Meter MACS
Monitoring And Control Systems

Portal Guide for Customers

3rd Edition

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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.

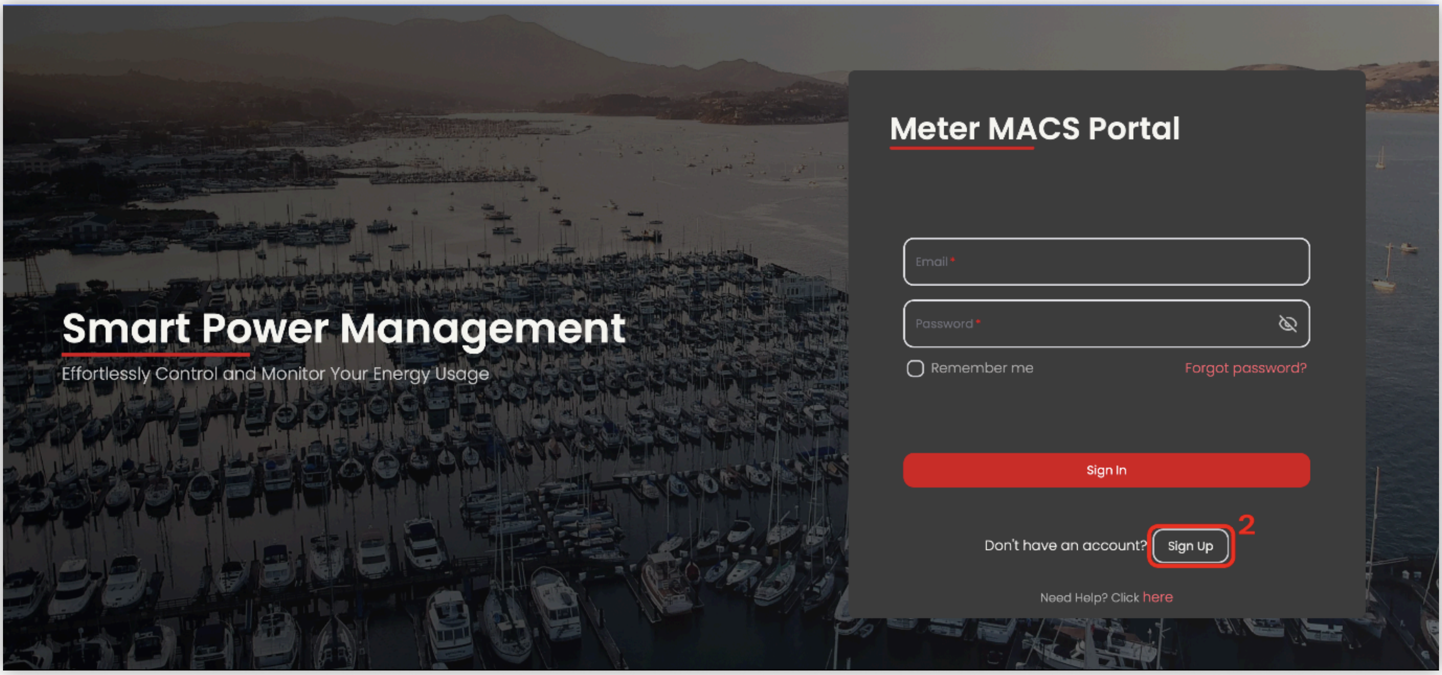
Welcome to the Meter - MACS customer portal guide.

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

Registering an Account

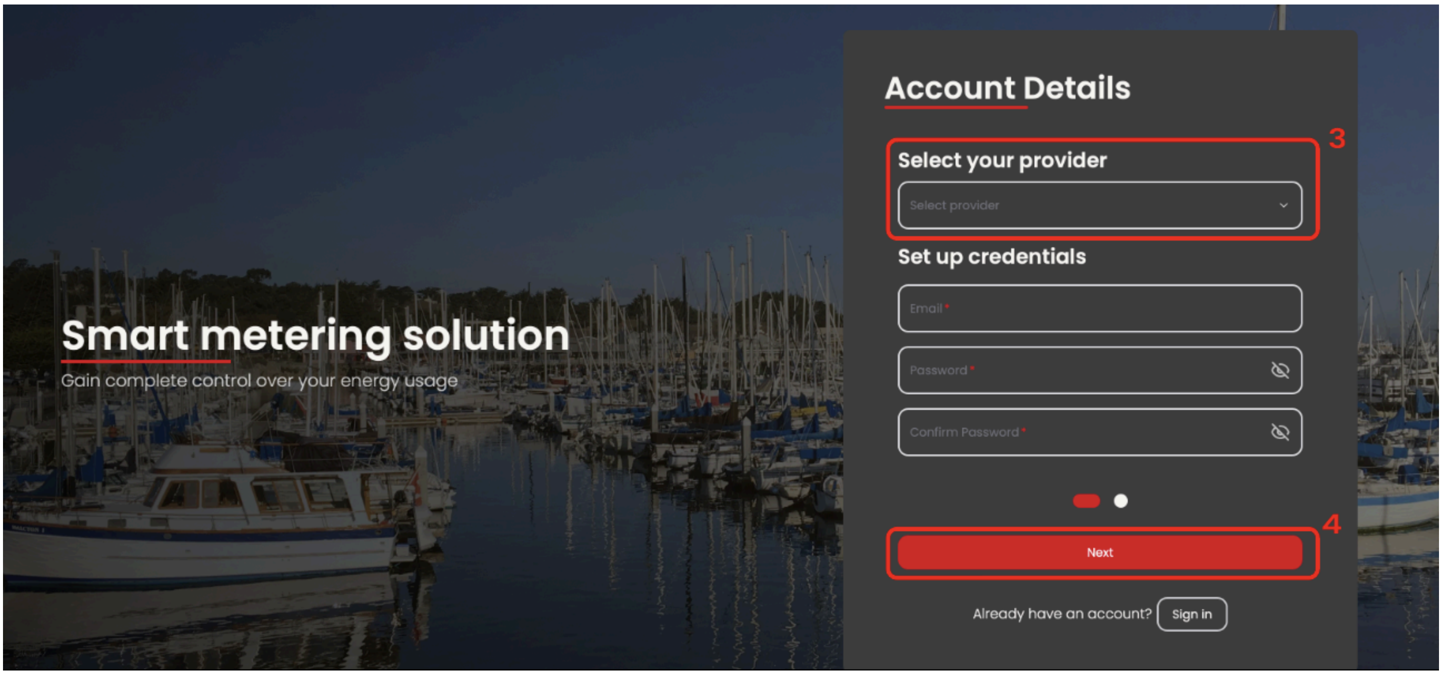
1. Navigate to https://portal.meter-macs.com/

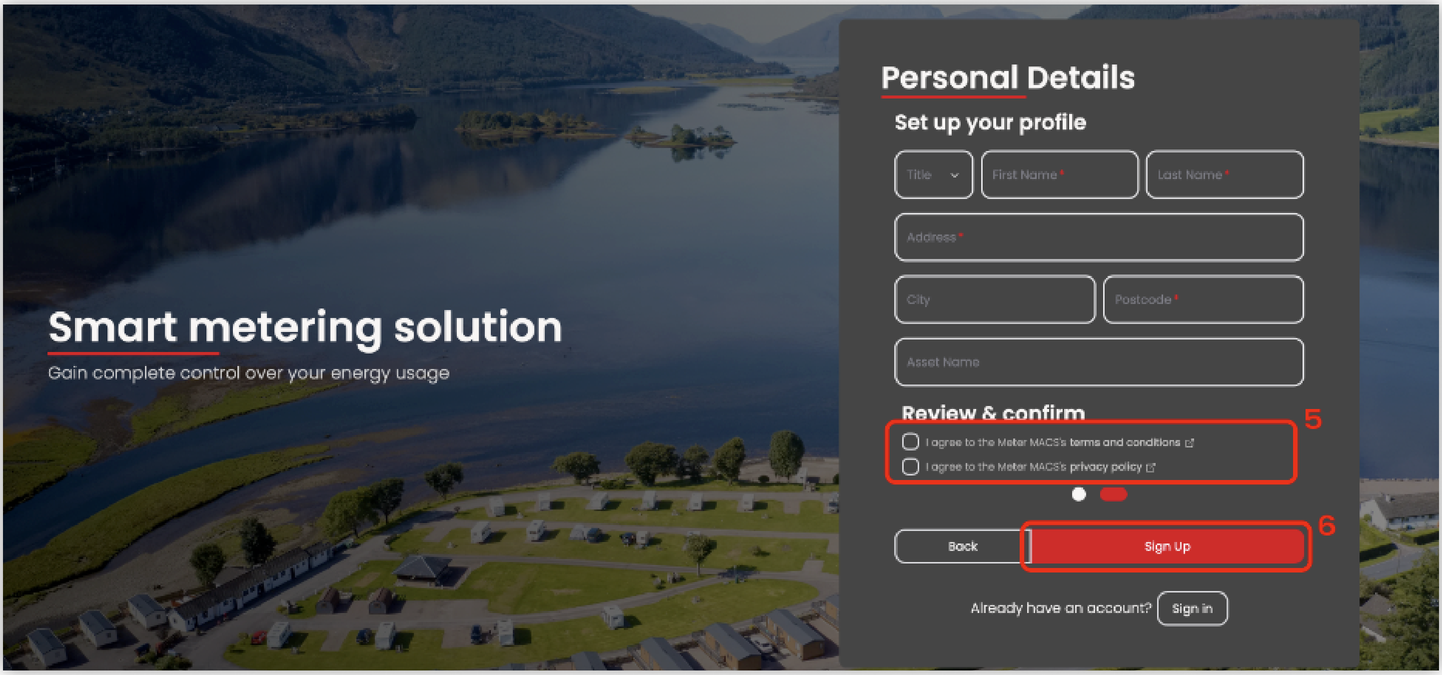
2. Click the Sign Up Button to register your new account.



3. On the next screen select your provider from the drop down list. Your provider is the site or organisation that manages the facilities. The drop down list is scroll-able.

4. Fill in the required details and click next.



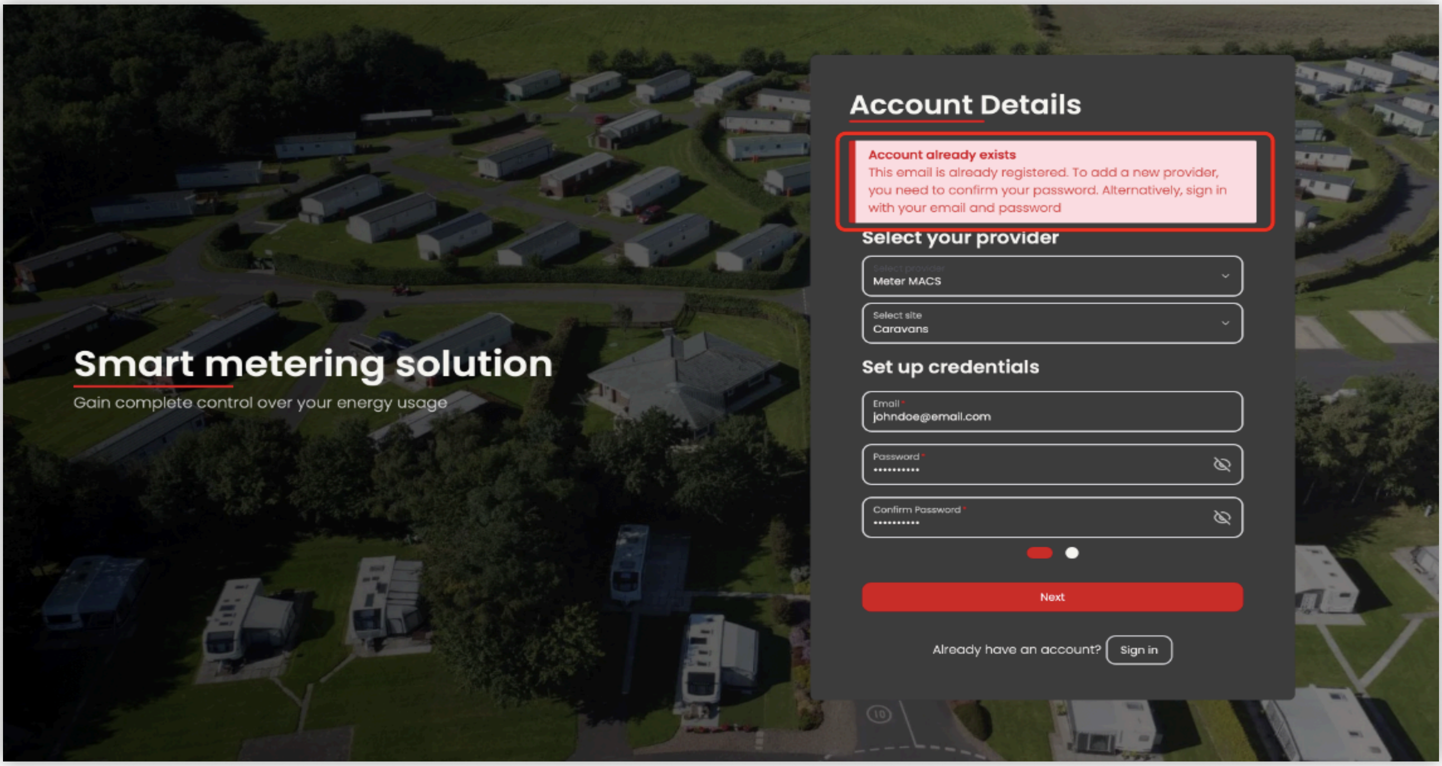


5. Fill in your personal details and tick the box to agree to the terms and conditions of use from the site provider and Meter- MACS.

   *Clicking the link button at the end of the line will open a new window displaying the terms and conditions from the provider, or a page directing you to the providers website

6. Click the red sign up button.

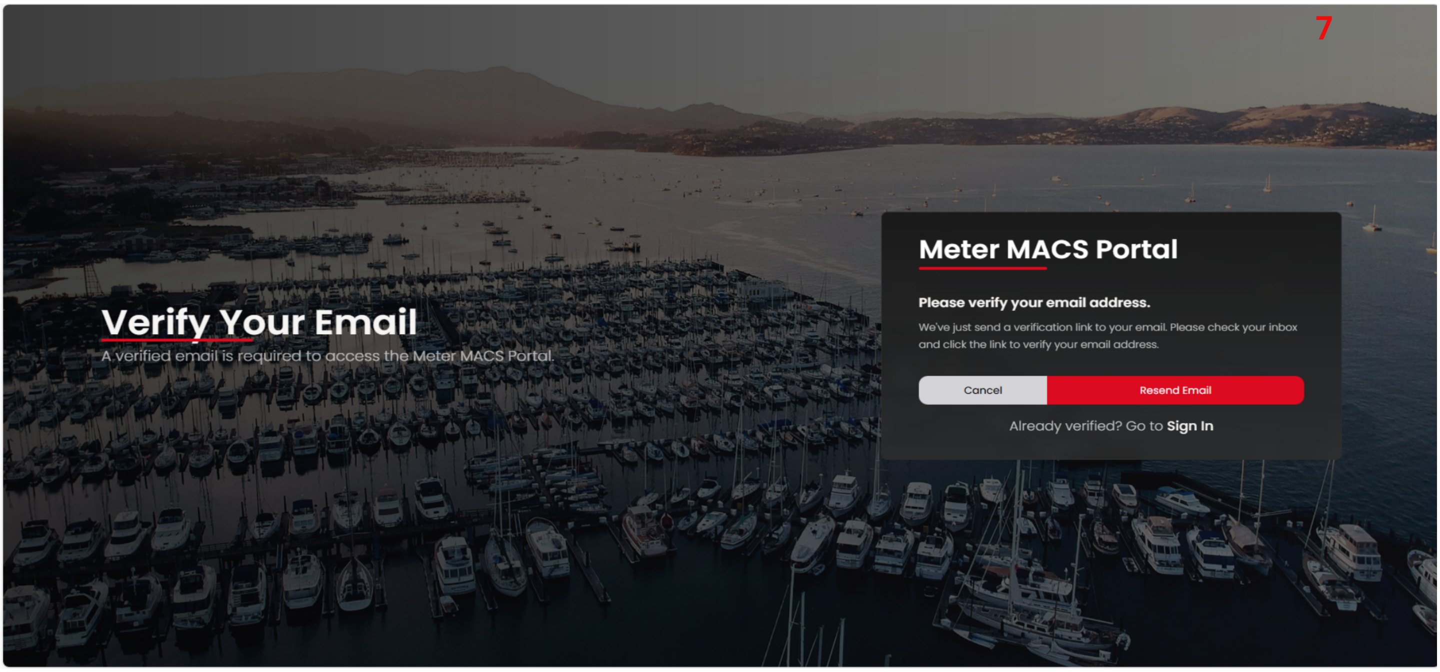
   *If you have already registered a notice will appear (as below) to allow you to add another provider on the same login details.

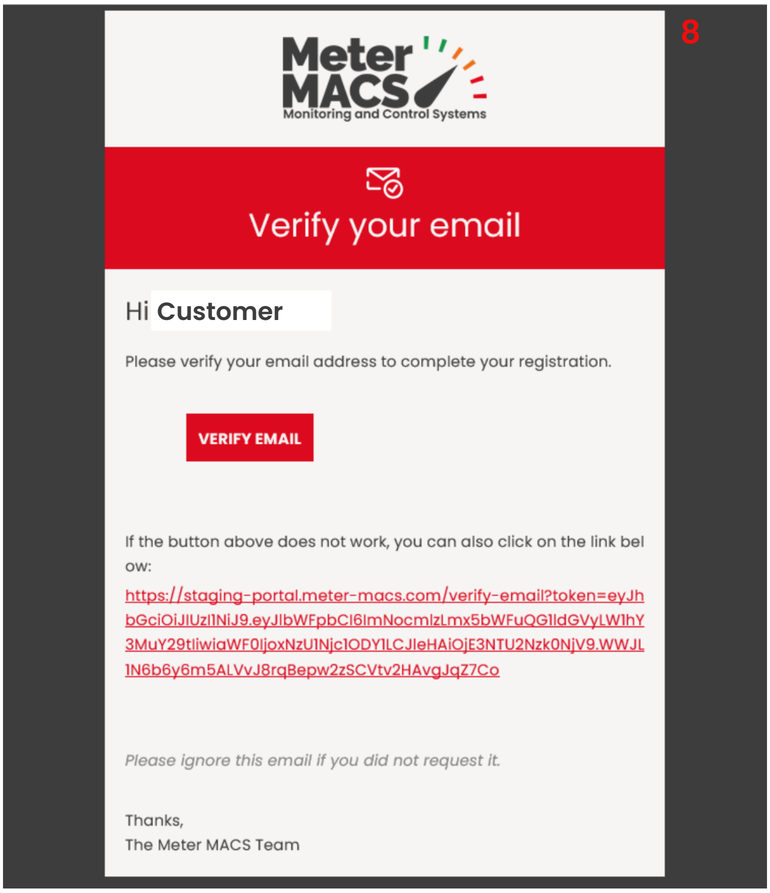


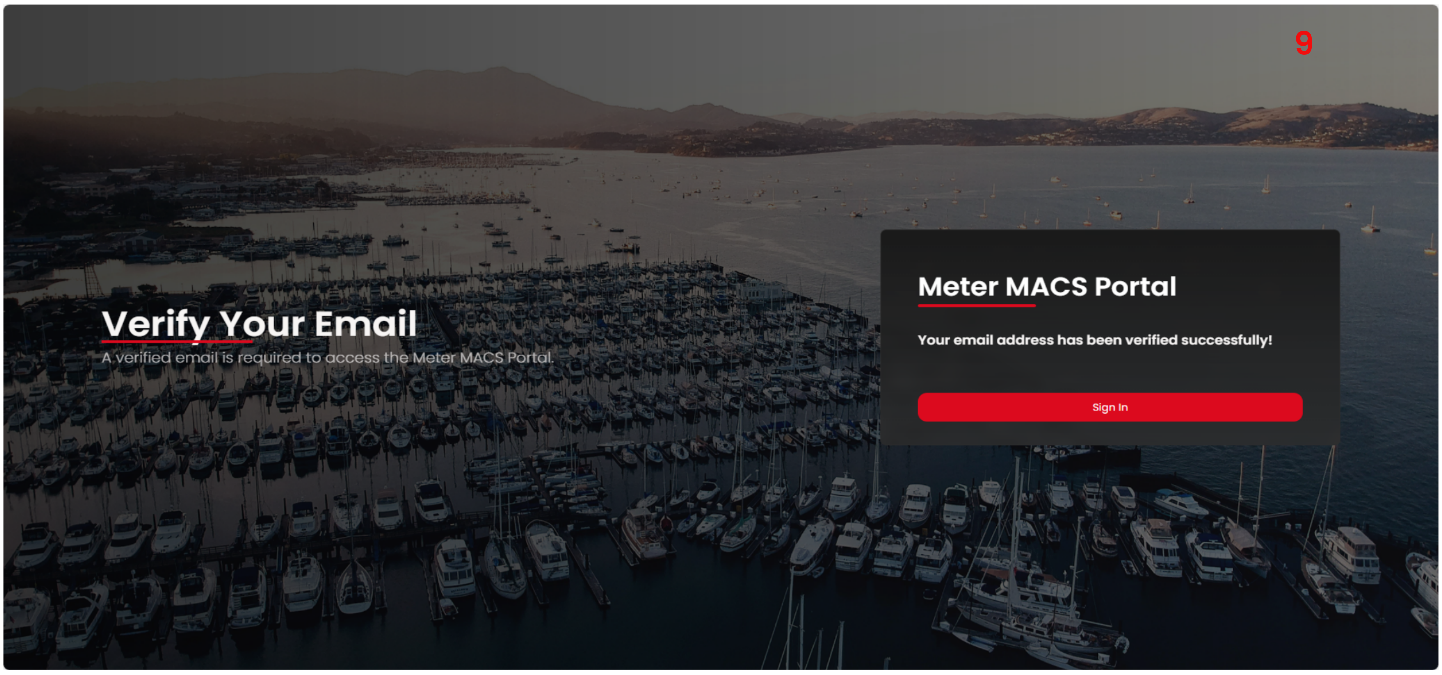
7. After clicking on the sign up button the page will reload and display a verification message.
   For security purposes an email is sent to the email address provided to ensure the details and ownership are valid.

8. Please open your email and find the verification message.

9. Clicking on the link will return you to the portal where your account will now be verified and you will be able to return to the sign in page.





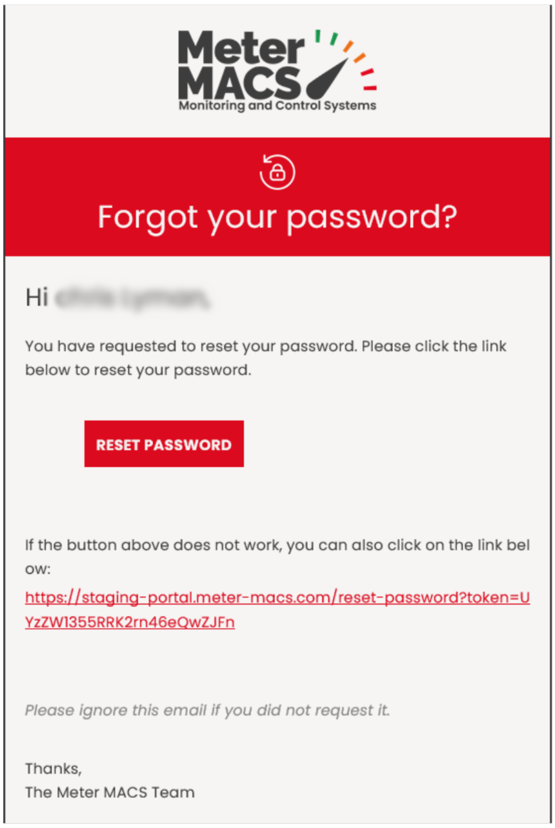


10. Forgotten Password

If you have forgotten your password there is a link just under the entry boxes on the sign in page.

This will open a new page where you can enter your email address and have a reset password link sent out to you.

Click on the link in the email and a new page will be displayed where you can enter a new password.

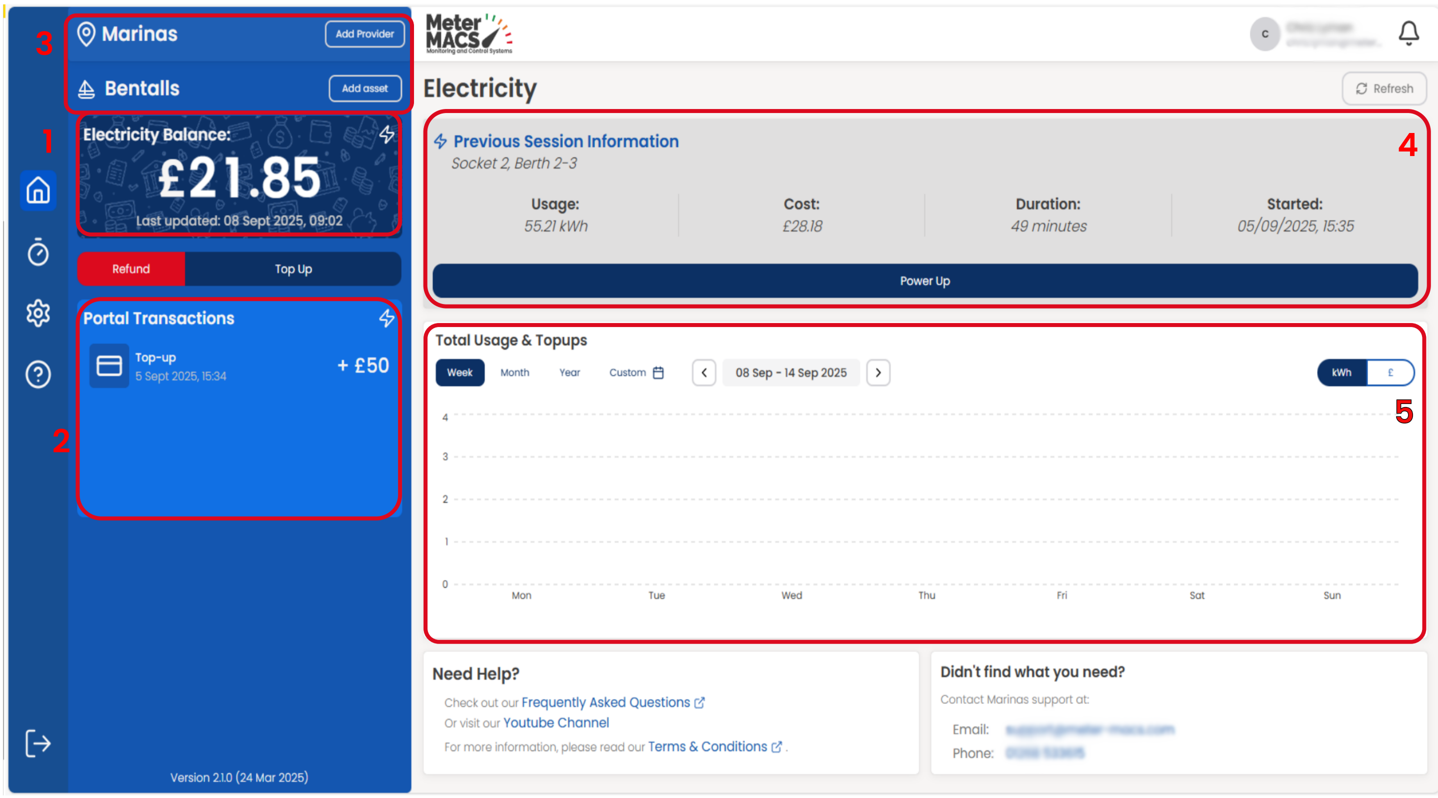


Dashboard

The new look dashboard will be the first page to load.

This page will be displayed every time you log in to the portal system.

Your current balance, usage and current sessions will be shown and allow you to navigate to other areas of the portal using the sidebar icons.



1. The current balance of the account is shown on the left of the screen and is for this utility only. If you have multiple utilities each one has a seperate balance.

2. All your recent portal transactions will be show here, this can include top-ups, refunds and transfers (between utilities).

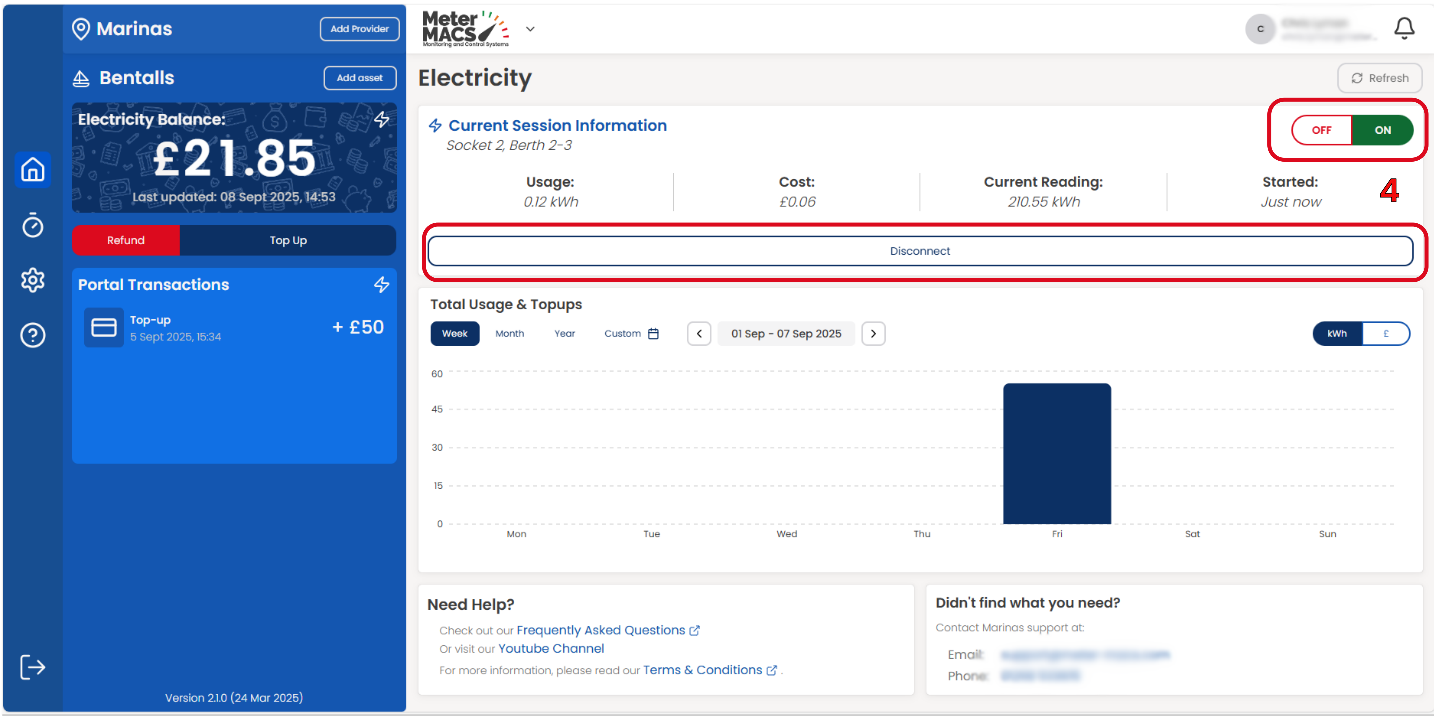
3. Your current provider is displayed above, along with the button to add a new provider.

   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 asset and maintain an account balance for each asset.

4. On your first login the current session will not display any data and the button will show power up (but greyed out)

   Once connectedm, your current session data will be displayed, with current usage, cost and date the session started. This is only for the selected asset and the selected utility. The button will change to show disconenct and the on/off toggle will appear in the top right of the session panel.

   Once you disconnect from the current utility session, the information pane will display the totals for the previous session. This includes the total cost and usage.



5. The usage and top up chart will give you a graphical representation of your power use and top ups, showing by default, the current week. The top left selectors will allow customisation of the time frame to view, including customised date ranges.

   By toggling the switch on the graph(right side of the panel), the display will adjust to the total use of the session or the total cost, over the period chosen.

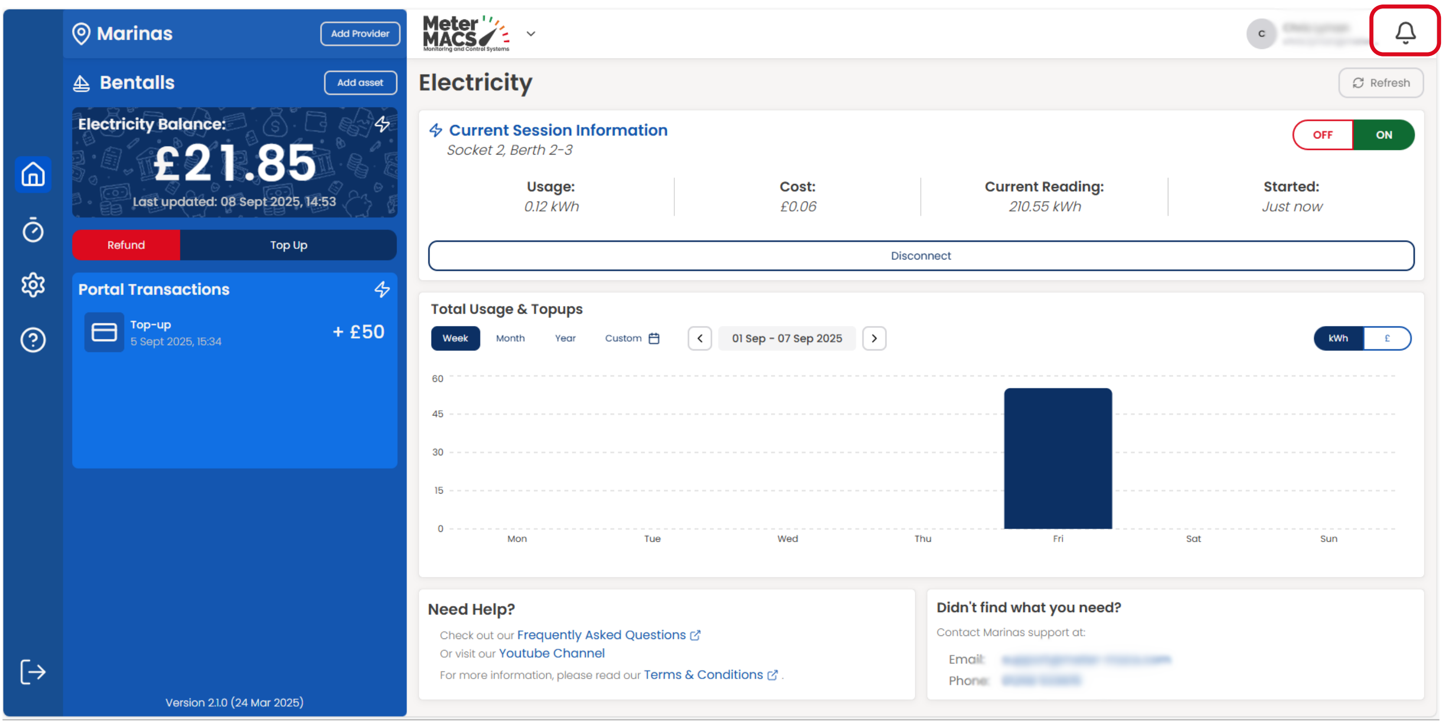
   The data on the graph and the account balance will continue to update automatically and refresh your display. You can manually update the data by clicking the refresh button.

   You can disconnect the power from your vessel but clicking the Disconnect button and this will stop the power feed.
   Unplugging your connection from the socket will have the same effect.
   At the end of the session a final meter reading is taken to calculate the balance up to the point of disconnection.

Notifications

The notifications section will aleart you to activity on the portal. For example if you are waiting for a power up notice, you will recieve a notification.

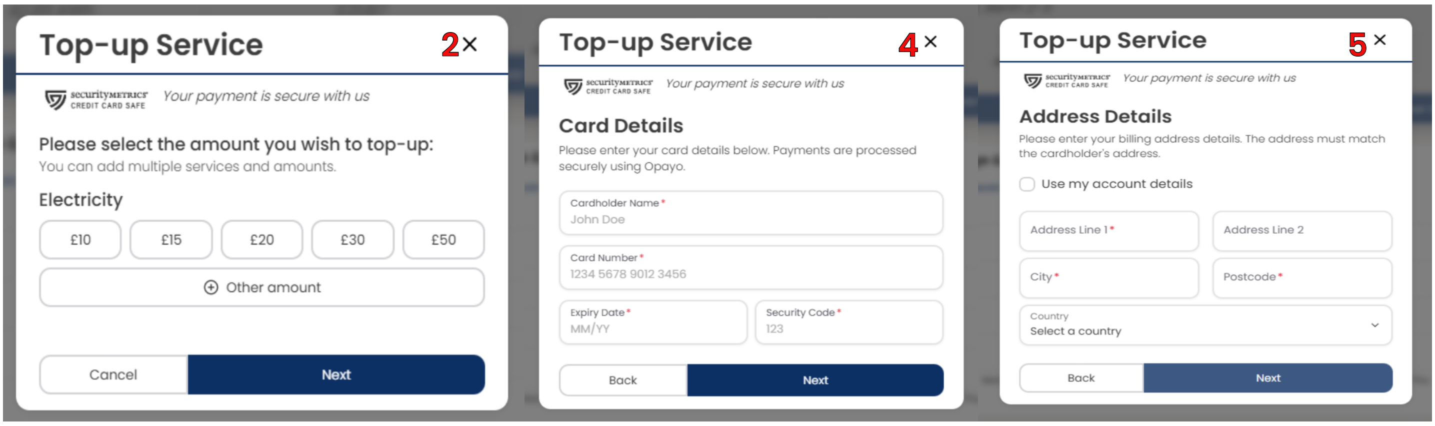
Click on the icon and a drop down menu will show you the avaliable notifications.



Top Up

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

1. Click on the Top Up button under the balance and a new popup window will appear



2. Select from the options the amount you wish to top up.

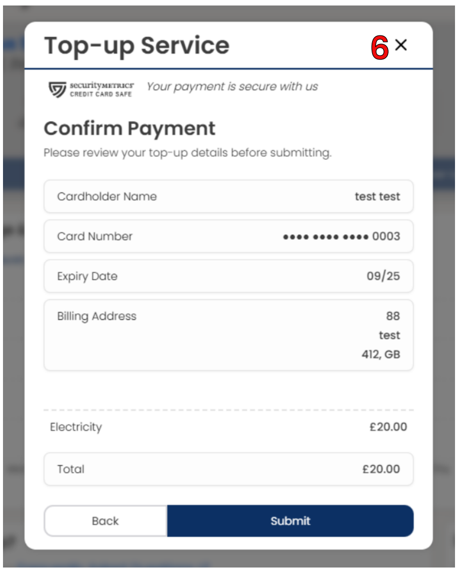
3. Click next to move to the payment details.

4. Fill in the name and card number, expiry date and security code.
   Fields marked with an * are required Information.

5. Fill in the address details for the cards registered address. The details entered must match the excat details the card issuer holds.

6. Clicking next will display a confirmation window for the details to be reviewed. Once reviewed clicking submit will send the detials to the payment processing partner using secure methods.

   No payment data is stored or held in the the Meter-MACS system.



It is possible that you will be redirected to a secure authentication page from your card provider to verify your identity and approve the payment transaction. This may also be via an app on your phone.

Please note that the payment system only accepts Visa and Mastercard cards. American Express is not supported.

If your transaction fails we recommend waiting a few minutes before trying again, and if possble try using a different device or card.

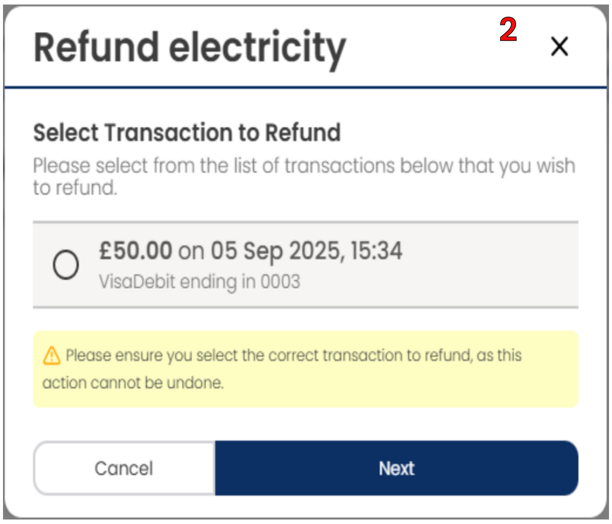
After multiple attempts, if the transactions are not successful we recommend contacting your card issuer to assist.

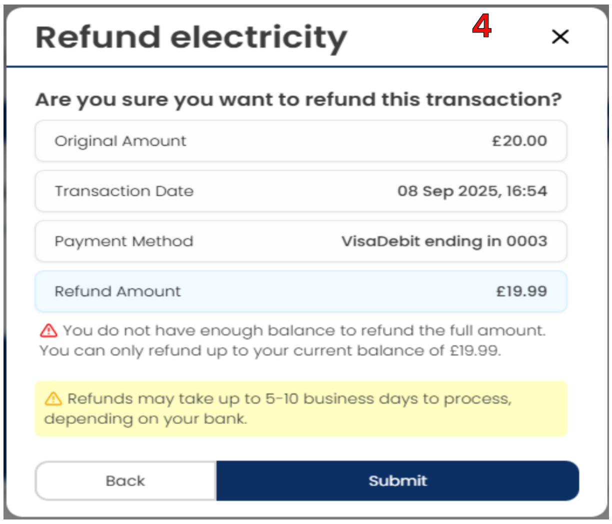
7. Once a succesful transaction has been processed the account balance will automatically update. The transaction enrty will be added to the trancactions panel and the top up graph will update to reflect the top up amount.

Refunds

1. To refund any remaining credit on the account, click the refund button.

2. A pop up window will appear showing the avaliable transacations that can be refunded.





3. Select the transaction from the list displayed and click next

4. The system will check the balance of the account and notify you of the value that can be refunded.

5. Clicking the Submit button will then process the refund request through the payment providers secure system.

   Please note that refunds are processed to the card the payment originally came from, and this cannot be changed.
   If the card is no longer vaild you will need to contact the provider to discuss any options available to you.

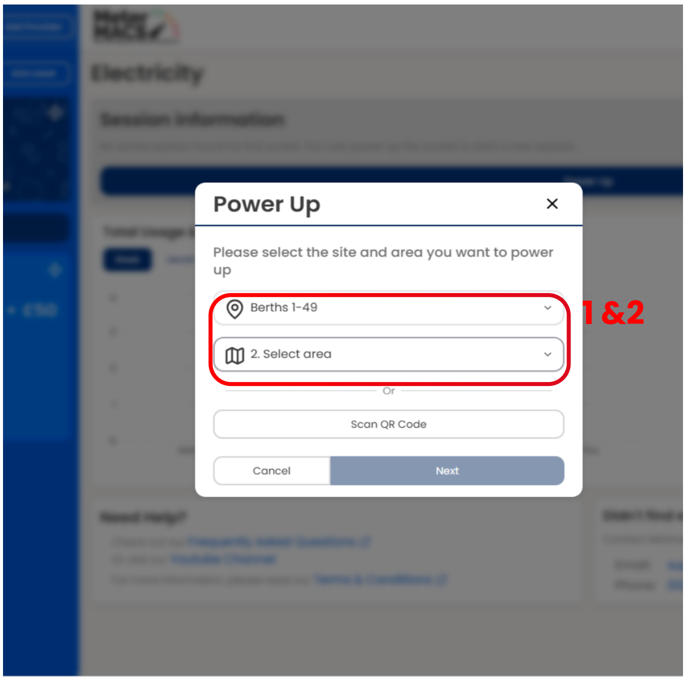
   Refunds can be processed for transcations up to 1 year after the original transaction.

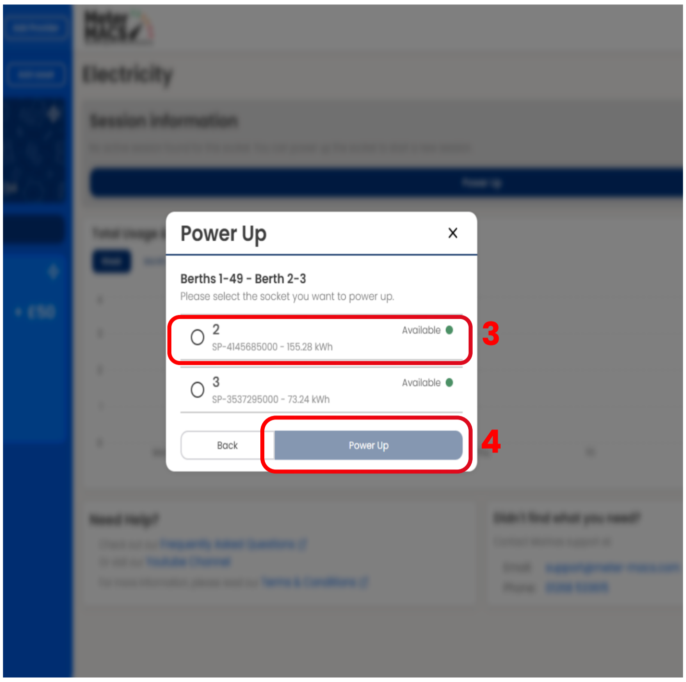
Arrive / Power Up

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

Please ensure you have plugged into the socket before starting the arrival process.

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





3. After clicking next, a list of sockets available will show. You can also search using the field above. Once ready, click on the socket you want. (Make sure it becomes highlighted). The current status of the socket is shown, e.g avaliable, in use/fault/ unpugged.
4. Click the Power Up button.
5. A loading popup window will appear while communicating with the socket. This might take up to 1 minute, depending on the communications routes avaliable. Please wait patiently and do not unplug your asset until you receive a confirmation.

   The system has a 1 minute timer to arrive your account, if unsuccesssful, a further 2 attempts are made automatically and a notification is sent when completed. If unsuccesfull a second attempt to arrive will be required, or contact the provider for assistance.
6. 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.

If the socket status is listed as “Fault” please contact the provider for assistance and to report the fault. The provider will be able to advise you of an alternative socket that can be used.

If the socket status is listed as “unplugged” this socket will not allow you to load your account and engage the power. You must plug in before selecting an option.

If the socket status is listed as “Occupied” this socket currently has another custome account loaded and cannot be selected for use.

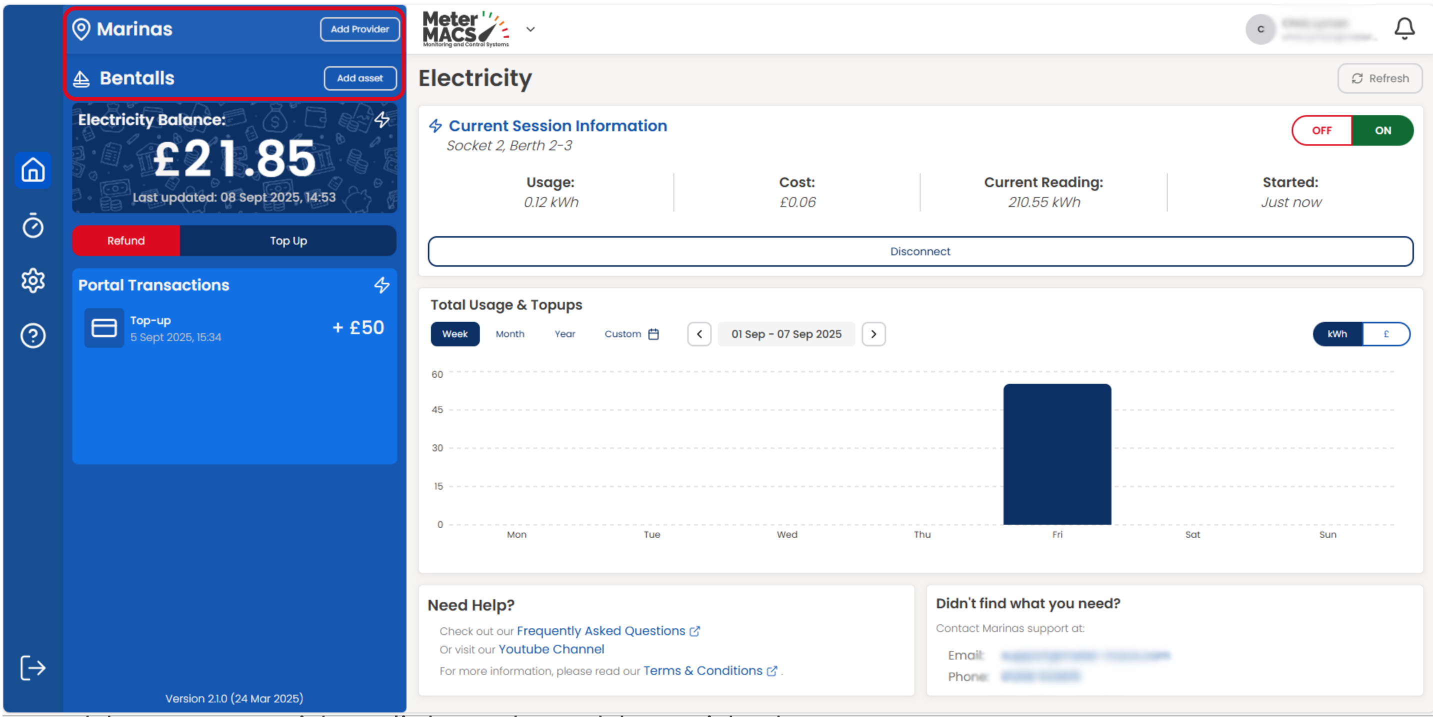
If the socket status is listed as “Avaliable” this socket is plugged in and is ready to accept an account.

Adding Assets and Providers

After completing registration and logging into your account, you can add additional assets and providers to your account.

If you have multiple vessels, clicking the add asset button will allow details to be entered and a separate account created for that asset. Once created a white arrow will appear next to the add asset button, showing a drop down menu of the available assets.

Each one will have its own account balance.

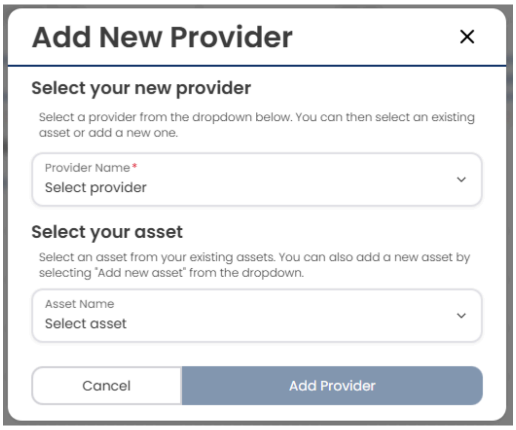


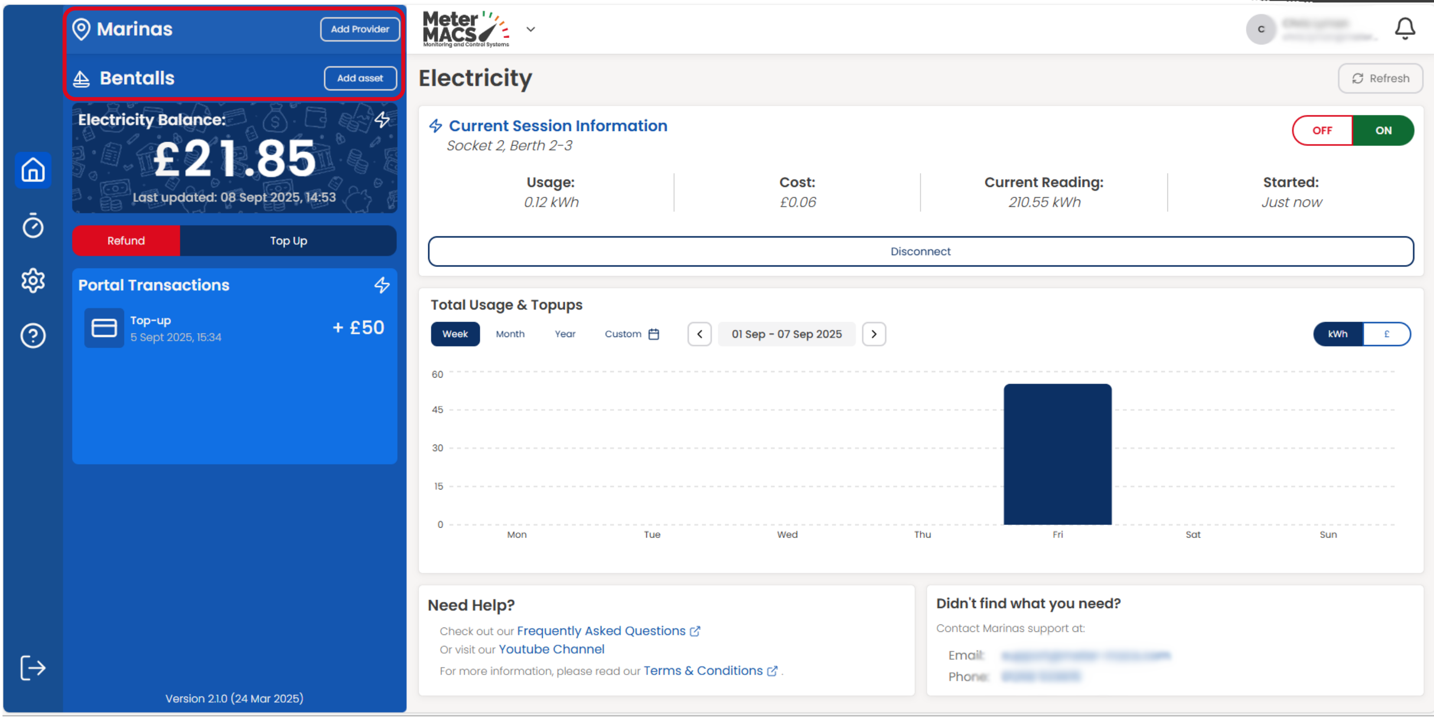
To add a new provider, click on the add provider button.

1. A pop up window will appear, use the drop down menu to select the new provider name from the list (see below). Select the asset you wish to use at the new provider.

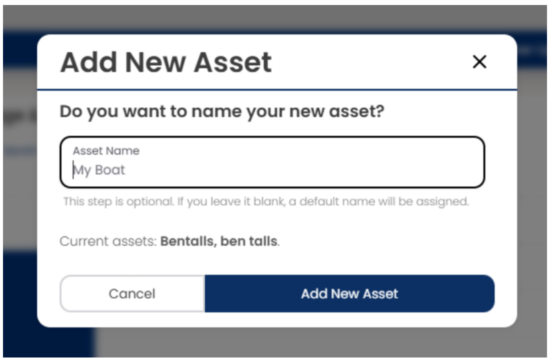
2. Tick the check box to confirm acceptance of the terms and conditions of the new provider and of the Meter-MACS terms of use.

3. Click on the Add Provider button.



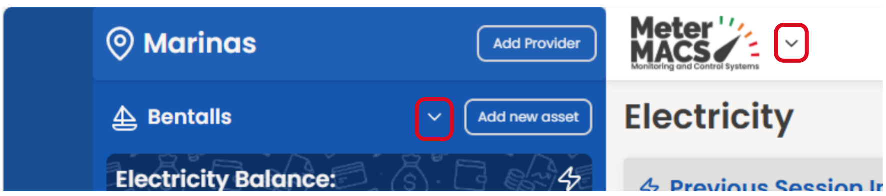


1. Clicking the add assets button, a pop up window will appear allowing the addition of assets.
2. Type in the name of the asset.
3. Click the Add asset button.
4. Your new asset will be added and you will be switched to the new asset dashboard page.



When you have multiple providers or assets on your account there will be an arrow to show a drop down menu.

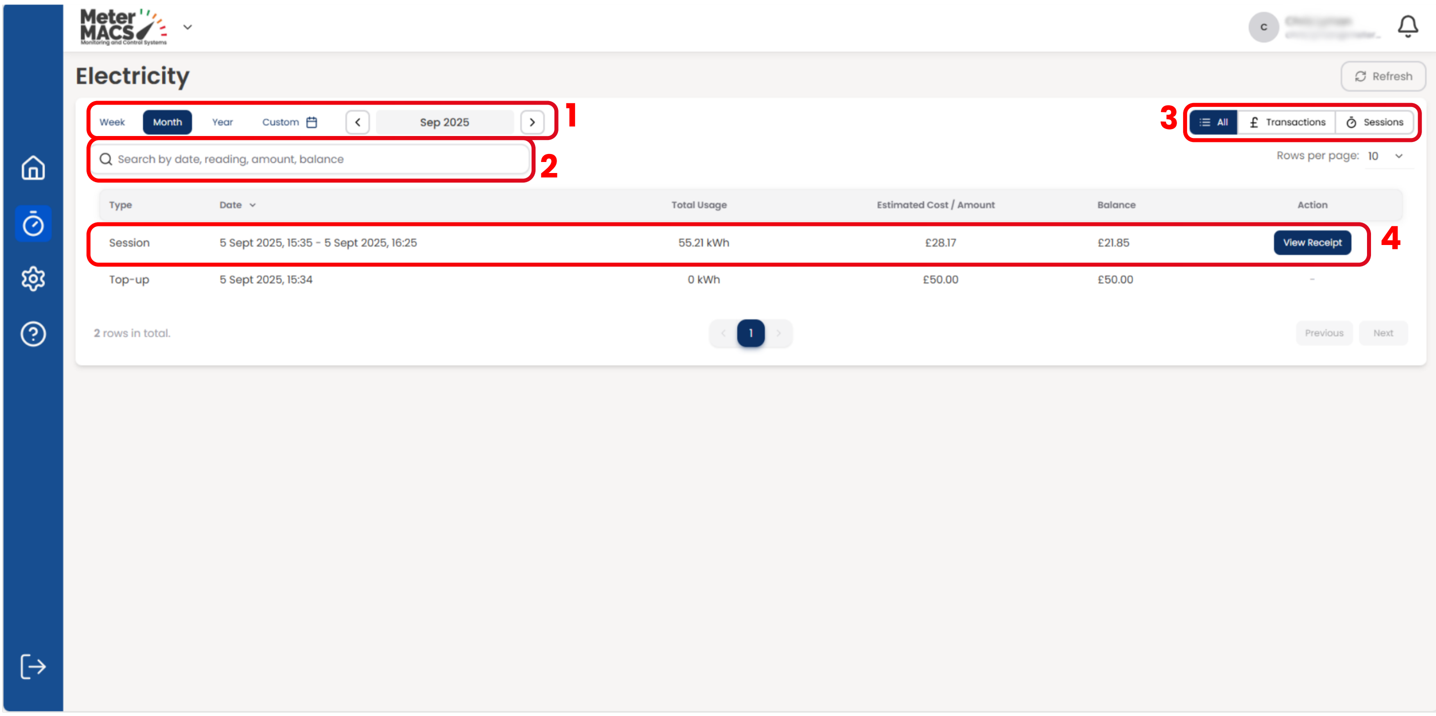
By clicking the arrow the list of avaliable providers/assets will be shown for you to select the desidered option.



Statement

To get to this page, just press on the second icon in the main navigation bar on the left. (stopwatch)

You will be presented with a table showcasing all your sessions, top-ups and refunds.

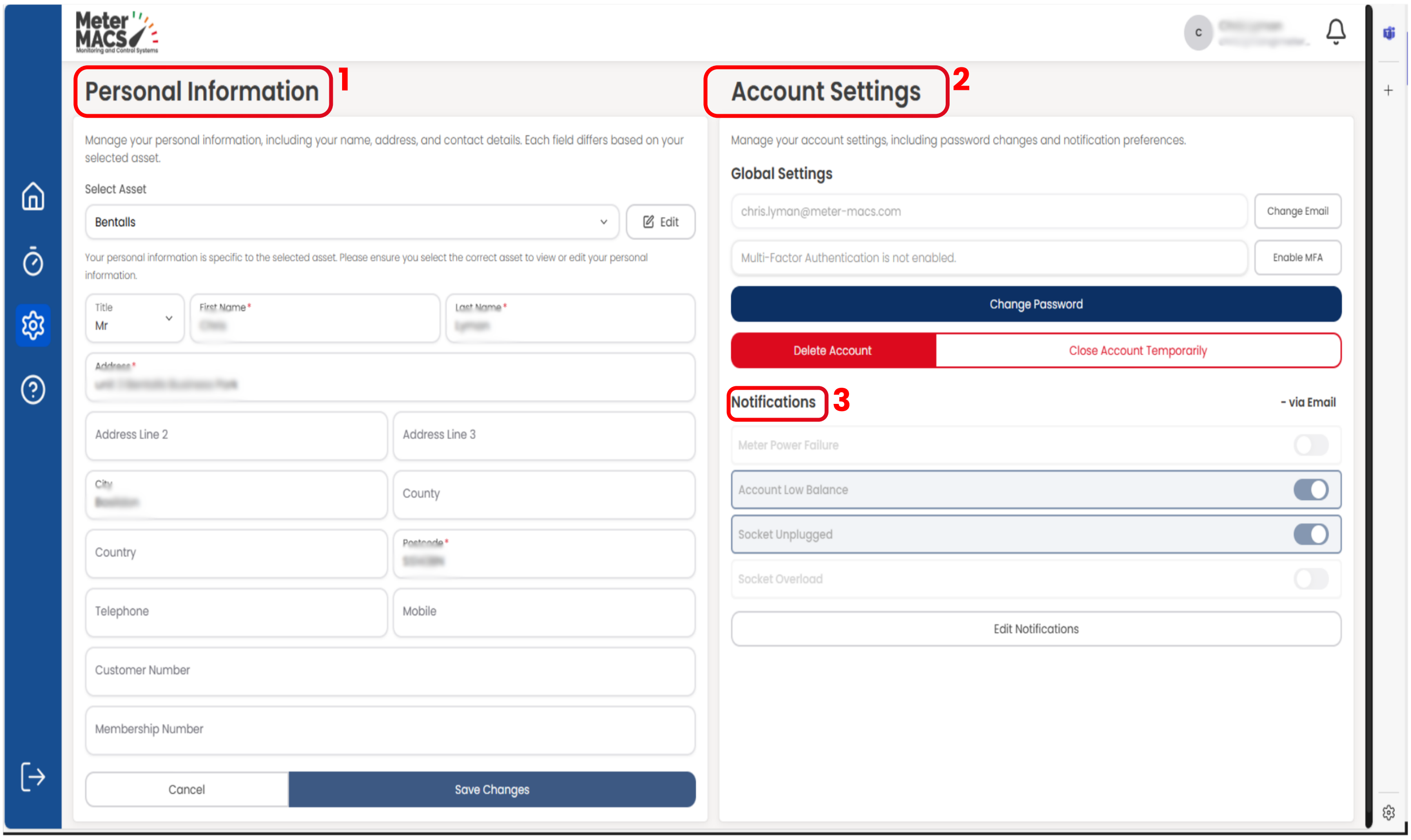


1. Select the time frame you wish to view, e.g the current week, month, year or custom date range.
2. You can use this field to search for a specific transaction or session.
3. The filter icons allow you to change the view to show all tansactions or sessions.
4. Each row will give you information on a individual session or transaction
5. Viewing the receipt will show you a detailed page with cost breakdowns and the applicable VAT rates. The receipt can be downloaded and then printed if required. This is only available for completed sessions.

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.



1. Personal Information - as the name suggests, will have all your data such as title, name, address etc, after any changes click the save button.
2. Account settings -

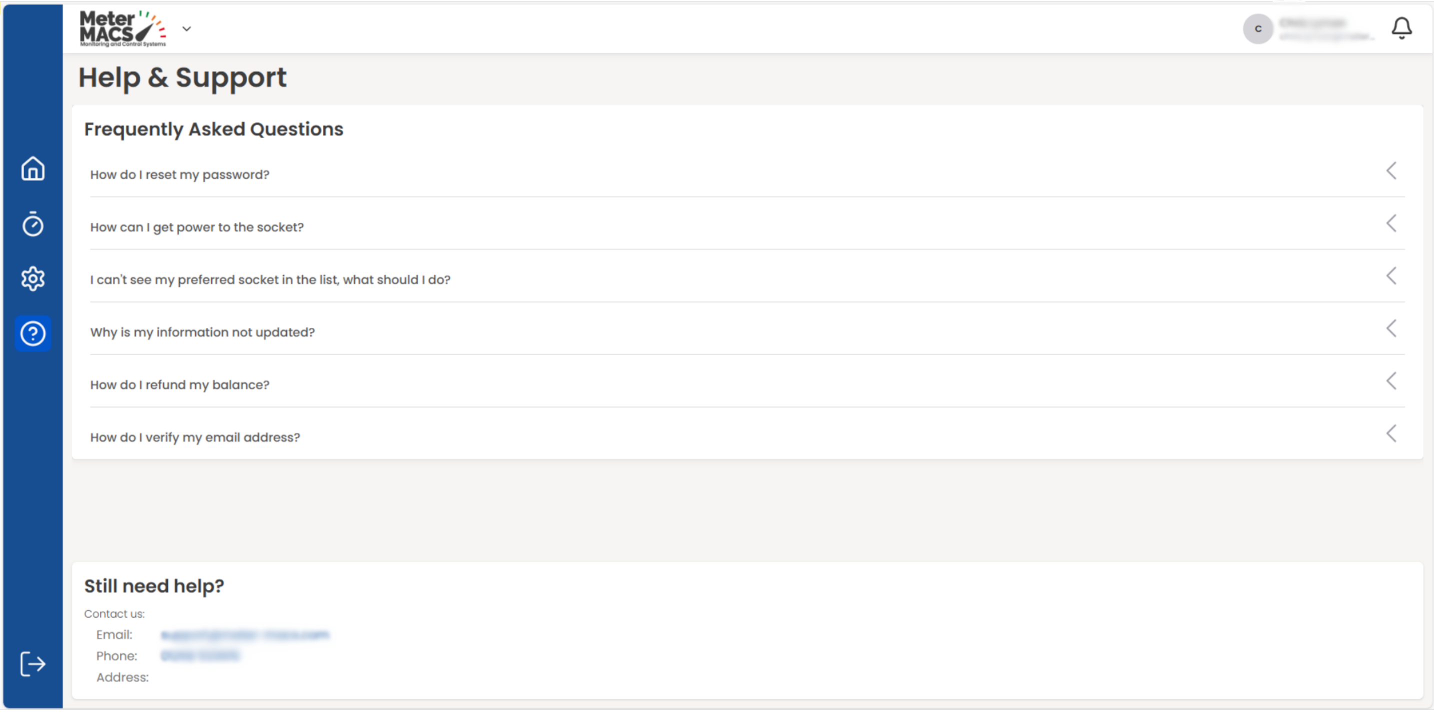
   You can change the email address or enable multi factor authentication.

   Multi-factor Authentication will send you an email code each time you log in or request authentication from a linked app, e.g Microsoft Authenticator.

   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
   Use the slide toggles to turn on or off the notifications you wish to receive.
4. The delete account and close account buttons allow you to delete all information in the system, or to close your account without deleting any data to reactivate at a later date.

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.