Getting started with Mobiflow

Welcome to Mobiflow! Thank you for choosing our services.
My Mobiflow makes it easy to manage your charging infrastructure.
This document will get you started, covering initial steps and frequently asked questions. Ready to charge? Let's go!



mobiflow

Initial steps

1 Log in to My Mobiflow



Your account is ready! To start, proceed as follows:

- Go to mobiflow.be
- Click on 'My Mobiflow'' at the top right hand side
- Log in with your username and password

Set up multi-factor authentication (MFA)

- (Optional) Confirm your email address via the banner if you haven't done so already.
- Go to Profile settings > Security.
- Select an authentication method.
- Enable and follow the on-screen instructions.

2 Set up your direct debit mandate (mandatory)

Without an active direct debit mandate you will not be able to charge at public charging points, which is why you need to arrange this first.

How do I set up a direct debit mandate?

Go to **Finance** → **Payment methods** → **Add payment method**

How do I download an invoice or payment request?

Go to **Finance** → **Invoices or Payment requests** and download the PDF or Excel file

How do I change my invoicing details?

Go to **Administration** → **Account details**

Further information can be found in our FAQ



3 Set your public charging rate (for Public contracts only)

Decide what external users should pay at your charging point. This will enable you to cover costs and generate income. Tariffs can be based on time, kWh, or both.

How do I set a public charging tariff?

Go to **Charging points** → **Locations** click on the location → **Tariffs**

Please note: refunds for home charging (split billing) are arranged in step 4.

Further information can be found in our FAQ or manual

4 Activate split billing
(for Professional contracts only)

Split billing manages the automatic reimbursement of home charging sessions. By default we use the CREG tariff (recommended for fiscal reasons), but you can adjust this yourself.

How do I change the refund tariff?

Go to **Charging points** → **Split billing** click on the pencil icon

How do I set up a new refund policy?

Go to **Charging points** → **Split billing**

Tab **Refund policies** → **Set up new policy**

Watch our video 'Split billing in a nutshell' or consult the FAQ and manual

Manage and monitor your charging sessions

Monitor your consumption and costs via:



1 The Mobiflow app

Go to **Purchases** → **History**

2 My Mobiflow

Log in for a comprehensive list of sessions, costs, locations and times

View sessions via your charging points

Go to **Charging points** → **Activity**

View the sessions of your own charging card(s)

Go to **Mobility** → **Activity**

Manage users and charging cards

Whitelist: limiting access to specific charging cards

A whitelist determines which charging cards have access to your charging point to ensure that only users you have authorised are able to charge.

Add or remove charging cards

Go to whitelist management on My Mobiflow
Further information can be found in our manual

Applying for a charging card

→ Via My Mobiflow:
Apply for your charging card via the platform. Our manual explains how to do this.
→ By e-mail:
Send an e-mail to info@mobiflow.be. We will forward your charging card as soon as possible.

Linking a user to a charging card

Consult our manual for a step-by-step explanation.



Questions? We would be happy to assist!

- Consult our FAQ for more detailed answers
- Call our support team: 09/296.45.45
- E-mail us: info@mobiflow.be

With My Mobiflow, you are in control.
Happy charging!