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North America

Free2move eSolutions CPMS Access Guide





BEFORE INSTALLATION

AFTER INSTALLATION



Dealer to complete the "CPMS Access Form" To gain Access as a CPMS Corporate Manager. Inputs collected via form are sent to F2meS

F2meS creates an account with Customer details and order details to create Corporate manager account

Installation is completed by Installation Partner

To Commission a Charger: Customer Completes a "Commissioning Form" Before contacting eSol Customer Care

F2meS Customer Care associates the unit to the Company.

Charger is commissioned!

Reseller or Installation Partner instructs Dealer to complete the form & the CPMS Corporate manager is defined, and installation partner is selected.

CPMS Dealer Account is Created & an email is generated to customer to activate their CPMS profile. (Corporate Manager receives an e-mail with the CPMS link and a temporary password. They will be prompted to change your password.)

Email will be autogenerated from Free2Move eSolutions: noreply@esolutionscharging.com

Installer completes installation, and the unit is then powered on which automatically connects to CPMS.

Dealers must fully commission the charger to fully be associated with their CPMS profile... **a KEY step for LEV readiness!**

Contact Customer Care! Be sure to have the info you'll need to associate your charger to the CPMS software preloaded onto your EV Charger(s).

Be sure to complete the form with your electrician for the details you'll need to commission:

- Site Name
- Point of Distribution
- Serial Number

F2meSol associates the unit to the Company on CPMS. Unit is LEV Ready.

Once a charger has been commissioned, users will be able to manage and monitor their charging sessions and configuration on an easy-to-use dashboard.



Step 1: Identify & Request CPMS Corporate Manager

Each dealer will need to identify their CPMS Corporate manager

Explaining the Role of the CPMS Corporate Manager: The Corporate Manager is the main individual who will have access to the Charge Point Management System (CPMS). The CPMS enables users to manage and monitor their charging stations. They will be able to view charging session history and usage on an easy-to-use dashboard. As the corporate manager, you can assign additional "Site Manager" access for additional users.

To request a dealership's CPMS Corporate manager access:

- Use this Link to enter information to submit an access request for your CPMS Corporate Manager account.
 - **CPMS Access: Corporate Manager User Request Form:**
 - **Click Here:** <https://forms.office.com/e/X8jjEaCv0y>
 - Corporate Manager receives an e-mail with the CPMS link and a temporary password. They will be prompted to change your password.
 - Email will be from Free2Move eSolutions Customer Care: noreply@esolutionscharging.com

Tips:

- **Form should be submitted as soon as possible.** CPMS emails will go out before installation, approximately 1 week before installation.
- Ask the General manager who would make a great Corporate Managers as they typically oversee both Sales & Service departments.

Step 2: Commission Charger(s) to the Dealers Account

Commissioning is an important step for LEV Readiness!

Chargers have to be associated with the dealer's account to complete commissioning.

Commissioning allows dealer to monitor charger activity with CPMS Dashboard.

To initiate commissioning process use form to collect & submit required info:

- **Commissioning Form: Details Needed to Associate Charger to Account**
 - **Click Here:** <https://forms.office.com/e/Y3Lu8LQeCu>
 - Serial Number of all installed units
 - Site Name: (physical location of the charger – i.e. shop 1, service bay, sales floor)
 - Best Practice: make sure your breaker is labeled with this site name
 - Address of Charger (i.e. dealership location)
 - kW of the POD: Point of Distribution. Corresponds to the meter box that delivers the energy to the station. (This is known by the electrician).
 - The POD (Point of Distribution) is the power distribution identifier (Electrical Breaker) for the charger(s) on that "Site".
 - It is critical to include the kW rating for that breaker/service (POD) as CPMS will use that information to load balance chargers sharing that same power connection.

Dealers can also complete this step by contacting our Customer Support:

1-833-32-CHARGE (1-833-322-4274)

supportf2m@f2m-esolutions.com





Need Support? Contact eSolutions Customer Care

If you have any questions or need help, please contact our support team:



- Reach us by email at supportf2m@f2m-esolutions.com
 - Be sure to include any images of your issues to help us resolve your issue or question



- If you prefer to speak with a representative over the phone:
- Call us at **1-833-32-CHARGE (1-833-322-4274)**
 - Support is available Monday – Friday from 8AM – 8PM EST

