How to Use EVoke EV Chargers

A quick-start guide to finding a charger, paying, and charging your EV with the EVoke mobile app.

What You'll Need

- A smartphone (iPhone or Android)
- The EVoke app, available on the Apple App Store and Google Play
- A credit or debit card for payment
- Your EV and its charging cable (if the charger doesn't have a tethered one)

Part 1: One-Time Setup

Step 1: Download the EVoke app

Search for **EVoke EV Charging** in the Apple App Store or Google Play and install it.

Step 2: Create your account

Open the app and sign up for a new account.

Step 3: Add a payment method

1. Tap **Profile**.
2. Tap **Payment Methods**.
3. Tap **Add Payment Methods**.
4. Enter your payment card information.
5. Tap **Add Payment**.

Once your card is saved, you're ready to charge.

Part 2: Find a Charger

Step 4: Search the map or by location

Use the in-app map to see nearby charging stations, or search for a specific location or address.

Step 5: Check availability and pricing

Before you drive over, tap a station to see whether chargers are available and what the pricing is.

Part 3: Start a Charging Session

1. Park at the charger and tap **Charge Now** in the app.
2. Allow the app to access your camera when prompted.
3. **Scan the QR code** on the charger. If the code won't scan, you can enter it manually instead.
4. **Plug in your EV** and charging begins.

Part 4: While You Charge and After

Step 6: Watch for notifications

The app sends dynamic charging notifications so you can keep track of your session without standing at the charger.

Step 7: Review your charging history

Open your charging history in the app to see past sessions.

Step 8: Get help

If something goes wrong, tap the help option in the app, or email **support@evokesystems.com**.

Quick Troubleshooting

- **QR code won't scan:** enter the code manually in the app. Also check that camera access is allowed in your phone settings.
- **Can't start a session:** confirm a payment method is saved under Profile > Payment Methods.
- **Charger not available:** check the station's availability in the app and try another charger or nearby station.
- **Still stuck:** tap the in-app help or contact support@evokesystems.com.

Note: The troubleshooting tips above are general suggestions rather than official EVoke instructions. App screens and wording may differ slightly between app versions.