

Get Started with SWTCH

It's easy as 1-2-3

1. Download SWTCH app
2. Create account & verify e-mail
3. Follow on-screen instructions



Pro Tips

- There's no 'i' in SWTCH! Make sure the app you're downloading matches SWTCH's logo.
- Don't see the e-mail verification in your inbox? Be sure to check your spam folder.
- No cellular reception underground? Request a SWTCH Charge Card so you can simply tap and go.



Need Support?

1-844-798-2438

support@swtchenergy.com

Frequently Asked Questions

1. How do I create a SWITCH account?

Download the SWITCH mobile app on Google Play (Android) or the App Store (iOS). Alternatively, you may register by going to charge.swtchenergy.com on a web browser.

2. What is a charger ID and how do I locate it?

Every SWITCH charger has a unique ID indicated on the front face of the physical machine. It should be 4-6 characters long (e.g., SH45).

3. How do I request a SWITCH Charge Card / RFID?

Open the SWITCH mobile app and press 'Request Charge Card' in the drop-down menu at the top right. If you're using charge.swtchenergy.com, press the menu > Settings > Request charge card.

4. How do payments work?

SWTCH operates on a wallet system where minimum \$10 is added upon your first charging transaction. If your wallet balance falls below zero, \$10 will be auto-added.

5. How much does it cost to charge?

Hourly usage rates vary by location. You can find out the price of a specific charger by searching by charger ID on the mobile or web app.

6. Why won't my car start charging?

Check to make sure the charging cable is securely connected to your vehicle, and make sure your charging schedule is disabled.

7. How do I reach SWITCH customer support?

Call us! We're available 24/7 at 1-844-798-2438. We're also available at support@swtchenergy.com