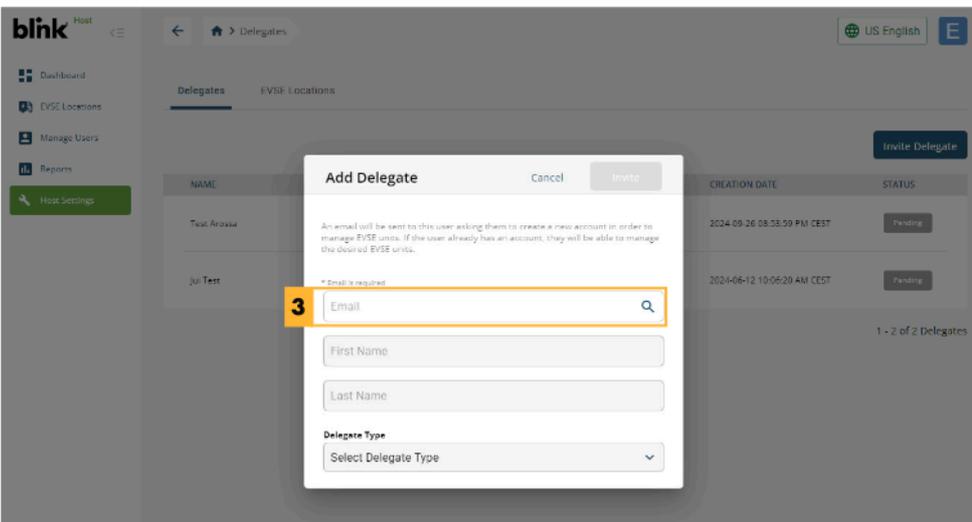
If you have questions, please contact:

- BELGIUM** support.be@blinkcharging.com
- GERMANY** support.de@blinkcharging.com
- ITALY** support.it@blinkcharging.com
- THE NETHERLANDS** support.nl@blinkcharging.com
- UK & IRELAND** hostsupport.uk@blinkcharging.com

Managing Delegates



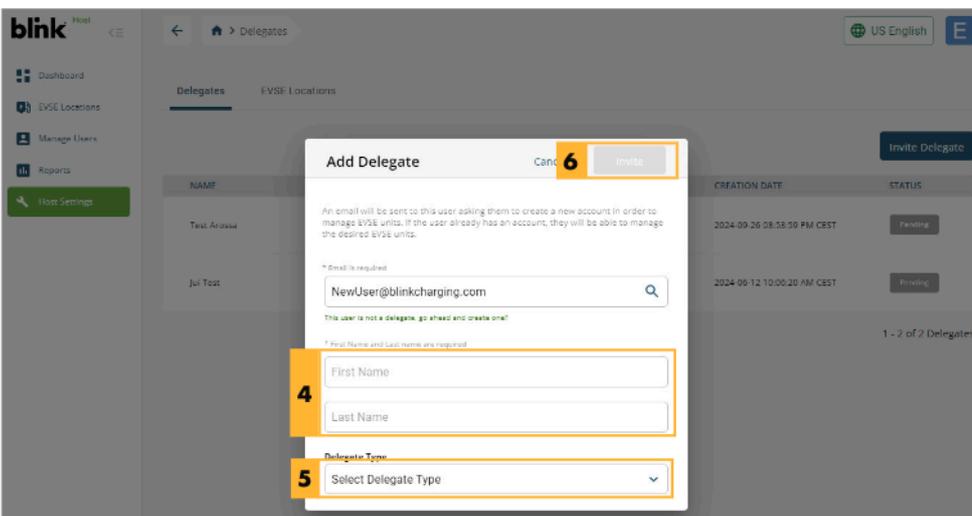
- 1 To view Delegates, select the **Delegates** tab.
- 2 To invite a new or existing delegate to your organisation, select **Invite Delegate**.
- 3 To check whether a user is an existing delegate, enter the email address of the user and click the **Search** button.



- 4 If the user is not a delegate, you will be asked to provide the individual's **First and Last Name**.
- 5 Choose a **Delegate Type**. This can be an employee or a contractor.

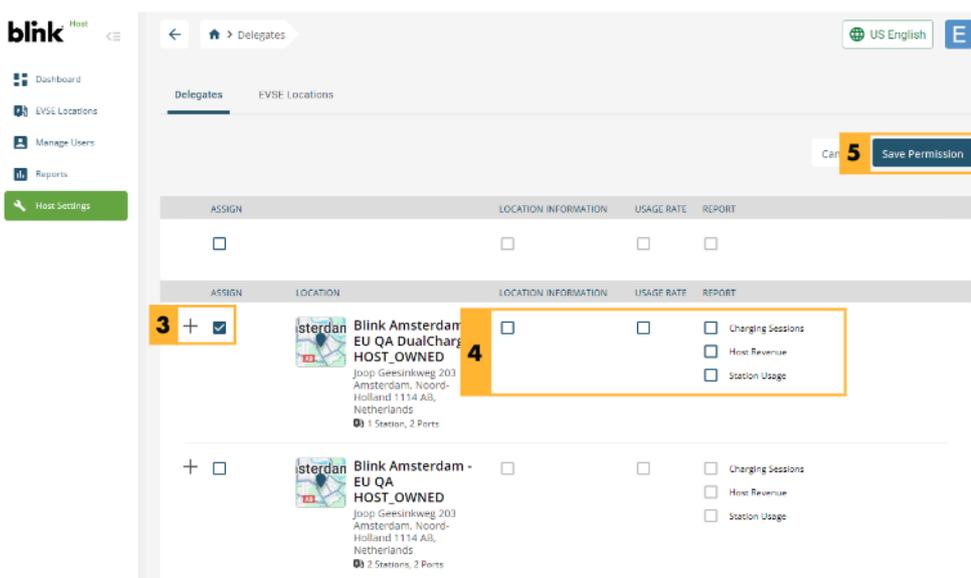
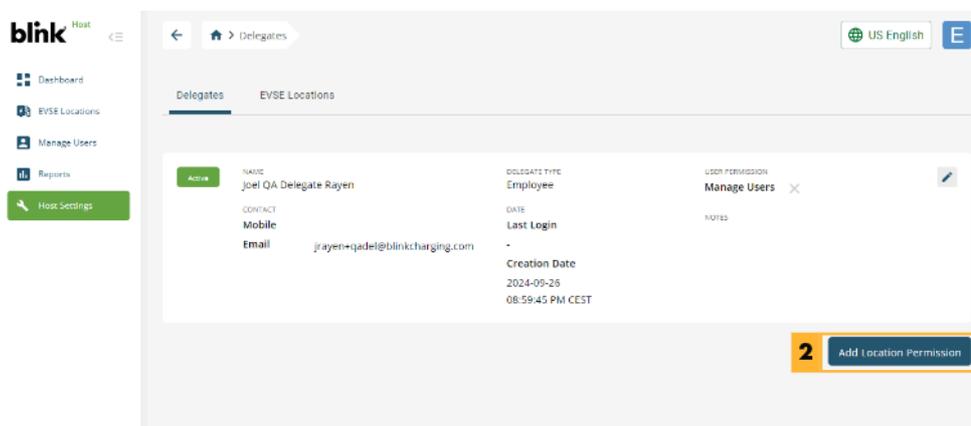
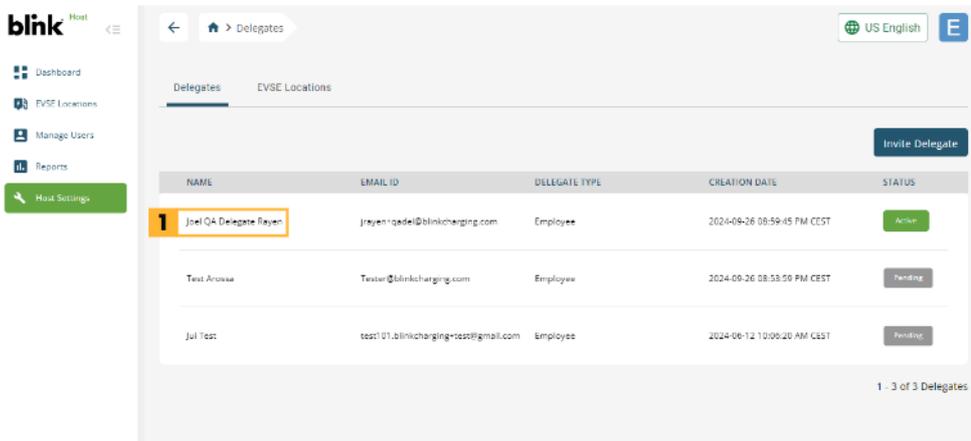


- 6 To invite a delegate, click **Invite**.



Delegate Location Permission

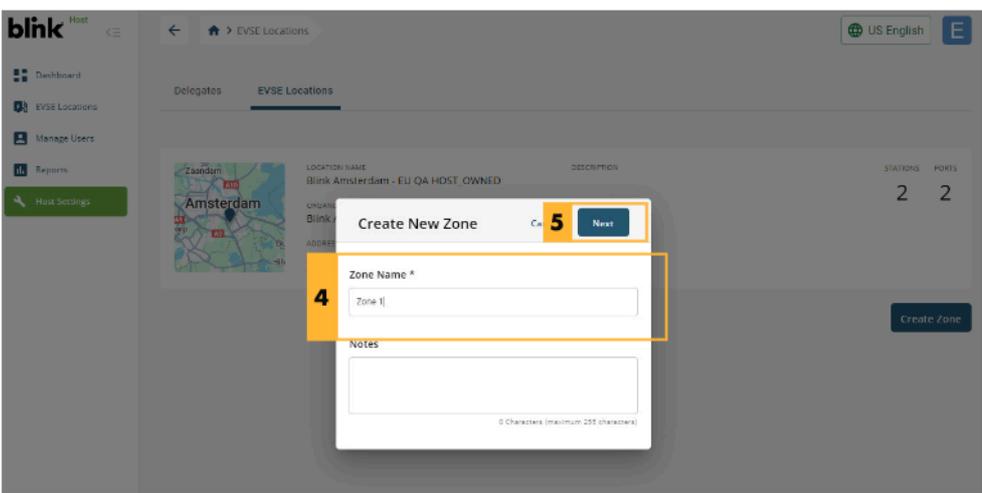
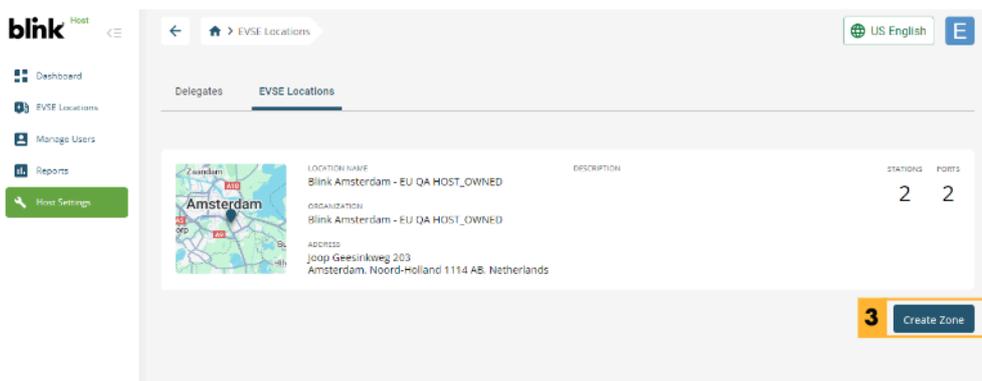
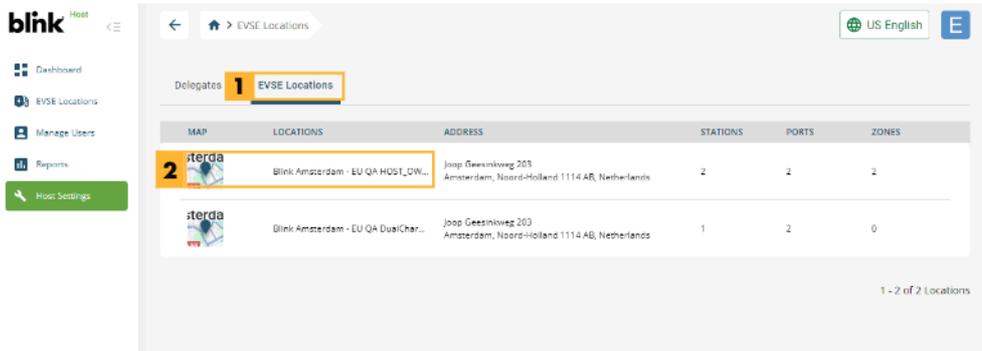
- 1 To view more detailed information, select a **Delegate** from the list.
- 2 To give Location Permission to a Delegate, click **Add Location Permission**.
- 3 To enable permissions for a location, select the **Assign** checkbox.
- 4 To give a delegate specific location functionality, select the checkbox under each permission on the right. To remove privileges from a delegate, click the checkbox to modify permissions.
- 5 To save your changes, click **Save Permission**.

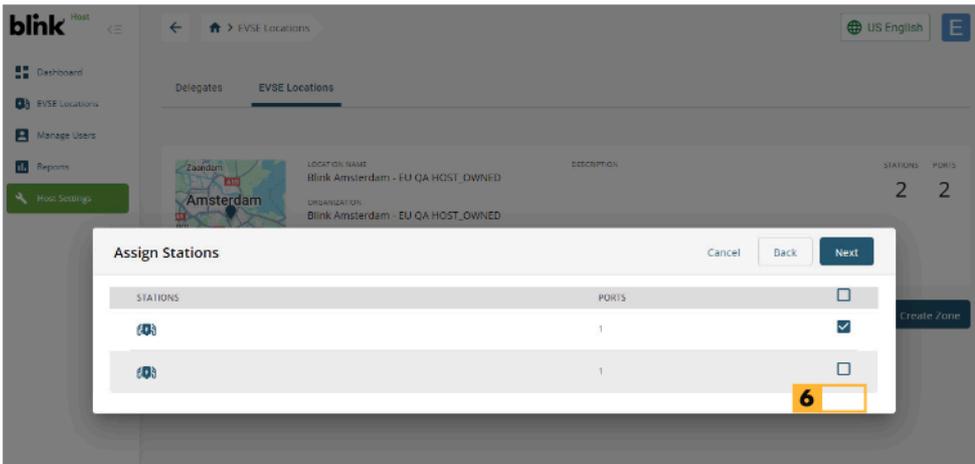


Creating Zones

A Zone allows you to group Stations within a Location. Follow the steps below to create and manage Zones.

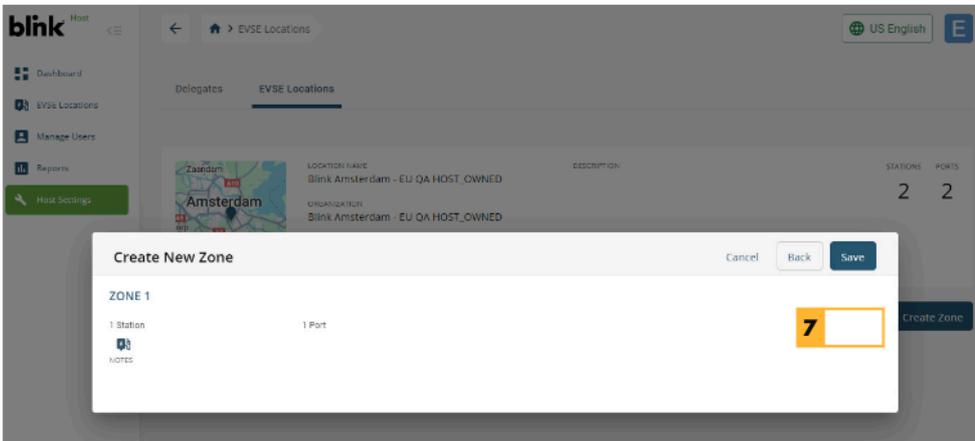
- 1** To access EVSE Locations, select the **EVSE Locations** tab.
- 2** To view more information, select a location from the list.
- 3** To create a zone at a Location, click **Create Zone**.
- 4** Enter the Zone Name and any Notes
- 5** Continue the form by clicking **Next**.



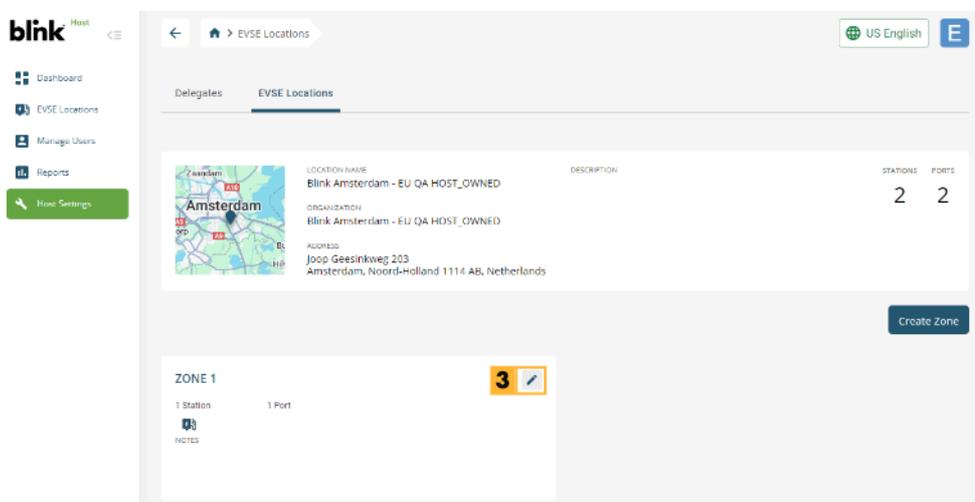


6 To assign stations to a zone, select the checkbox. Then click **Next**.

7 To save your newly created Zone, click **Save**.



Edit a Zone



1 To edit a zone, click the **Pencil** icon.

GLOSSARY



Glossary

Thank you for choosing Blink. This section includes a list of commonly used terms within the EV charging industry. We hope these terms give you a good overview of the key concepts and language used in the EV community.

1. **EV Network Platform:** A software-based platform that facilitates the management, operation, and connectivity of electric vehicle charging stations within a network.
2. **Electric Vehicle (EV):** A vehicle that is powered by one or more electric motors using energy stored in rechargeable batteries, rather than relying solely on an internal combustion engine.
3. **Electric Vehicle Supply Equipment (EVSE):** Also known as charging stations or charging infrastructure, EVSE is the equipment that supplies electric energy to charge electric vehicles.
4. **Level 1 Charging:** The slowest charging method, using a standard household outlet (120 volts) to charge an EV. It provides a lower charging rate and is typically used for overnight or emergency charging.
5. **Level 2 Charging:** A faster charging method using a dedicated charging station that operates on 240 volts. Level 2 charging is commonly found in public charging stations, workplaces, and residential installations.
6. **DC Fast Charging (DCFC):** The fastest charging method, utilising high-powered Stations that deliver DC (direct current) electricity directly to the EV's battery, bypassing onboard chargers. DC fast Stations can significantly reduce charging time but are only compatible with battery electric vehicles.
7. **Kilowatt-Hour (kWh):** A unit of energy measurement used to quantify the amount of electricity consumed or stored. It is commonly used to measure the capacity of EV batteries and the amount of energy delivered during charging.
8. **Charging Connector Types:** Different types of connectors are used to plug EVs into charging stations. Common connector types include Type 2, CHAdeMO, and CCS (Combined Charging System).
9. **Charge Point Operator (CPO):** A company or entity that operates and manages EV charging stations, either independently or as part of a charging network.
10. **Charging Network/Charging Station Network:** A network of interconnected charging stations operated by one or multiple CPOs. Charging networks enable users to access and use multiple charging stations using a single account or payment method.
11. **RFID/RFID Card:** Radio-Frequency Identification is a technology used for authentication and access control in EV charging. An RFID card is used by EV drivers to start and stop charging sessions at certain charging stations.
12. **Plug-in Hybrid Electric Vehicle (PHEV):** A type of hybrid vehicle that combines an internal combustion engine with an electric motor and a battery. PHEVs can be charged from an external power source and can also operate using gasoline or other fuels.
13. **Battery Electric Vehicle (BEV):** An electric vehicle that runs solely on electric power from its onboard battery and does not have an internal combustion engine.
14. **State of Charge (SoC):** The level of charge or energy remaining in an EV battery, expressed as a percentage of the total capacity.
15. **Demand Response (DR):** A system that allows utilities or charging station operators to manage and control EV charging loads to balance electricity demand and supply on the grid.



16. **Charging Session:** The period during which an electric vehicle is connected to a charging station and actively receiving electric energy.
17. **Data Analytics:** The process of analyzing charging data collected from charging stations to gain insights into charging patterns, user behavior, and station performance.
18. **Payment Gateway:** The secure payment processing system integrated into the EV network platform, allowing EV drivers to make payments for Charging Sessions.
19. **kWh Cost:** The cost of electricity per kilowatt-hour, which can determine the price drivers pay for their Charging Sessions.
20. **Roaming:** The ability of an EV driver to access and use Stations from different charge point operators or charging networks, often through a single account or payment system.
21. **Load Balancing:** A technique used to evenly distribute the electric load across multiple charging stations or manage the load on the grid during high-demand periods.
22. **Charge Port:** The Port or inlet on an EV where the charging connector is plugged in to initiate charging.

