ENERGY CONTROLS

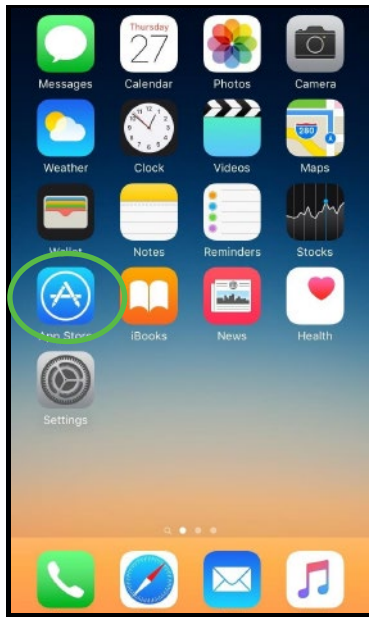# Energy Controls App User Guide

Contents

ENERGY CONTROLS

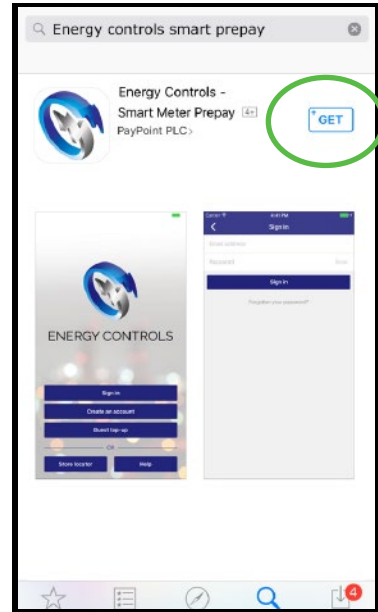## Installing the App on an iPhone

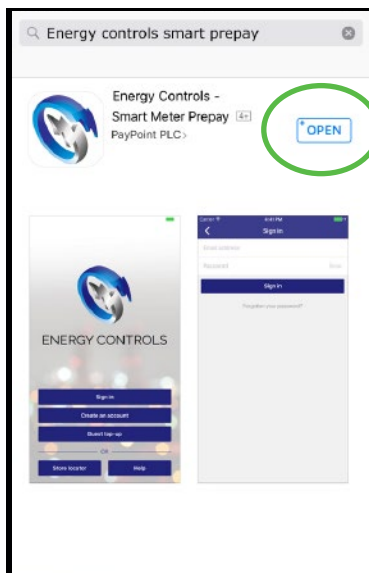### Step 1

Tap 'App Store'

Step 2

In search box type in 'Energy Controls Smart Prepay '

Tap 'Get' to install

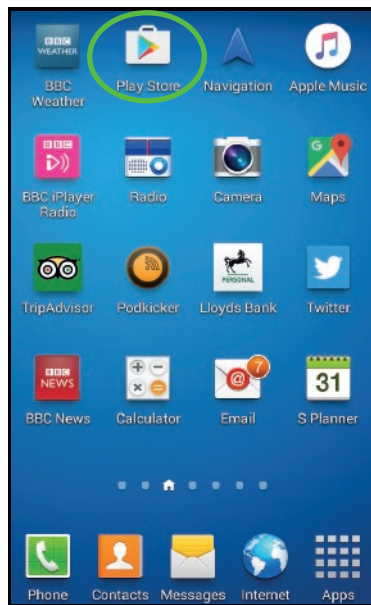### Step 3

Tap 'Open' to access app

ENERGY CONTROLS

Installing the App on an Android device
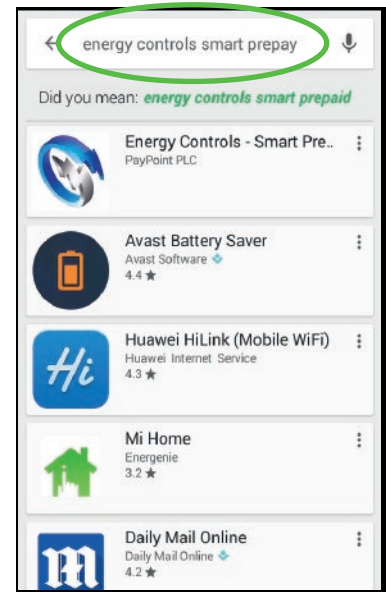
Step 1

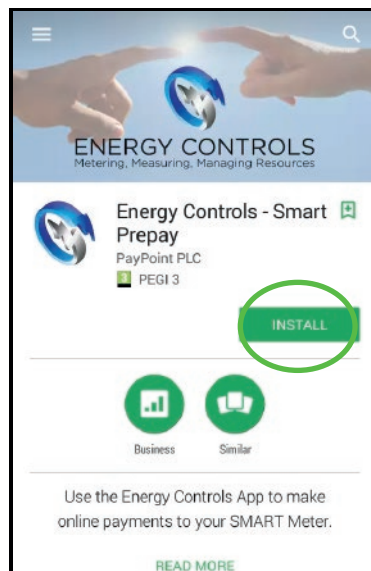Tap 'Play Store' icon

Step 2
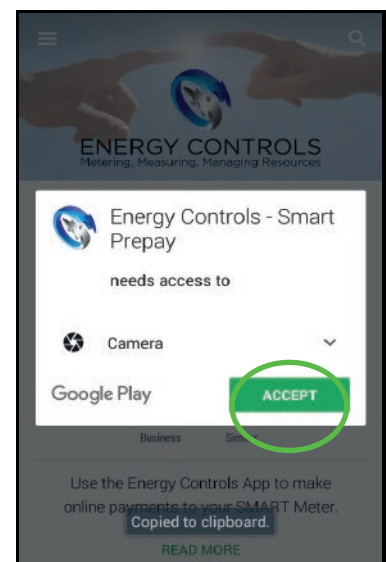
In search box type in 'Energy Controls Smart Prepay '
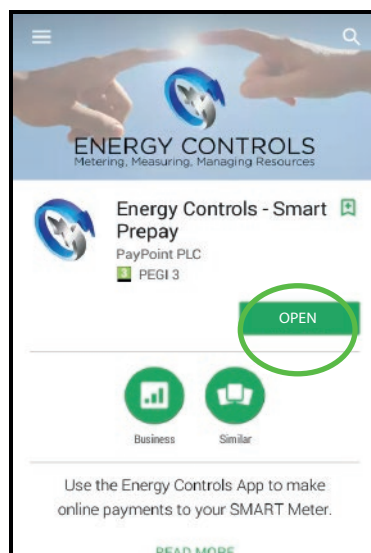
Step 3

Tap 'Install'

Step 4

Tap 'Accept'

Step 5

Tap 'Open'

Step 6

Tap 'Energy Controls' icon to access app
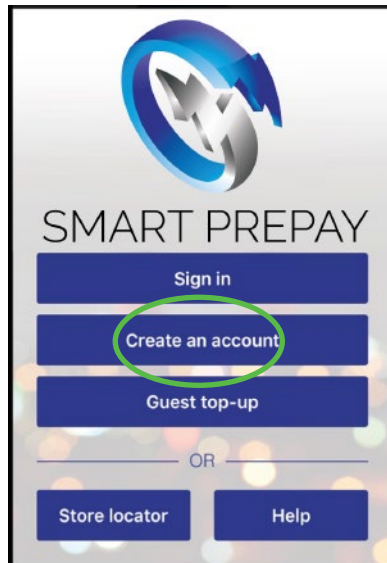
ENERGY CONTROLS
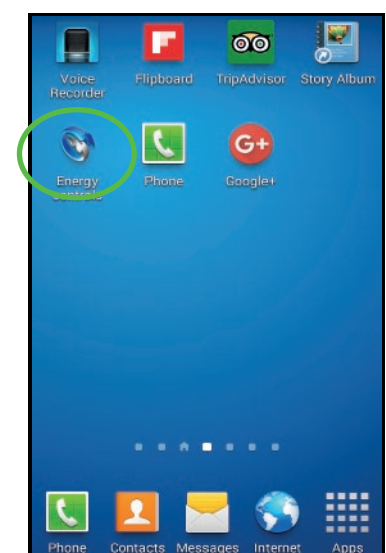
Creating a New Account

Step 1
Create an account

Tap 'Create an account'

Step 2
Contact details

In 'Email address', type your contact email address
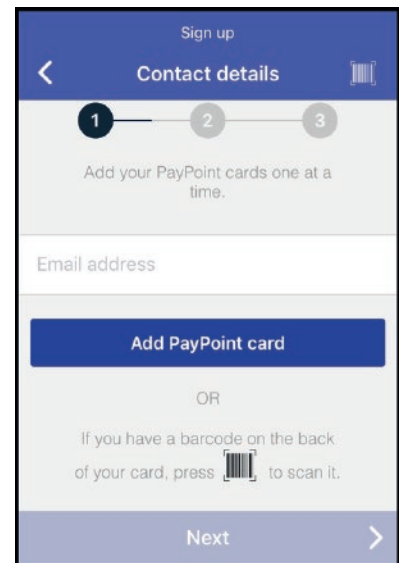
Step 3
Contact details

Tap 'Done'
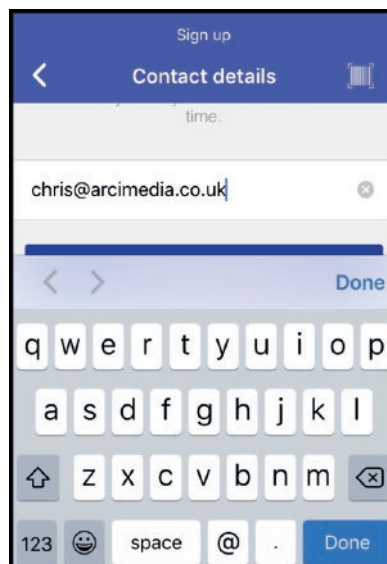
Step 4
Contact details

Tap 'Add PayPoint card'

OR

If you have a Paypoint/Energy card and it has a barcode on it, you can scan it using your camera phone.

Tap barcode icon at top-right of screen

Now go to Step 6 to scan your barcode
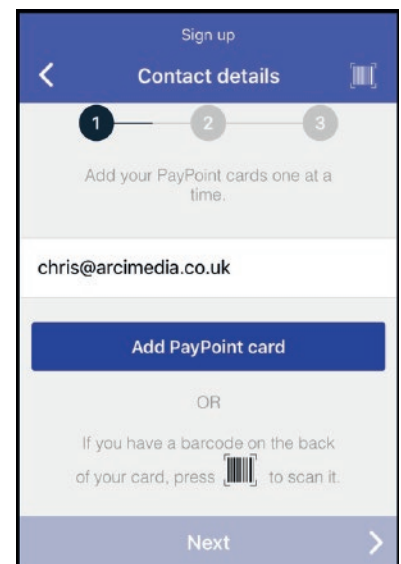
Step 5
Contact details

Type the last 11 digits of your PayPoint/Energy card Tap 'Done'

Tap 'Save'
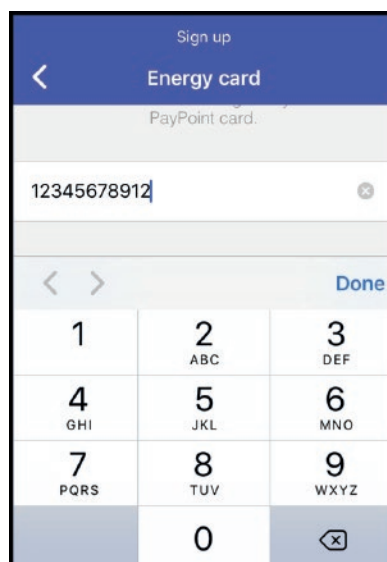
Step 6 (optional)
Energy card

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it to add the card using your camera phone.

Line the barcode up with the red line. Your phone should automatically recognise the barcode

ENERGY CONTROLS

Signing into your account

Step 1
Sign in

Tap 'Sign in'
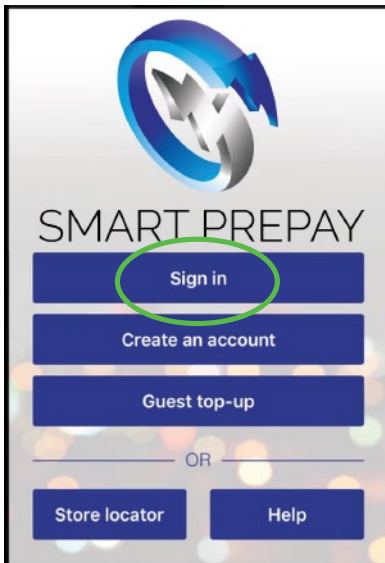
Step 2
Sign in

Type in 'Email address' & 'Password'

Tap 'Done'

Tap 'Sign in'

ENERGY CONTROLS
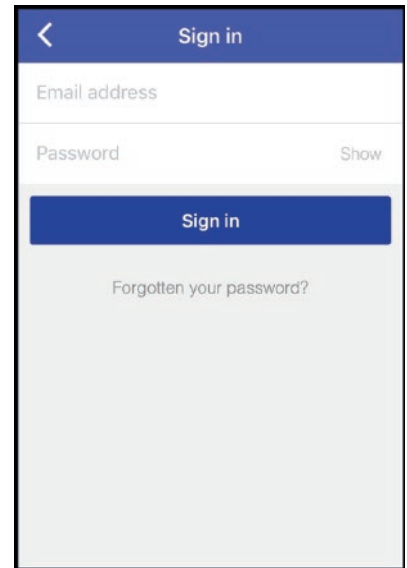
Adding a new payment card

Step 1
My Account

Tap 'Payment cards' icon
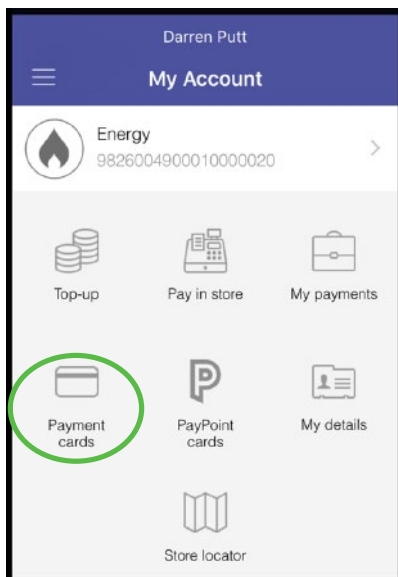
Step 2
Payment cards
(to delete payment card)

Select existing card &
swipe to the left

Tap 'Delete'

Step 3
Payment cards
(to add a new payment
card)

Tap + in top right
hand corner & go to
Step 4

Step 4
New payment card

In 'Card type', tap drop
down arrow

Step 5
New payment card

In 'Card type', scroll up &
down & tap to select
card type

Tap 'Done'

Step 6
New payment card

Tap 'Card number', type
16-digit number of
the new payment
card

Tap 'Done'

ENERGY CONTROLS
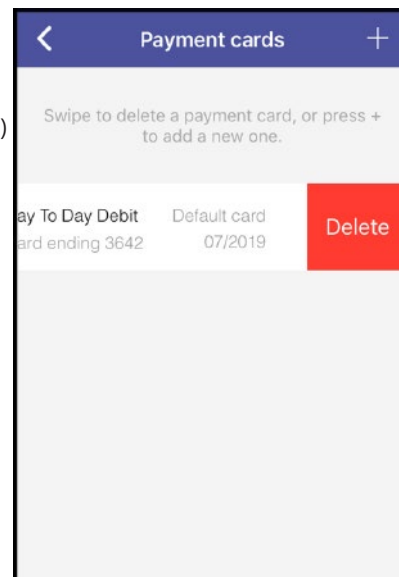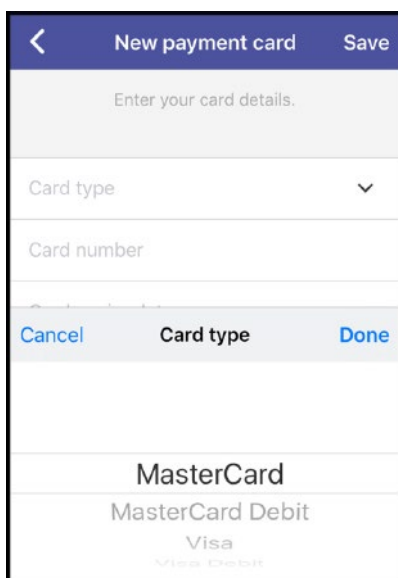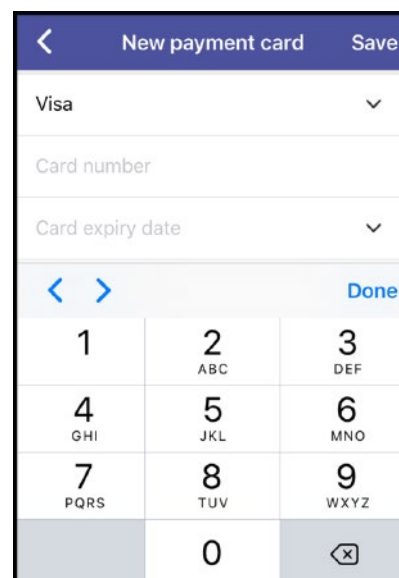
Adding a new PayPoint/Energy card

Step 1
PayPoint cards
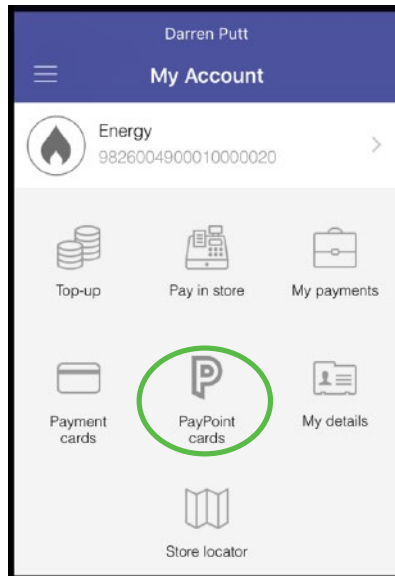
Tap 'PayPoint cards' icon

Step 2
PayPoint cards

Tap 'Add PayPoint card' at the bottom of the screen

OR

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it using your camera phone.

Tap barcode icon at top-right of screen

Now go to Step 6 to scan your barcode

Step 3
Energy card

Tap 'The last 11 digits on your PayPoint card'
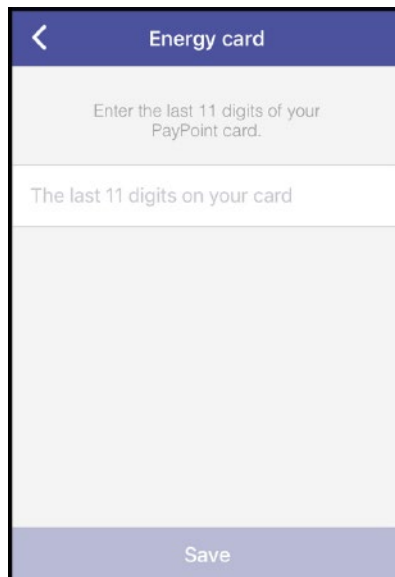
Step 4
Energy card

Type the last 11 digits of your PayPoint/Energy card Tap 'Done'
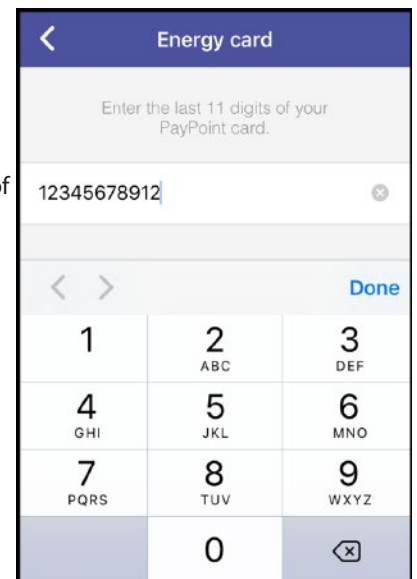
Step 4
Energy card

Tap 'Save' at the bottom of the screen

Need valid paypoint card

Tap back arrow at the top of the screen to exit to the home screen
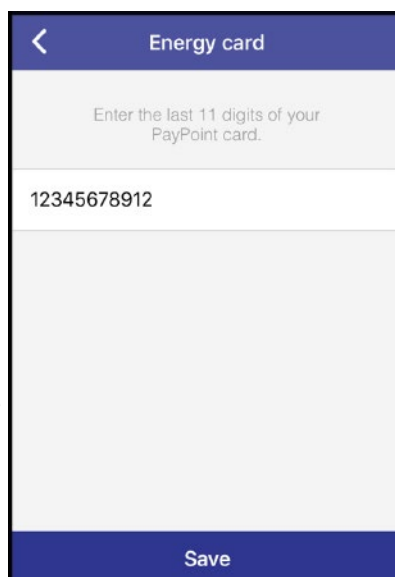
Step 6 (optional)
Energy card

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it to add the card using your camera phone.

Line the barcode up with the red line. Your phone should automatically recognise the barcode
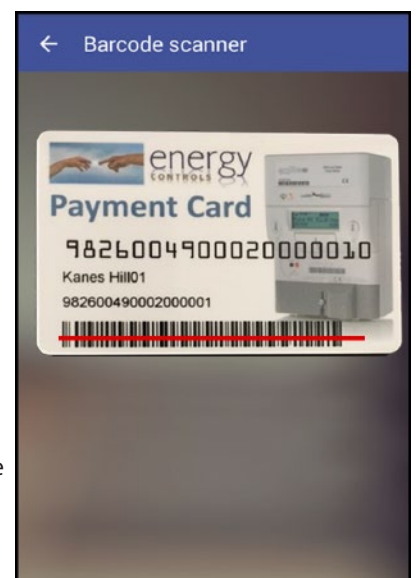
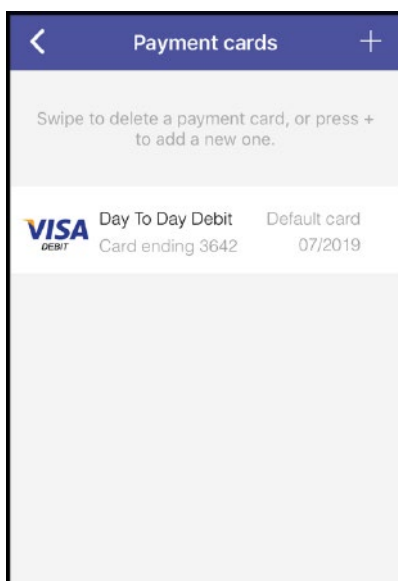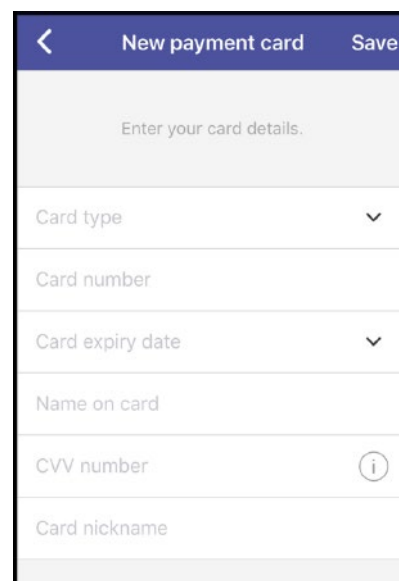ENERGY CONTROLS

Guest top-up

Step 1
Guest top

Tap 'Guest top up"
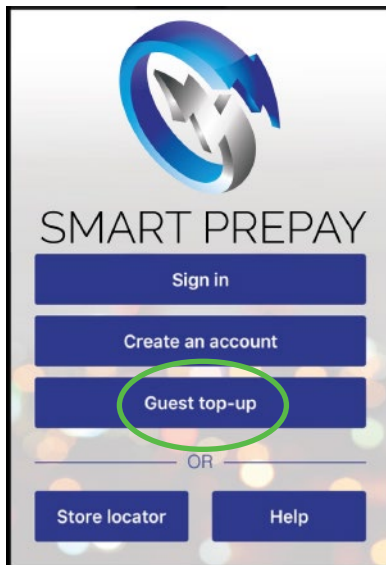
Step 2
Energy card

Type the last 11 digits of your PayPoint card

Tap 'Done'
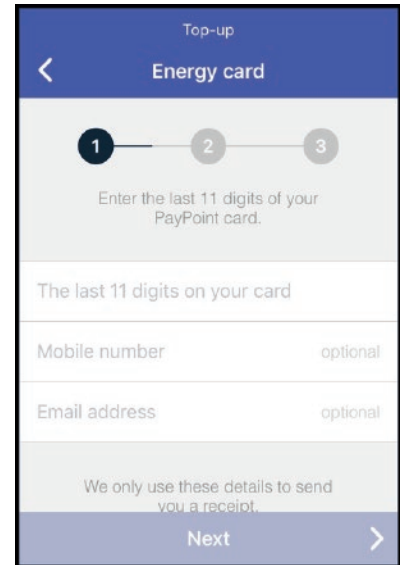
Step 3
Energy card

Tap 'Next'
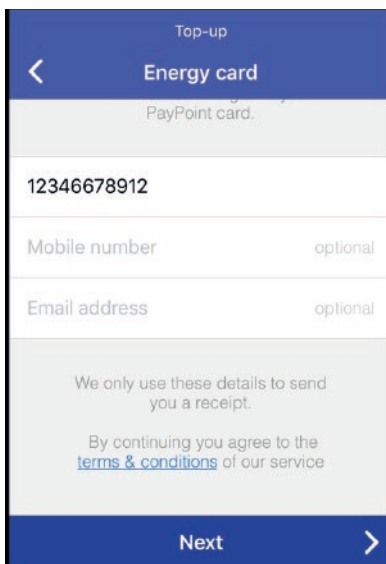
Step 3
Amount & Payment

Select the amount you want to top up with (this automatically selects £20)

To enter an amount different to the options shown, tap 'Other' and enter your amount in the box shown. (Minimum of £20, maximum of £99)
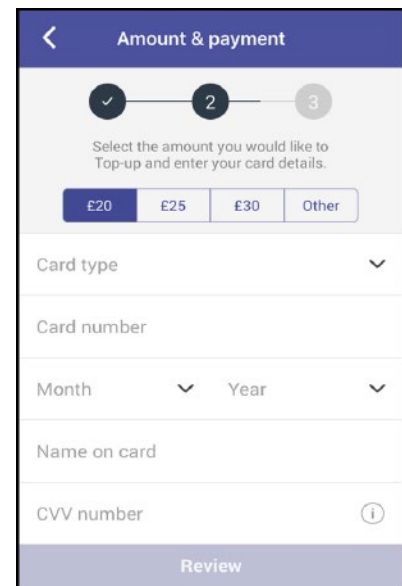
Step 5
New payment card
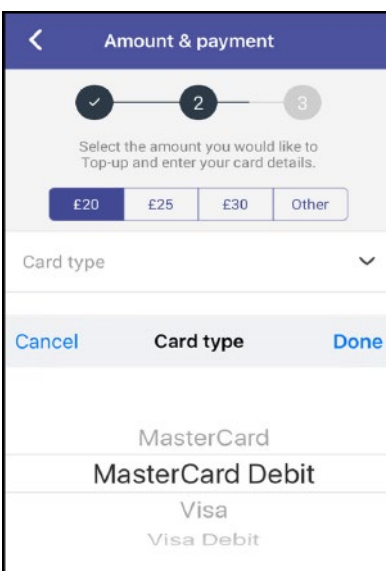
In 'Card type', scroll up & down & tap to select card type

Tap 'Done'

Step 6
New payment card

Tap 'Card number', type 16-digit number of the new payment card
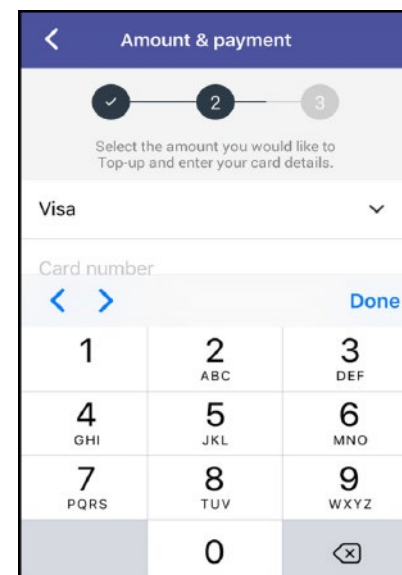
Tap 'Done'

ENERGY CONTROLS

Step 7
Amount & Payment

In 'Card expiry date', tap drop down arrow to select the month & year of new card's expiry date & tap 'Done'
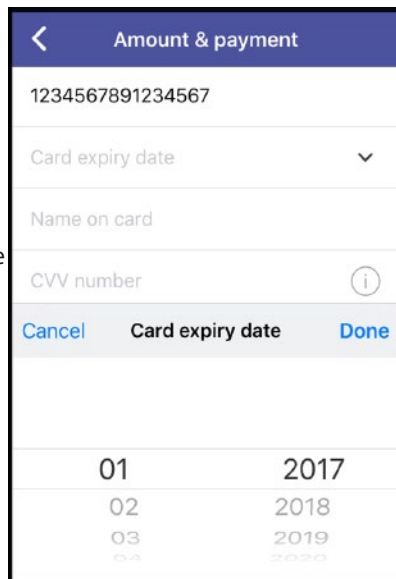
Step 8
Amount & Payment

In 'Name on card', type in the name of card holder as it appears on the new payment card
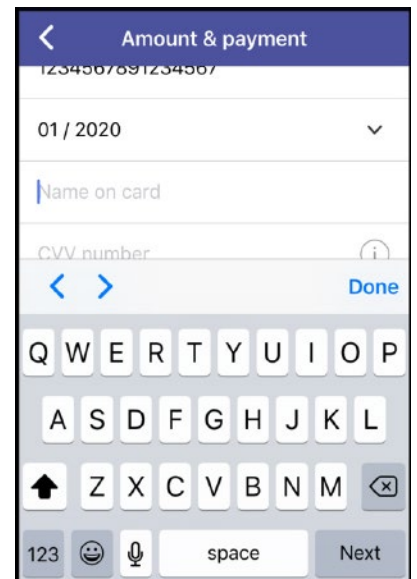
Tap 'Done'

Step 9
Amount & Payment

In 'CVV number', type the last 3 digits on the back of your payment card

Tap 'Done'
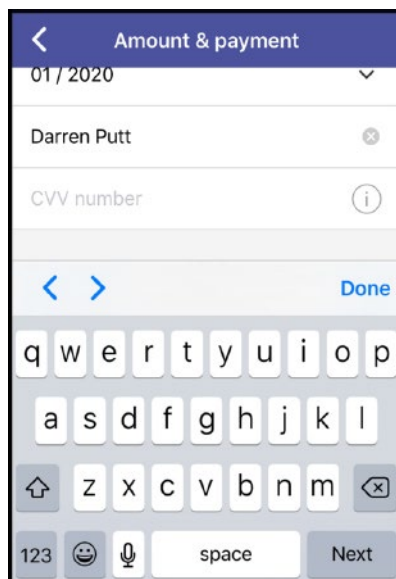
Step 10
Amount & Payment

Tap 'Review' at the bottom of the page to check the payment
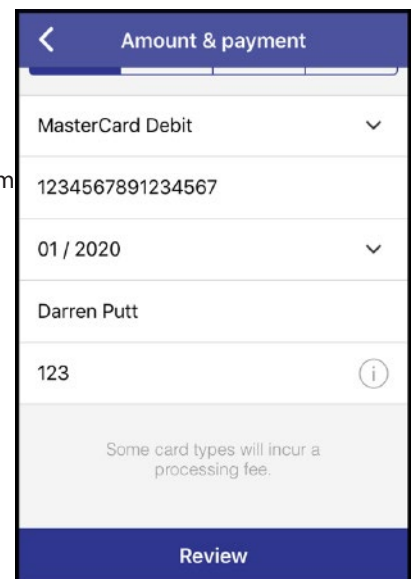
Step 11
Amount & Payment

Tap 'Confirm' to complete the payment transaction or tap 'Cancel'
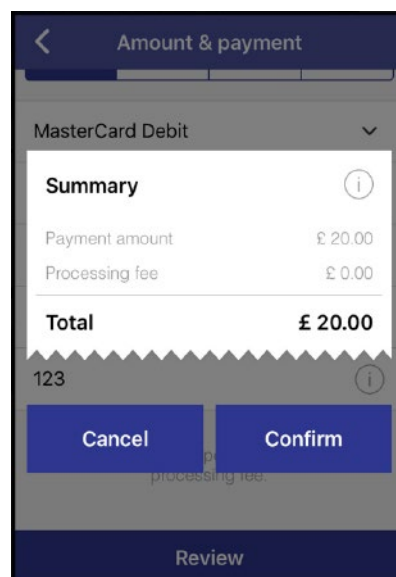
Step 12
Amount & Payment

When the payment has been authorised tap 'OK'

You can review your payments in 'My payments' please note payments can take 24 hours to show

ENERGY CONTROLS
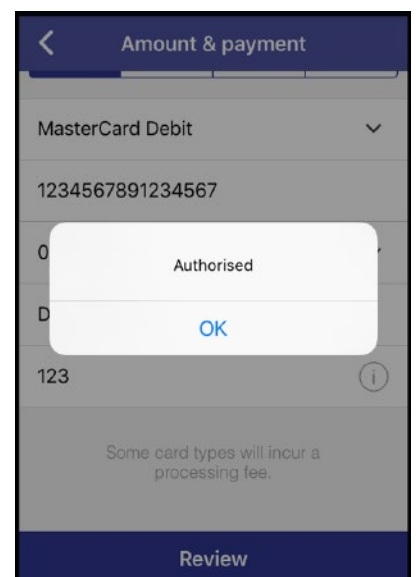
Top-up

Step 1
My Account

Tap 'Top-up' icon
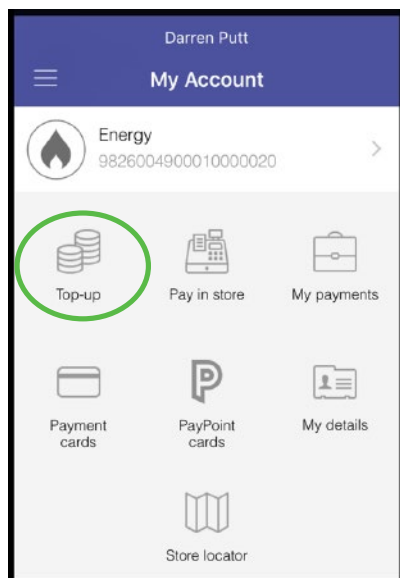
Step 2
Energy Accounts

Select an account to

Tap 'Next' at
the bottom of the page
top-up
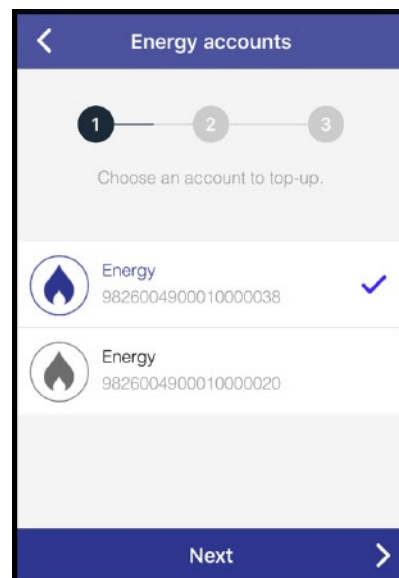
Step 3
Amount & Payment

Select the amount you
want to top up with
(this automatically
selects £20)

Tap 'Other' to enter
your own amount.
(Min £20, max £99)

Follow Step 4 for use of
existing payment card
'Day to Day Debit'

OR

go to Step 8 to
'Use new payment card'
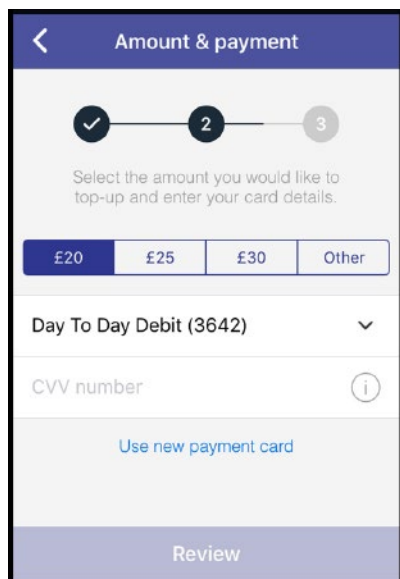
Step 4
Amount & Payment
*(to pay with existing
card details)*

Tap 'Day to Day Debit'
drop down arrow

Tap 'Done' to process
the payment

Step 5
Amount & Payment

In 'CVV number', type
the last 3 digits on the
back of your payment
card

Tap 'Done'
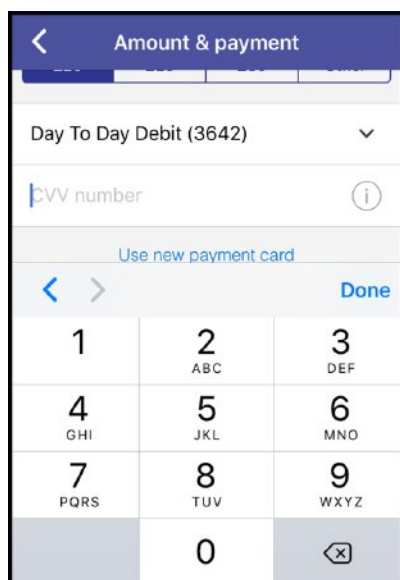
Step 6
Amount & Payment

Tap 'Review' to check
the payment

ENERGY CONTROLS
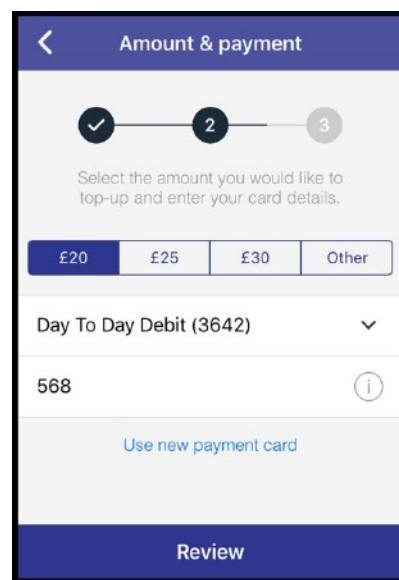
Step 7
Amount & Payment

Tap 'Confirm' to complete the payment transaction or tap 'Cancel'

To a llow Payment Authorisation to take may require futher verification

Summary ⓘ

Payment amount	£ 20.00
Processing fee	£ 0.00
Total	**£ 20.00**

123 ⓘ

Cancel | Confirm

Review

Step 8
My Account
(to use new payment card)

Tap 'Top-up' icon

Darren Putt

My Account

Energy
9826004900010000020 >

Top-up | Pay in store | My payments

Payment cards | PayPoint cards | My details

Store locator

Step 9
Energy Accounts

Select an account to top-up

Tap 'Next' at the bottom of the page

Energy accounts

Choose an account to top-up.

Energy
9826004900010000038 ✓

Energy
9826004900010000020

Next >
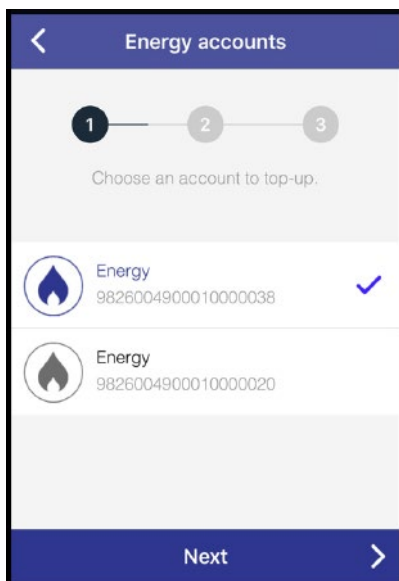
Step 10
Amount & Payment

Select the amount you want to top up with (this automatically selects £20)

Tap 'Use new payment card'

Amount & payment

Select the amount you would like to top-up and enter your card details.

£20 | £25 | £30 | Other

Day To Day Debit (3642) ⌄

CVV number ⓘ

Use new payment card

Review
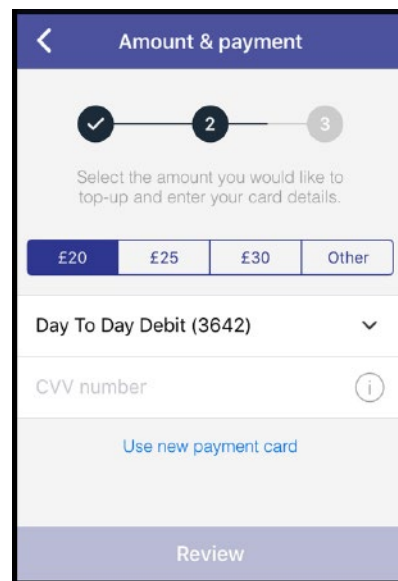
Step 11
Amount & Payment

In 'Card type', tap drop down arrow & swipe up or down to select card type

Tap 'Done'

Amount & payment

Select the amount you would like to top-up and enter your card details.

£20 | £25 | £30 | Other

Card type ⌄

Card number

Cancel | Card type | Done

MasterCard
MasterCard Debit
Visa
Visa Debit
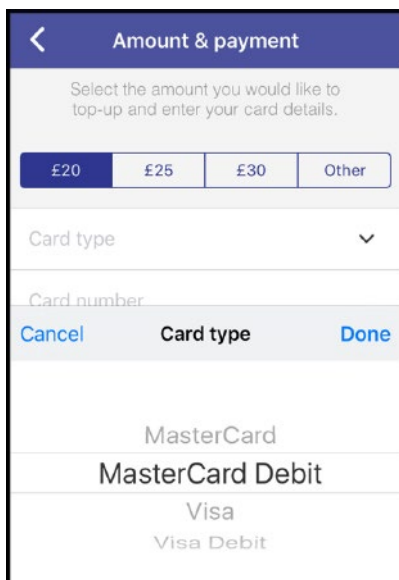
Step 12
Amount & Payment

In 'Card number', type the 16-digit number on the front of the new payment card

Amount & payment

MasterCard Debit ⌄

Card number

Card expiry date ⌄

Name on card

< > | Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
	0	⌫
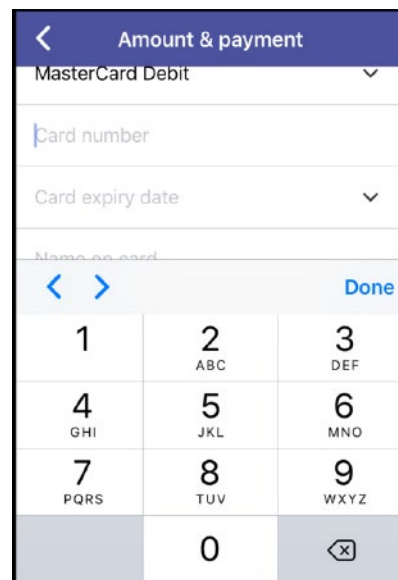
ENERGY CONTROLS

Step 13
Amount & Payment

In 'Card expiry date', tap drop down arrow to select the month & year of new card's expiry date & tap 'Done'
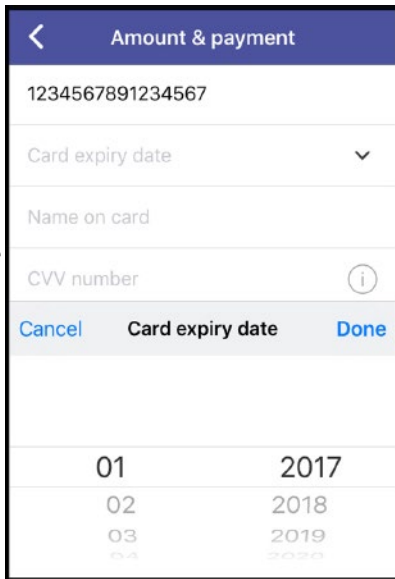
Step 14
Amount & Payment

In 'Name on card', type in the name of card holder as it appears on the new payment card
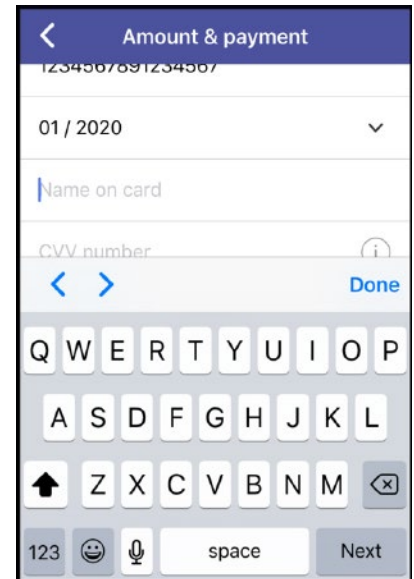
Tap 'Done'

Step 15
Amount & Payment

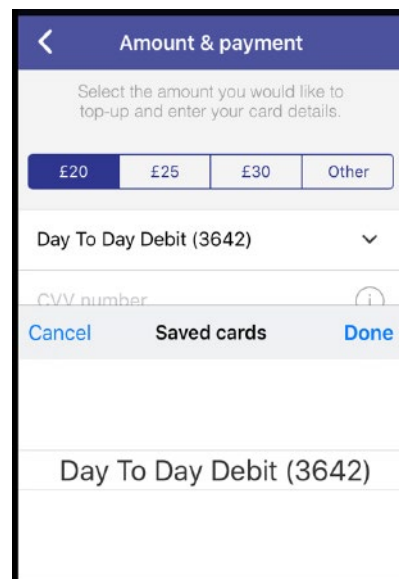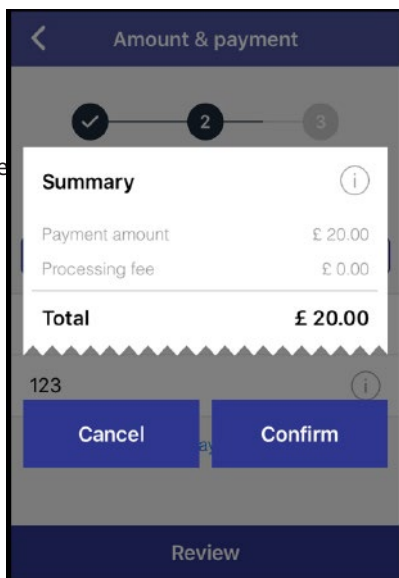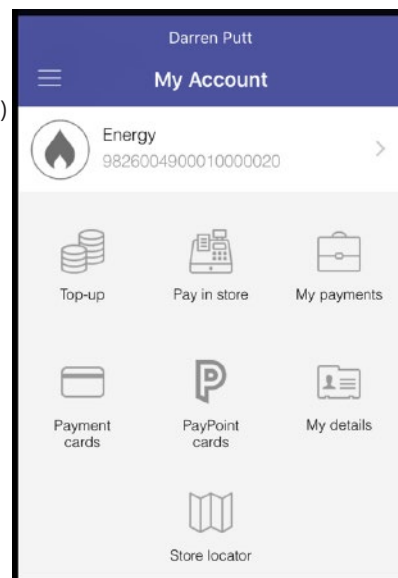In 'CVV number', type the last 3 digits on the back of your payment card

Tap 'Done'
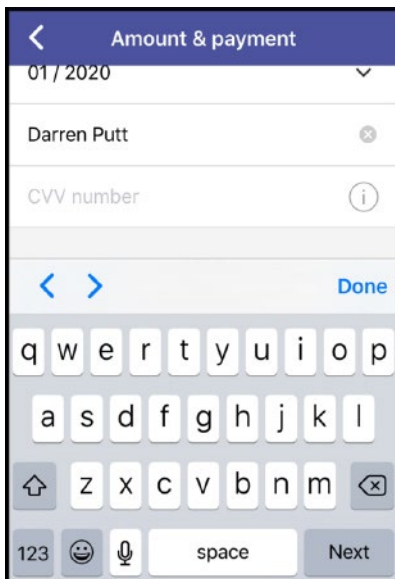
Step 16
Amount & Payment

Tap 'Review' at the bottom of the page to check the payment
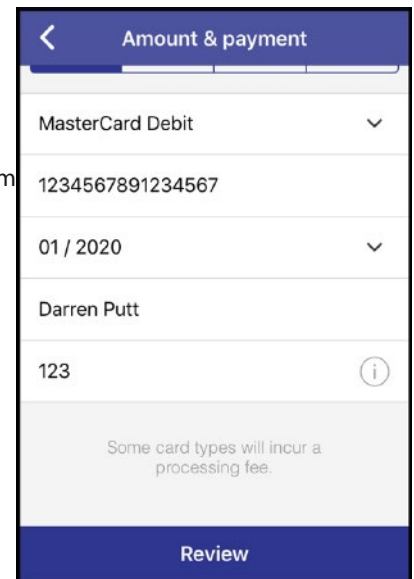
Step 17
Amount & Payment

Tap 'Confirm' to complete the payment transaction or tap 'Cancel'
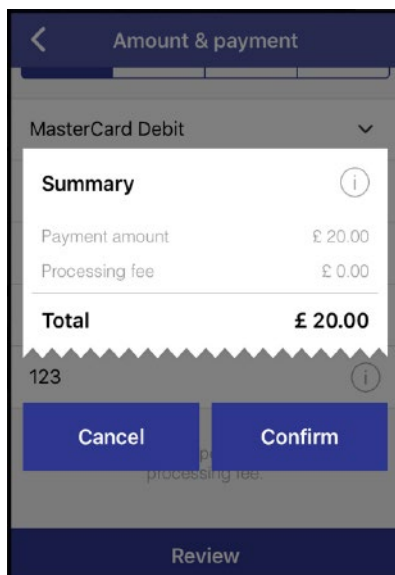
Step 18
Amount & Payment

When the payment has been authorised tap 'OK'

You can review your payments in 'My payments' please note payments can take 24 hours to show

ENERGY CONTROLS
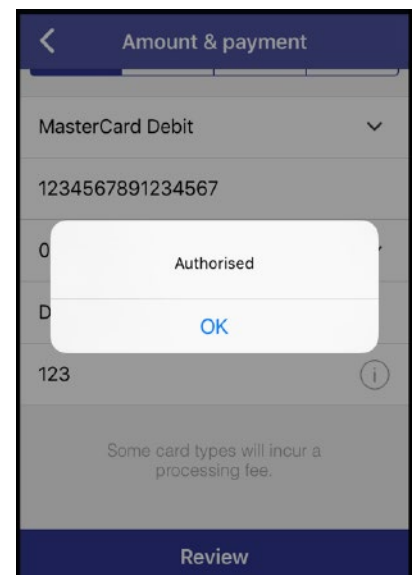
Pay in store

Step 1
My Account

Tap 'Pay in store' icon
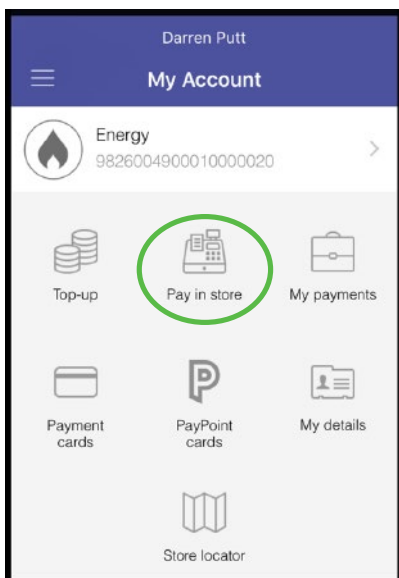
Step 2
Choose an account

Select an account &
tap 'Next' at the bottom
of the page
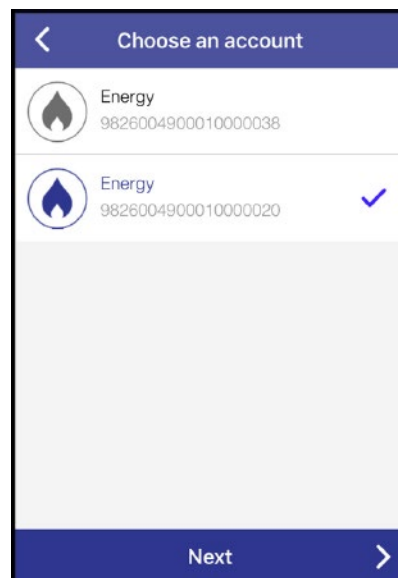
Step 3 Pay
in store

Present this barcode in a
PayPoint store to top-up
account

Tap back arrow at the top
of the screen to exit to the
home screen

ENERGY CONTROLS

My payments

Step 1
My Account

Tap 'My payments' icon

Step 2
My payments

Select an account to view

Step 3
View receipt

In 'Details' find most recent payment made by top-up code, payment card & payment reference
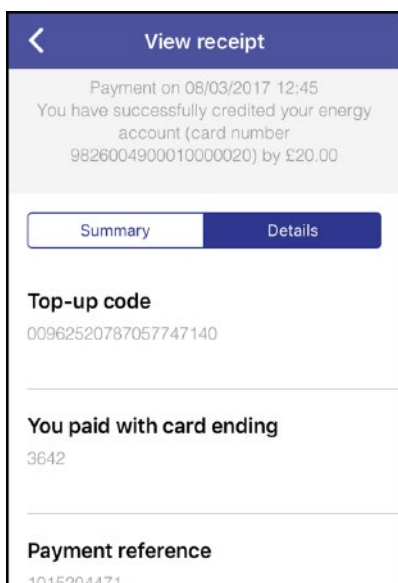
Step 4
View receipt

Tap 'Summary' to find summary of payment amount & any processing fees

Tap back arrow at the top of the screen to exit to the home screen

ENERGY CONTROLS
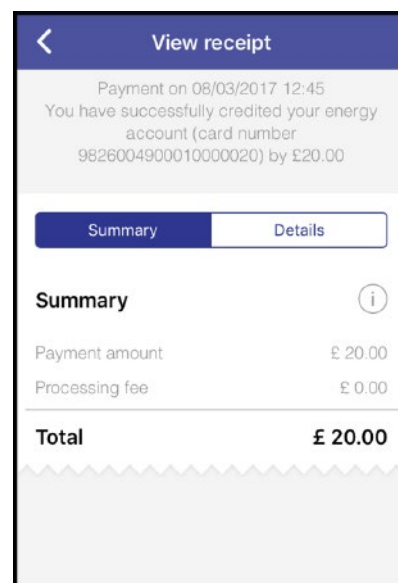
Payment cards

Step 1
My Account

Tap 'Payment cards' icon

Step 2
Payment cards
(to delete payment card)

Select existing card &
swipe to the left
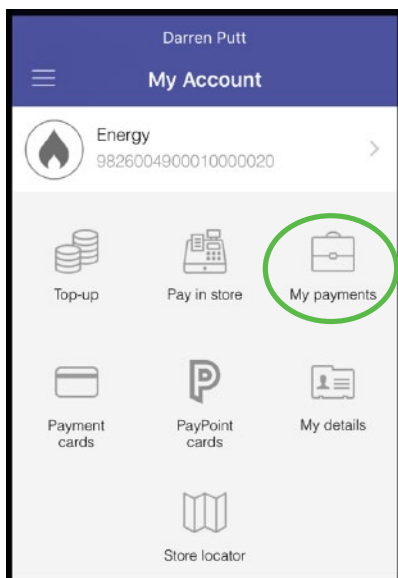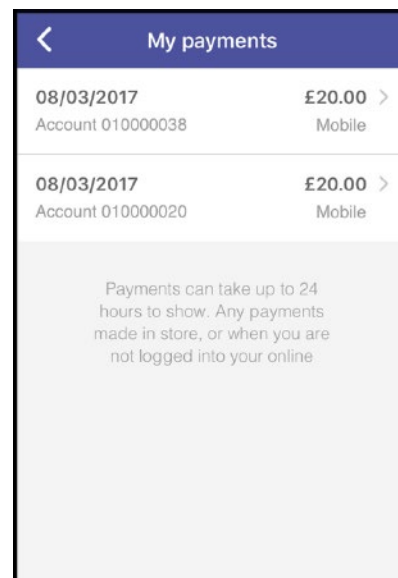
Tap 'Delete'

Step 3
Payment cards
(to add a new payment
card)

Tap + in top right
hand corner & go to
Step 4

Step 4
New payment card

In 'Card type', tap drop
down arrow

Step 5
New payment card

In 'Card type', scroll up &
down & tap to select
card type

Tap 'Done'

Step 6
New payment card

Tap 'Card number', type
16-digit number of
the new payment
card

Tap 'Done'

ENERGY CONTROLS
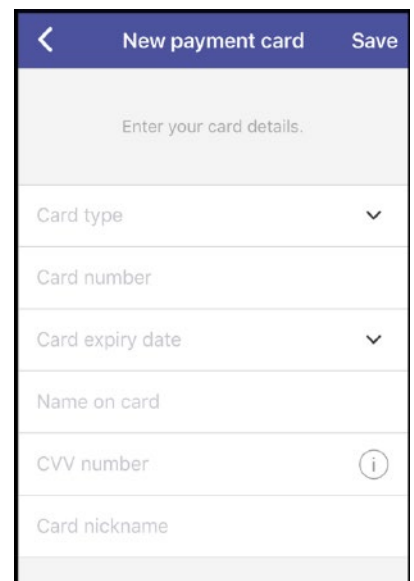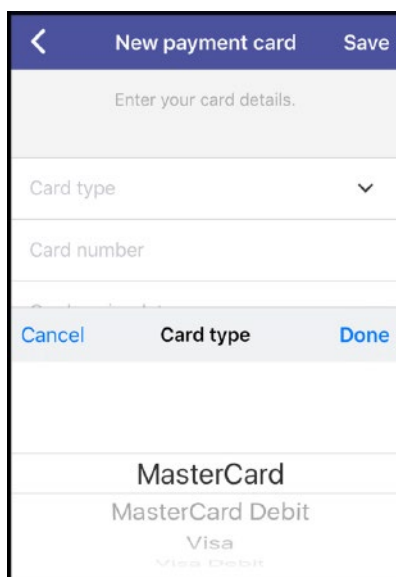
Step 7
New payment card

In 'Card expiry date', tap drop down arrow

Step 8
New payment card

In 'Card expiry date', scroll up & down & tap to select month & year of card expirey

Tap 'Done'

Step 9
New payment card

In 'Name on card', type in the name of card holder as it appears on the new payment card

Tap 'Done'

Step 10
New payment card

Tap 'CVV number', type the last 3 digits on the back of your payment card

Tap 'Done'

Step 11
New payment card

Tap 'Card nickname', type nickname

Tap 'Done'

Step 12
New payment card

Tap 'Save', in top right hand corner

ENERGY CONTROLS

Step 13
New payment card

When the payment card
has been authorised
tap 'OK'

Tap back arrow at the top
of the screen to exit to the
home screen

Doesn't show in payment
cards after setting up?

ENERGY CONTROLS

PayPoint/Energy cards

Step 1
PayPoint cards
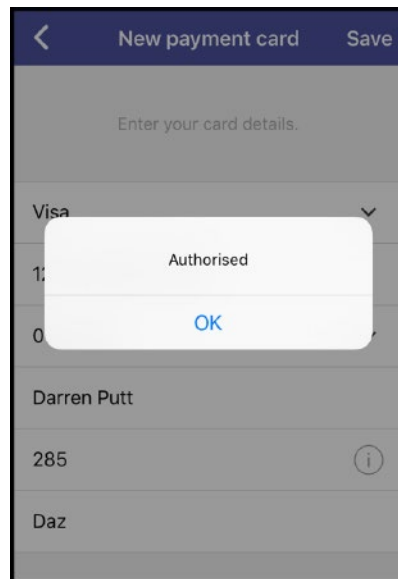
Tap 'PayPoint cards' icon
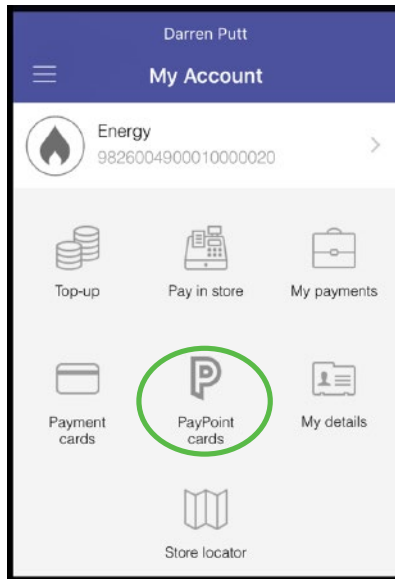
Step 2
PayPoint cards

Tap 'Add PayPoint card' at the bottom of the screen

OR

If you have a payment/Energy card and it has a barcode on it, you can scan it using your camera phone

Tap barcode icon at top-right of screen

Now go to Step 6 to scan your barcode

Step 3
Energy card

Tap 'The last 11 digits on your PayPoint card'
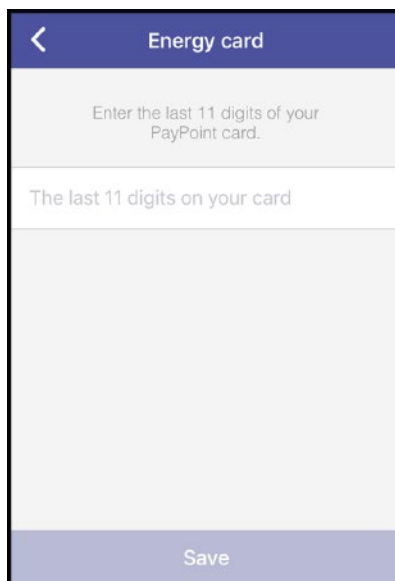
Step 4
Energy card

Type the last 11 digits of your PayPoint/Energy card Tap 'Done'
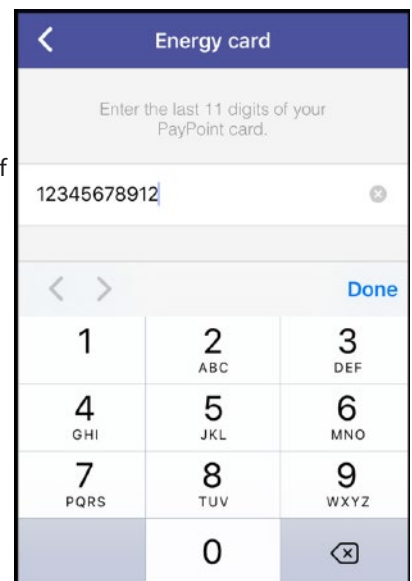
Step 4
Energy card

Tap 'Save'
at the bottom of the screen

Tap back arrow at the top of the screen to exit to the home screen
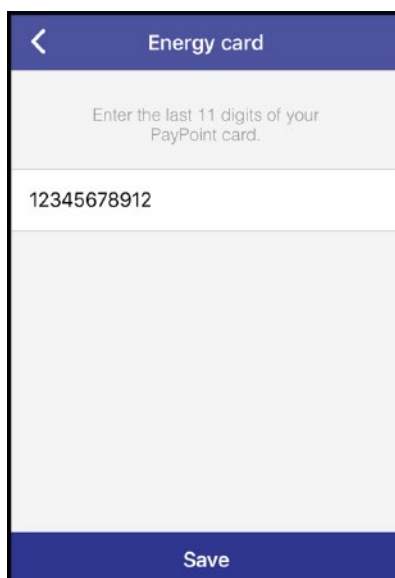
Step 6 (optional)
Energy card

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it to add the card using your camera phone

Line the barcode up with the red line. Your phone should automatically recognise the barcode

ENERGY CONTROLS

My details

Step 1
My details

Tap 'My details' icon
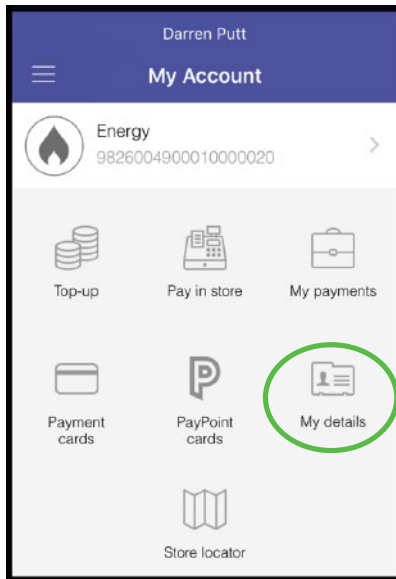
Step 2
Edit your details

Under 'Name', tap
right-side arrow
next to your name

Step 3
Name

Type in amended
name

Tap 'Done'

Tap 'Save'

Step 4
Edit your details

Under 'Contact details',
tap right-side arrow
next to 'Mobile number
SMS receipts'

Step 5
Contact details

In 'Mobile number',
type in number
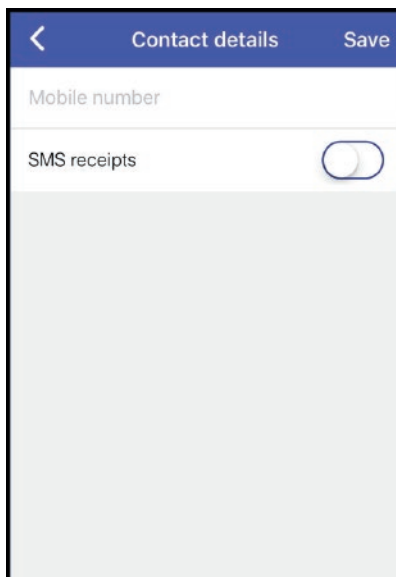
Step 6
Contact details

Tap 'Done'

Tap 'Save'
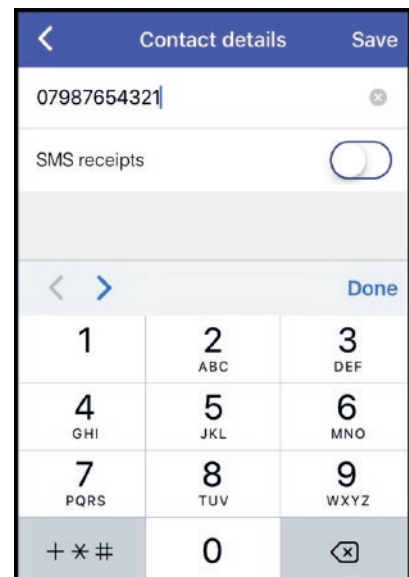
ENERGY CONTROLS

Step 7
Contact details

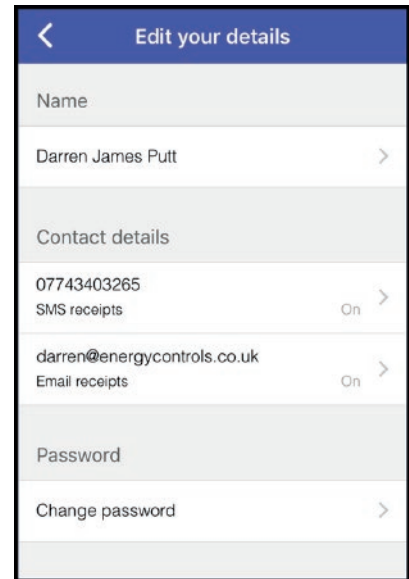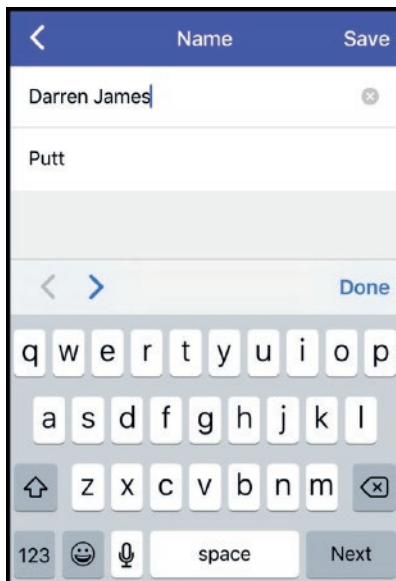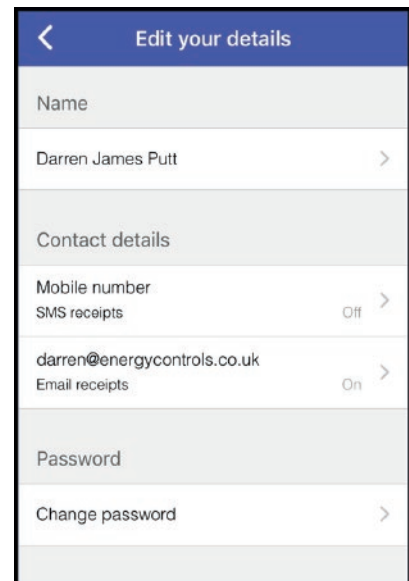You will be sent a text from ECONTROLS.

In 'Enter your code', type activation code
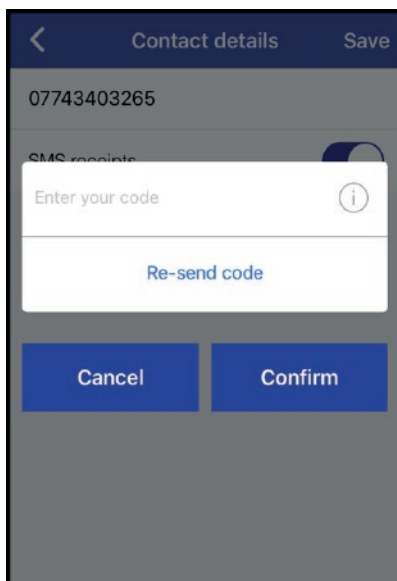
Step 8
Contact details

Tap 'Confirm'
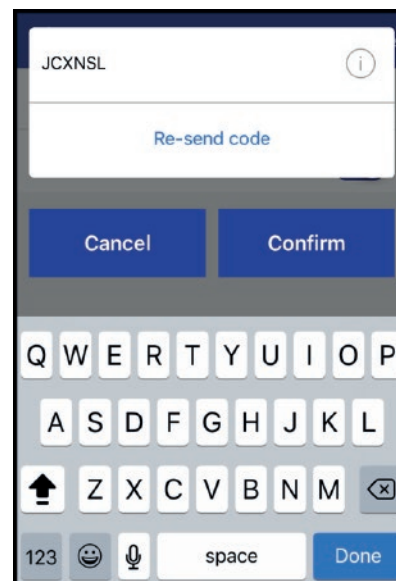
Step 9
Edit your details

To activate SMS messaging
Go to 'Contact details', tap right-side arrow next to 'Mobile number SMS receipts'
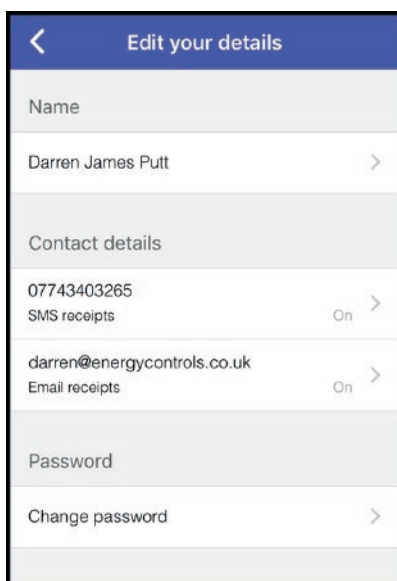
Step 10
Contact details

In 'SMS receipts', swipe button towards the right to turn messaging on

Tap 'Save'
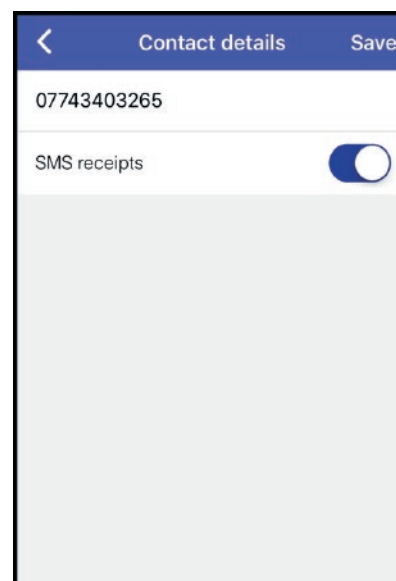
Step 11 *Edit your details*

Your email address will already show in your contact details & switch on to receive email alerts

To deactivate email alerts:
Go to 'Contact details', tap right-side arrow next to 'Email receipts'
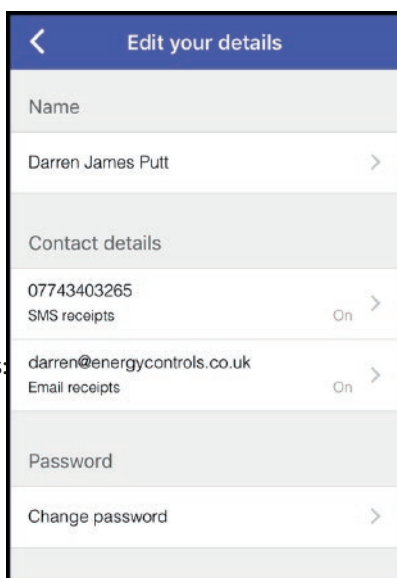
Step 12
Contact details

In 'Email receipts', swipe button towards the left to turn email messaging off

Tap 'Save'

ENERGY CONTROLS
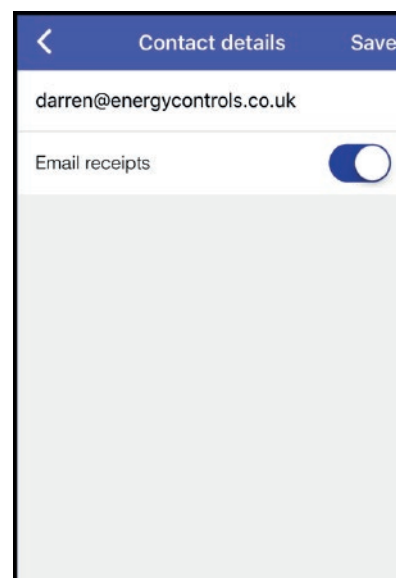
Step 13
Edit your details

Under 'Password'
tap right-side arrow

next to 'Change
 password'

Edit your details

Name

Darren James Putt >

Contact details

07743403265
SMS receipts On >

darren@energycontrols.co.uk
Email receipts Off >

Password

Change password >

Step 14
Edit your details

Type 'Current password'

Tap 'Done'

Tap 'New password' &
repeat in 'Confirm new
password'

Tap 'Save' at the top of
the screen

Password Save

The password must consist of at least 1
uppercase character, 1 lowercase
character, 1 number and no special
characters, and be between 10 & 40
characters

Current password Show

New password Show

Confirm new password Show

ENERGY CONTROLS

Store Locator

Step 1
Store locator

Tap 'Store locator' icon
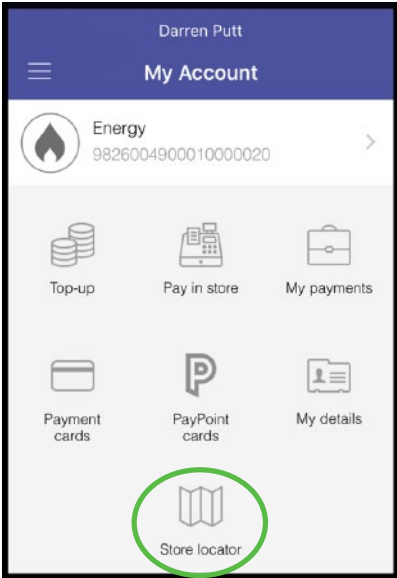
Step 2
Store locator

This opens a website called 'paypoint.com'

At the top of the page in 'Enter postcode', type in your postcode & tap the spyglass button on the right-side
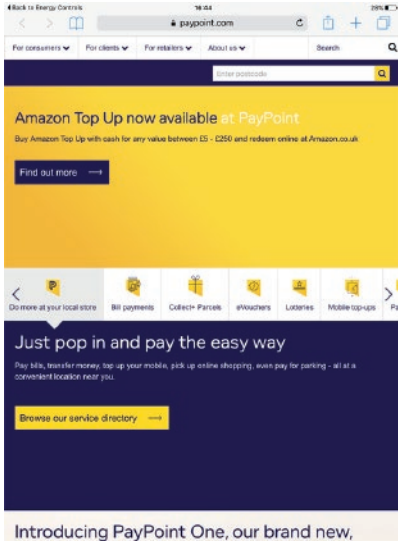
Step 3
Retail payments & services

This will retrieve all your nearest stores within a mile of your postcode & will show their locations on a map marked by 'P'
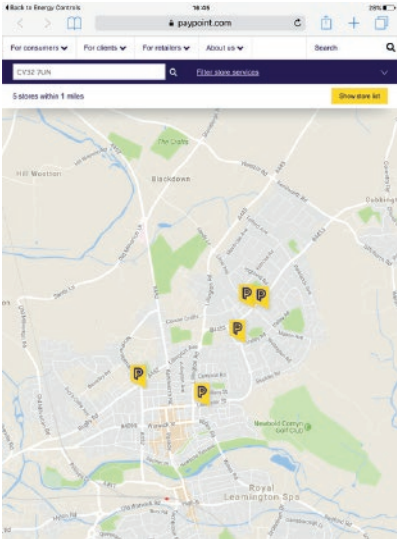
Step 4
Retail payments & services

If you tap on any 'P' it will show the address & opening hours of the store at the bottom of the screen

Tap 'x' on the right-side to close the store details
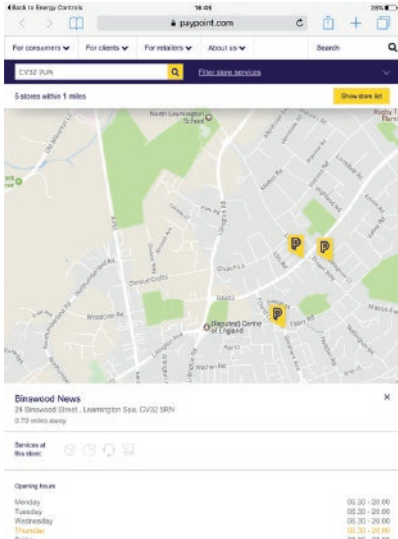
ENERGY CONTROLS

Logout

Step 1
Logout

Tap top left menu icon
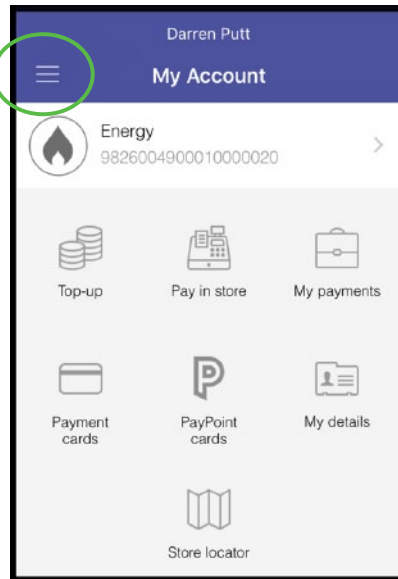
Step 2
Logout

Tap 'Logout'
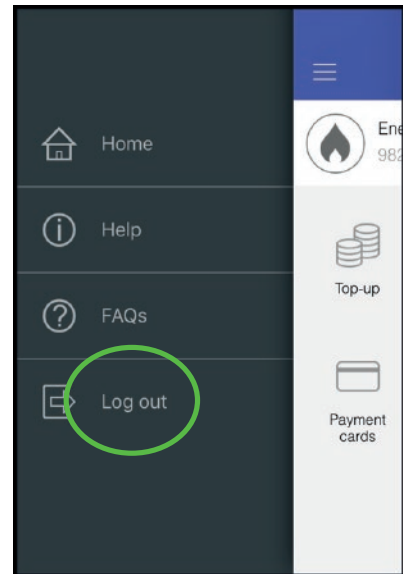
ENERGY CONTROLS

Troubleshooting

How do I find & download the Energy Controls payment app?

The App is free and can be downloaded from the App Store and GOOGLE Play – just search for 'Energy Controls' or 'Smart Prepay'.

Do I have to register?

No, you don't need to register you can use this service as a guest. However, if you do register you will be able to view a history of your top-up payments and store a payment card to save time in the future.

I've forgotten my password

Select the 'Forgotten password' option on the app login screen. Provide us with your email address and we'll walk you through the simple steps to reset your password.

I've deleted my activation code

If you do not have the activation code you were sent during registration, you will have to start the registration again.

How do I add a new PayPoint card?

Once you have logged in select the PayPoint card icon. You can either scan the barcode on the PayPoint card that you want to add, or press the Add PayPoint card button at the bottom of the screen.

How do I find my PayPoint Account number if I don't have a PayPoint card?

The PayPoint account number will be given to you by your landlord, it has 19 digits and starts 9826.

How do I add a new debit or credit payment card?

Once you have logged in select the Payment cards icon and press the + in the top right corner. You will need to provide your card type, card number, expiry date, the name on your card, card security code and add a nickname for the card – this will make it easy for you to identify next time.

Can I pay using a card I haven't saved?

Yes you can. Go to the 'Top-up' option and when you've selected the account you want to make a payment for, select the option to use another card.

ENERGY CONTROLS

Do I have to pay to receive receipts by Text or email?

No. There are no charges for receiving your receipt either by text message or email.
NOTE: If you save your receipt the 20 digit code can be used to enter credit at the meter if there is a problem with the system.

How do I turn off the SMS or email receipts?

Once logged in go to the 'My details' area of the app. There you will be able to switch off either of these. If you decide you want to receive them again, you can use the switch to turn them on again.

How Will My Data Be Used?

Your personal is used ONLY for the purpose of sending prepaid credits to your meter. We DO NOT use your details for marketing purposes.

Who do I contact if I have a problem?

Your first point of contact is always your Landlord or Property Manager. If they cannot resolve your problem they will contact Energy Controls for assistance.

How much credit can I add in a single payment?

When using the app there is a minimum payment amount of £20, and a maximum amount of £99 for each payment.