



App log-in@ DKV Euro Service

App usage: eCharge+

Dated: 02/2021

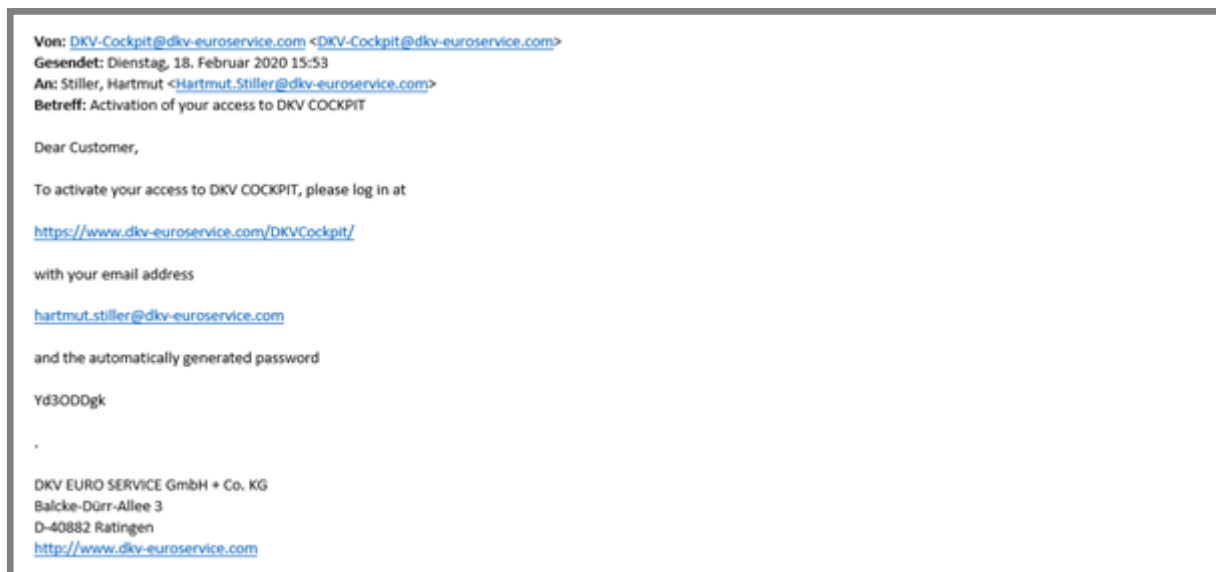
You drive, we care.





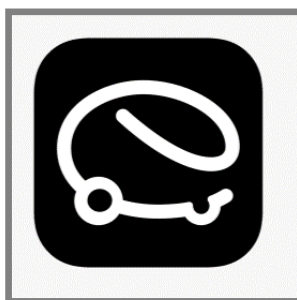
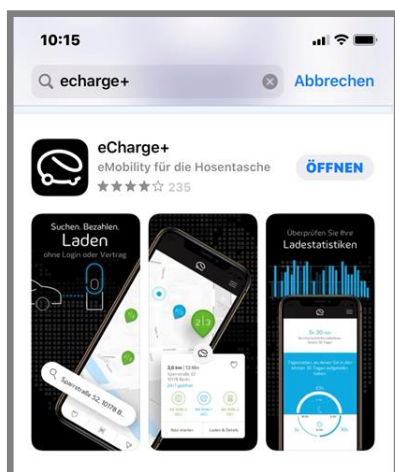
1. Registration data via eMail

Before using the app for the first time, after the registration process has been completed, you will receive an eMail with your Log-in data.



2. eCharge+ App download

Please download the eCharge+ App from our partner innogy from your App Store.



Android – Google Playstore

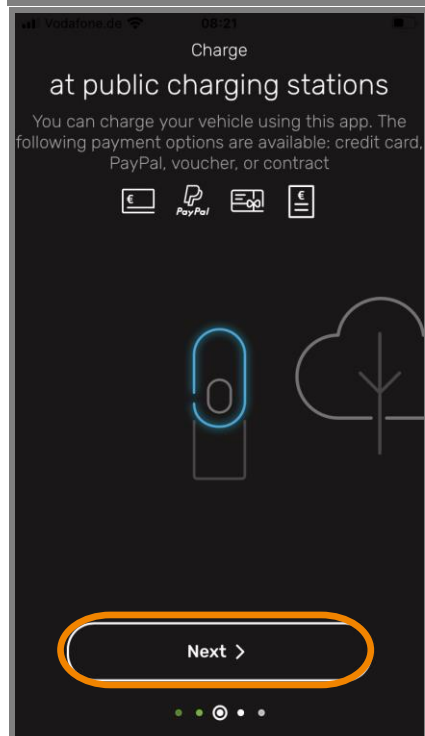
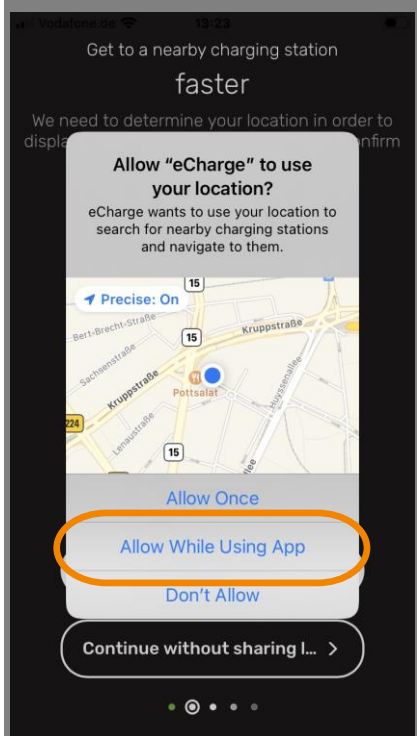
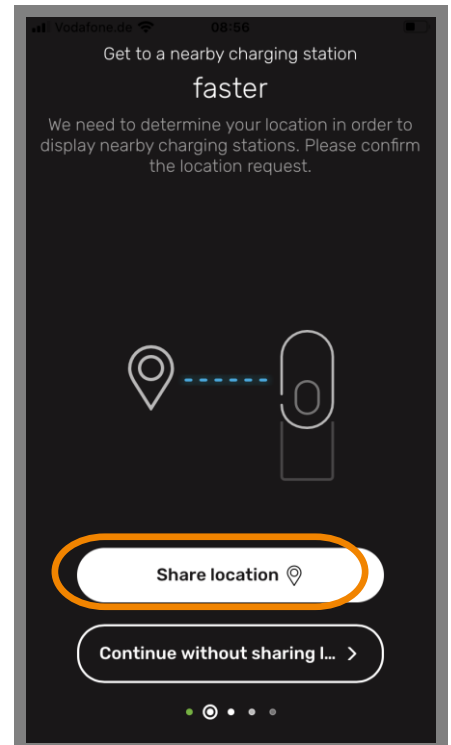
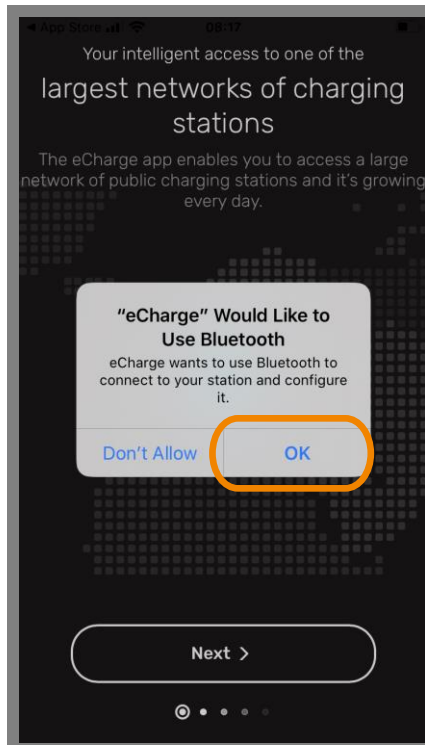
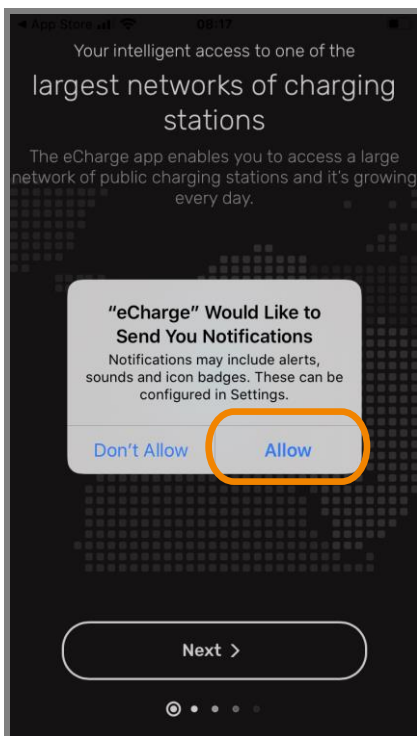
Apple – iOS – App Store





3. Permissions

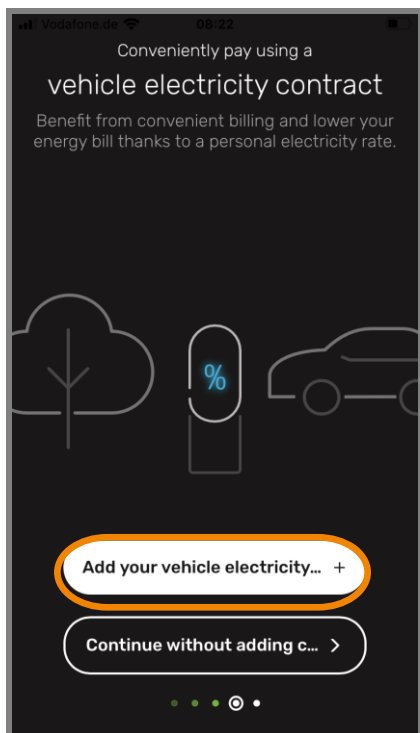
After opening the app, it asks for permissions to send notifications, use Bluetooth and share locations. For the best possible user experience, we recommend you to allow them. Then, click on "Next".





4. Add Profile (Option 1 - during the introduction from step 3)

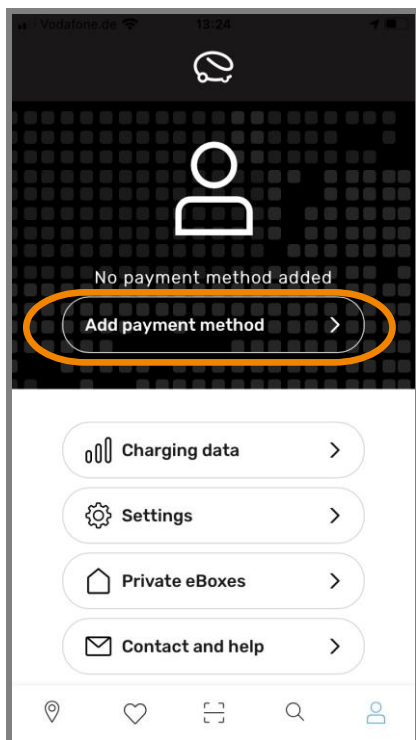
You now have the possibility to activate your profile and the DKV/Novofleet version. To do so, click on "Add your vehicle electricity contract". Then skip to step 7. If you have clicked "Continue without adding contract", go to step 5.



Please note: The Button „**Private eBox**“ is **not for DKV customers** but for private innogy customers only. By using this functionality, the DKV @home configuration will be changed and as a result the technician needs to come again for bringing the DKV@home back in the correct settings.

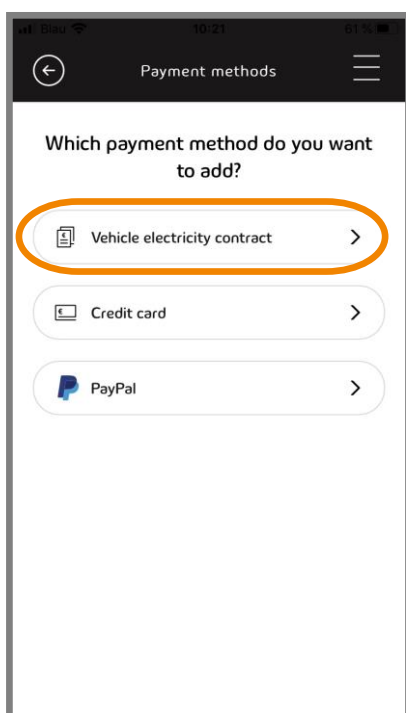
5. Add Profile (Option 2 – if „Continue without adding contract“ was selected at step 4)

Please open the menu () and enter your profile data once via "Add payment method".



6. Add DKV Data

Choose "Vehicle electricity contract" to activate the DKV/Novofleet version.





7. Log-in data

Please enter the **email address** you used for **registration** into the field "Contract number". As soon as you have entered your email address, the password entry will **disappear**. Now click on Login.

Add vehicle electricity contract

Contract number Aa

Password

Define as standard

Add vehicle electricity contract

Add vehicle electricity contract

Contract number YOUR REGISTERED E-MAIL Aa

Password

Define as standard

Add vehicle electricity contract

q w e r t z u i o p ü
a s d f g h j k l ö ä
y x c v b n m
123 Leerzeichen

8. Fill-in DKV log-in data

Please log in with your password and confirm your entry.

06:47 100%

DKV English

Welcome to DKVs Customer area!
Please login.

E-mail address
your registered E-mail

Password
.....

› Forgot password?

Log in

› Are you already a customer and not registered so far?

Done

10:24 61%

DKV novoFleet

Your vehicle electricity contract was successfully saved as a payment method.

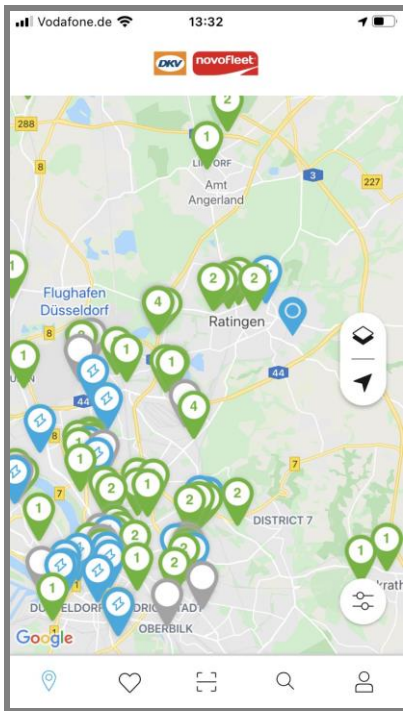
DKV EURO SERVICE GmbH + Co.
KG
DEC4EC000354980

Okay, I understand



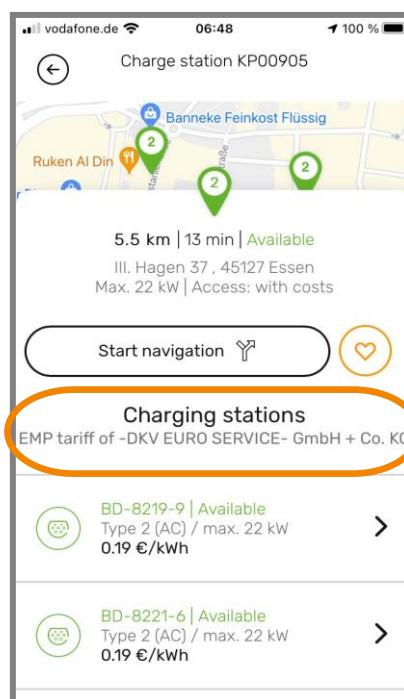
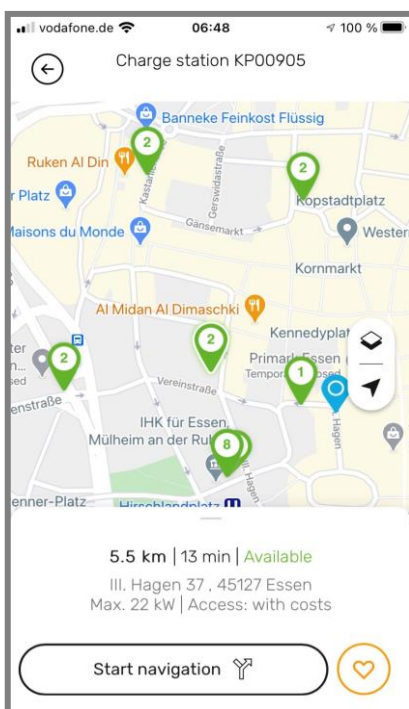
9. Let's get started

You now have permanent access to the DKV / Novofleet charging network including the current price information.



10. Select charging point in the App

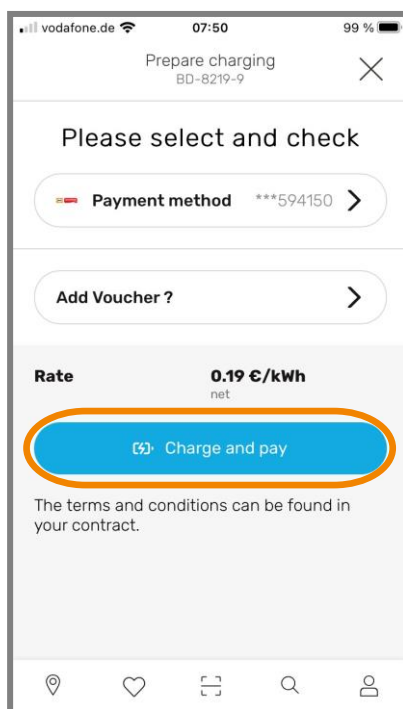
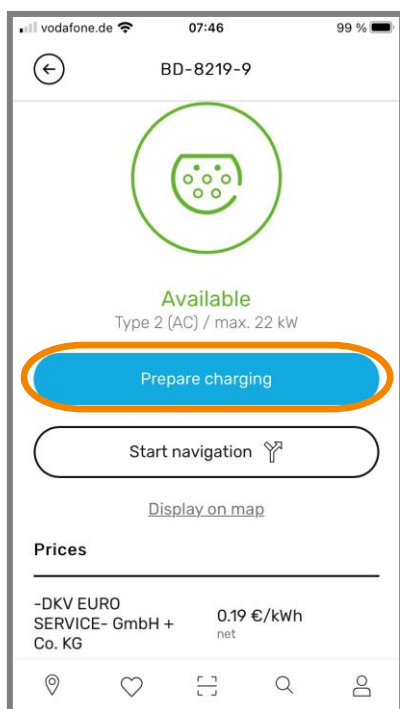
Select the charging point at which you want to charge. Please check if the "EMP tariff of von DKV EURO SERVICE GmbH+Co.KG" is valid at this station. Some stations are direct payment only and therefore accept credit cards or PayPal only.





11. Start the charging process

Your DKV card is saved as default setting. You can start the charging process directly without a QR code scan. To do this, press on “Prepare charging” and check the final tariff. For final confirmation please press “Charge and pay”. Then plug in the cable and press OK.



12. Terminate charging process

You can end the charging process directly from the app, your car or at the charging station.

