mobiflow

MY MOBIFLOW · USER GUIDE

HOW DO I CREATE **A USER AND LINK** A MOBIFLOW **CHARGING CARD?**

Create a user, add them to a mobility contract and link a charging card. In three simple steps, on my.mobiflow.be.

IN 3 SIMPLE STEPS

FROM USER TO CHARGING CARD

Log in to **https://my.mobiflow.be/** with your email address and password. You need the Account administrator role to manage users and contracts.

1 **Create a user**
Add the employee to your account and send an activation email.

2 **Link a mobility contract**
Add the employee to your company's mobility contract.

3 **Link a charging card**
Assign a charging card you already have, or request one from Mobiflow.

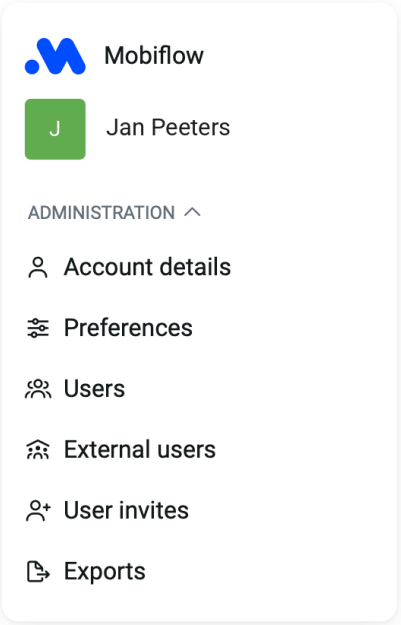
What is a mobility contract? The contract gives the employee access to charging points: without an active contract, they can't charge.

PART 1 · USER

CREATE A USER

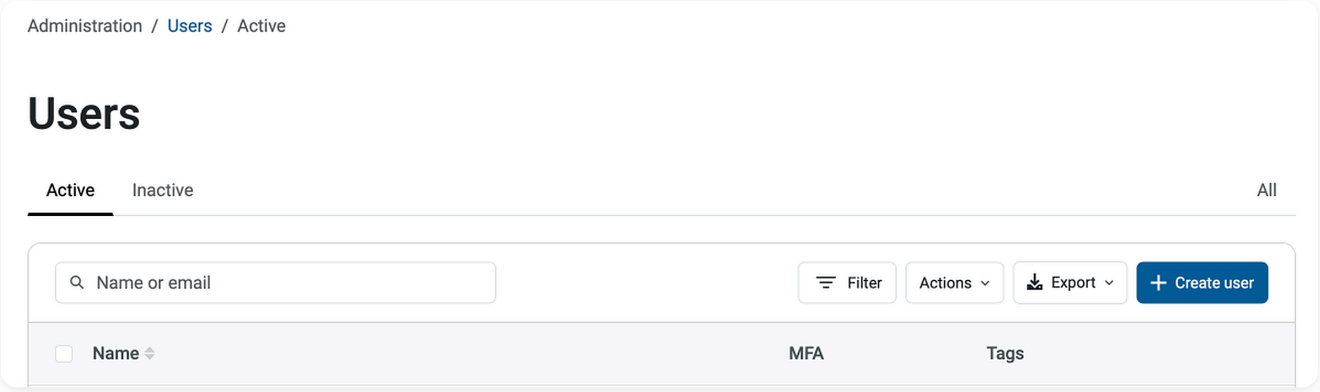
1 Open Users

In the menu, go to **Administration › Users**.



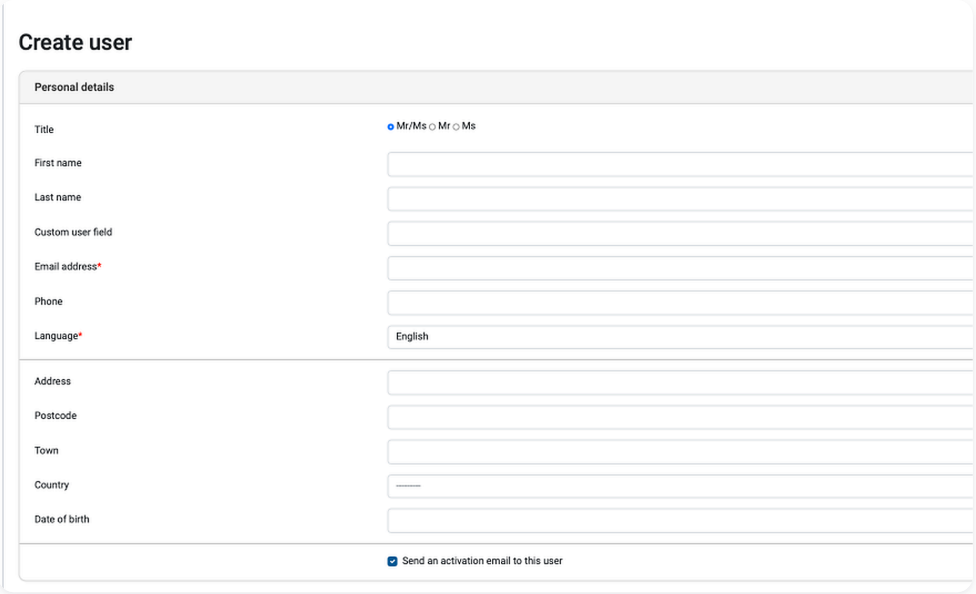
2 Click Create user

You'll find the button at the top right of the overview.



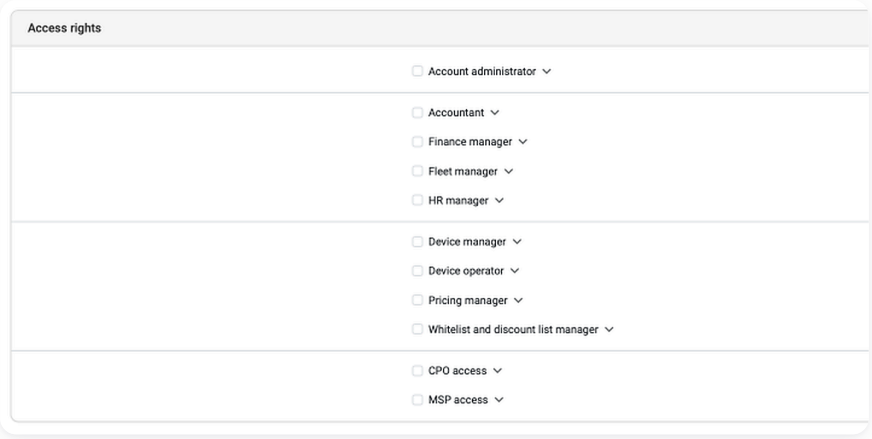
3 Fill in the details

Email address and language are required. The language sets the language of the emails the employee receives. Tick **Send an activation email to this user** so the employee can set a password for their Mobiflow account.



4 Choose access rights and save

Every user needs a role: without one, they can't log in. For an employee, the most used role is **MSP access**. It shows their own charging history, linked to their own charging card. Colleagues who help manage the account get a role such as **Accountant** or **Finance manager**. Then click **Save**.



Activation link expired? Open the user, choose **Edit user** in the ⋮ menu and use **Reset password**.

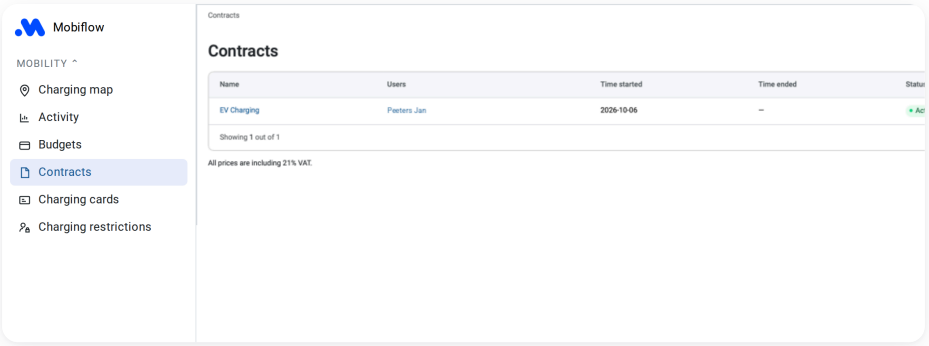
PART 2 · MOBILITY CONTRACT

ADD TO AN EXISTING CONTRACT

Already have a contract you want to use, such as EV Charging? Then add the employee to it.

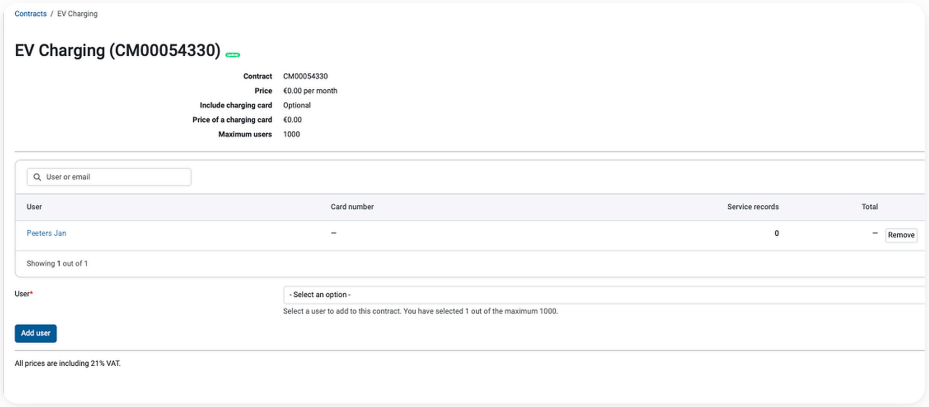
1 Open the contract

Go to **Mobility › Contracts** and click the contract's name, for example 'EV Charging'.



2 Add the user

Choose the employee in the **User** list and click **Add user**.



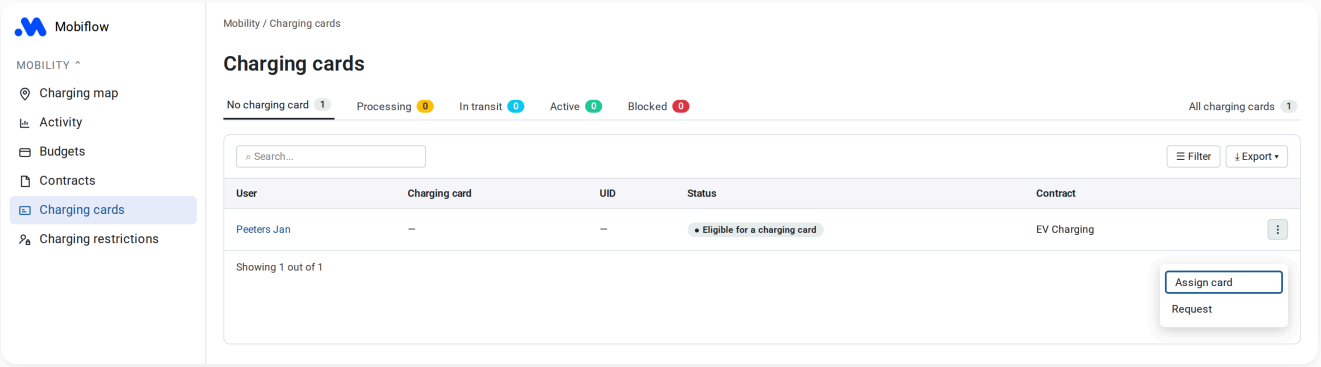
No contract yet? First register a new mobility contract under **Mobility › Contracts**, then add your users to it as described above. You don't need a separate contract for each employee.

PART 3 · CHARGING CARD

LINK A CHARGING CARD

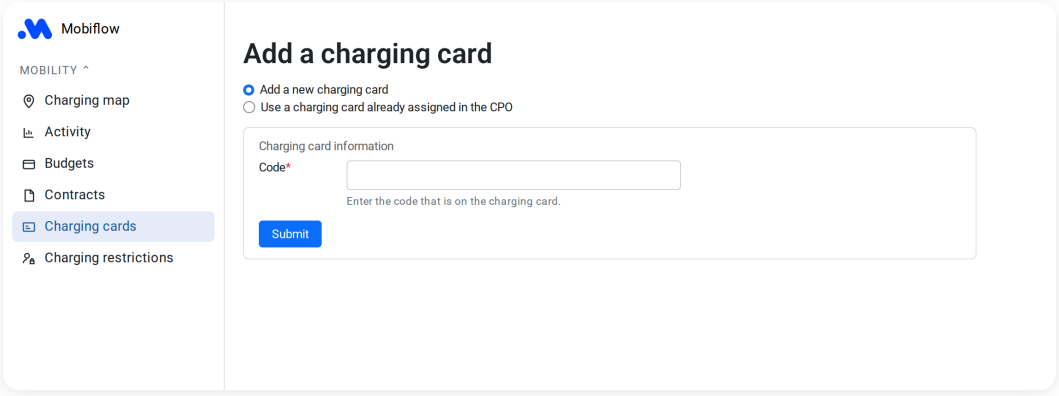
1 Open Charging cards

Go to **Mobility › Charging cards**. Find the employee in the **No charging card** tab and click ⋮ on the right. Choose **Assign card** if you already have a card, or **Request** if Mobiflow needs to send one.



2 Enter the code

Choose **Add a new charging card**, enter the code printed on the card (it starts with BE-MBF-) and click **Submit**. The card is active right away.



mobiflow

QUESTIONS?
WE'RE HAPPY TO HELP.

Sassevaartstraat 46/bus 205
9000 Gent, Belgium
+32 (0)9 296 45 40
info@mobiflow.be
www.mobiflow.be