Fast charging

Twin Charger



Point

T7 | T22

UoG users please register with your private email address and email it to travel@gre.ac.uk from your Greenwich email address.

1. Download the Pod Point app

You can create a Pod Point account in our app to use our network.

[redacted]

If payment is required to charge, you will need to top-up the full amount onto your digital wallet or provide your card details.

Download on the App Store

For iOS devices, download on the App Store.

GET IT ON Google Play

For Android devices, download on the Google Playstore.

2. Understanding the charging-doors

The Twin Charger features two charging sockets protected by hinged doors.

Both sockets are compatible with standard mode 3 charging cables and can be used to charge two vehicles simultaneously.



3. Twin Charger status light guide

The Twin charger features two lights on either side of the charger to inform the driver of the status of each charging socket they are connecting to.

Blue flashing pink
Ready to charge

Solid green
Charging

Solid yellow
Outside the scheduled hours

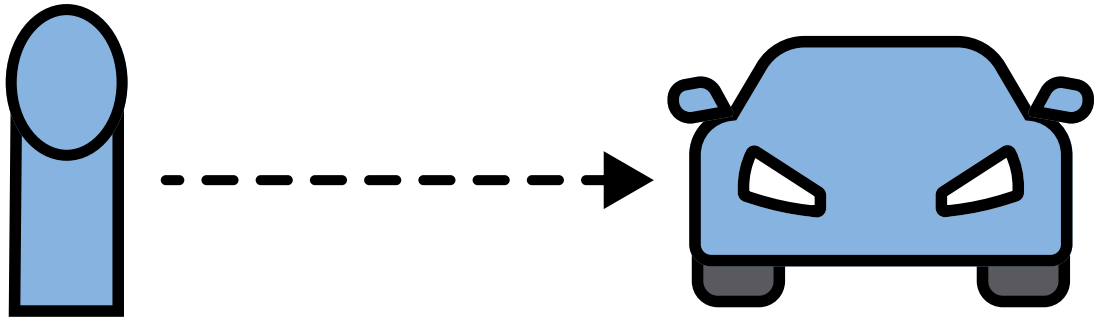
Flashing green
Finished charging

Solid red
Error

Flashing red
Authorisation time out. The charge must be confirmed (authorised) within 5 minutes of plugging in. The LED will flash red if the charge has not been confirmed within this time. Disconnect the car and try again.

4. Plug in to the charger first
then your vehicle to start charging

Using an appropriate charging cable, plug in to the Twin Charger first and then your vehicle. Charging starts once the charge is confirmed via the app or by tapping an RFID card and will be signalled by a solid green light on the Twin Charger.



For security, the charging cable will be locked when charging starts.

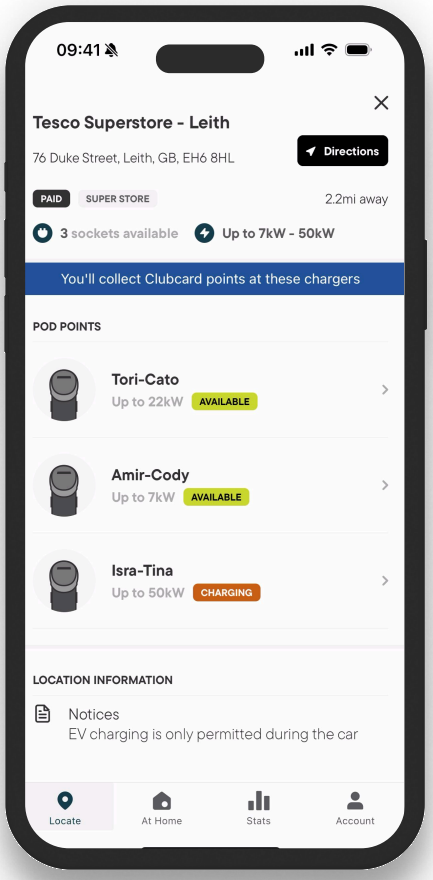
Note: Only certified mode 3 cables are to be used on the Twin Charger. In-cable adapters or converters are not permitted for use.

5. Find your charger in-app

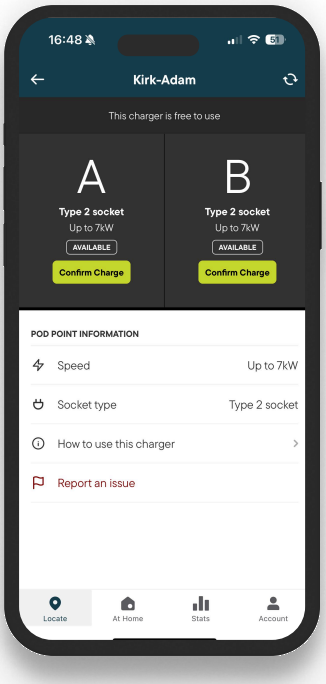
Use the unique 8 letter name of the charger (e.g. John-Jane) to locate it within the Pod Point App. The name can be found on the sticker on the front of the charger.



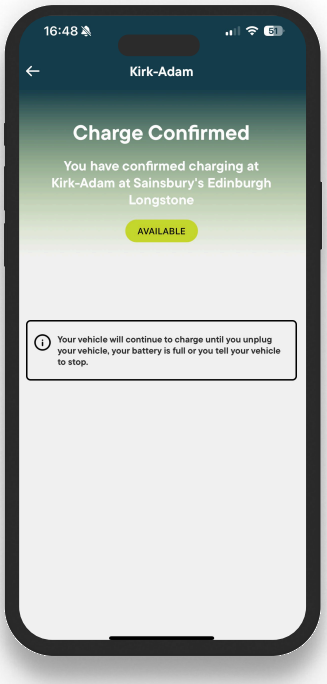
You can also search by the **address or postcode of the charger.**



6. Confirming your charge

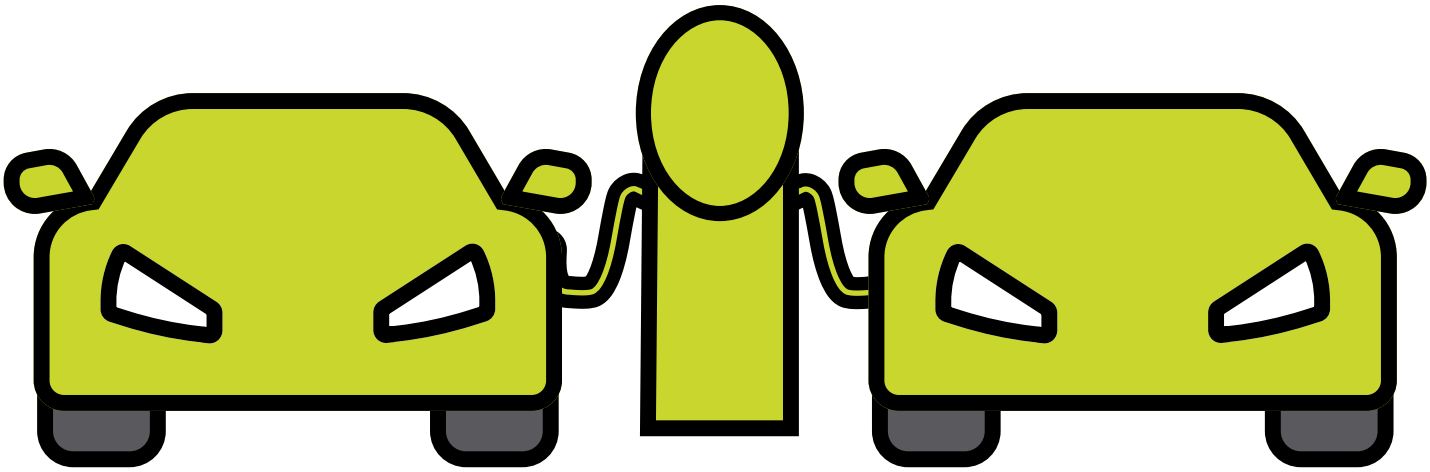


To use our Twin Chargers, you will need to confirm your charging session starting via the Pod Point App. Charging won't start until your session is confirmed. If your session is not confirmed then charging won't start.



To confirm your charge simply tap the "Confirm Charge" button in-app underneath the door you are charging from (see screen 1). You will then see screen 2 in-app to confirm you have started charging.

7. Ending your charge



Once your vehicle is fully charged the Twin Charger status light will be flashing green and the charge from the Twin Charger will stop automatically.

Alternatively, if you would like to stop charging before your battery is full, simply unlock and remove the cable from your vehicle.

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Still have questions?

Browse our **Help Centre** for in-depth articles and guides, or **click here** to contact our Support Team directly.

