



EV En Route Driver Onboarding - with DriverDash

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1. Introduction

This document describes the steps a driver must take to start en route EV-charging.

1.1. About Electric Vehicle (EV) Charging

En route electric vehicle charging happens on roadsides, at retail locations, at designated charging facilities, and more.

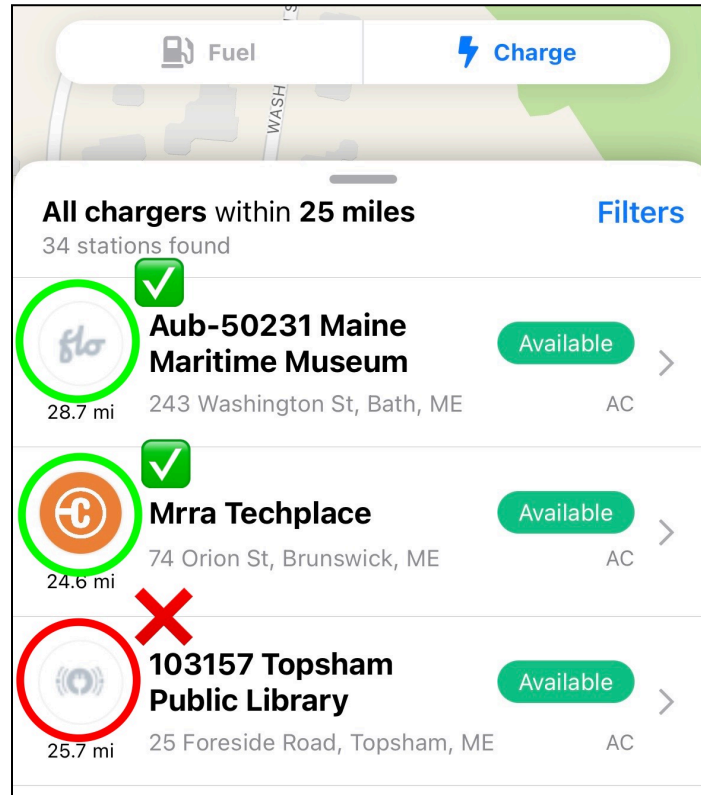
It takes approximately 30 minutes to recharge a vehicle depending on the make and model. En route chargers also require drivers to verify their identity via a unique RFID or mobile app in order to charge.

In this guide, drivers will find all the information required to start charging an electric vehicle en route with an EV-enabled WEX fleet card.

1.2. Finding Chargers in the WEX Network

Drivers can charge vehicles en route at **ChargePoint** and **Flo** charging stations. These stations can be located using the DriverDash or WEX Connect apps.

Please visit the correct CPO (Charge Point Operator) by their log:



1.3. Setting up WEX Connect for Fleet Charging

WEX Connect is a free app open to all users with no account required. Use WEX Connect to find charging stations and more.

- Tap the app from the home screen
- Tap “More”
- Tap “Fleet codes”
- Enter fleet code: WEXEV
- Tap “Charge” to find chargers in the WEX network

2. After Receiving a Fleet Card

Once the driver has been equipped with an EV-enabled fleet card (plus RFID and/or DriverDash set up where applicable), the driver can begin charging their electric vehicle at any en route charging stations within the WEX network.

3. The DriverDash App

The DriverDash app will be used by some fleets to enhance the vehicle refueling experience for both electric and gas-powered vehicles.

3.1. Downloading the DriverDash App

If the driver receives an email instructing them to download the free DriverDash app, the driver should do so on the mobile device approved for company use as soon as possible. **The link will only work for 24 hours after the email has been received.** If the link expires, ask the fleet manager to resend.

DriverDash is available on both the App Store for Apple devices and Google Play for Android devices.

Drivers who are prompted to download the DriverDash app in addition to OR instead of an RFID. DriverDash allows drivers to start and/or stop charging sessions remotely from their device, while a driver's RFID must be physically present at the charging station to initiate vehicle charging.

3.1.1 Setting Up DriverDash as a **New or Existing CLASSIC User**

1. The driver should request their WEX Online Driver ID from the Fleet Manager
2. Ensure that the driver has the most recent version of the DriverDash app
3. Open the DriverDash app
4. Do not log in. Tap "Don't have a username or password?"
5. Enter the mobile phone number the Fleet Manager used to set up the driver's account
6. Tap "Next"
7. Enter the code sent to the driver via text
8. Continue with the DriverDash onboarding outlined below depending on if the driver is a new or existing DriverDash user

3.1.2 Setting Up DriverDash as an Existing User

1. Ensure that the driver's mobile device has the most recent version of the DriverDash app
2. Tap "Next"
3. Enter the email address associated with the driver's account
4. Tap "Next"
5. Check the driver's email for the link to reset the password
6. Enter the driver's username and password
7. Tap "Log in"
8. Tap to choose preferred method of authentication
9. Enter phone mobile number
10. Tap to confirm
11. Enter the code
12. Tap "Verify"
13. Continue to onboarding section 3.5 "Adding a Fuel Card in DriverDash"

3.1.3 Setting Up DriverDash as a New User

1. Drivers will receive email prompting DriverDash download in their company email address. Driver should open this email in the company mobile device
2. Driver should download the DriverDash app if they have not already done so
 - a. DriverDash is available on both the App Store and Google Play
3. From email, tap unique link to begin using DriverDash
 - a. Do not forward email to other drivers
 - b. Link only valid for 24 hours after email delivery. If 24 hours have passed, please request a new email from the Fleet Manager
4. Enter a custom Username
5. Tap "Next"
6. Create a secure password
7. Tap "Next"
8. Open the DriverDash app
9. Enter login credentials
10. Tap "Log in"
11. Tap to choose the driver's preferred authentication method
12. Enter the driver's mobile phone number
 - a. Ensure that the mobile device has service to receive a call or text
13. Enter the 6-digit security code. **For security purposes, never share this code with anyone.**
14. Tap "Verify"
15. Tap "Continue"

16. Tap “OK”
17. Tap “Allow”
18. Tap “Setup rewards”
19. Continue to section: Adding a Fuel Card in DriverDash

3.2 Adding a Fuel Card in DriverDash

1. Open the DriverDash app
2. Tap “Add Card”
3. Tap “Enter manually”
4. Enter 18-digit card number as shown in the app

3.3 Locating WEX-accepting Charging Sites in DriverDash

1. Open the DriverDash app
 - a. Confirm that an EV-enabled fleet card is set up in the account to unlock full app functionality
2. Tap “Find Stations” on the bottom of the screen
3. To find EV chargers, tap “Charge” on the top of the screen
4. Choose from ChargePoint or Flo chargers

3.4 Starting a Charging Session in DriverDash

1. Open the DriverDash app and log in
2. Tap “Activate station”
3. Tap to choose a charging station
4. Input vehicle odometer reading
5. Input vehicle ID
6. When prompted in the app, plug the connector into the vehicle to start charging. DriverDash screen will change when the vehicle is charging successfully
7. Allow the vehicle to charge as needed
 - a. The DriverDash app may be closed while a vehicle is charging without causing any interruptions to charging. Reopen the app and tap “Vehicle is charging...” to return to the charging screen
8. When ready to disconnect, tap “Finish charging” in the DriverDash app, or disconnect the charger and return it to the charging station dock
 - a. Charger will continue to be active until the connector has been disconnected from the vehicle
9. After each charging session is complete, the driver will receive a digital receipt. This receipt will be stored in the DriverDash app. The Fleet Manager will be able to review these receipts in WEX Online within a few minutes of charging session completion