Selfcharge

Sheldon School
BE KIND | BE BRAVE | BE THE BEST YOU

UNITY and LOYALTY

EV Charging User Guide

Introduction

Six chargers are installed on the north-west wall of Sheldon Sports Hall and are available for use.

How to Charge

Drivers can charge at the site in three ways:

1. **Tap Electric App**
    - Find chargers, start/stop sessions, view session history and receive receipts.
    - Pay via Pay-As-You-Go or a monthly plan using Apple Pay, Google Pay or card.
    - You can also charge using supported third-party apps, depending on compatibility.

2. **Tapkey (RFID)**
    - One-touch charging with a keyfob — no need to open the Tap app every time as this key is tied to your Tap Electric account.
    - TapKeys are optional and available for a small monthly cost through the app.
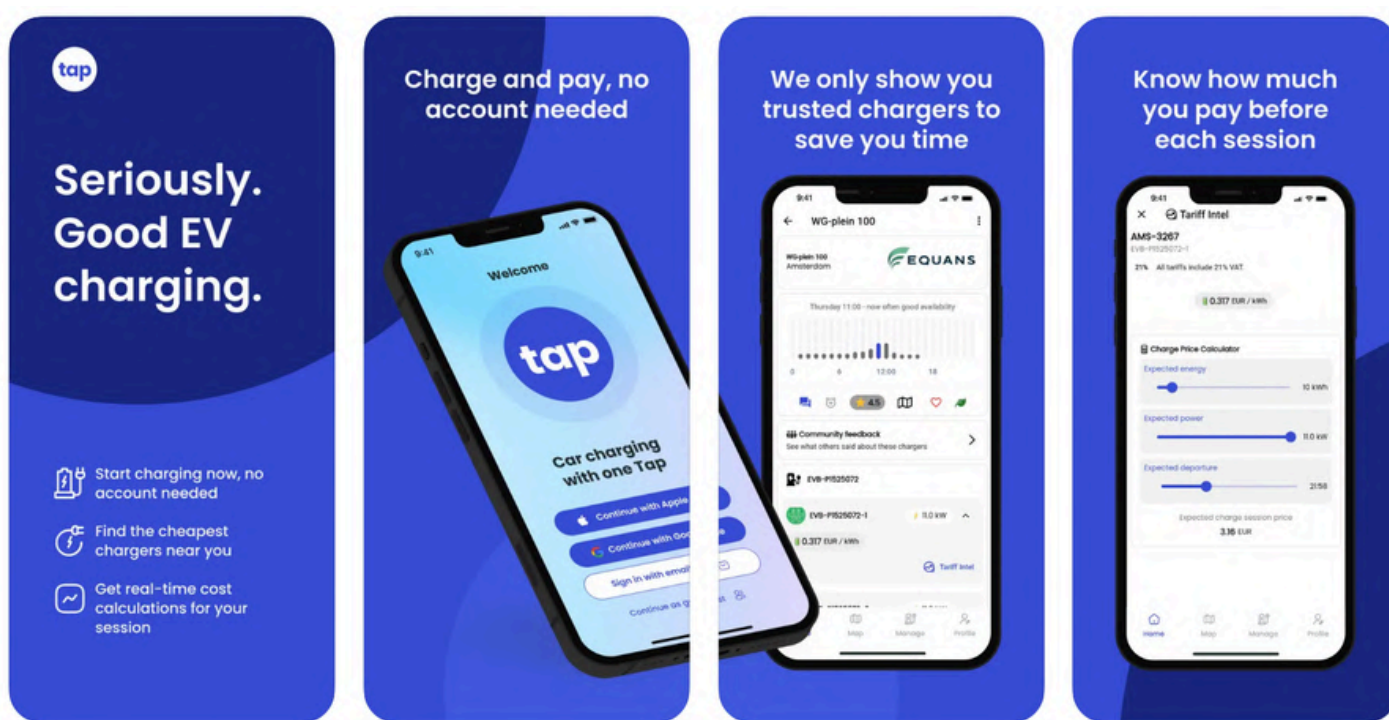
3. **Contactless Card Reader**
    - Hold your contactless bank card or device on the terminal to start charging.
    - No app or account needed — ideal for visitors or users without a smartphone.

Tip: For receipts, use the app or TapKey.

Getting Started with the Tap Electric app

➡ **1. Download the App**
Search for "Tap Electric" in the App Store (iOS) or Google Play (Android), or scan the QR code on the charger to download directly.

➡ **2. Create an Account**
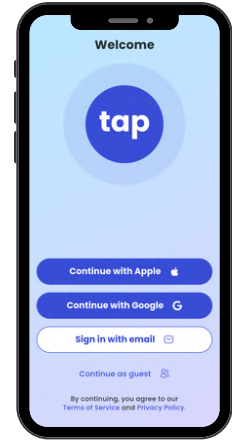Sign in using Apple, Google, or Email.
(A Guest Mode is available if you prefer not to create an account.)

➡ **3. Find the Chargers**
Enable Bluetooth and location services. The app will show available chargers on the interactive map.

You can also locate chargers manually in the app by tapping 'Find a charger' or 'Scan a charger' and scanning the QR code.

How to Charge via the App

➡ 1. Plug In

Connect the cable to your car and the charger.

➡ 2. Select Your Charger

In the app, chargers at the site are listed as Charger 1–6, each with one socket.

➡ 3. Start Charging

Tap "Charge here". You can:

- View pricing
- Set an auto-stop limit (time/cost/kWh)
- Select your payment method

➡ 4. Begin Session

Tap "Charge" to start.

➡ 5. Stop Charging

Tap "Stop" to pause or end your session.

> **Need help?** *Read the Driver Quick Start Guide here:*
> *https://docs.tapelectric.app/en/articles/11401819-driver-quick-start-guide*

Other Ways To Charge

Tapkey (RFID)

- Plug in and hold your TapKey on the charger's RFID scanner.
- TapKeys are available via a small monthly subscription (£2) — you can purchase a Tapkey in the Profile section of the app.
- To stop, hold your TapKey to the charger and unplug your car.

> **RFID** The **RFID scanner** is located below the LED light strip

Contactless Card Reader

- Plug in, select your charger on the terminal, and follow the on-screen instructions.
- Hold your contactless card or device to the terminal screen to start charging.
- A 10% transaction fee applies; session tracking or receipts are not available.
- To stop, return to the terminal, select your charger, end the session, and unplug.

Tip: App or TapKey users on a subscription plan pay lower or no transaction fees and have full session tracking.

Need help?

Full information about the Tap Electric platform is available here:

Top Electric Help Centre:

https://docs.tapelectric.app/

Drivers - Quick Start Guide:

https://docs.tapelectric.app/en/articles/11401819-driver-quick-start-guide

More FAQs:

https://docs.tapelectric.app/docs/faq-drivers

/// *For the exact location of the chargers, use What3Words (free app/website) and enter:* **///croutons.settle.saga**

Selfcharge

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Tap Electric

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0117 463 1827 (general enquiries)

0117 463 4752 (emergency hotline)

Selfcharge

Installers of high quality, safe and reliable EV charging solutions for homes and businesses.

- ✅ Specialist EV charge point installer
- ✅ OZEV-approved and NICEIC-registered
- ✅ Fully compliant with UK regulations
- ✅ High quality, visually-excellent work

Contact us for a free site visit and a fixed-price quotation:

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