Contents

Instructions for using the eMobility application

1. Introduction

What is an eMobility app

eMobility is a modern mobile application developed for users of electric vehicles in Serbia and the region, which enables simple and safe **charging, monitoring and management of chargers** via a mobile phone.

The app connects a network of AC and DC chargers from different manufacturers and gives users full control over the charging process — from finding the nearest station to viewing bills and usage history.

Key features

- 🔋 **Start and stop charging** directly from the app (via QR code or RFID card).
- 🗺️ **Interactive map** of all publicly available chargers with information on availability, prices and charging power.
- 💳 **Secure payment** via payment cards (3-D Secure support) and automatic issuance of fiscal invoices.
- 📑 **Session history and bills** – overview of all previous charges, energy consumed and costs, with the possibility of downloading PDF invoices.
- 🏢 **Support for legal entities (companies)** – registration of a business order, issuing invoices to the company and monitoring the cost of vehicles in the fleet.
- ⚙️ **Technical and customer support** directly from the app – report a problem, request an account or contact the service.
- 🌍 **Roaming support (coming soon)** – the ability to use chargers of partner networks in the region and the EU through a single account.

Who is it for?

- 👤 Private users of electric vehicles who want easy and reliable access to the charger network.
- 🏢 Companies and fleet operators who want to track consumption and billing by vehicle or location.
- ⚡ Charger operators (CPOs) and partners who want to connect their stations to a common network.

2. Install the app

2.1 Downloading the app

The app is available for free on the official stores:

- 📱 **Android (Google Play):** https://play.google.com/store/apps/details?id=rs.spectra.emobility
- 🍎 **iOS (App Store):** https://apps.apple.com/us/app/emobility-spectra/id6476980928

🔔 Note: It is recommended that you install the app only from the official app store. Do not use unofficial sources or files that are not downloaded directly from the Play Store or App Store.

2.2 System requirements

For the proper functioning of the application, the following is recommended:

Platform	Minimal OS version	Recommended version
Android	Android 8.0 (Oreo)	Android 11 or higher
iOS	iOS 13.0	iOS 15 or later

📶 An active internet connection (Wi-Fi or mobile internet) is required to view maps, start charging, and pay.

2.3 Installation on Android devices

1. Open **the Google Play Store** on your phone.
2. In the search field, type **"eMobility Spectra".**
3. Choose an app with the **Spectra eMobility logo**.
4. Press **Install** and wait for the download to complete.
5. When the Open **option appears**, click to launch the app.

2.4 Installation on iOS devices

1. Open the **App Store** on your iPhone device.
2. Enter "eMobility Spectra" **in the search**.
3. Press **Get/Download**.
4. If verification is prompted, enter your passcode or use **Face ID/Touch ID.**
5. Once the installation is complete, the eMobility app icon will appear on the home screen.

2.5 First launch and access to the account

When you start the eMobility app for the first time, it will open the home screen with a map. The map shows publicly available charger locations, but no option to start charging until the user logs into the system.

- Bottom navigation

At the bottom of the screen there are four main icons:

- Map – shows the locations of the chargers.
- Scan – allows you to start charging by scanning a QR code (available only after logging in).
- List – gives a tabular overview of all chargers and locations.
- Account – leads to the login menu and user settings.

- First access to the "Account" screen

Clicking on the Account icon (in the lower right corner) will open a screen with the message:

"Welcome, sign up to start charging"

On this screen, the following options are available to the user:

- Language – selection of the language of the application (currently: Serbian and English).
- Tips & Tricks – useful recommendations and brief instructions for effective use.
- Our services – an overview of eMobility services and additional services.
- News – the latest information, partnerships and announcements.
- Frequently Asked Questions (FAQ) – quick answers to typical user situations.
- "Login" button – opens the screen for entering user data (e-mail and password).

- "Sign In" screen

After the user clicks on the Login button, a form opens with the following fields:

- Email – the email address used during registration.
- Password – a login code (with the option to display characters).
- Link "Forgot password?" to reset access.
- LOGIN button to enter the app.
- "Sign up" link for users who don't have an account yet.

🔹 Recommendation

🧭 Allow the app to access the locationThis permission allows you to view the nearest chargers and calculate the exact distance to each station.

3. Registration and Login

3.1 User registration

Registration in **the eMobility** application provides access to all the functions of the system: initiating and monitoring charging sessions, viewing history, payment and issuing fiscal invoices. The registration process takes only a few minutes and is done directly in the app.

🔹 **Initiating registration**

From the **Sign Up screen**, click on the **"Register" link** at the bottom of the screen. A form will open with the title:

Registration – Create your account and start charging!

A message appears at the top:

"This will only take two minutes"
which emphasizes the simplicity and speed of the process.

🔹 **Registration of a natural person**

To register a natural person, you need to fill in the following fields:

- **Email** – required field, used as username and address to confirm the account
- **Password** – required field; must contain at least 8 characters (lowercase and uppercase letters and number)
- **First** and **Last Name** – optional fields (to be displayed on fiscal accounts and session history)

At the bottom of the screen there is an option:

✅ **Do you need an account for the company?**

If the user does not select this option, the registration ends as a **natural person**, and all fiscal invoices will be issued **in the name of the user, without the company's TIN**.

🔹 **Company Registration (optional)**

If the user checks the option **"Do you need an account for the company?", an additional** section of Company Information **opens**, in which the following are entered:

- **Company name** – required field
- **TIN** – required field
- **Street**, **House number**, **Postal code**, **City**, **Country** – optional fields
- **Registration number** – optional

This data is used to issue fiscal invoices and invoices to a legal entity.

⚠️ **Note on Tax Accounts**

If the user **does not check the** option *"Do you need an account for the company?"*The system will register him as a natural person. In this case, **fiscal invoices will be permanently issued without the company**'s TIN, and **the subsequent addition or change of the order type is not possible independently**.

Changes can be made through customer service, in one of the following ways:

- In the application (after registration):
  Account → Customer support → Send a request to change the data (adding a TIN or switching to a company)
- By phone: **+381 21 454 640**
- Email: **emobility@spectra.rs**

Note: The **Customer Support menu** is not available before logging into the system.

🔹 **Completion of registration**

By clicking on the **"Register" button**, the system automatically creates a user account and sends an email to confirm the registration.

The user receives a message from **the address info@emobility.rs**, with the subject line:

New registration – email verification

The message contains the text:

"To activate your account, click on the button below."

Below is a blue **button "Confirm email address".** By clicking on this button, the user activates their account and gains access to the application.

🔹 **Order Validation**

After clicking on the **"Verify email address" button, the** myspectra.etrel.com **system website opens** with a message about successful verification:

✅ **Your e-mail address has been verified. Please log in using the email address provided during registration.**

If an additional screen for entering an email and password is displayed (as in the image below), the user **does not need** to log in to that page.

Instead, they need to **go back to the eMobility app and log in with the same email address and password they entered when registering.**

🔹 **Forgotten password**

There is a "Forgot Password" **link on the login screen**. Clicking on it will open the *Reset Password screen* with the following instructions:

"Enter your email address. We'll send you a message with further instructions on how to regain access to your account."

After entering the email address and clicking **"Send"**, the user receives an email with a password reset link from the sender info@emobility.rs. Clicking on this link will open a page where you can enter a new password and confirm it.

🔐 The password must contain at least 8 characters and a combination of uppercase and lowercase letters and numbers is recommended.

✅ **After confirmation**

After successful validation and eventual password reset, the user returns to the application and can log in with their **email** and **password**. The app then displays a home screen with a map and available chargers.

📧 *If the password confirmation or reset email does not arrive within a few minutes, check the "Spam" or "Promotions" folder. If it still doesn't arrive, contact customer support.*

3.2 User login

Once the account has been successfully verified, the user can access the application by entering their **email** and **password** that they created during registration.

The login screen contains the following elements:

- E-mail address **field**
- Password input field
- Login **button**
- Link **"Register here"** (for new users)
- link **"I forgot my password"** (to reset my password)

By clicking on **"Login"**, the user connects to the eMobility platform system.

🔹 **First Login – Updated Terms of Use**

When **logging in for the first time after registration**, the app displays the **"Updated Terms"** screen. This step is required so that the user can continue to use the system.

A message is displayed on the screen:

Updated TermsTo provide you with a better experience, we have updated our Terms and Conditions.
Please review the changes and accept them by checking the boxes below.

The user must confirm consent by ticking the following boxes:

1. ✅ **Terms of use→ By ticking this box, the user confirms that he has read and accepted the General Terms and Conditions of use of eMobility services of Spectra d.o.o. Novi Sad**

GENERAL-CONDITIONS-OF-USE-EMOBILES...

2. ✅ **Consent for Charging Services→ confirms that it accepts the terms and conditions related to the use of public and private chargers within the eMobility network**
3. ✅ **Consent for marketing** (optional)→ the user can voluntarily allow to receive notifications and offers about promotions and benefits
4. ✅ **Third-party marketing consent** (optional)→ allows you to send you information about affiliate programs (e.g. discounts, promotions and collaborations)

🔹 **Links to Terms and Policies**

The blue links within each item lead to the relevant documents that are publicly available on the Spectra.rs website:

- **General Terms of Use**: https://www.spectra.rs/opsti-uslovi-koriscenja/
  (also available as a PDF document for download from the bottom of the page)
- **Privacy Policy**: https://www.spectra.rs/politika-privatnosti/
- **Cookie Policy**: https://www.spectra.rs/politika-kolacica/
- **Information about eMobility services**: https://www.spectra.rs/emobility/

Clicking on any of the links opens a web page with the full text of the document in accordance with data protection and transparency regulations

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🔹 **Continuation or rejection**

At the bottom of the screen there are two options:

- **Proceed to the application→ the user logs in and enters the application, thus confirming their agreement with the Terms of Use.**
- **Dismiss and log out→ the user does not accept the terms; in this case, the application automatically checks out** and returns them to the home login screen.

Without accepting the terms of use and consent for the basic services (1 and 2), it is not possible to continue using the application.

🔐 **Security & Transparency**

Spectra d.o.o. Novi Sad guarantees the security of personal data in accordance with the Law on Personal Data Protection and internal rules specified in **the Privacy Policy**. The data is transmitted via a secure SSL protocol, and the user can request the deletion of his account at any time via customer support or email **licni.podaci@spectra.rs**

4. Navigating through the app

The **eMobility app** allows the user to easily and intuitively view all charging locations, start sessions and access user functions. The bottom menu contains four basic buttons that are always visible and form the basis of navigation through the application.

4.1 Main screen and basic menu

Upon launching the application, the **main screen** is displayed with the charger map and the bottom navigation menu, which contains the following items:

Icon	Name	Function description
🗺️	**Map**	Displays all available chargers in real-time, with status labels and locations.
📷	**Scan**	Triggers the camera to scan the charger's QR code or manually enter the EVSE ID code.
📋	**List**	Displays an overview of chargers in tabular form, sorted by distance.
👤	**Account**	It provides access to the user's profile, vehicles, history, payments, and settings.

All functionalities are also available to guests, but the options related to billing and session history are only available to registered users.

4.2 Map

The **Map screen** is the central part of the app and provides an overview of all active chargers in the *eMobility network*. Chargers are shown by markers of different colors depending on the status:

Color of the marker	Charger Status
🟢 Green	Charger free and ready to use
🔴 Red	Charger busy or in the process of charging

Color of the marker	Charger Status
⚪ Gray	Charger temporarily off-grid or in service

Interaction with the map.

The user can:

- Feel free to zoom and move the map.
- Click on the marker to open **the information panel below** with the name of the location, address, and the number of available connectors.

The panel provides basic information, e.g.
Spectra Doo Private – *Bulevar cara Lazara 88, Novi Sad – 2/4 connectors available*.

By clicking on the **blue arrow** ⬆️ in the lower right corner, the panel expands and opens **a detailed view of the location** with all chargers, connectors, tariffs and options for starting a session.

Keys and icons on the map

At the top of the screen are the following icons:

Icon	Function
🔍 **Search**	Allows you to enter the name of a city, street, or location.
🧭 **Filter (left-handed)**	Opens advanced filters to search for chargers by type, power, status, and roaming availability.
❤️ **Favorite**	Opens a list of locations that the user has marked as favorites.
🎯 **My Position**	Returns the display to the user's current GPS position.

💡 **Note:**
If multiple chargers are located in the same facility or at the same address, the app groups them together and displays them with a summary marker (e.g. *2/4*). By zooming in on the map, the marker is separated into individual locations.

4.3 Filters and search

Clicking on the **Filter icon opens a** screen with additional options for filtering and narrowing the view on the map. The following criteria are available:

Criteria	Description
Power (kW)	Slider for selecting the minimum and maximum power of the charger.

Criteria	Description
Connector Type	Selection of the port type (Type 2, CCS, CHAdeMO, Šuko, Tesla, etc.).
Status	Displays only free, busy, or inactive chargers.
Roaming	It only filters locations available through Hubject, Gireve or Eco-Movement networks.
Paid / Free	Choice of commercial or free locations.

Filtering affects the current view of the map and is synchronized with the list (see 4.4).

4.4 List

The **List screen** shows all the chargers that are visible in the current zoom map. The list always corresponds to the locations that are currently shown on the map.

Each item contains the following information:

- **The name of the location** (e.g. *Spectra Doo Private*),
- **Address** (city and street),
- **Distance from the user**.
- **Number of connectors available**,
- **Status** (free, busy, unknown).

Clicking on the location opens a screen with details and available connectors.

Location Details

The screen displays a list of all chargers in the selected location. For each charger, the following information is specified:

Field	Description
Status	Available / Busy / Offline
Type & Power	AC or DC charger with nominal power (e.g. 22 kW, 50 kW)
Connector Type	Type 2, CCS, CHAdeMO, etc.
Charging Price	Displayed per kWh, minute or session.
"SELECT" button	Allows you to select a connector and go to the screen to start the session.

At the bottom of the screen there is a **"Location Information" button**, which opens an expanded view with details about the facility, opening hours, owner and authorization methods.

Location information

Displays the following information:

Field	Description
Name and address	Full station name and address.
Picture	A photo of the location for easy finding.
Owner	The name of the operator or partner (e.g. *Spectra Doo*).
Opening Hours	Information about availability (e.g. *Open 24/7*).
Authorization methods	RFID, mobile app, Plug & Charge, credit card.
POI (Nearby Locations)	Nearby facilities such as shops, restaurants, pharmacies.
Navigation	A button to open Google Maps / Apple Maps for a route to a location.

4.5 Favorite locations

An icon 💔 on the *Location Information screen* allows the user to add a station to their **Favorites**.

By clicking on it, the location is saved in the *Favorites section* and displayed in three categories:

Category	Description
My Private Locations	Locations to which the user has exclusive access (e.g. home or company chargers).
It's mostly used	Locations that the app automatically recognizes as the most frequently used.
Manually added	Locations that the user himself has marked with a heart.

Each item displays the name, address, distance, and number of connectors. Clicking on a location opens its detailed view or navigation to it.

💡 **Note:**
The app automatically remembers the charging history and suggests the locations that the user uses most often.

4.6 Warning Indicator

A red exclamation ❗ mark on the *Account* icon or inside *My Wallet* indicates that no payment cards have been added. Without a registered card, it is not possible to start a charging session with charge. Solution: Open **Account → My Wallet → Add Card**.

4.7 Order

The **Account menu** contains all the functions related to the user profile and application management.

Entry	**Brief description**
My Profile	User's personal data
Change Account	Switching between private and business accounts
My Vehicle	Adding and modifying vehicles
My wallet	Management of payment methods
My RFID Cards	Registration of physical cards
Session	History and details of all fillings
Language	Selection of interface language
Setup	Advanced settings of the application
Customer Support	Get in touch with the Spectra eMobility team
Tips & Tricks	Quick guides and useful recommendations
Our services	Overview of Spectra's additional services
News	Information about new locations and promotions.
Frequently Asked Questions	Section with answers to frequently asked questions
Check out	Unsubscribe from the account
App Version	A version (e.g. *2025.10.0*)

⚙️ All of these functions will be explained in detail in **Chapter 5**.

5. MENU "ORDER"

The **"Account"** menu (icon in the lower right corner) contains all the options related to the user — their profile, vehicle, payment methods, charging history, language, settings and customer support.

The purpose of this menu is to give the user full control over their account and to make all functions available in one place.

When a user creates an **account**, a list of the following options is displayed:

Ordinal number	Menu Item	Function description
5.1	**My Profile**	Reviewing and modifying the user's personal data
5.2	**Change Account**	Switching between private and business accounts
5.3	**My Vehicle**	Adding, editing, and deleting vehicles
5.4	**My wallet**	Managing Payment Methods and Payment History
5.5	**My RFID Cards**	Activation and registration of physical cards
5.6	**Session**	View the history and details of all charging sessions
5.7	**Language**	Choosing the language of the app
5.8	**Setup**	Advanced app options (notifications, privacy, location)
5.9	**Customer Support**	Contact form and direct connection with the Spectra eMobility team
5.10	**Tips & Tricks**	Quick guides and useful tips for users
5.11	**Our services**	Overview of additional services offered by Spectra Ltd.
5.12	**News**	Information about new chargers, updates and promotions
5.13	**Frequently Asked Questions (FAQ)**	Answers to frequently asked questions
5.14	**Check out**	Log the user out of the app

Ordinal number	Menu Item	Function description
5.15	**App Version**	Display of the current software version (e.g. 2025.10.0)

5.1 My Profile

The **My Profile** screen allows the user to view and update the personal data they entered when registering in the *eMobility application*. In this place, the user can check the accuracy of the entered information, add or change company data (if he needs a legal entity account), and change the password.

Display and basic functions

At the top of the screen reads:

My Profile
Manage your account details

Below is an informative text:

This will only take two minutes – which emphasizes the simplicity of the process.

Fields for entering personal data

The user can view or modify the following data:

Field	Description
Name	The user's name, as entered during registration.
Surname	The name of the user.
Email	The e-mail address associated with the user account. It can't be changed without additional verification.
Password	A field where a valid password is entered. The application displays a password strength indicator (*weak / medium / strong*).

At the bottom of the form is a section:

The payer is a company

Business users (company account)

If the user wants to receive invoices in the name of the company, he should tick:
☑️ **An account for the company is required**

After activation, an additional section **Company Data is displayed**, with the following fields:

Field	Description
Company ⭐ Name	Full name of the legal entity. This is **a required field** for all users who have indicated that the payer is a company.
Street and house number	Address of the company's headquarters.
Zip code	Postal code of the city.
City	Place of the company's headquarters.
State	Automatically populated based on location (e.g. *Deutschland / Deutschland*).
⭐ Tax Identification Number	Give me an identification number. It's also **a must-have for** companies.
Registration number	Number from APR (optional field).

After entering all the data, the user confirms the changes by clicking the **"Save" button**.

Data Logging Rules

- Changes can only be saved **if a valid password is entered**.
- If the "Company account required" *option is checked*, **the Company name** and **TIN** fields must be filled in.
- After successful recording, the application displays a notification:

✅ *The data has been successfully saved.*

Practical example

A user who originally registered as a natural person wants to receive invoices in the name of the company in the future. In *the My Profile section,* he includes the option **"A company account is required"**, enters *the company name*, *TIN* and other data, enters his password and clicks on **"Save".** The system updates his account and from that moment on, all fiscal accounts contain information about the company.

💡 **Note:**
If the user uses multiple devices (e.g., phone and tablet), all data is automatically synchronized when they log in to the same account.

5.2 Change Account

The **"Change Account"** option allows the user to **use multiple different user accounts on the same device**, without having to log in again each time. This feature is useful in cases where the app is used by multiple family members, colleagues, or test users who want access to different profiles, vehicles, or settings.

Description of functionality

When a user opens the **"Change Account"** menu, a list of all accounts that are **already logged in** on that device is displayed.

The following are displayed on the screen:

- E-mail addresses of registered users (e.g. *test.emobility1965@gmail.com*, *petar.petrovi@gmail.com*).
- icon ✅ next to the currently active account.
- The "CANCEL" **and** "ADD ACCOUNT" **buttons** at the bottom of the screen.

Available options

Option	Function description
✅ **Select an existing account**	By tapping on an account from the list, the application immediately goes to the selected account. All data, vehicles, sessions and cards are loaded automatically.
➕ **Add an account**	Initiates the process of adding a new user account. The system opens the login screen (email + password, or Google account).
❌ **Cancel**	Closes the dialog without changing the account.

When using this option

- When several users share the same device (e.g. family members or multiple drivers of a company vehicle).
- When an administrator or service technician uses a test and production account.
- When a user has **a personal and business account**, but wants to access them **without re-entering the password**.

Practical example

The user has two accounts:

- *test.emobility1965@gmail.com* (Test Order)
- *petar.petrovic@gmail.com* (personal order)

By clicking on **"Change Account"**, both accounts are displayed. The user can:

- Move to another account by tapping on the email address, or
- Click on **"ADD ACCOUNT"** if you want to log in to a new user profile (e.g. business account for a company).

The currently active account is marked with a blue checkmark ✅.

💡 **Note:**
All accounts logged in on one device are stored locally, but user data (profiles, vehicles, sessions, wallets) is always pulled from the server. Deleting an app from the device automatically removes the local list of accounts.

5.3 My Vehicle

In this part of the app, the user can view, add or modify data about their electric vehicle. Vehicle data is used to display relevant information during charging (e.g. connector type, maximum power, estimated charging time) and to adjust recommendations within the system.

Screen description

The **"My Vehicle"** screen displays all the data entered by the user when registering the vehicle, and can later be changed as needed.

Fields that are available to the user:

- **Vehicle brand** (e.g. Volkswagen, Skoda, Hyundai, Tesla...)
- **Model** (e.g. ID.3, Enyaq, Kona Electric...)
- **Connector type** (Type 2, CCS Combo, CHAdeMO...)
- **Battery capacity (kWh)**
- **Maximum AC charging power (kW)**
- **Maximum DC charging power (kW)**
- **Vehicle registration** (optional, for users who drive more than one vehicle)

Adding a new vehicle

By clicking on the **"Add Vehicle" button,** the form for entering the basic information opens. The user enters the make, model and technical data. The app can automatically detect some values if the vehicle is known in the base (e.g. after selecting *the Škoda Enyaq brand*, the system can fill in the maximum charging power on its own).

Edit an existing vehicle

If the user already has a registered vehicle, by touching it, he can:

- Modify existing data (e.g. change of registration number or model version),
- delete the vehicle from the list,
- or set which is **the default charging vehicle** (e.g. if it uses more than one vehicle).

Practical example

The user enters the following:

- Brand: *Volkswagen*
- Model: *ID.3 Pro S*
- Battery: *77 kWh*
- AC charging: *11 kW*
- DC charging: *120 kW*

The system uses this data to display the average charging time and estimate the cost per session, and chargers that are not compatible with the selected connector will be automatically disconnected from the map display.

Note

- Entering vehicle data is not mandatory to use the app, but is recommended for a more accurate display and a better user experience.
- If the user uses more than one vehicle, he can add each one separately and easily change the active vehicle before starting charging.

5.4 My wallet

The **My Wallet screen** shows the billing status and three submenus:

- **My subscription** – active plan (e.g. *Pay & Pay as You Go (Pay as You Go*) and Activate Date.
- **Coupons** – view and add coupons/discounts.

- **Payment cards** – adding, selecting the default and deleting bank cards.

At the top you can see:

- the amount of the last charge (example: **14.62 RSD**),
- The date of **the last session**.
- The address of the location where the last payment was made.

❗ If no cards have been added, a red indicator will appear in the **Account menu** and in **My Wallet**.

5.4.1 My subscription

- Shows your **current billing model** (typically: *Pay as you go*) and **the date** since it was active.
- There are no additional settings; All package changes are made through support/offers when available.

5.4.2 Coupons

Coupon Overview

- The list shows all **active coupons** (e.g. "50% discount") and **the validity period**.

Add coupons

Tap on **+** to open a screen with two tabs:

1. **SCAN**
    - It opens the camera to **scan the coupon QR code with the scanner** .
    - The lamp icon turns on the flash in low light.
2. **INSERT**
    - Manually enter **the coupon code** in the "Enter coupon code" field → **ADD COUPON.**

Note: Some coupons are only valid in certain locations or for a specific period. If the code is invalid or expired, you will receive an error message.

5.4.3 Payment cards

The **Payment Cards screen** shows all the cards associated with the account. For each you can see **the type** (Visa/Mastercard/AMEX/Dina) and **the last 4 digits**. An asterisk ★ indicates **the default** payment card.

Add a card

- Tap on **the +** button to open a secure PSP/bank (3-D Secure) form.
- It's possible:

- manually enter data (card number, name, **expiration date**, **CVV),**
- use **a camera** to read the number automatically,
- on some devices and **NFC** for faster input.

Validation: the system will **temporarily charge 1 RSD** and immediately cancel/return it – this is a confirmation that the card is valid.

Supported cards: Visa, Mastercard, American Express, Dina. You can save **multiple tabs** and choose the default one (tap on the asterisk).

Data Security

- **We do not store** the card number or CVV in the app.
- The data is stored exclusively **by the Payment Service Provider (PSP) and the bank**.
- The app only sees **the last 4 digits** and the brand name of the card.
- Transactions go through **a 3-D Secure** and **SSL** connection.

Changing the default tab

- In the list of tabs, tap the **asterisk (★)** next to the tab you want to set as the default.

Delete a card

- Open the tab → **Delete**.
- If you delete a single card, the red indicator ❗ will reappear until you add a new one.

The most common situations and messages

- **Failed 3-D Secure check:** check SMS/Token/authorization in the bank's app.
- **Card Expired:** Add a new card with a valid date.
- **Reauthorization 1 RSD failed:** check limit/online payments; try again or contact the bank.

5.5 RFID cards

Description of functionality

RFID cards allow users to start and finish charging their vehicle **without using a mobile app**, simply by tapping the card on the charger's reader. This functionality is especially useful in situations where the phone is not available, when the official fleet is used, or when several users share the same vehicle.

The app provides full control over RFID cards — **ordering, activating, reviewing, blocking, and removing them**.

5.5.1 My RFID Cards

After selecting the **RFID card menu,** the My RFID cards *screen opens*. On this screen, the user sees a list of their active RFID charging cards.

If the user hasn't added any cards yet, you'll see an informational message:

"The list of charging cards is empty. Add a card for a simplified charging experience."

Below are two main options:

- ➕ **Add RFID card** – to enter an existing card number
- 🛒 **Order an RFID card** – for online ordering of a new physical card

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5.5.2 Ordering a new RFID card

The user can order a new RFID card directly from the app. After selecting the **"Order RFID card" option**, the following explanation is displayed:

Your RFID card will be sent to the address provided in the payer information form. To send an RFID card to a different address, change the information in the form."

The user confirms the choice by clicking on the button:
"Order a new RFID card"
or cancels by choosing **"Cancel".**

After a successful order, a message is displayed:

✅ **Success!**
Your card has been ordered and will be sent to your address.

5.5.3 RFID card activation

When a user receives a card in the mail, they need to activate it in order for it to be associated with their account.

Procedure:

1. Open **the RFID card** menu and select **"Add RFID Card".**
2. Enter **the card number**, which is printed on the card itself or listed in the accompanying letter.
3. Press **"Activate RFID Card".**

The system checks the validity of the number entered. If the number is incorrect, a message is displayed:

❌ *"Something is wrong... The specified card number does not exist."*

When the activation is successful, the card automatically appears in the list of your cards.

5.5.4 Overview and management of RFID cards

The *My RFID Cards* list displays all active customer cards, each marked with a unique identification number (e.g. 997C90C2).

Clicking on the card opens the **"RFID Card Management" screen**, where the user can:

- Review the basic information about the card,
- **Block the card** in case of loss, theft, or unauthorized use.

5.5.5 RFID card blocking

In the event that the user loses the card or suspects misuse, he can immediately deactivate it:

1. Open **the My RFID cards menu**.
2. Select the tab you want to block.
3. Press the **"Block this RFID card" button**.

After confirmation, the card is deleted from the active list and can no longer be used to start charging.

5.5.6 Note on address and companies

If the user has a registered company in their account, **the company address is automatically used** as the address for sending RFID cards. This is a mandatory information for business orders. The user can change the address before ordering a new card in **the My Account section → Company Information**.

5.6 Sessions and accounts

Description of functionality

The **"Sessions and Invoices" section** allows the user to have a complete overview of all charges and invoices issued. The user can:

- View charging history by dates and locations.
- check the duration and power consumption,
- Review payment amounts and statuses.
- Contact customer support directly from the app.
- download fiscal invoices in PDF format.

Two tabs are available:

1. **SESSIONS** – display and details of all completed charges,
2. **INVOICES** – overview of all issued invoices with the option of download and support.

5.6.1 SESSIONS tab

This tab shows a list of all charging sessions, grouped by month (e.g. *October 2025*, *September 2025*. For each session, the following basic information is displayed:

- **The name of the location** (e.g. *Spectra Doo Private*),
- **Charger address**,
- **The date of the session**.

The user can easily expand each session by clicking on the arrow next to the name.

5.6.2 Viewing Session Details

The expanded view displays the following information:

- **Charging time** (e.g. *0:16:12*),
- **The start and end time of charging**,
- **Energy consumed (kWh),**
- **Total amount (RSD).**

At the bottom of the detailed view there is a button:

🔵 **CUSTOMER SUPPORT**

By clicking on this button, the user can immediately report a problem related to a specific session (e.g. filling error, incorrect measurement, incorrectly calculated amount, etc.). There **is no option to claim your account** in this section — it is only available in the *Accounts* tab.

5.6.3 INVOICES tab

The **INVOICES** tab displays an overview of all issued fiscal invoices associated with the user account. Each account shows:

- **Account number** (e.g. *2025-57*),
- **Date of issue**,
- **Status** (*paid*),
- **amount in Rs**.

The accounts are arranged chronologically, with the most recent displayed at the top.

The user can expand each account by clicking on the arrow on the right.

5.6.4 Account details

When the user expands the account, additional options are displayed in the form of icons:

- ⬇️ **Download the invoice (PDF)** – download the fiscal invoice,
- 🎧 **Customer support** – opens a form to report problems related to that account (e.g. duplicate invoice, wrong amount, invoice request).

These two options allow for easy management and quick communication with support.

5.6.5 Note

- All sessions and accounts are automatically linked to the user's account (personal or business).
- For business accounts, all invoices are issued to the name of the company from the *My Profile → Company Information* section.
- All invoices are available for reviewing and downloading in PDF format.
- If the user notices an irregularity, it is recommended to report via **the Customer Support** button.

5.7 Language

Description of functionality

Within the **"Account" menu**, the user can access the application language setting. This option allows the user interface, notifications and all texts in the application to be displayed in the language that is most convenient for the user.

5.7.1 Language selection

The **Language screen** displays a list of available languages. The user simply selects the desired language, and the change is immediately applied to the entire interface of the application.

The currently supported languages are:

1. **English (United Kingdom)**
2. **Serbian (Cyrillic, Serbia)**
3. **Serbian (Latin, Serbia)**

The app automatically saves the language selection and uses it every time it is launched.

5.7.2 Adding other languages

At the request of the user, it is possible to add other languages, in accordance with the needs of the market or international partners. To request a new language, it is necessary to contact administrative support via the email address provided in the *Contact section* or through the application in *the Customer Support* section.

Note

- Changing the language does not affect users' accounts, sessions, or accounts.
- In the case of changing the language from Cyrillic to Latin (or vice versa), all data remains the same – only the display in the application changes.
- If the user is using **Android** set to a different system language, the app will automatically suggest the closest localized variant.

5.8 Settings

Description of functionality

The **"Settings"** section is located within the **Account** menu and allows the user to customize the way the application works according to their wishes and needs. Settings include options for notifications, privacy, marketing consents, as well as additional system settings.

Any changes made by the user are saved automatically and applied immediately.

5.8.1 Notices

In this section, the user can turn on or off different types of notifications, such as:

- **Charging notifications** – when charging starts, ends or stops,
- **Notifications on account** balances – payment confirmations, reports and fiscal accounts,
- **Information about new locations** and service news.

The user simply slides the switch (ON/OFF) next to each option.

5.8.2 Privacy and data protection

This section allows the user to see how personal data is processed, as well as control over the transfer and storage of information. Available options include:

- **Deleting the order**,
- **Insight into the privacy policy**,
- **Manage location and vehicle data permits** (if the app uses them).

By clicking on the *Privacy Policy link, an* information screen opens with a full explanation of data processing in accordance with **the GDPR** regulation and the applicable regulations of the Republic of Serbia.

5.8.3 Marketing consents

As part **of the Marketing Consents,** the user can decide whether he or she wants to receive:

- **Promotional messages**,
- **Notifications about promotions, discounts and new products**,
- **Invitations to events, surveys and trainings**.

Each consent has a switch that can be turned on or off at any time.

Below each option there is **a blue link** –

"Learn more about marketing consents"

By clicking on this link, an **information window opens** with an explanation of the purpose of data collection and use. The following information is clearly stated in this window:

- What kind of information can the user expect?
- how often they will be salty,
- Do you want to include personalized offers?
- and how the user can withdraw consent at any time.

This dialog is for informational purposes only — it does not change the settings automatically.

5.8.4 Other options

In the **Settings section** , there are also additional technical options, depending on the version of the application, such as:

- **Automatic update of charger data**,
- **Synchronization of the account with the cloud service**,
- **Setting the display of units** (kWh, RSD, EUR),
- **Choose the date and time format**.

Note

- Marketing consents are **optional** and do not affect the functioning of the app.
- The user can change the settings at any time, and the changes take effect immediately.
- All information from the information window is compliant with applicable consumer protection and privacy regulations.

6. SUPPORT AND CONTACT SERVICE

The **"Support and Contact Service" section** allows users to easily find help, report a problem, follow news and access additional services related to the eMobility platform. This part of the application is designed as **a hub for user communication**, with the goal that each user can

quickly find an answer or solve a problem without the need for additional contacts outside the application.

6.1 Customer Support

Description of functionality

The **"Customer Support" option** allows the user to report a technical problem, a charger malfunction, a fiscal problem, or to ask any question regarding the use of the platform, application or RFID cards. The support is directly linked to the Emobility technical service team, which enables a quick response and automatic linking of the login to the user account.

Screen layout

On the screen there is a simple form with the following fields:

- **Topic** (drop-down list – e.g. "Charging problem", "Account", "Application", "Other"),
- **Problem description** – a field in which the user enters a detailed description,
- **Add image (optional)** – allows you to send a photo of the screen or charger,
- **"Submit" button** – sends a report to the support service.

After sending, the user will receive a notification:

Your report has been forwarded to customer support. You will be contacted by email."

If the user is logged in, the system automatically fills in his data (name, email, phone number), which significantly speeds up the process.

6.2 Councils and Tricks

This section contains **useful tips** for everyday use of the charger and the app, as well as explanations of some advanced features. Examples of content include:

- How to best position an RFID card,
- How to check the status of the charger before starting charging,
- How to use the "list" view to find free chargers,
- Time-saving tips when charging ad-hoc,
- Explanation of the icons and the status of the charger on the map.

The tips are periodically updated in line with changes in the software and the addition of new features.

6.3 Our services

This section provides an overview of the additional **services that Emobility offers to customers and partners**, such as:

- **Installation of home and business chargers**,
- **Maintenance and service of chargers**,
- **Fiscalization and administrative support**,
- **Connecting the charger to the platform (CPO integration),**
- **Solar Solutions and Energy Balance Systems**,
- **Fleet and sub-CPO management**.

Each service leads to a more detailed description and contact form.

6.4 News

This option displays **current news and announcements** – about new locations, promotional campaigns, new partners or important events in the field of electric mobility. The news is sorted chronologically, and each news item has:

- Title
- the date of publication,
- A short text and a picture.
- Link to the full article on *emobility.rs*'s website.

The user can mark the news as "read" or share it via social networks.

6.5 Frequently Asked Questions (FAQ)

This section allows users to quickly find answers to frequently asked questions. The questions are grouped by topic:

- **Charging & App**,
- **Bills and payments**.
- **RFID cards**,
- **Technical problems**,
- **Support and contacts**.

When a user clicks on a question, it expands to show the answer. At the bottom of each answer is a link:

"Didn't find the answer? Contact support." Go directly to the form from the *customer support section*.

Note

- All logins and contacts from this section are automatically linked to the user's account (if logged in).
- Responses from support are sent via e-mail, and the user can track all their reports in the My Reports tab
- The *Tips & Tricks* section and *FAQ* are also available to users without an account.

INSTRUCTIONS FOR APP VERSION: 2025.10.0