



New Portal Guide for Customers



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Please Note that end user/customer support and account enquires are provided in the first instance by the provider, and they will contact Meter Macs for further technical support.

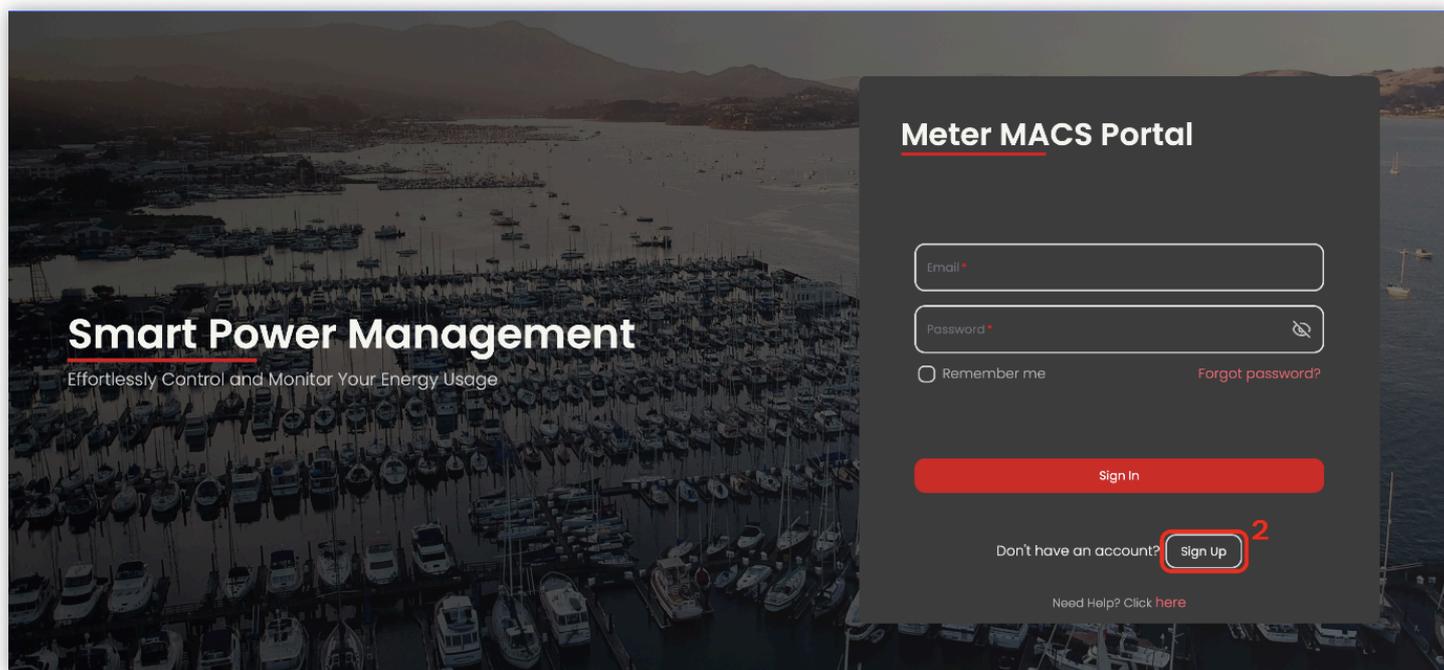
In some instances, customers will be directed to contact Meter Macs directly to resolve any potential issues that arise.

Welcome to the Meter - Macs customer portal guide.

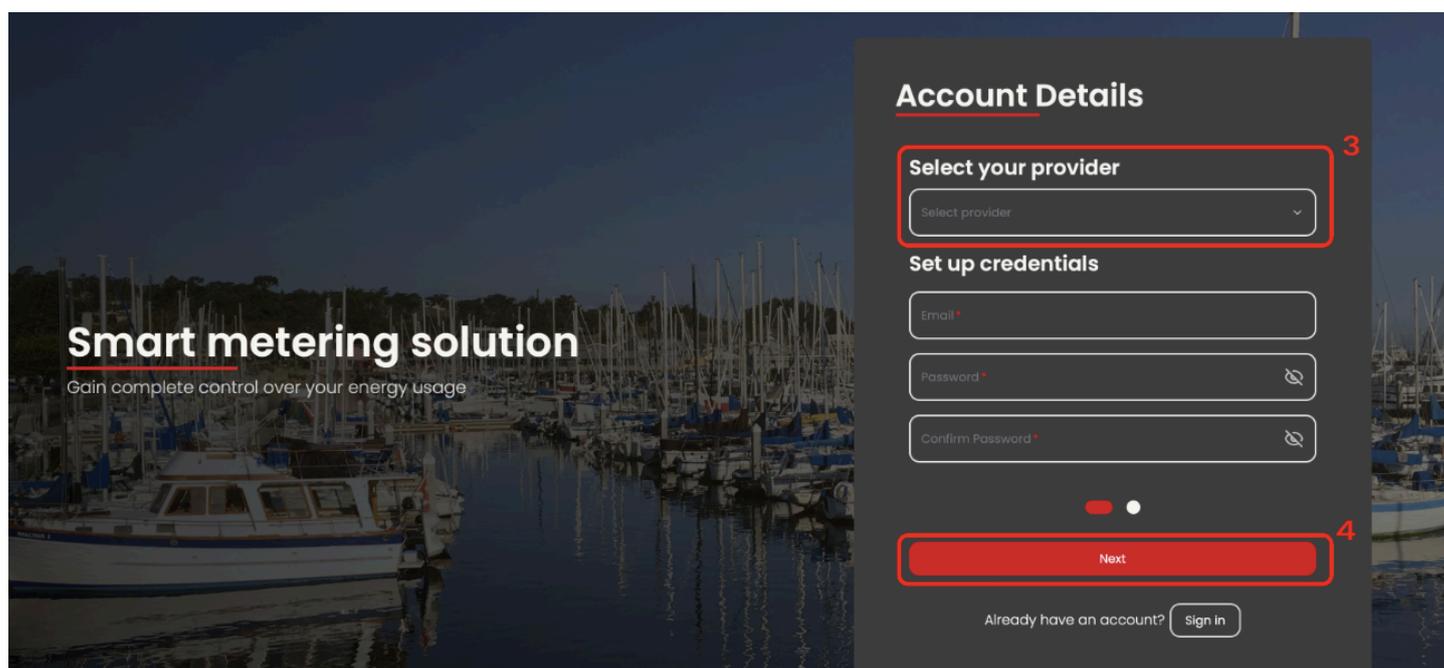
To introduce your customers to the system, please guide them to the Portal website.

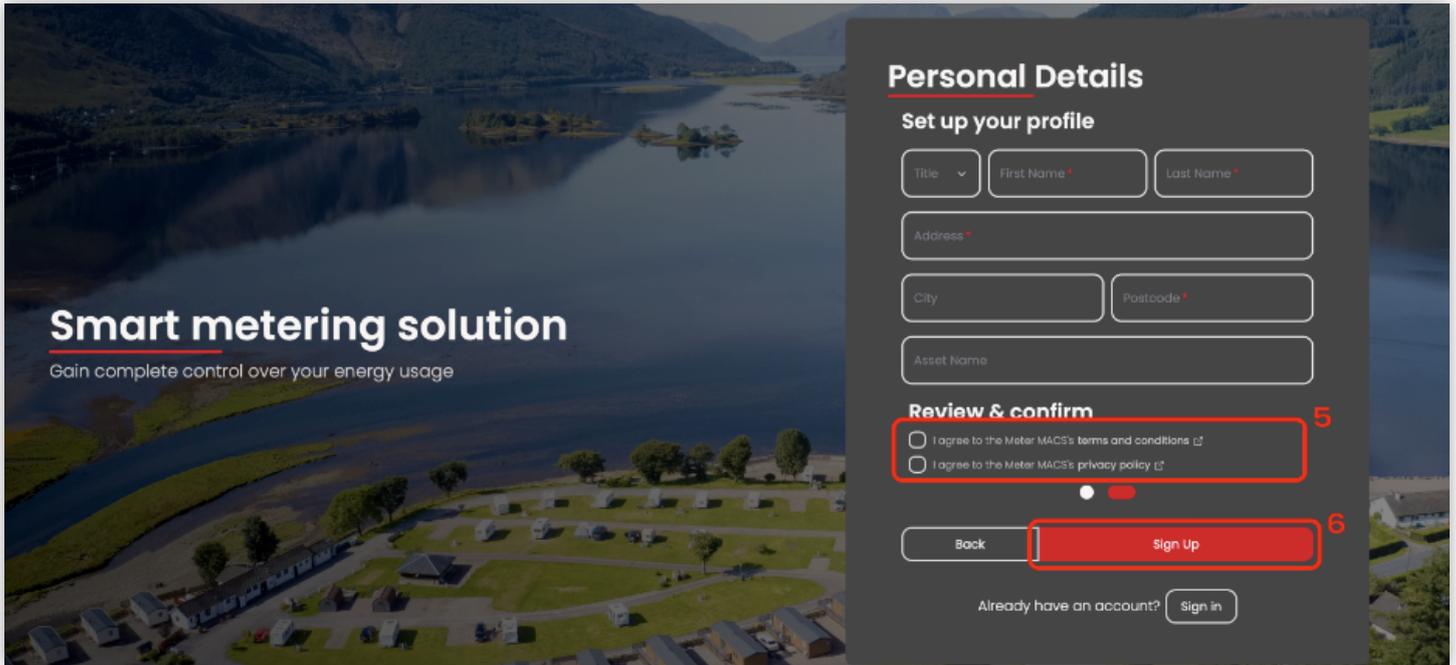
Registering an Account

1. Navigate to <https://portal.meter-macs.com/>
2. Click the Sign Up Button to register your new account.



3. On the next screen select your provider from the drop down list. Your provider is the site or organisation that manages the facilities.
4. Fill in the required details and click next.

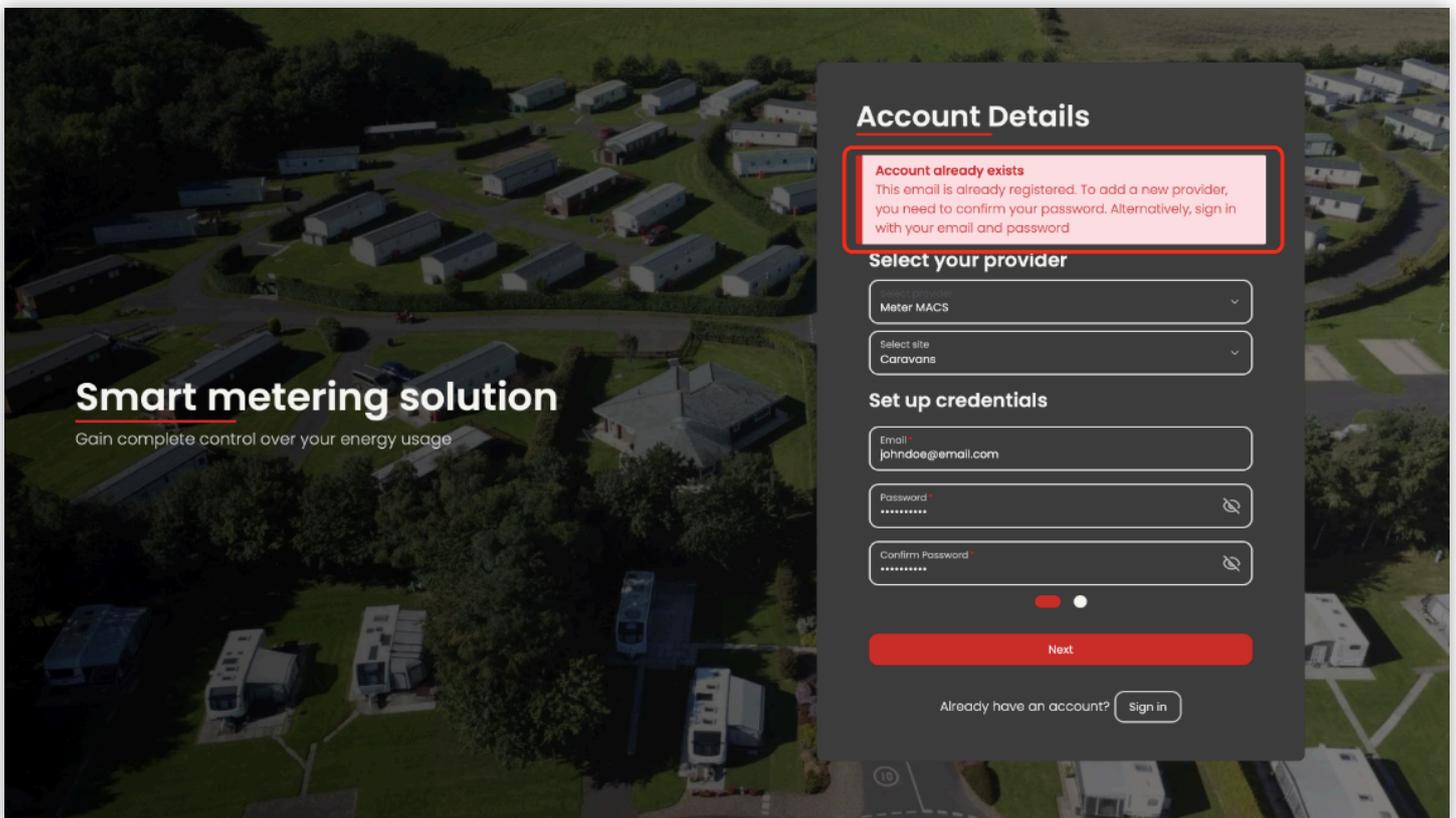




5. Fill in your personal details and tick the boxes to agree to the terms and conditions and privacy policy.

6. Click the red sign up button.

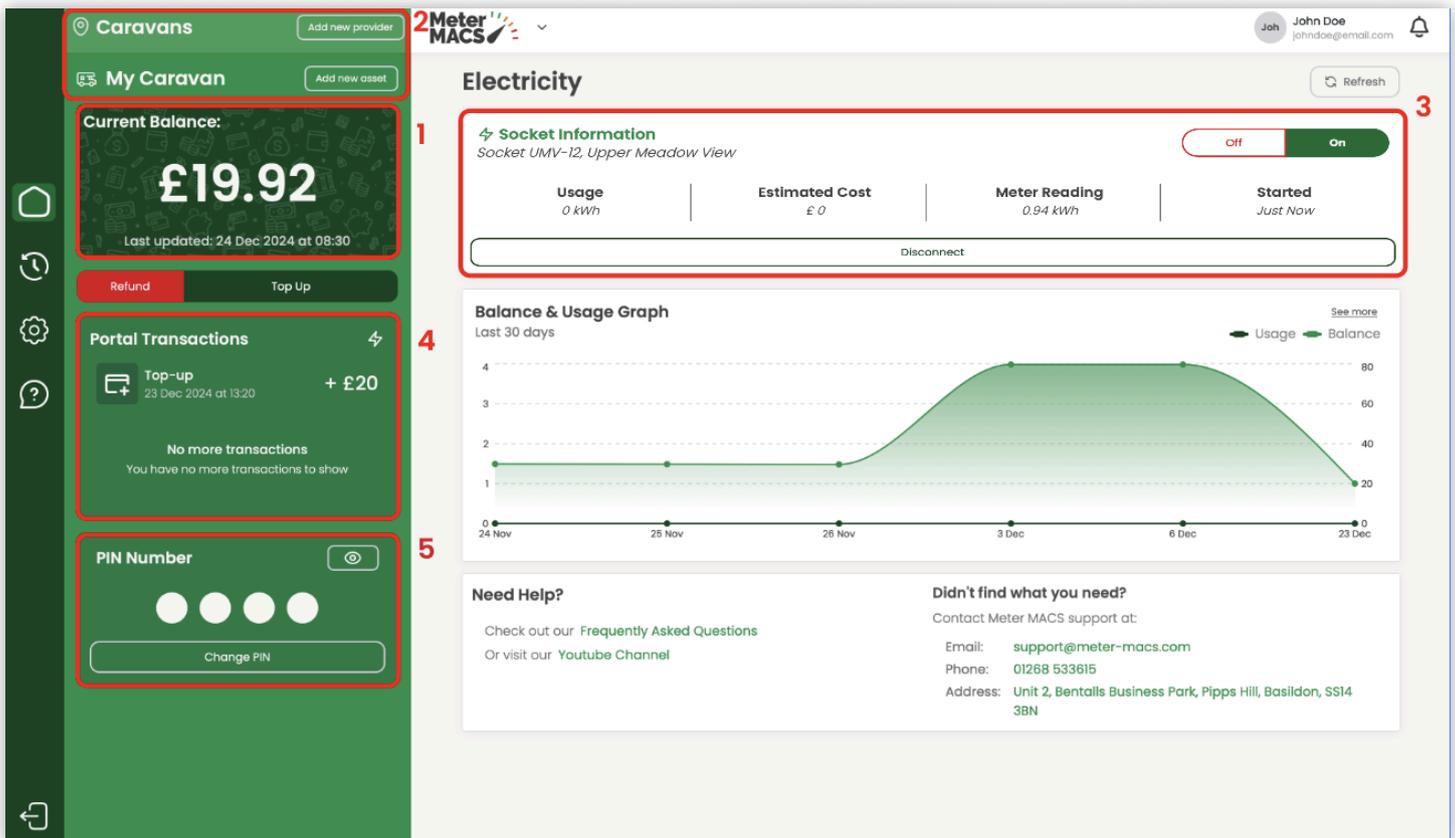
*If you have already registered a notice will appear (as below) to allow you to add another provider on the same login details.



Signing in and Dashboard

1. After completing registration you will receive an email to confirm your account set up and to verify your email address. This will automatically take you to the dashboard.

The new look dashboard will be the first page to load. This will give you an up to date snapshot of your account. Current sessions, recent transactions and usage data will be displayed in sections.



1. The current balance of the account is shown on the left of the screen.
2. Your current provider is displayed above, along with the button to add a new provider.
If you have multiple vehicles or vessels they can all be added and managed from a centralised login. This will allow you to have separate details for each vehicle and maintain an account balance for utility use.
3. The current session (for the selected asset) is displayed at the top centre of the screen along with the toggle button. The toggle will allow you to engage or stop the feed of electricity to the connected vehicle.
4. All your recent portal transactions will show here, this can include top-ups, transfers (for multiple utilities) and refunds.
5. If you use a pin number at the provider site you will be able to change it using the PIN section .

Marina or Caravan

The website will change its colour scheme based on the provider, green for caravan parks and blue for marinas.

The screenshot displays the Meter MACS interface for a Marina account. The current balance is £35.00, with Electricity at £20.00 and Water at £15.00. The interface includes a navigation sidebar, a central section for selecting utility services (Electricity and Water), a 'Power Up Your Socket' button, a 'Balance & Usage Graph' for the last 30 days, and a 'Need Help?' section with contact information for support.

Utility Service type

The utility service type is displayed on the central section. If you have an account with electricity and water, for example, you should see them both at the top, click the utility you wish to view the information for.

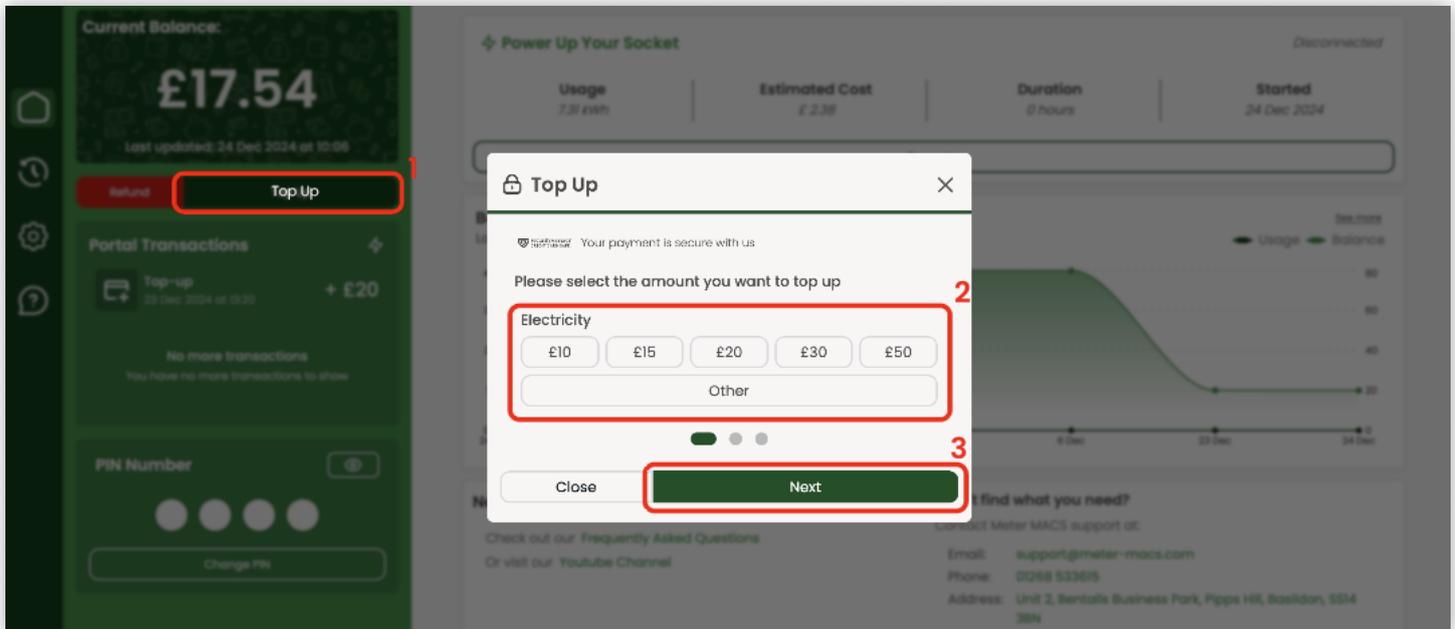
1. The active one will have the blue/green colour and it will be underlined. To switch, you just need to tap the utility you want to access. Currently the utility types are: Electricity, Water and Gas services.
2. A chart combining Balance and Usage gives a quick visualization of service type usage and balance over the last 30 days.
3. If you have multiple service types, your individual balances will be shown underneath the total balance.

Each utility type will have its own balance, if you're running out of electricity balance, the system will not use from the total balance. You can transfer money between utilities.

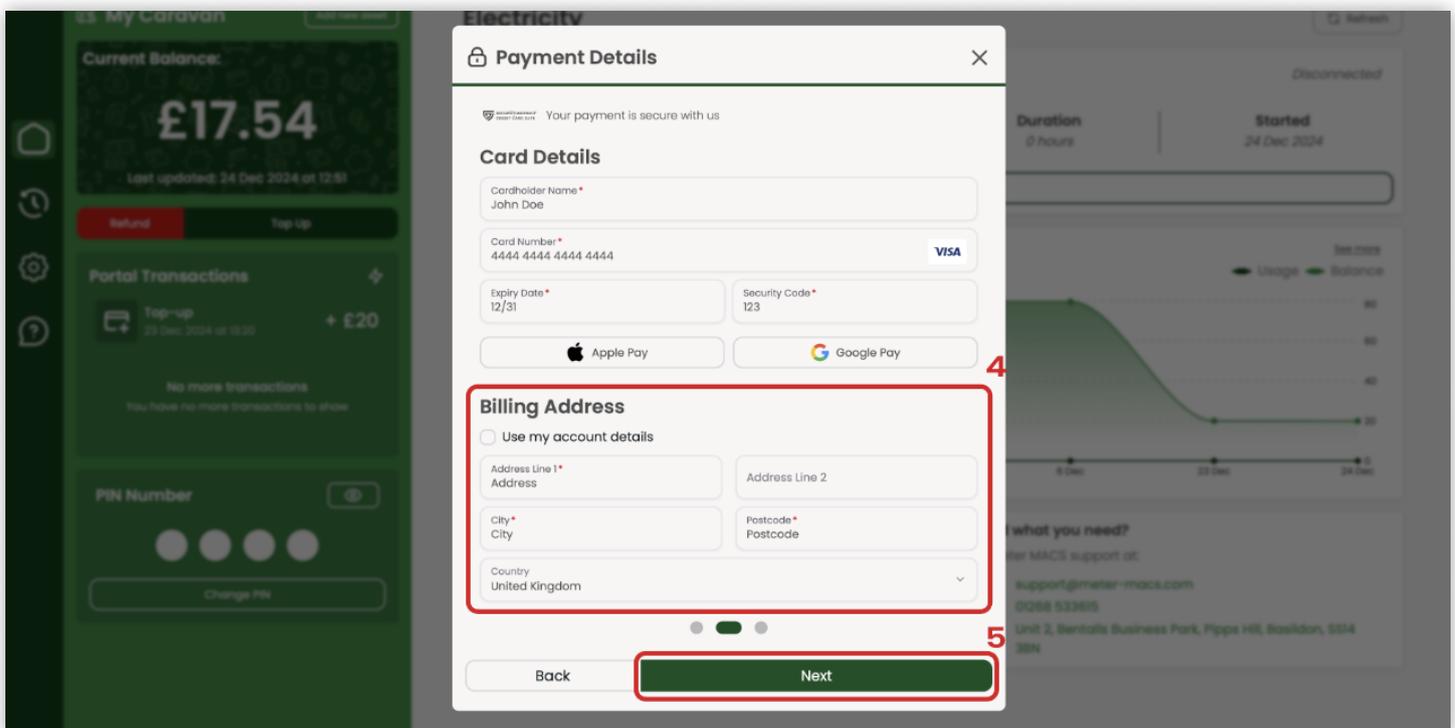
Top Up

Using a prepaid account, customers are able to load on credit for the provider they are currently logged in to

1. Click on the green (or blue if marina) Top Up button and a new popup window will appear



2. Select from the options the amount you wish to top up.
3. Click next to move to the payment details.



4. Fill in the billing details registered for the card you are paying with. Fields marked with an * are essential information.

- Click next and the system will send the details through the secure payment gateway for authorisation.

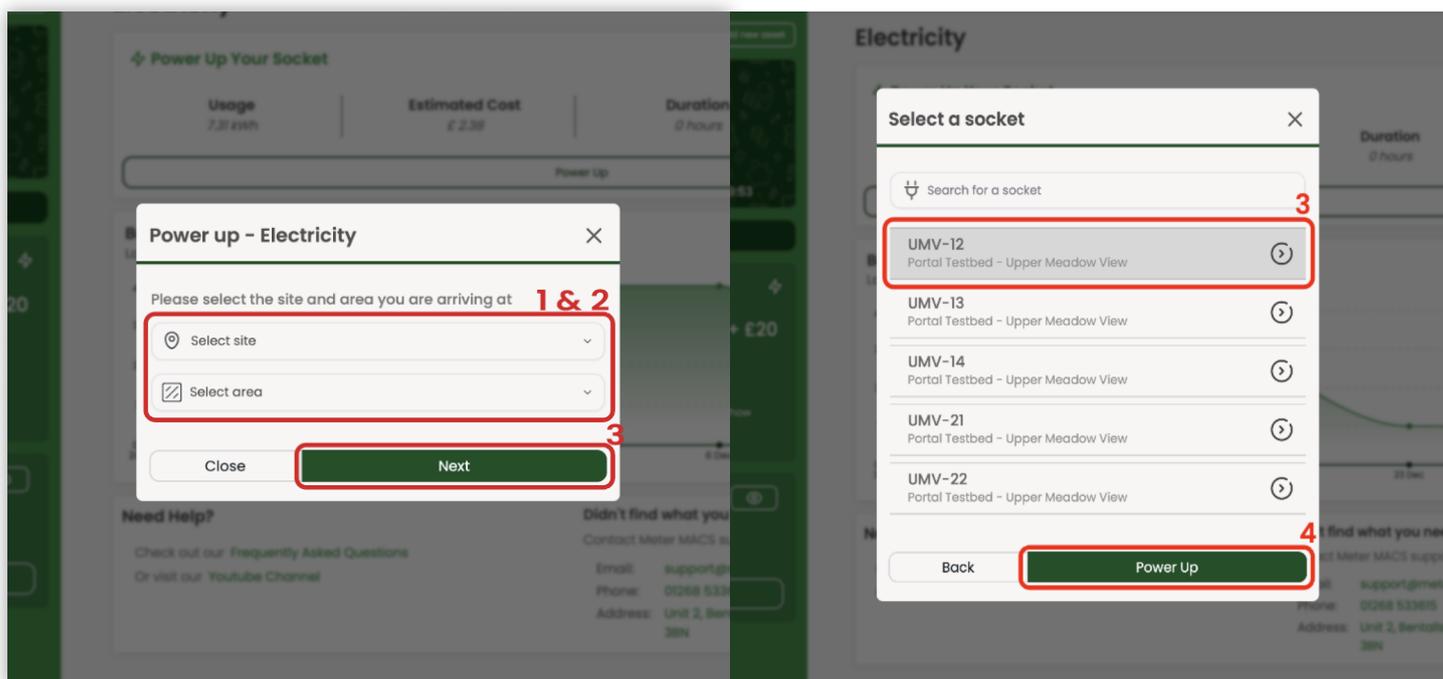
A progress bar will displayed on screen to notify you of the status of the payment processing.

Once complete a confirmation message will be displayed and you account balance will be automatically adjusted to reflect the top up amount.

Arrive

To begin vending services at your location, select Power up from the central section of the page.

- Use the drop down menu to select the site you are visiting from this provider.
- Use the second drop down to select the bollard you wish to connect to.



- After clicking next, a list of sockets available will show up. You can also search using the field above. Once ready, click on the socket you want. (Make sure it becomes highlighted).
- Click the green Power Up button.
- A loading popup window will appear while communicating with the socket. This might take between 10 to 30s, depending on the communication. Please wait patiently and do not unplug your vehicle / boat until you receive a confirmation.

An alert will pop up if a power socket has not been connected to the outlet.

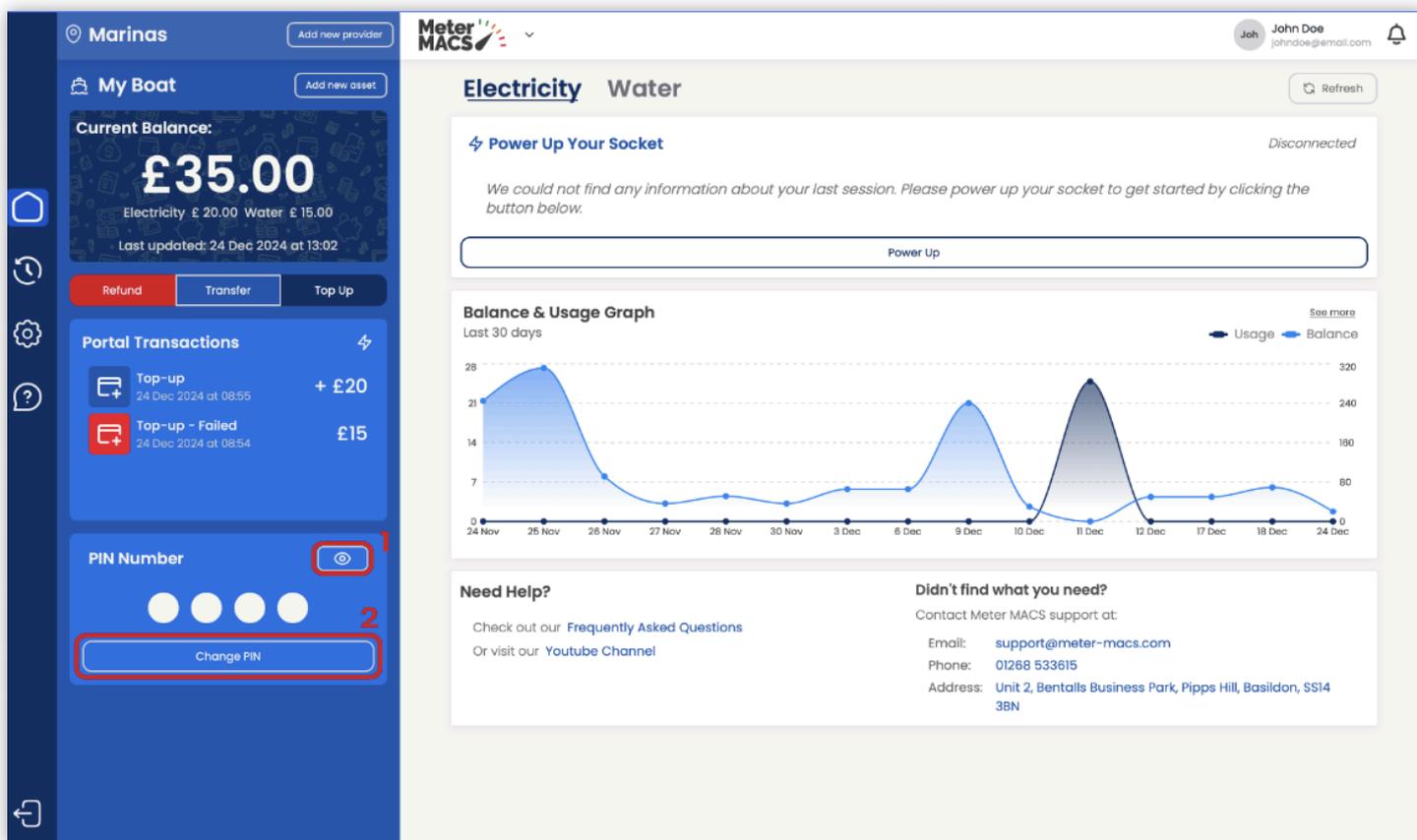
- The screen will update and display the status of the service and an additional toggle button (top right of the central area) to turn the service on or off.

This will arrive your account to the socket location and provide you with the utility required. If this is electricity and you need to remove your account from the socket, simply unplug your power cable; this will tell the system to vacate your account and stop any further usage charging.

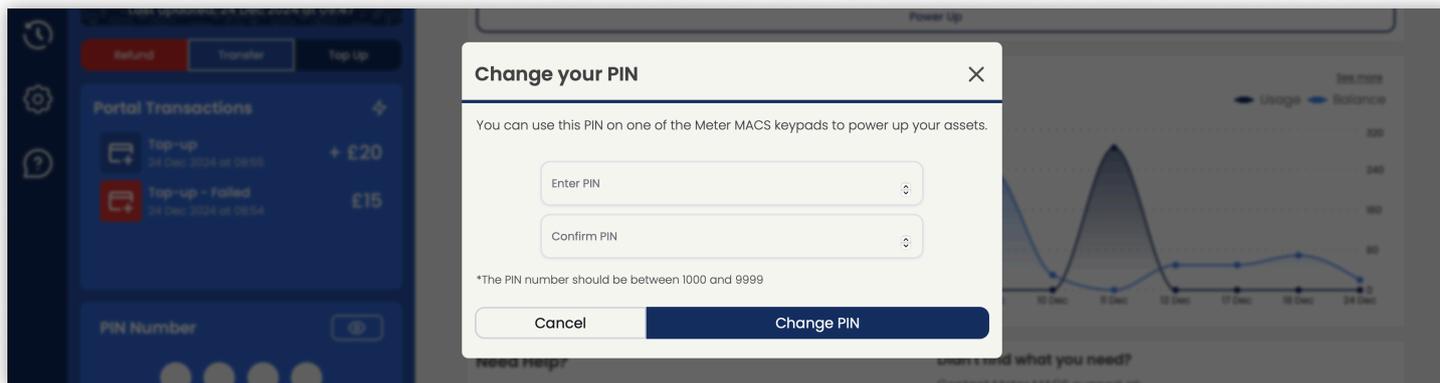
Pin Number

Pin numbers are required for provider sites with keypad entry.

This section will show a system generated pin number.



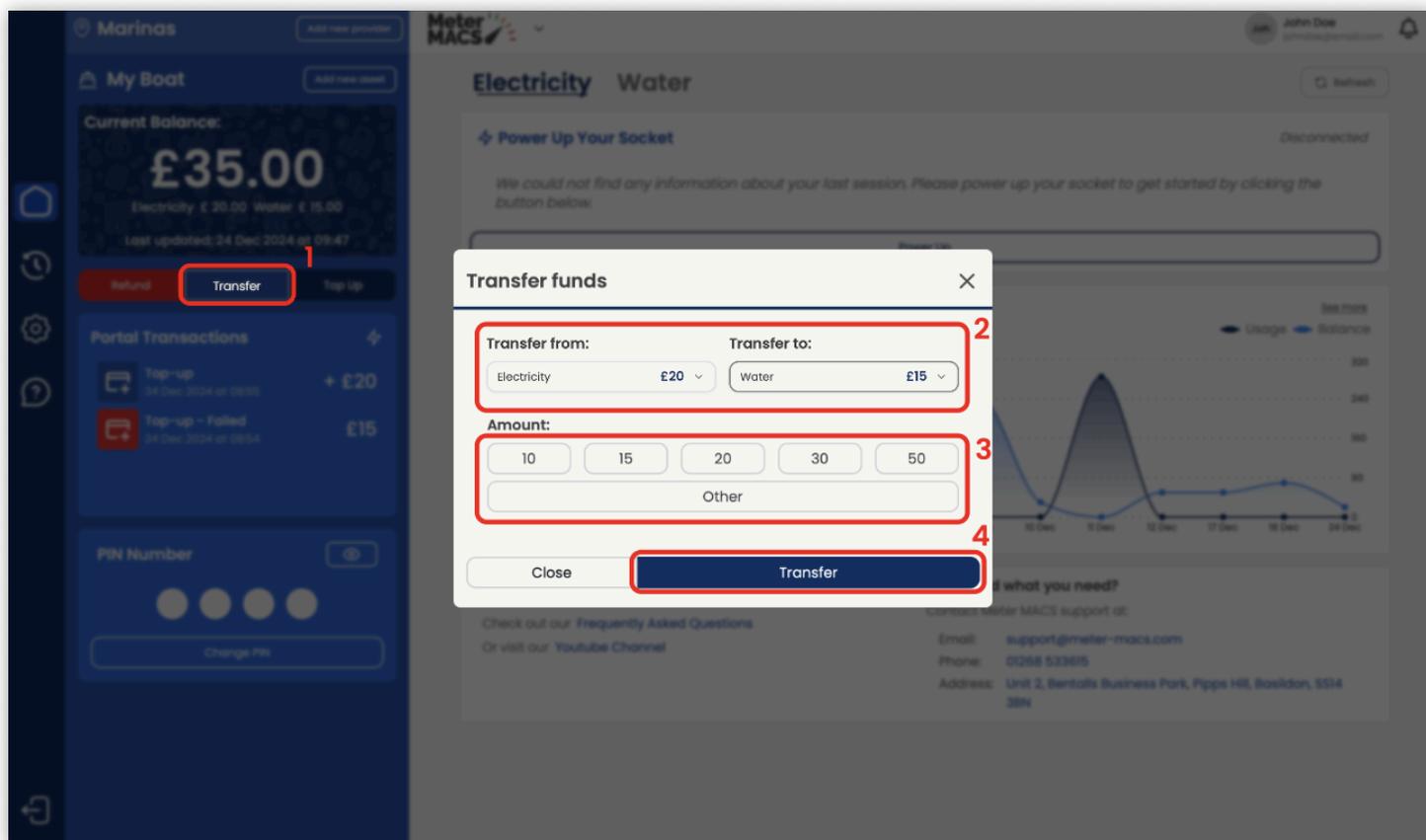
- To view the pin click the eye icon, and again to cover the pin.
- Clicking the Change Pin button will open a popup window where you can enter your new pin.



Transfer between utilities

Using a prepaid account, customers are able to load on credit for the provider they are currently logged in to

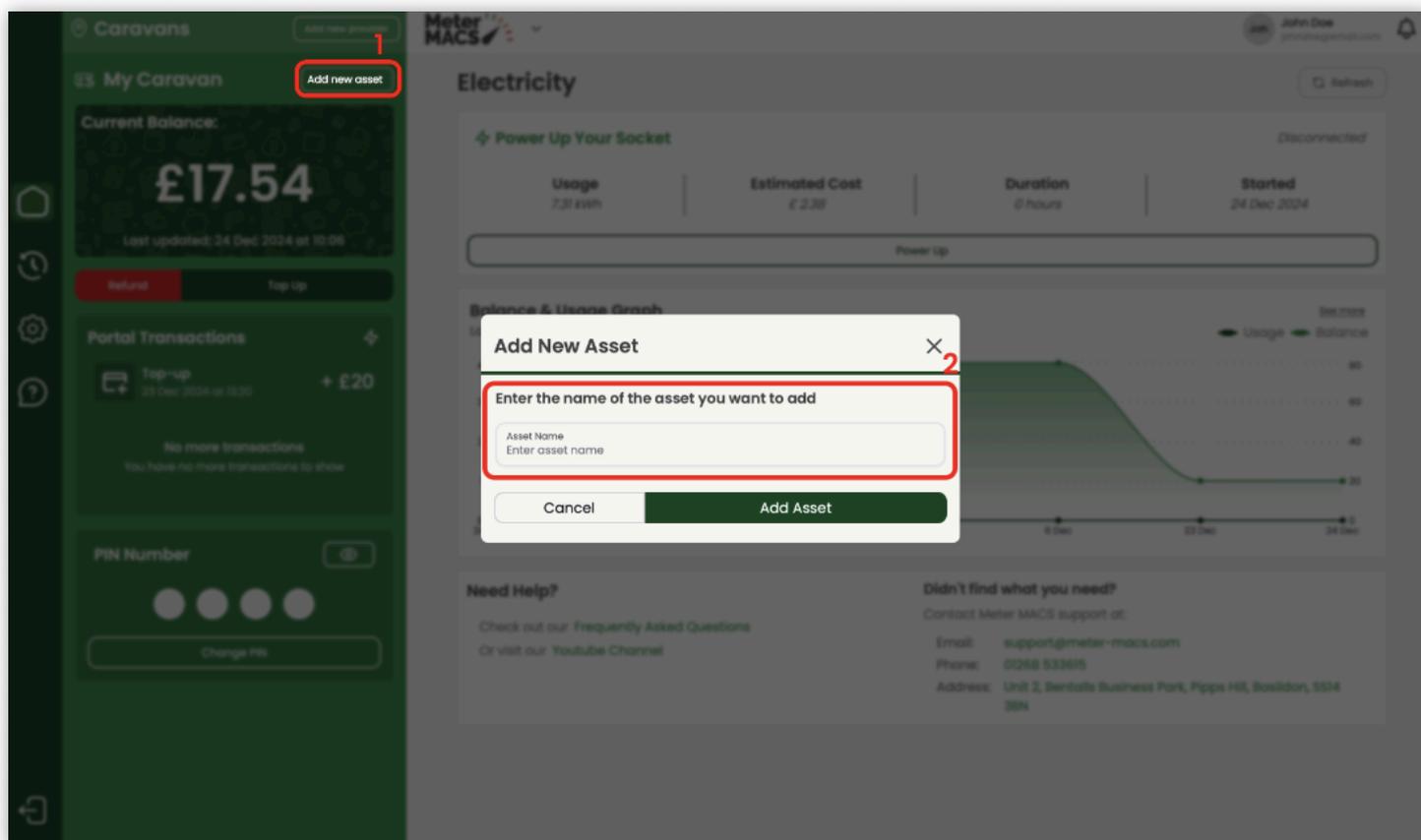
1. Click on the Transfer button and a new popup window will appear.



2. Select which service you wish to transfer funds from and to, for example, Electricity to Water. When you select an utility, the current funds for that utility will show on the right.
3. Select the amount you want to transfer over. You can only transfer an amount below your current total for that utility, use the above to make sure you've got enough funds.
4. Click the transfer button. A loading popup window will appear while the system processes the transfer.
5. Once complete, you will receive a confirmation of success.

Adding Asset

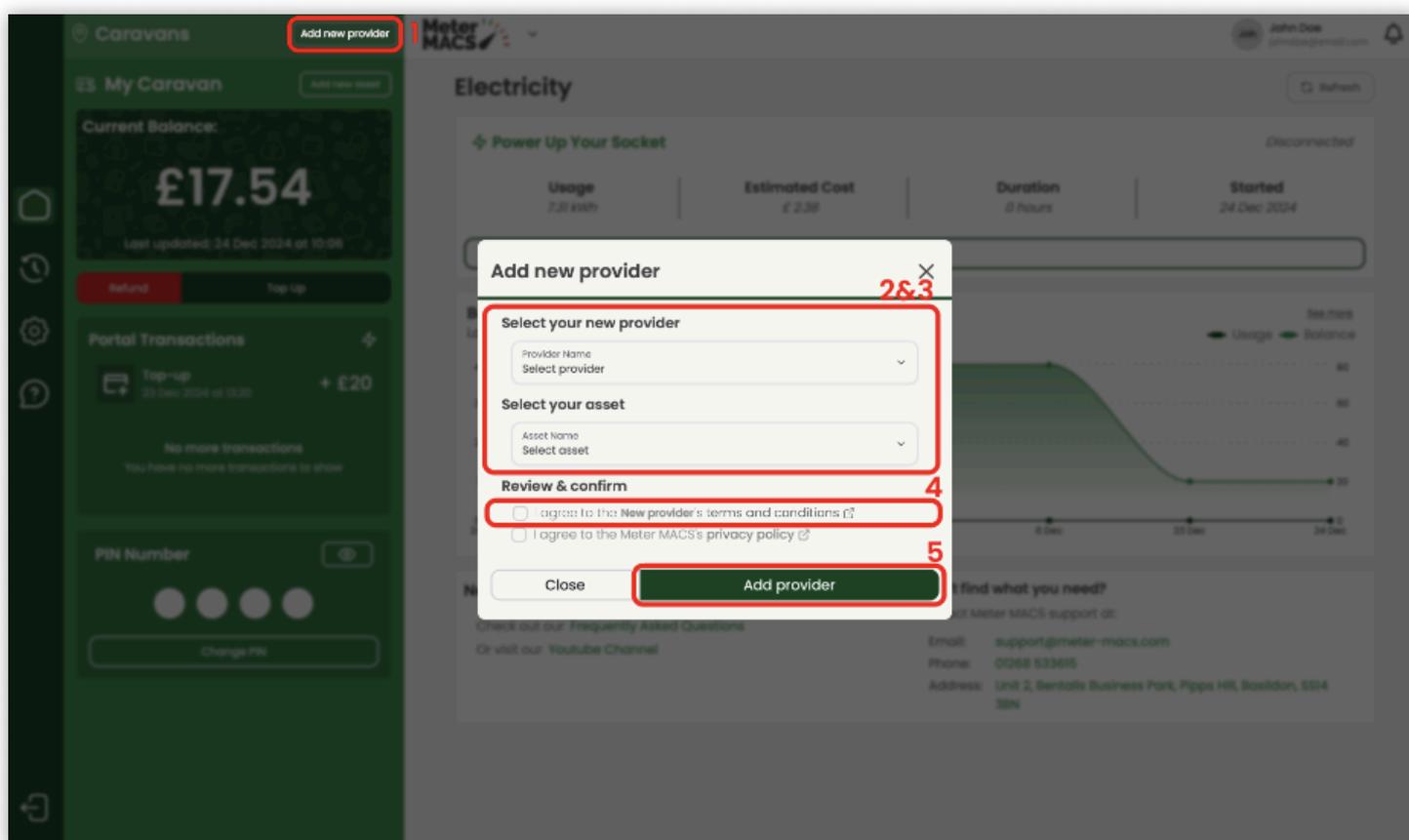
After completing registration and logging into your account, you can add additional assets. If for example you have multiple vessels at multiple locations with the same provider, you can add the assets to your account and have a separate section of the portal for that particular vessel.



1. Clicking the add assets button a pop up window will appear allowing the addition of assets.
2. Type in the name of the assets.
3. Click the Add asset button.
4. Your new asset will be added and you will be asked if you wish to switch to the new asset dashboard page.

Adding Provider

After completing registration and logging into your account, you can add additional providers. If, for example, you have multiple sites you visit, you will need an account for that provider. To add a new provider you can either register using the same email, and confirming your password, or by pressing the Add new provider button.



1. Click the Add new provider button at the top left of the page.
2. From the dropdown list, select the provider you want to add.
3. If, for example, you have one caravan that you travel around sites and you named it, you can use the same name by selecting from the dropdown. You can also add a new asset by selecting the "Add new asset" option, or you can leave it as it is.
4. Each provider has its own terms and conditions, so you will need to agree to the terms for each provider. Clicking the "terms and conditions" link will load a page for you to be able to read them.
5. Click the add provider button. A loading popup screen will appear while the system processes your request. After it's done you will be popped up with a confirmation screen. You can immediately switch to the new provider by clicking the button, or just close the popup. This will keep you under the same page.

Statement

To get to this page, just press on the second icon in the main navigation bar on the left. You will be presented with a table showcasing all your sessions, top-ups and refunds.

The screenshot displays the 'Statement' page in the Meter MACS application. The page features a search bar at the top left, a date range selector at the top right, and a table of transactions below. The table has columns for Type, Date, Total Usage, Estimated Cost / Amount, Balance, and Action. The first row of the table is highlighted with a red box and labeled '1'. The date range selector is highlighted with a red box and labeled '2'. The 'View Receipt' button in the first row is highlighted with a red box and labeled '3'.

Type	Date	Total Usage	Estimated Cost / Amount	Balance	Action
Session	24 Dec 2024 at 09:46 - 24 Dec 2024 at 09:32	7.31 kWh	£0	19.92	View Receipt
Session	23 Dec 2024 at 13:28 - 23 Dec 2024 at 13:34	0.25 kWh	£0	20	View Receipt
Refund (cash)	23 Dec 2024 at 13:27	-	- £59.61	20	-
Session	6 Dec 2024 at 16:13 - 6 Dec 2024 at 16:40	0 kWh	£0	78.81	View Receipt
Top-up	3 Dec 2024 at 14:43	-	£10	78.81	-
Top-up	3 Dec 2024 at 13:49	-	£10	69.61	-
Top-up	3 Dec 2024 at 13:38	-	£15	59.61	-
Top-up	3 Dec 2024 at 13:27	-	£15	44.61	-
Session	26 Nov 2024 at 16:21 - 26 Nov 2024 at 16:22	0 kWh	£0	29.61	View Receipt
Session	26 Nov 2024 at 16:13 - 26 Nov 2024 at 16:13	0 kWh	£0	29.61	View Receipt

1. You can use this field to search for a specific transaction or session.
2. By default, your statement will only show you the last 30 days. To change, just select the date range you would like to see and wait for the table to update.
3. Each row will give you information on a session or transaction. The view receipt button might not be available for you, depending on your provider.

Please note that the receipt button cannot be used as a VAT Receipt momentarily. We are currently working on improving this feature. Thank you for understanding!

Edit my profile details

To get to the edit account details page please click on the gear icon on the left navigation bar.

This page is divided into 3 sections, personal details, account information and notifications settings.

The screenshot shows the 'Edit my profile details' page in the Meter MACS interface. The page is divided into three main sections, each highlighted with a red box and a number:

- 1. Personal Information:** This section contains a form for updating personal details. It includes fields for Title (Mr), First Name (John), Last Name (Doe), Address, Address Line 2, Address Line 3, City, County, Country, Postcode, Telephone, and Mobile. An 'Edit Details' button is at the bottom.
- 2. Account Information:** This section is for editing account information. It includes a form for Email (johndoe@email.com), a Two-Factor Authentication toggle, and a dropdown for Asset (My Caravan). At the bottom are buttons for 'Close Account', 'Edit Account', and 'Change Password'.
- 3. Notification Settings:** This section allows users to manage their notification preferences. It has tabs for 'Email' and 'Portal'. Below, there are three notification types with toggle switches: 'Power Failure' (off), 'Low Balance' (on), and 'Socket Unplugged' (on). An 'Edit Settings' button is at the bottom.

1. Personal Information – as the name suggests, will have all your data such as title, name, address etc.

2. Account information – this is where you can find information in relation to the account and provider.

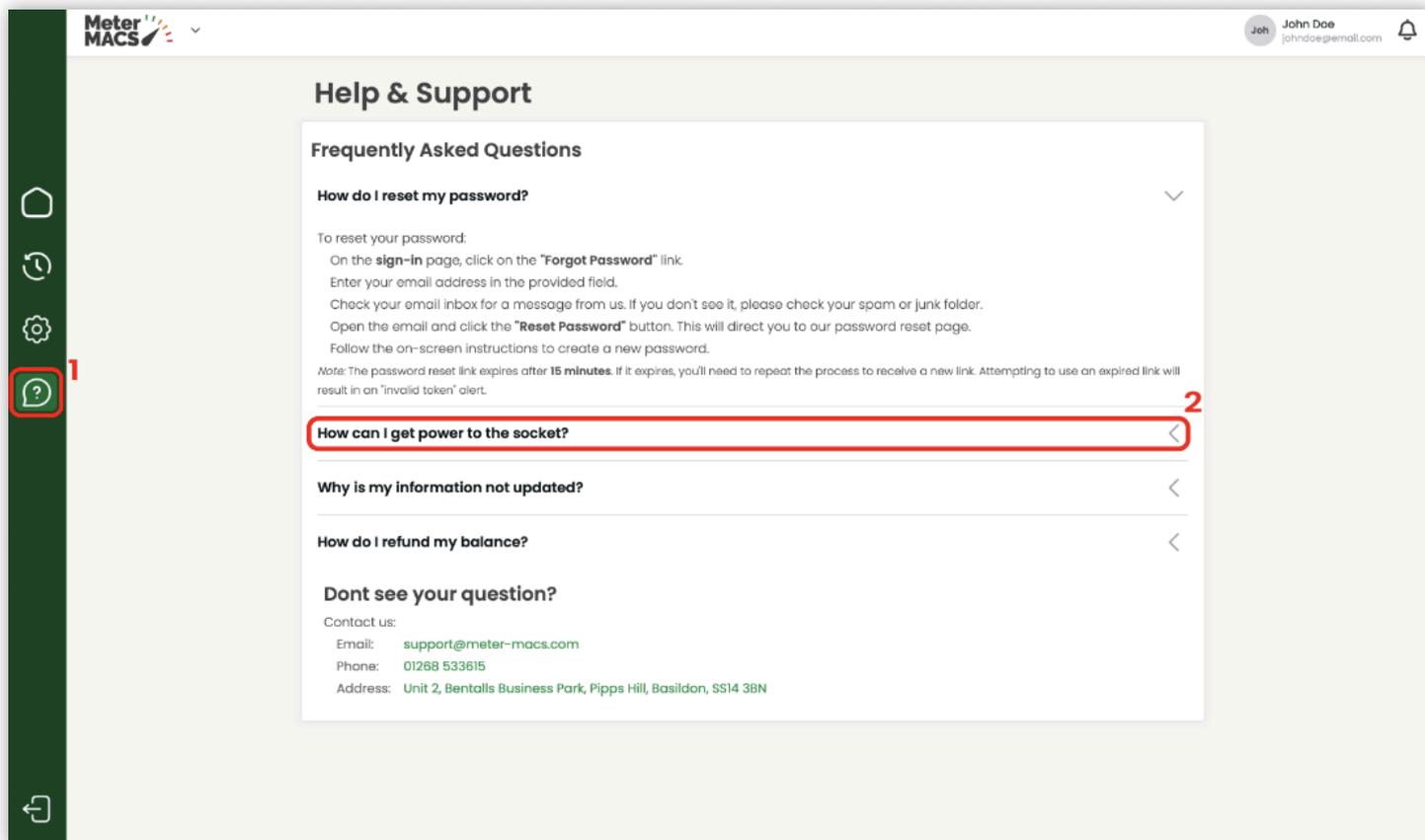
The edit account button will make the above fields editable, so you can enable two-factor authentication for your account, or change your email / asset name.

To change your password, just click the “change password” button. A popup will show asking you to confirm your current password, and introduce your new one.

3. Notification settings – shows you the options for receiving alerts via email and/or as a notification in the portal. Use the slide toggles to turn on or off the notifications you wish to receive.

Help and Support

Using the help icon on the main menu bar to the left of the screen will open the Help page. This page contains frequently asked questions, as well as the contact details for the specific provider.



1. This section is here to provide you guidance on how to use the portal, in case you get stuck, using FAQs .
2. Just find a question you want an answer to, click on it and it will open up giving you step by step instructions and explanation.

The contact details for the current provider will also be shown.