Webasto ChargeConnect Web Portal

User Guide - All key functions at a glance

Webasto ChargeConnect Web Portal User Guide

Dear reader, dear user of the Webasto ChargeConnect,

Thank you for downloading this document and welcome to the user guide for the Webasto ChargeConnect Web Portal.

The Webasto Charge Connect Web Portal is a cloud-based software solution for controlling and monitoring charging stations. In addition to the web portal explained here, the Webasto Charge Connect also has an app. While the app is primarily oriented towards the actual end user of the charging station, the web portal focuses on users from the B2B segment. Once connected, the charging stations can be monitored from anywhere and at any time because of the cloud technology. All it takes is access to a computer and a network connection.

The functions of the Web Portal offer the user various ways to interact with his charging stations. First, a chapter describes the basic administration of the user account. Then, the following chapter provides insights into the function of the dashboard, an important tool within the Web Portal to monitor the charging stations quickly and efficiently. Another chapter describes the management of the entire charging stations as well as individual charging stations. It also describes to the reader how charging sessions can be viewed or exported. This user guide concludes with two chapters explaining remote operations and maintenance.

The Webasto ChargeConnect product team wishes you
much pleasure with your charging stations.

Webasto ChargeConnect Web Portal User Guide

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1. WCC Account

1. WCC Account

1.1 Logging in to the Web Portal

You can open the web portal via the following link:

https://webastochargeconnect.com/
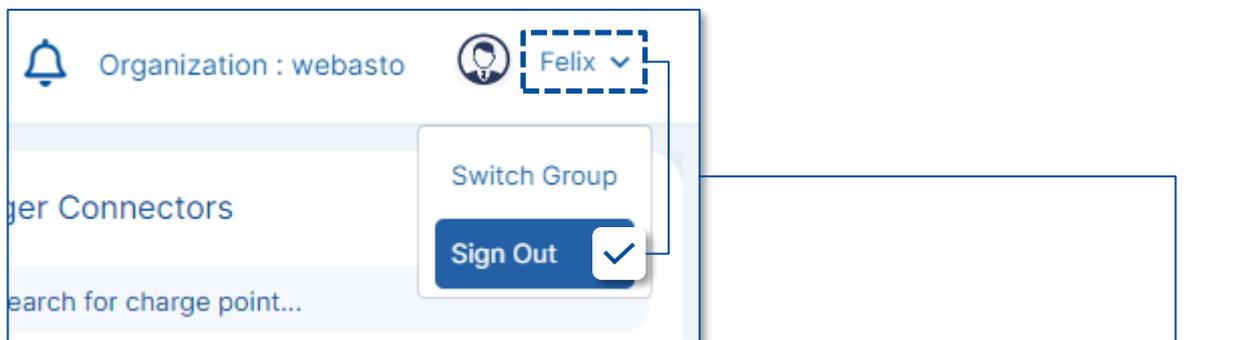
1)   Enter your email address and password.

2)   Then enter the generated captcha.

3)   Select 'Sign In' to confirm the User Account login.
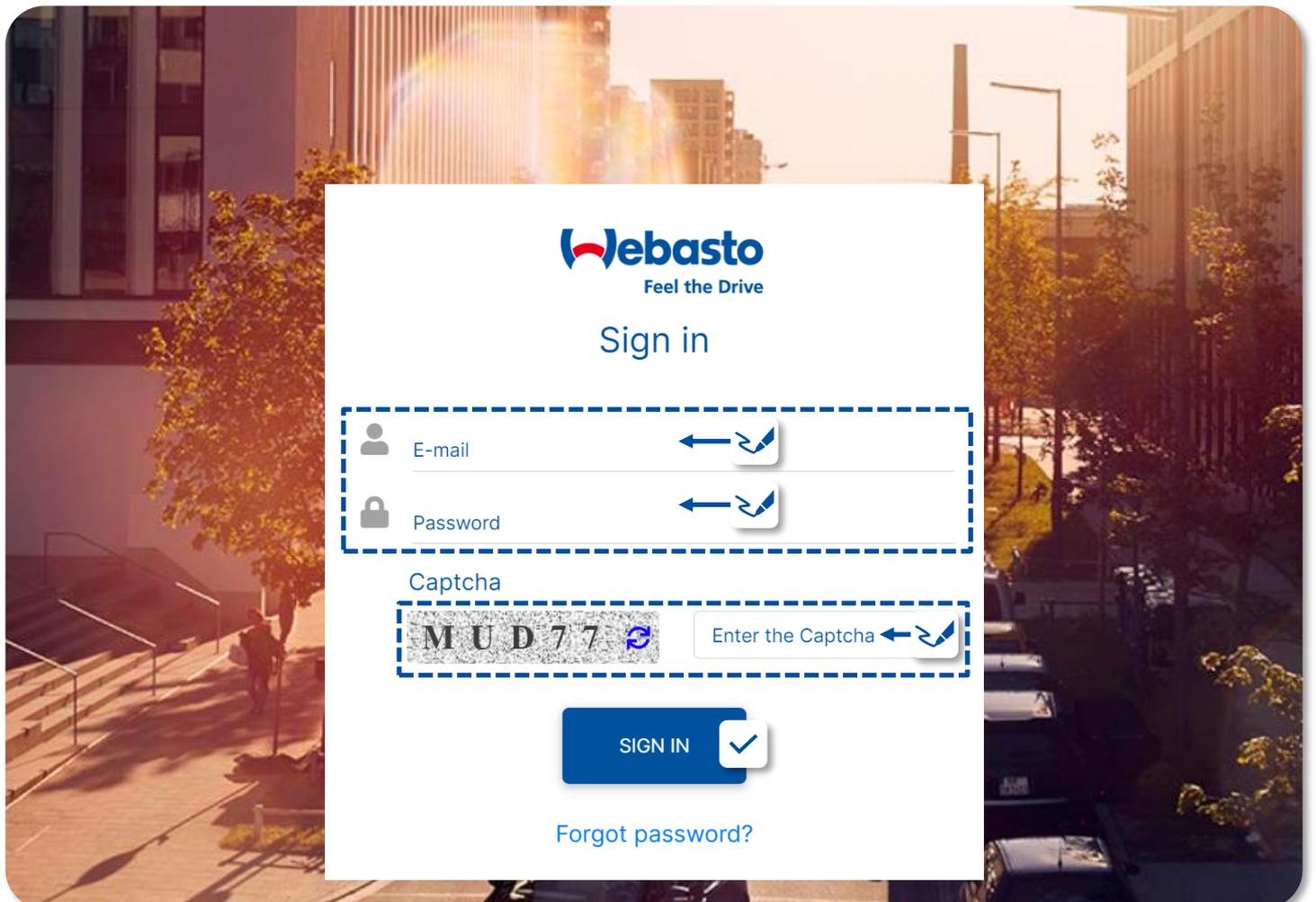
1. WCC Account

1.2 Logging out from User Account

To log out from your User Account, select the user's name in the upper right corner of the web portal. Then click on 'Sign Out' to confirm the log out.
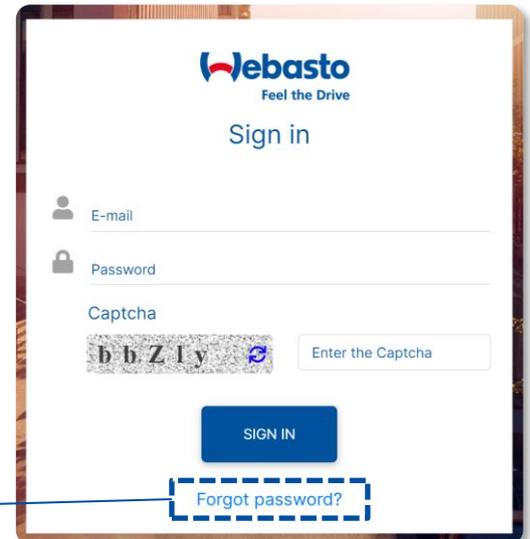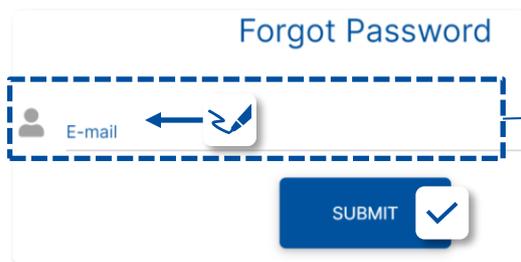
1. WCC Account

1.3 Resetting your Password
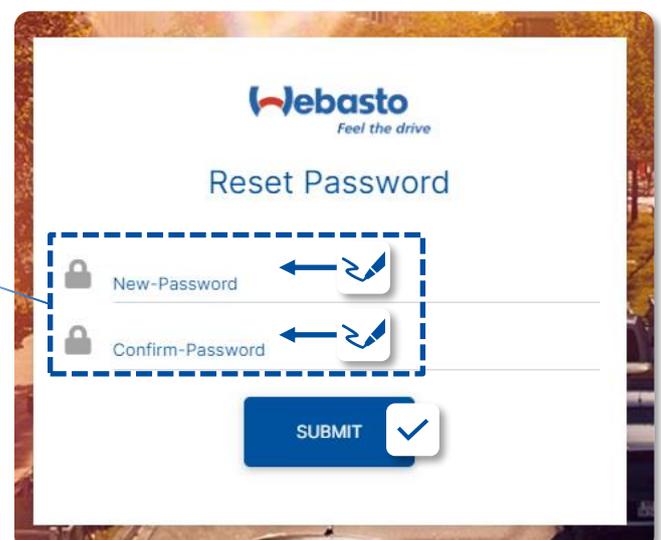
To reset your password, follow the steps below:

1) Select 'Forgot Password' on the login screen.

2) Enter the email address of the User Account, and then select 'Submit' to confirm.

3) The request is sent to the email address entered before. In the email the password reset can be performed.

4) Enter new password twice and confirm.

Click on 'Reset Password' link to reset your password (This link will redirected you on reset password page) Reset Password. This link will expire after 24 hrs

Note : Please do not reply to this email, Emails sent to this address will not be answered.

Webasto ChargeConnect Web Portal User Guide

1. WCC Account

1.4 Deleting your User Account

To delete your password, follow the steps below:

1) Select 'Settings' in the navigation menu on the left side and then select 'Users' in the sub menu.

2) Select your user account by clicking on the checkbox on the left.

3) To delete your account, you must select 'Delete'.

4) To delete your account finally, you must select 'Yes' in the 'Confirmation' screen.

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Feel the Drive
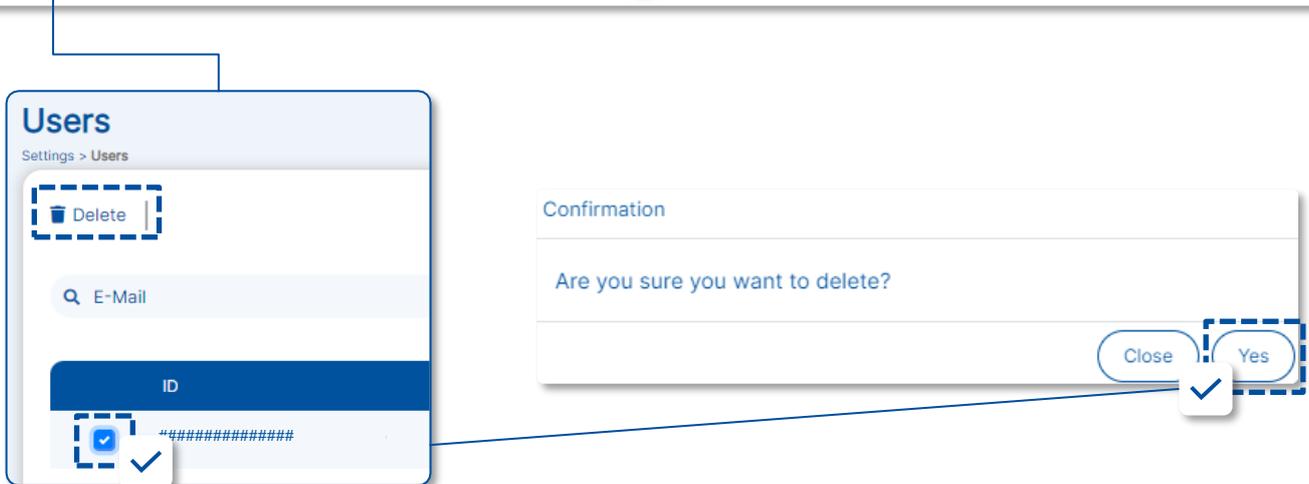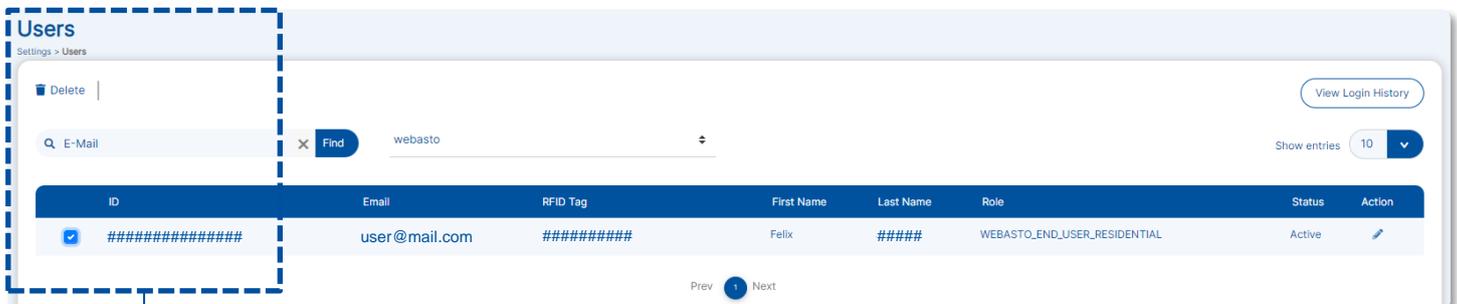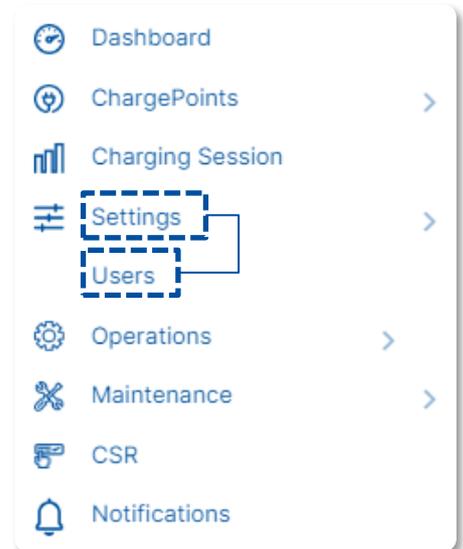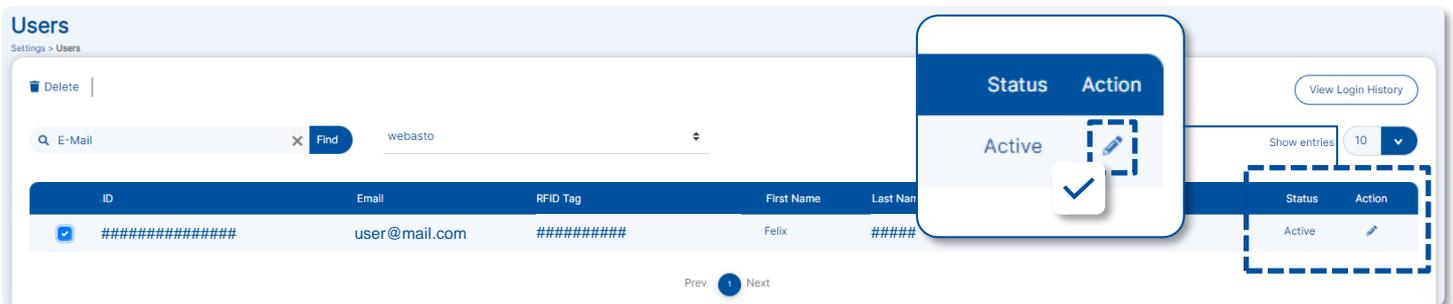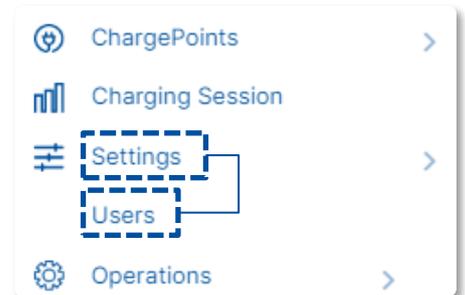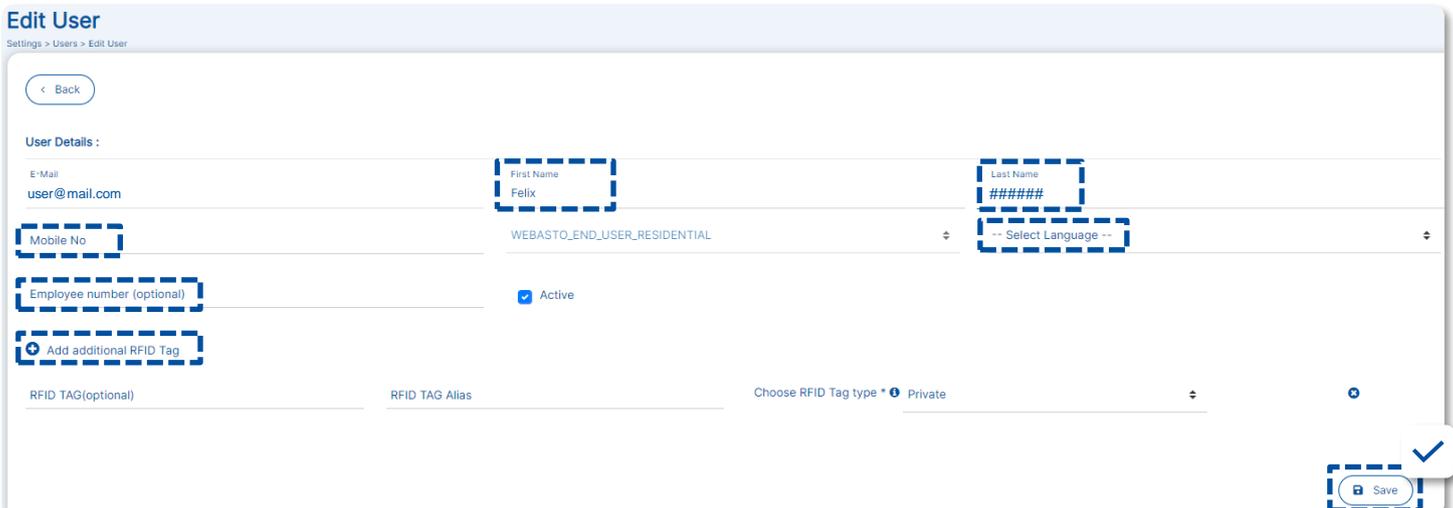
1. WCC Account

1.5 Edit your User Account

To edit your User Account, follow the steps below:

1) Select 'Settings' in the navigation menu on the left side and then select 'Users' in the sub menu.

2) Select the edit button of your user in the displayed list.

3) Change the marked user data if wanted and click on 'Save' to confirm the changes.:

– First Name   – Mobile No.   – Select Language

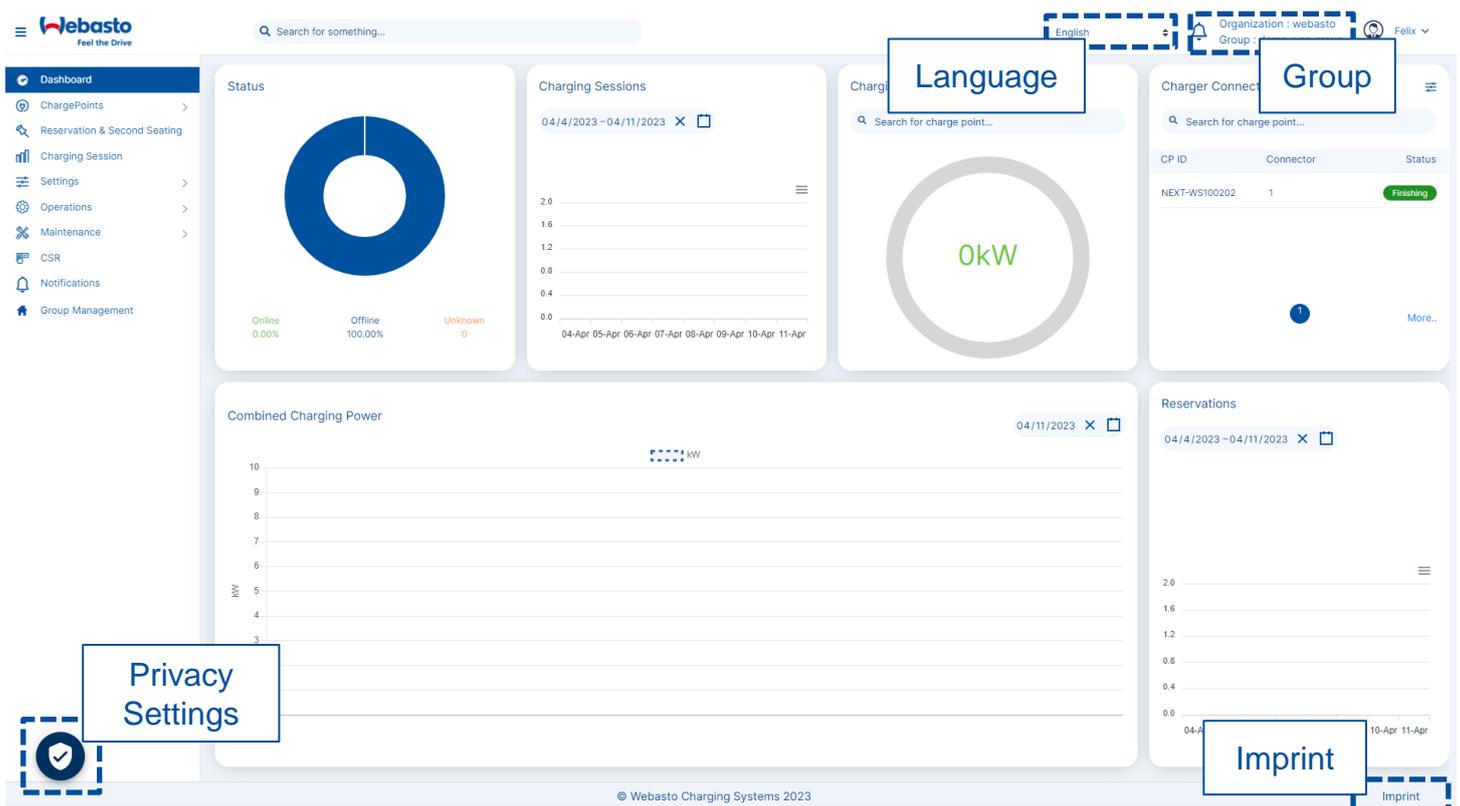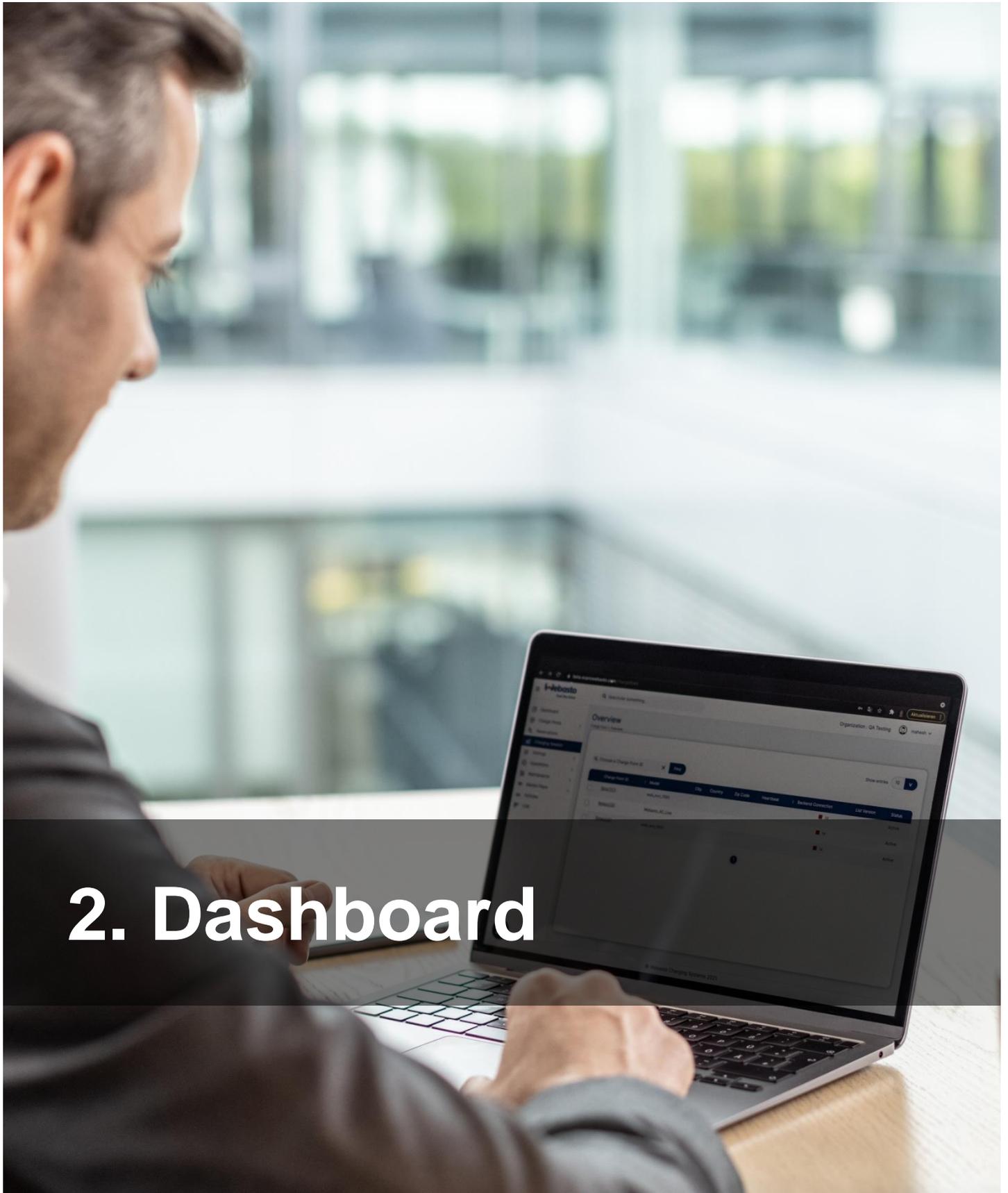– Last Name   – Employee number   – Add additional RFID Tag

1. WCC Account

1.6 Web Portal General Settings

Within the Web Portal there are also other general settings and information available.

(1) Open the **Privacy Settings** to select and deactivate various tags / trackers / analytic tools used on this website.

(2) Select **Imprint** to see the site hosts of the Webasto ChargeConnect website.

(3) Select **Languages** to switch between the available languages of the web portal. These are displayed in a drop-down menu.

(4) View **Group** to see a currently selected group. The displayed data is then pre-filtered to this group. To reset, click on the account name to the right and select Log Off Group.

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Feel the Drive

2. Dashboard

2. Dashboard

2.1 Navigation Menu

Within the web portal, the navigation menu is displayed on the left side of the screen. It consists of the following menus.
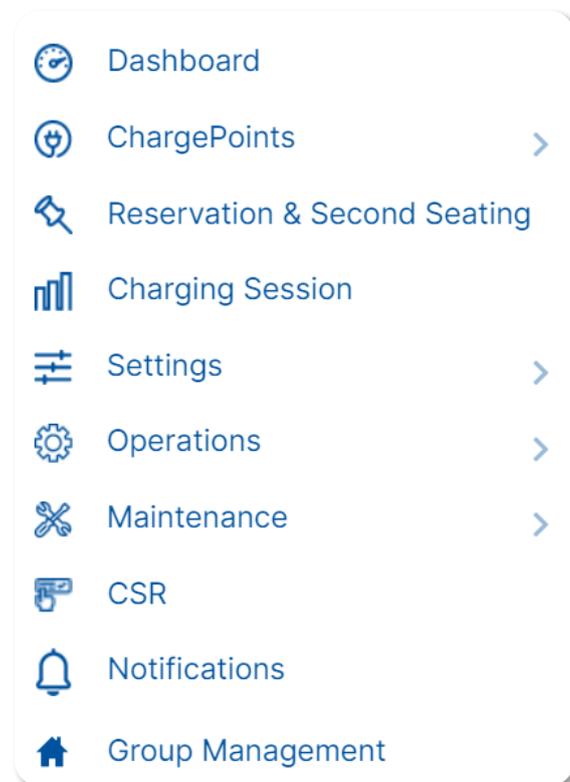
- Select **Dashboard** to view current data of your charging stations.

- Select **ChargePoints** to view all assigned charging station to your account.

- Select **Reservation & Second Seating** to activate or deactivate the reservation function for your charging stations.

- Select **Charging Sessions** to view recordings of any charging session.

- Select **Settings** to manage your Users Account.

- Select **Operations** to perform remote commands such as start, stop or restart.

- Select **Maintenance** to view your charging station inventory configuration.

- Select **Notification** to view important news about your charging stations.

- Select **Group Management** to manage your own groups.

2. Dashboard

2.2 Dashboard Screen

(1) **Navigation Menu** for selecting all menus of the Web Portal.

(2) **Status** shows the current status (online, offline) of all charging stations.

(3) **Charging session** shows the number of charging sessions done per day. Period can be selected.

(4) **Charging Power** shows the current charging power of the charging stations.

(5) **Charger Connectors** shows the current status of all charging station connectors.

(6) **Reservations** shows the number of reservation done per day. Period can be selected.

(7) **Combined Charging Power** shows the combined charging power of all charging stations of the account over time for an entire day.
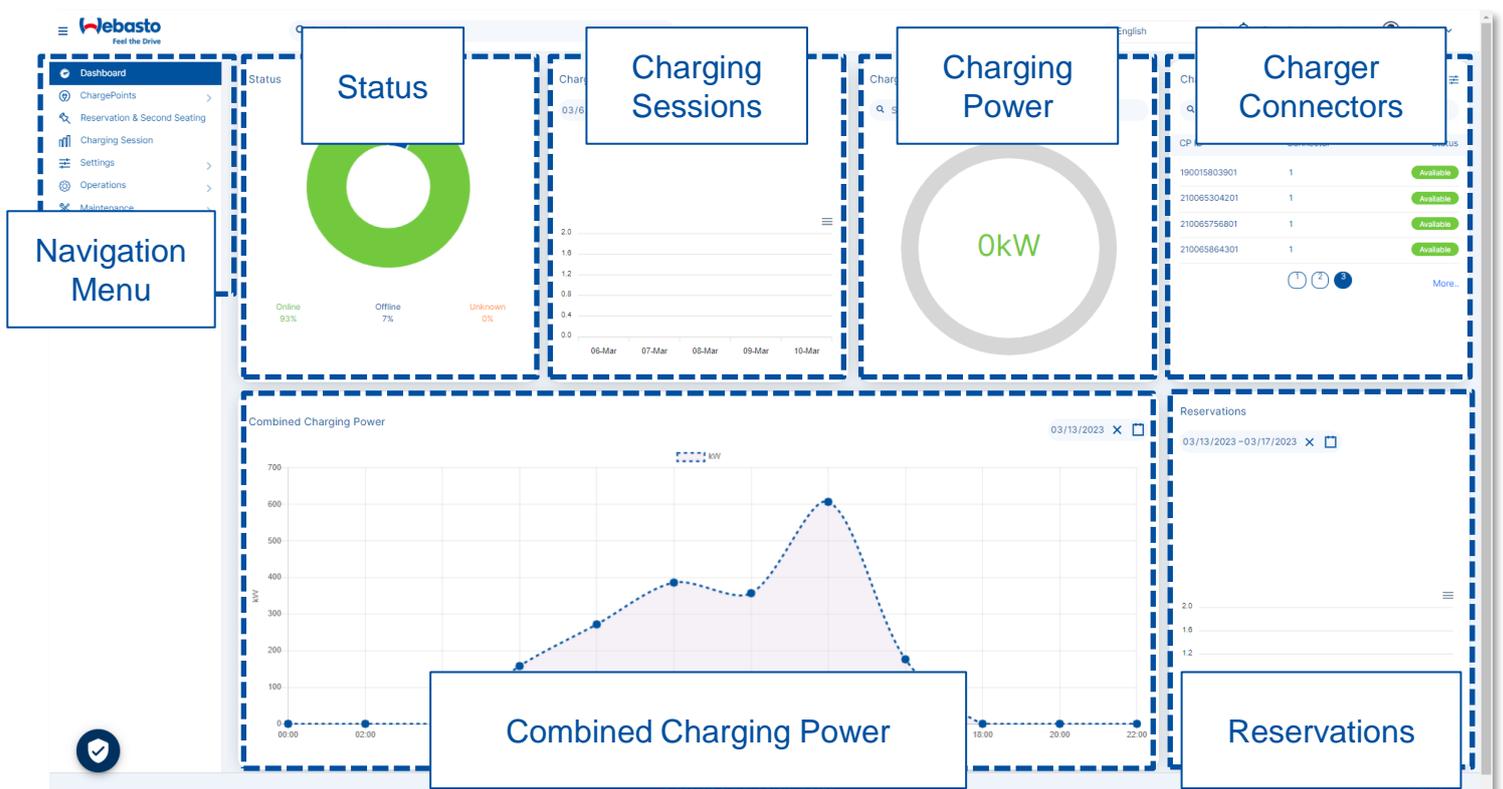
2. Dashboard

2.3 Charger Connector Status

The connector of a charging station displays different statuses.

- **Available**: A connector is available for a user.
- **UnAvailable**: A connector is unavailable for a user.
- **Preparing**: The charging station is already connected to an electric vehicle.
- **Charging**: A electric vehicle is currently being charged at this charging station

- **SuspendedEV**: When the electric vehicle is connected to the charging station and the charging station is offering energy, but the electric vehicle is not taking any energy.
- **SuspendedEVSE**: When the electric vehicle is connected to the charging station, but the charging station is not offering energy to the electric vehicle.
- **Finishing**: The charging sessions is finished but the connector is not available for a new user yet.
- **Reserved**: The charging station is reserved.
- **Faulted**: The charging station has reported an error and is not available for energy delivery.

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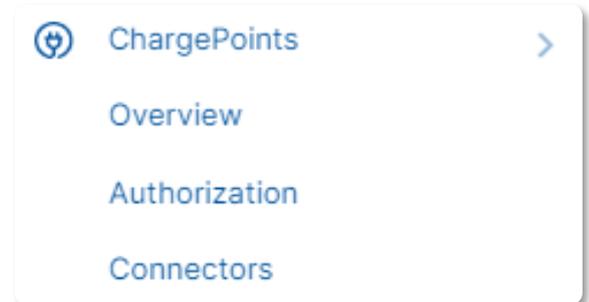
3. Charging Station Administration
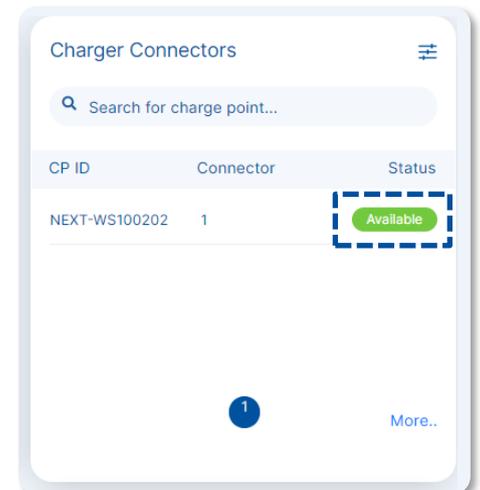
3. Charging Station Administration

3.1 ChargePoints Sub Menu

Within the web portal, the navigation menu is displayed on the left side of the screen. Selecting the "ChargePoints" menu opens the submenu belonging to it. It consists of the following menus:


- Select **Overview** to view all available charging station of this user account.

- Select **Authorization** to view all created virtual authorization IDs as well all assigned physical RFID cards. Further ID's and card can be assigned in this submenu.

- Select **Connectors** to view all connectors belonging to the charging stations.

3. Charging Station Administration

3.2 Charging Station Overview

In the Overview menu, all available charging stations of this user account are displayed. Both the own and the shared ones can be seen. The user has the following options in this menu:

In the upper area, different **filters** can be set to edit the view of the charging stations. It is possible to filter by "Charge Point ID", "Model", "Onboard Date" or "FW Version".
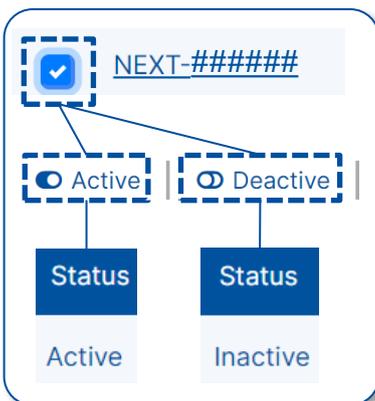
Select **Active** or **Deactive** for activating/deactivating a charging station: First, the charging station must be selected by marking the box on the left side. But only the own charging stations can be selected. Then, by clicking on 'Active', the charging station can be set to activated. And by clicking on 'Deactivate' it can be set to inactive.

Select **Export** to download the current overview of charging stations as an Excel file.

Select the **Charge Point ID** to open the charging station detail overview.

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3. Charging Station Administration

3.3 Charging Station Detail View (p. 1/2)

In the overview, each charging station can be opened individually to get more information. Own charging stations show more information compared to shared charging stations. To open the detail view, click on the Charge Point ID.

- Select **Edit** to change the description and address of the charging station.

- Select **Logbook** to activate the logbook feature for the selected charging station or to deactivate it again.

- Select **Assignment** to remove the assignment of the charging station to the present WCC account.

- View **Boot Configuration** to see important data about the charging station.

3. Charging Station Administration

3.3 Charging Station Detail View (p. 2/2)
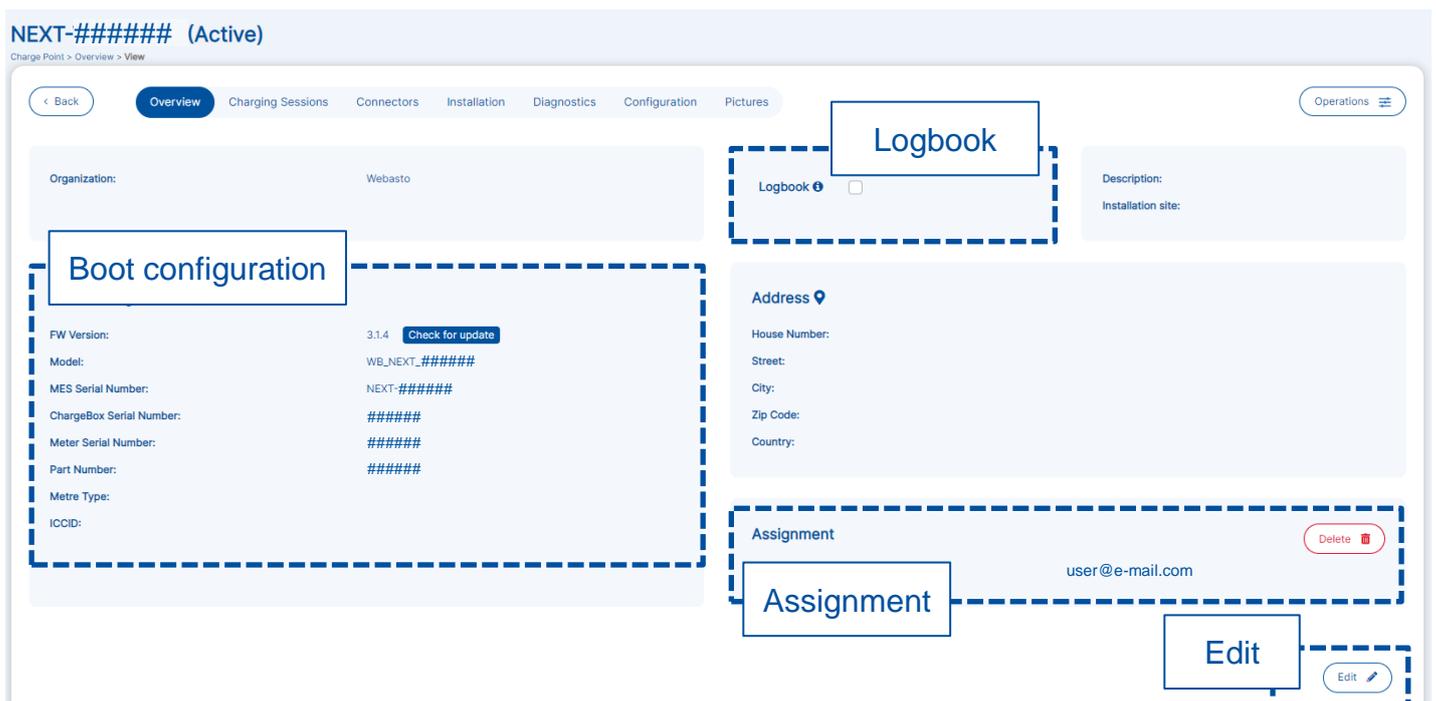
NEXT-###### (Active)
Charge Point > Overview > View

< Back | Overview | Charging Sessions | Connectors | Installati...

Menu Tabs Bar

Operations

Operations ≡
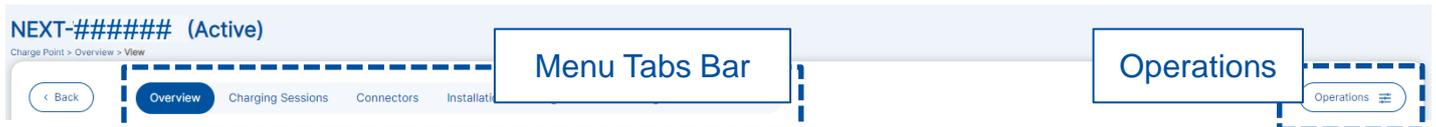
- Select a tab on the **Menu Tabs Bar** to get more options for the charging station. The following tabs are relevant for end users:

  – **Overview**: General information as described on the previous page of the user guide.

  – **Charging Sessions**: Overview of all charging sessions performed with this charging station.

  – **Connectors**: Status of the connector of the charging station, as well as date and time of the last status change.

  – **Pictures**: Adding one or two images of the charging station.

- Select **Operations** to perform various remote commands for this charging station, such as a remote start or stop, a reset, or enabling or disabling the availability of the charging station. A detailed description of the operations is given in the 'Operations' chapter.

3. Charging Station Administration

3.4 Firmware Update

New firmware updates are released at regular intervals for the connect Webasto charging stations. These can be installed via the web portal.

1) Open the 'ChargePoints' menu from the main menu bar and select 'Overview' from the submenu.

2) Then select the charging station by clicking on the 'Charge Point ID'.

3) In the Boot Configuration area there is a section 'FW Version'. Here the current version is displayed as well as the possibility to check for a new FW update.

4) By clicking on "Check for update" the installation process can be started (If a newer FW version is available for this charging station).
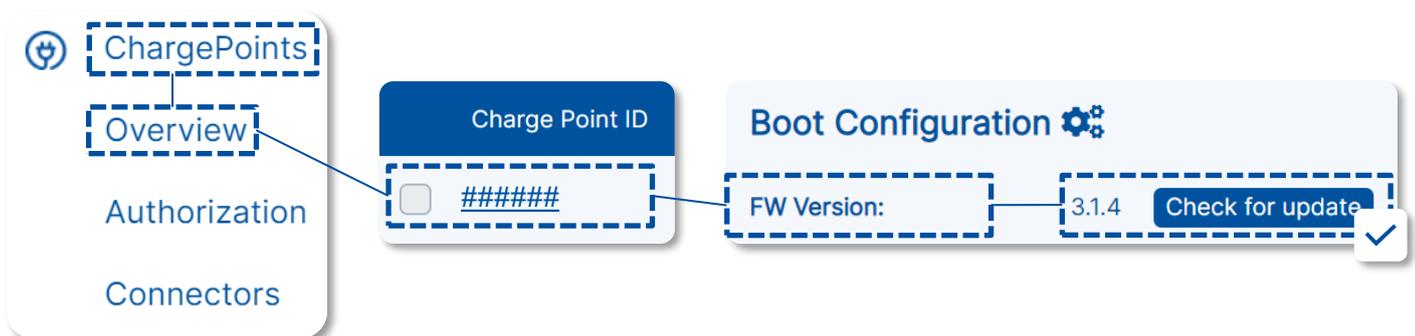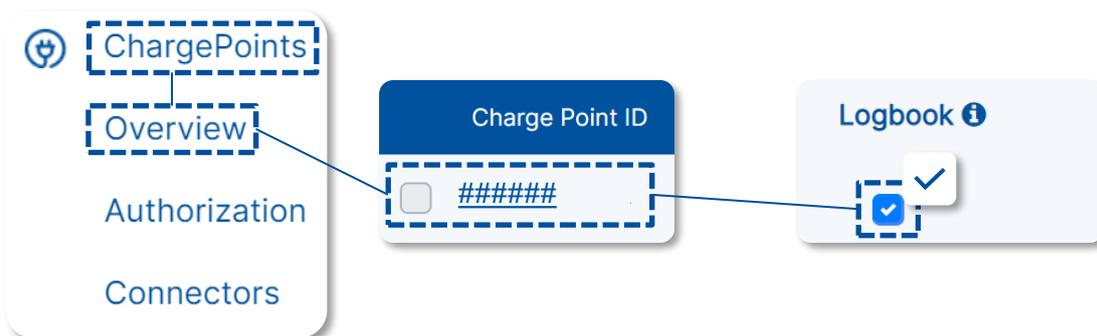
3. Charging Station Administration

3.5 Vehicle Driver Logbook (p. 1/2)

The logbook feature can be activated for each charging station. Once activated, the charging station user must enter both the current KM/mileage and a vehicle ID before starting a charge.

1) To activate open the 'ChargePoints' menu from the main menu bar and select 'Overview' from the submenu.

2) Then select the charging station by clicking on the 'Charge Point ID'.

3) If the check mark is set, the feature is activated and valid for every charging session at this charging station.
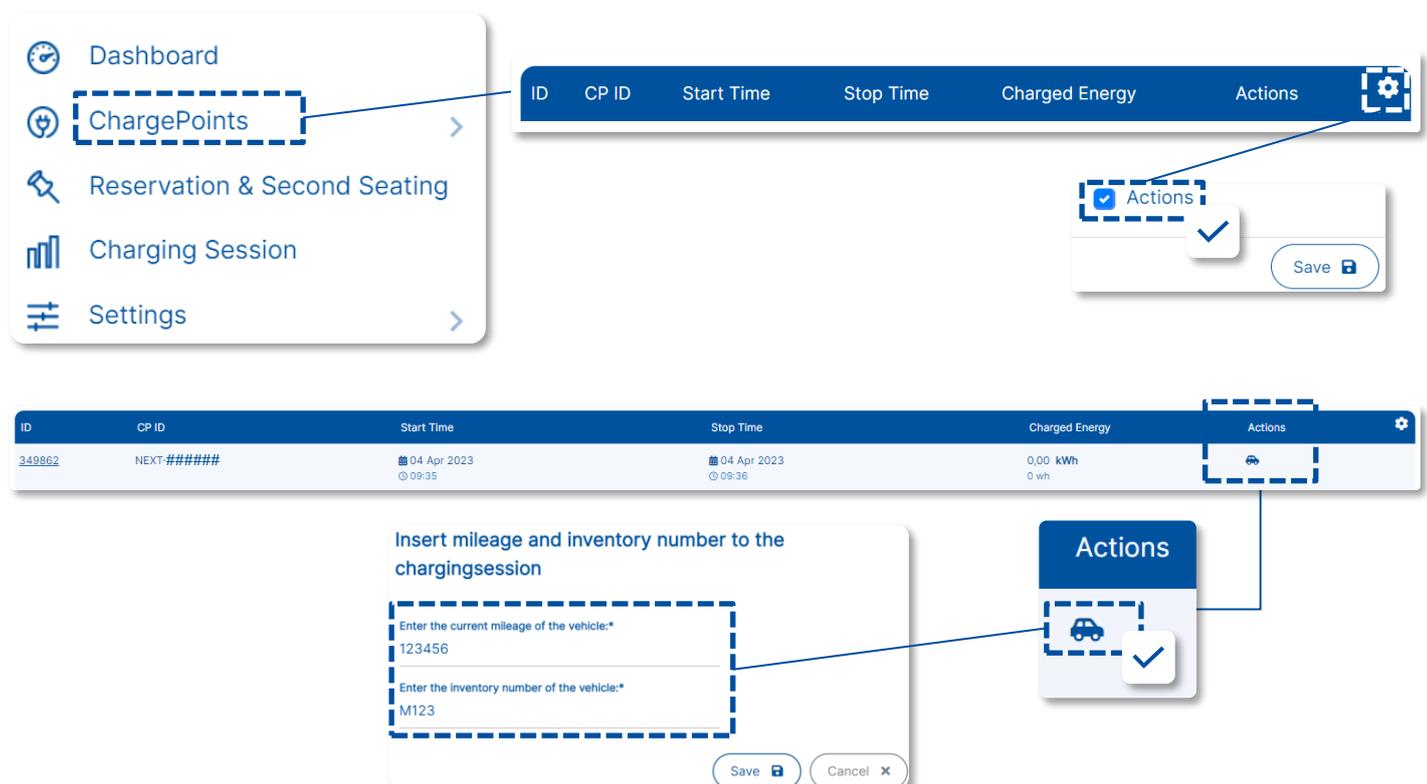
3. Charging Station Administration

3.5 Vehicle Driver Logbook (p. 1/2)

As soon as the logbook feature is activated, the user of this charging station must enter both the KM/mileage and the vehicle ID before each charging session. The request for entry is automatically made via the app in the relevant process for starting charging sessions. Further instructions can be found in the user guide of the WCC app.

To view the logbook entries, "Charging Sessions" must be opened in the main menu bar. Then the column "Actions" must be activated for the view in the table. The logbook is shown by a "Vehicle Icon" on the right side of the Charging Sessions row. By clicking on this icon, the KM/mileage is displayed as well as the vehicle ID. In addition, the value can be corrected again and added subsequently, should it not have been entered.
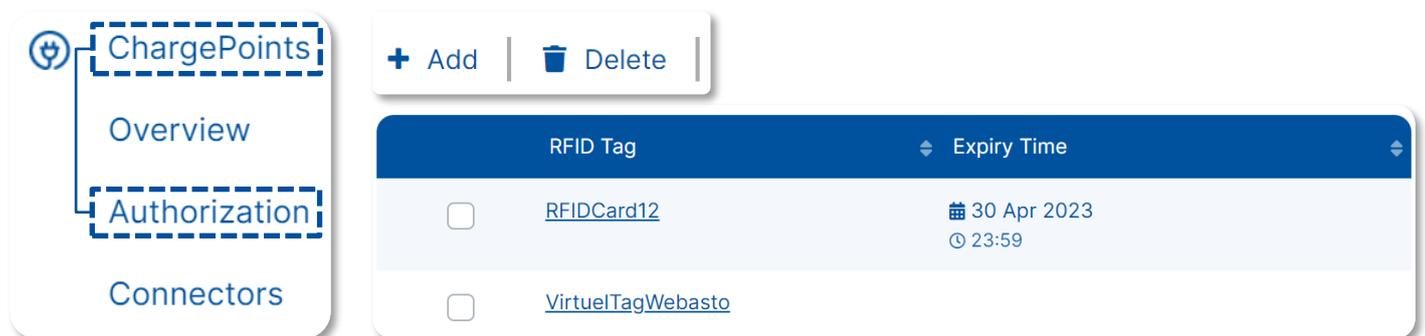
3. Charging Station Administration

3.6 Authorization Tags

In the web portal, all physical RFID cards as well as all virtual authorization tags of the user can be monitored. In addition, new cards or tags can be added or existing ones removed.

1) First, the **Authorization** menu must be opened. It is in the main menu bar in the ChargePoints section as a submenu.

2) Afterwards, an overview shows all existing Authorization Tags.

3) Clicking on one of the tags opens a view with detailed information.

4) To delete one of the tags, select it via the checkbox and confirm the removal via the **Delete** button.

5) A new tag can be added using the **Add** button.

	RFID Tag	Expiry Time	
☐	RFIDCard12	📅 30 Apr 2023 🕐 23:59	
☐	VirtuelTagWebasto		

ChargePoints
Overview
Authorization
Connectors

➕ Add | 🗑 Delete

3. Charging Station Administration

3.6 Creating an Authorization Tag #1

1) Select the **Authorization** menu in the main menu bar under the section ChargePoints.

2) Afterwards, select **Add** to create a new authorization tag for the user account.

3) The ID of the **RFID Tag** must be entered. If a virtual tag is to be created, a random ID can be entered.
   For an RFID card, the ID of the card must be entered. This can be identified using an NFC reader app if required.
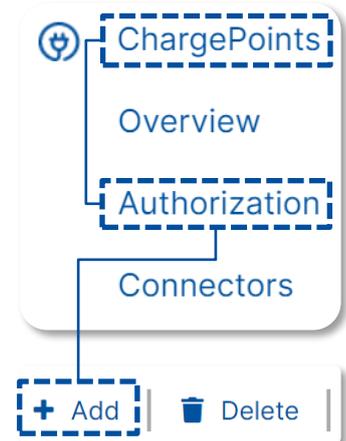
RFID Tag *

additional Note

Expiry Date/Time

Choose RFID Tag type * ⓘ Other

4) Finally, the valid charging stations for this RFID tag must be selected and the process completed with **Save**.
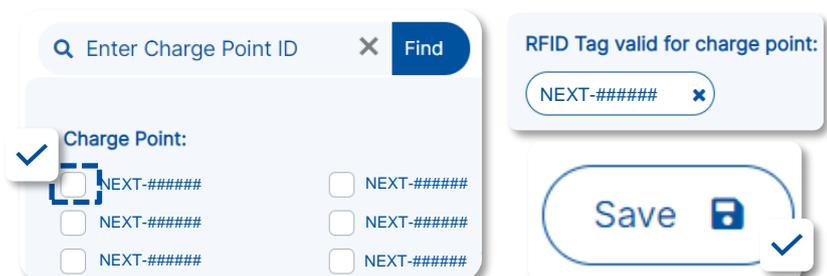
4) Optionally, a description can be added under **Additional Note**.

5) In addition, the **RFID Tag Type** can be selected (Other, Private or Company). The selection is only for the documentation and has no other effect.

6) Furthermore, the end date and time can be set under Expiry Date. After that, the RFID tag is no longer valid.

3. Charging Station Administration

3.7 Creating an Authorization Tag #2

The Web Portal offers another possibility to create Authorization Tags. In this procedure, the tags are assigned to the user. This is helpful, for example, if a user wants to charge two vehicles at one charging station. For example, a company vehicle and a private vehicle. The authorization tags assigned to the user then support the exact assignment of the vehicles.

1) Select **Users** in the main menu bar under the section Settings.

2) Then select the **Edit** button for the user to open the user settings.
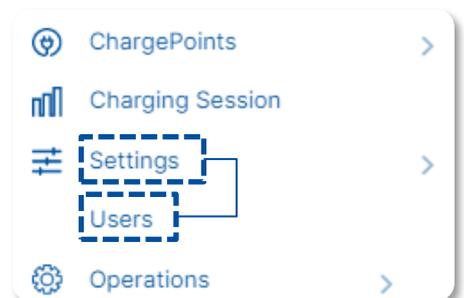
3) A new RFID tag can be created via the blue (+) icon.

4) The ID of the card must be entered in the RFID Tag field, or a random ID can be selected for a virtual tag.

5) In the RFID Tag Alias field, a name can be entered for the created tag. This is a random name and helps to better assign the tag.

6) Finally, the RFID Tag Type can be selected (Other, Private or Company). The selection is only for the documentation and has no other effect.
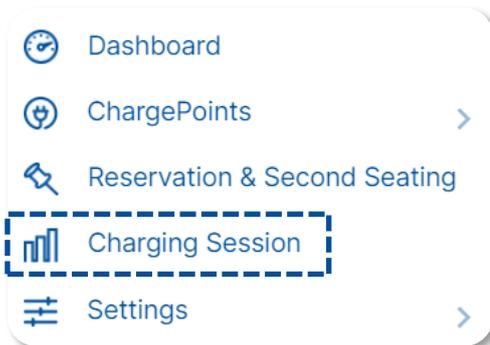
⊕ Add additional RFID Tag

RFID TAG(optional)
VirtuelTagWebasto

RFID TAG Alias

Choose RFID Tag type * ⓘ Other

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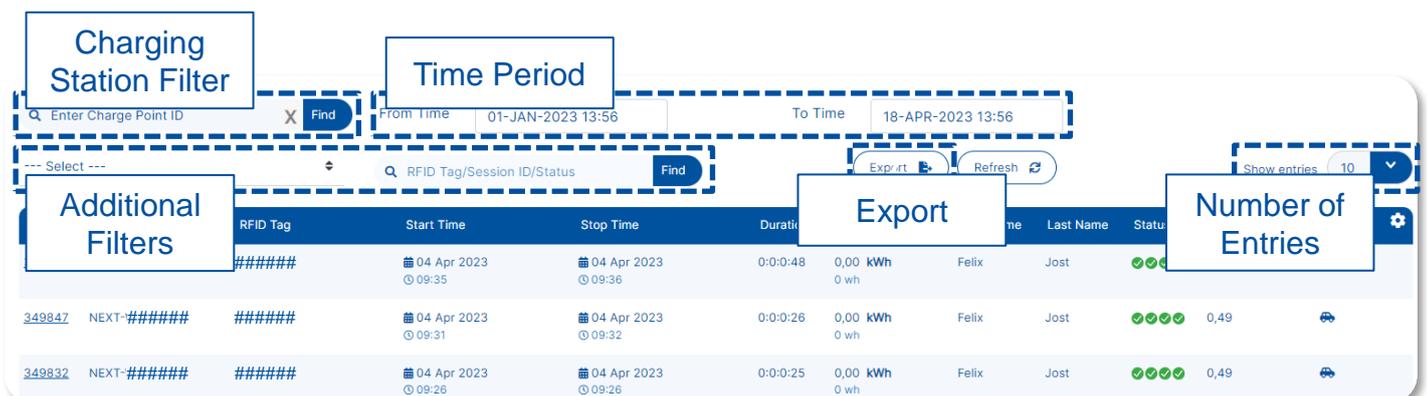
Feel the Drive

4. Charging Sessions

4. Charging Sessions

4.1 Charging Sessions Overview

The backend records every charging session performed at the charging station and stores it in the cloud. The user can view all charging sessions for his charging station. The menu for this can be opened from the main navigation bar through the "Charging Session" tab.

- **Charging Station Filter** allows to display only a specific charging station ID.
- **Additional filters** can be selected either by RFID tag, session ID or charging session status. First the filter must be selected in the drop down and then the value must be entered in the text field to the right.
- **Time Period** limits the displayed charging data in terms of time.
- The **Export** button enables to download the displayed charging data as an XLS or CSV file.
- Under **Number of Entries**, it is possible to set the number of displayed charging sessions per page. It can be selected between 10,20,30,40 or 50 entries.
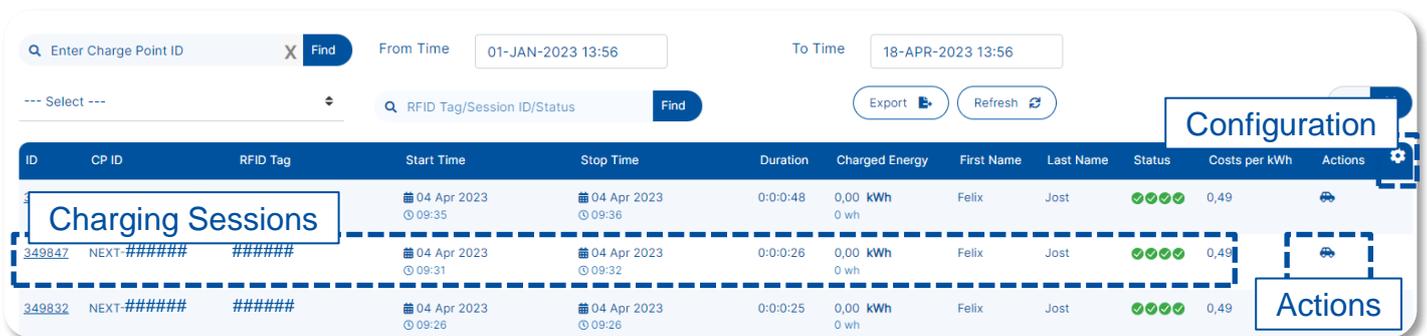
Feel the Drive

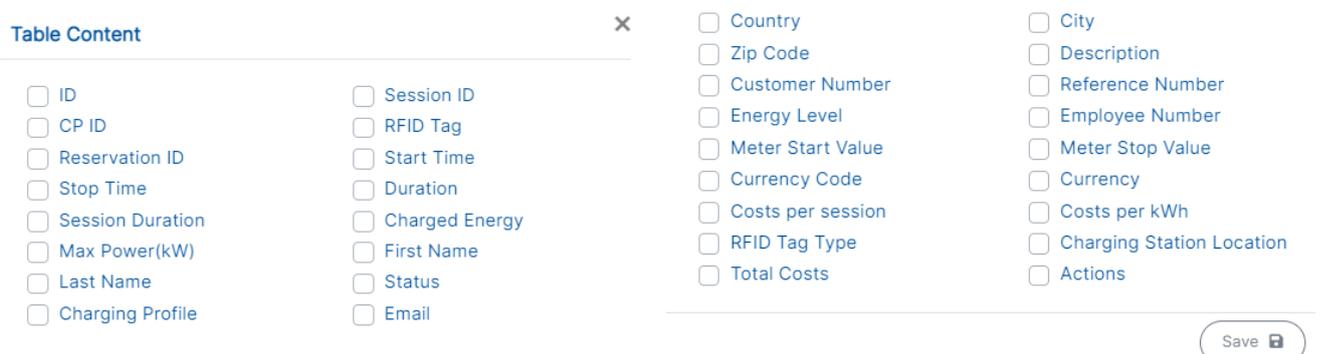# 4. Charging Sessions

4.1 Charging Sessions Overview

- The most important information on this page of the Web Portal is shown in the **Charging Sessions** section. Every single charging session is listed here. The shown charging sessions vary depending on the selected time period and set filters. The shown columns vary depending on the configuration of the table. By clicking on the ID (on the left side of the table and underlined) the detail view of a single charging session can be opened.

- If the **Actions** column is activated, various icons are displayed here. Behind the icons there are different possibilities. If a pen icon is shown, a remote start/stop can be executed. If the vehicle icon is shown, the logbook entries KM/mileage and vehicle ID can be stored.

- By clicking the gear icon, the **Configuration** of the shown table can be set. The contents shown below can be selected.
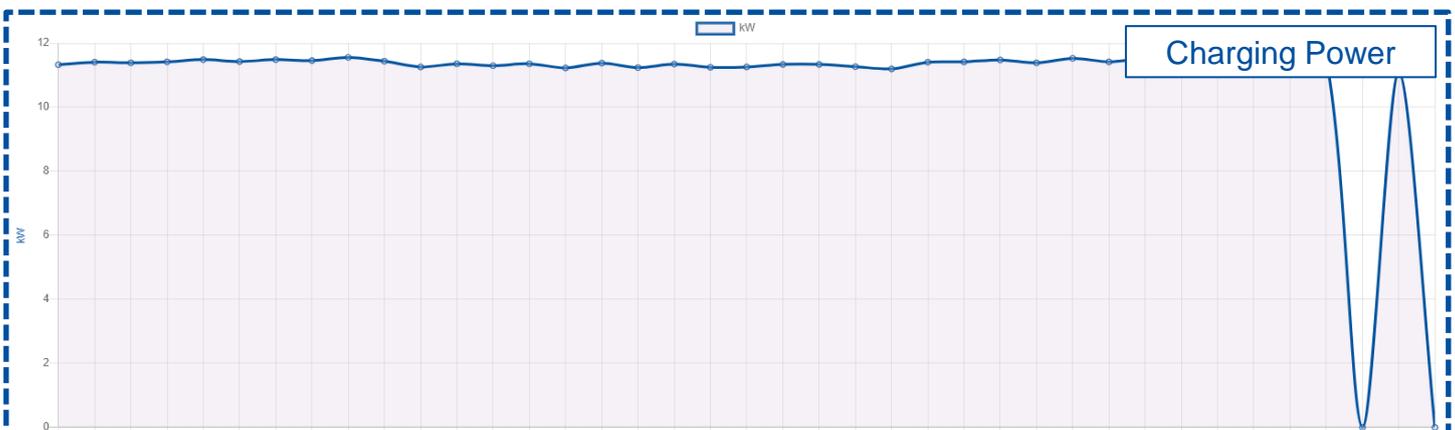
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4. Charging Sessions

4.2 Charging Session Detail View

As soon as a single loading process has been selected, all relevant information of this loading process is displayed in detail.
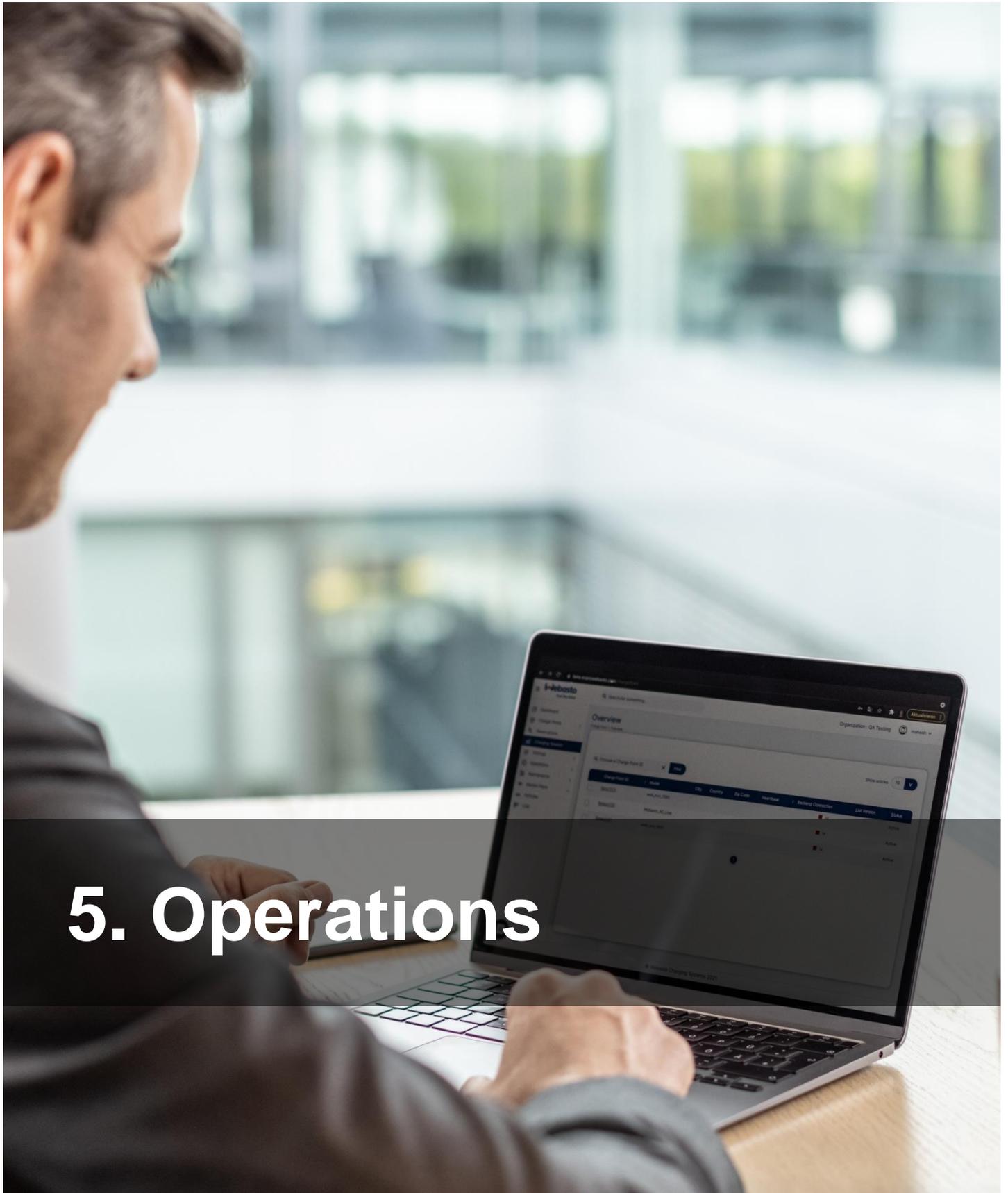
- The user sees all data of the **Meter Values**.
- Then a calculation of the theoretical **Charging Costs**.
- Also, the **Charging Power** along the charging time is displayed in a diagram.
- And, if occurred, the **Error Codes** are listed.

Charge Point ID	NEXT-######	Charging Status	✓✓✓✓	Transaction ID	**Meter Values**
Connector ID	1	ID Tag	#freecharging	Reservation ID	
Charging Duration	⏱ 184 min / 57sec				
Meter Start Value	4854797	Start Time	📅 17-APR-2023 ⏱ 15:06	Stop Time	📅 17-APR-2023 ⏱ 18:11
Vehicle mileage		Session Duration	⏱ 185 min / 5sec	Charged Energy	35,13 kWh
Vehicle inventory number		Goal Reached Time	17-APR-2023 15:06	Stop Reason	Local
Max Charging Power	11.568	Meter Stop Value	4889931	Energy Level	kWh
RFID Tag Type		Current Charging Power	11.49	Note	
Charging Station Location					

Charging Costs

		Meter Start Value	4854797 Wh	Costs per session	0,00 €
Plugged out Time	17-APR-2023 18:11	Meter Stop Value	4889931 Wh	Costs per kWh	35,13 kWh * 0,30 € = 10,54 €
		Charged Energy	35,13 kWh	**Total Costs**	**10,54 €**

Charging Power

Error Codes

Time Stamp	Internal Error Code	Description

Find | Date | Show entries 10

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5. Operations

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5. Operations

5.1 Remote Start
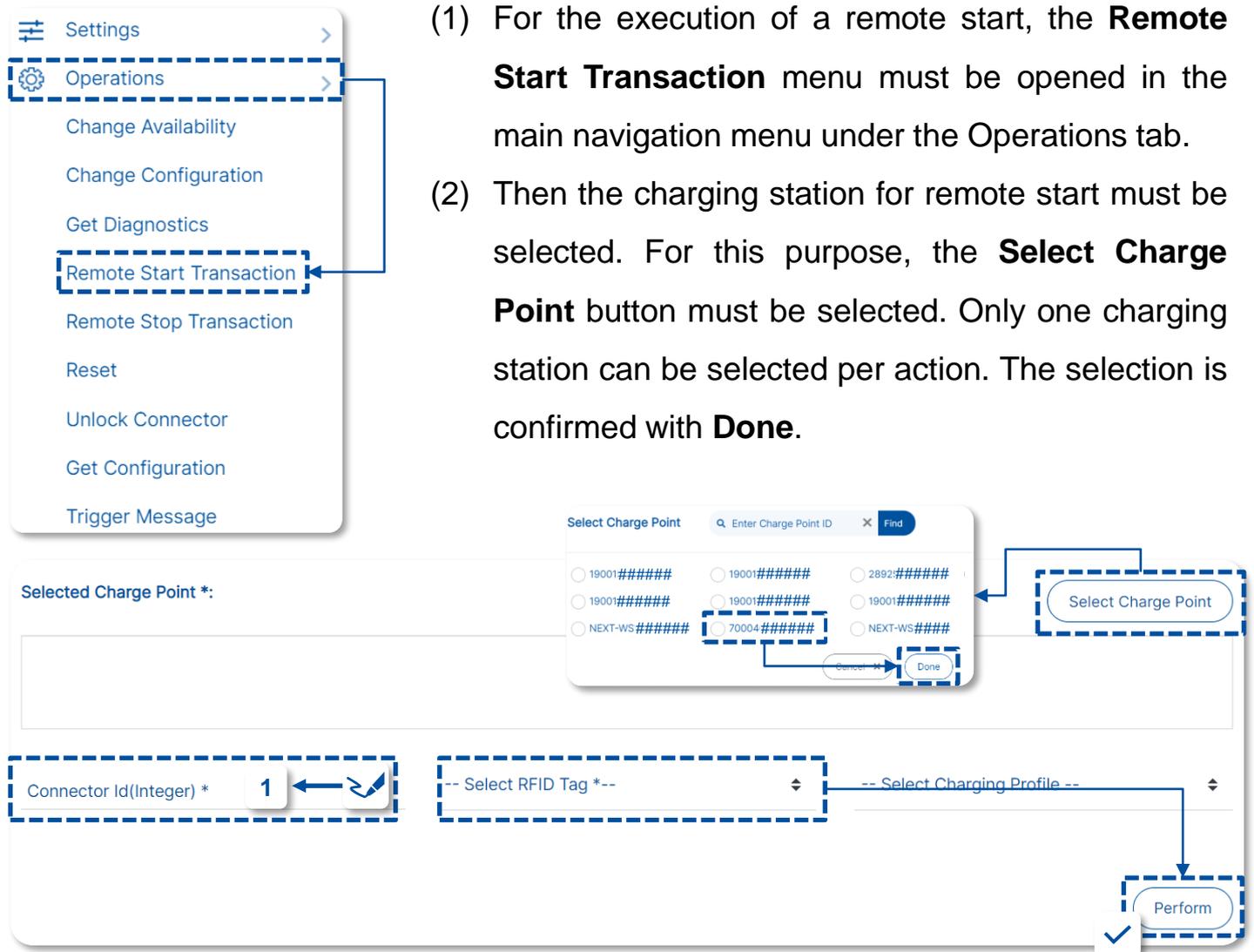
Settings >
Operations >
Change Availability
Change Configuration
Get Diagnostics
Remote Start Transaction
Remote Stop Transaction
Reset
Unlock Connector
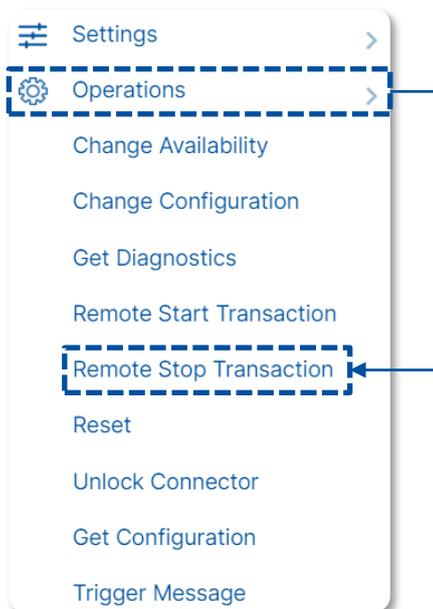Get Configuration
Trigger Message

(1) For the execution of a remote start, the **Remote Start Transaction** menu must be opened in the main navigation menu under the Operations tab.

(2) Then the charging station for remote start must be selected. For this purpose, the **Select Charge Point** button must be selected. Only one charging station can be selected per action. The selection is confirmed with **Done**.
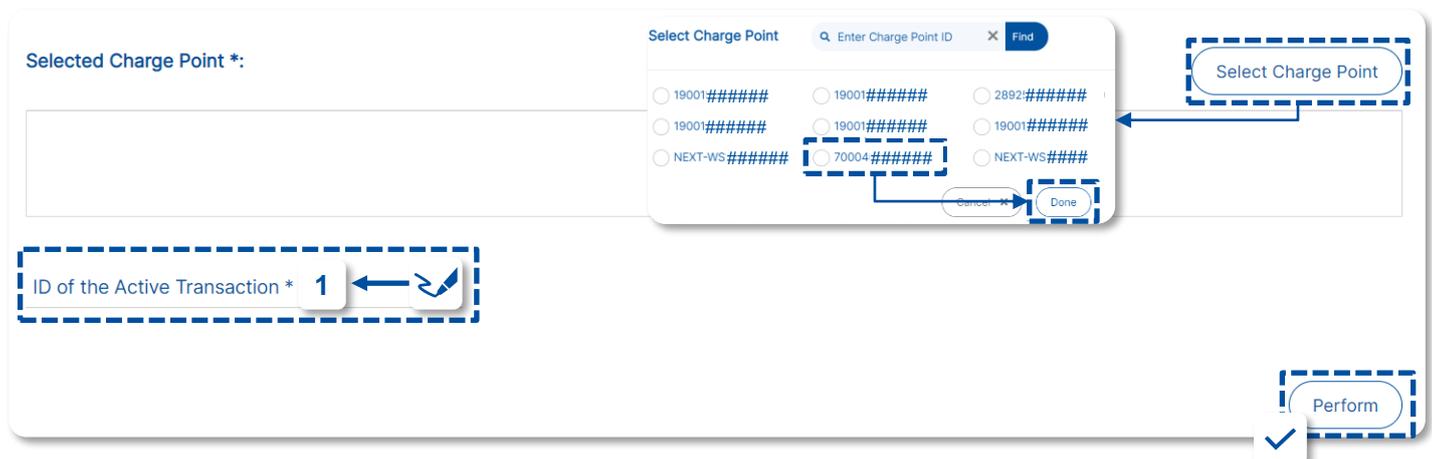
Select Charge Point — Enter Charge Point ID — Find

19001##### 19001##### 2892!#####
19001##### 19001##### 19001#####
NEXT-WS##### 70004##### NEXT-WS####

Cancel — Done

Select Charge Point

Selected Charge Point *:

Connector Id(Integer) * — 1

-- Select RFID Tag *-- — -- Select Charging Profile --

Perform

(3) Once the charge point is selected, it will be displayed in the 'Selected Charge Points' field. Next, the value **1** must be entered for **Connector id(Integer)**.

(4) Then one of the existing virtual tags must be selected at **Select RFID Tag**. These are displayed in a drop-down menu for selection.

(5) At the end, the charging session only must be finally started through **Perform**. A pop-up banner confirms the successful started charging session.
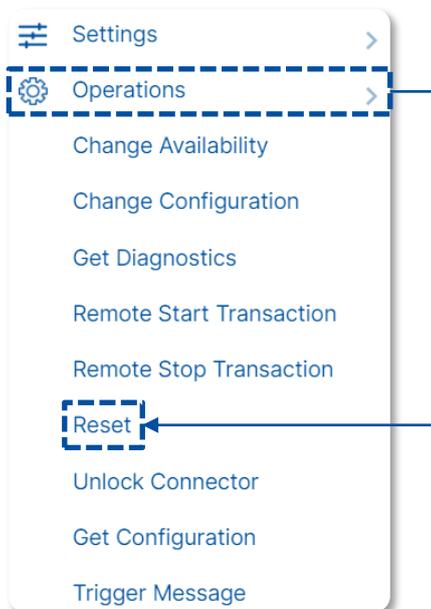
5. Operations

5.2 Remote Stop

Settings >

Operations >

Change Availability

Change Configuration

Get Diagnostics

Remote Start Transaction

Remote Stop Transaction

Reset

Unlock Connector

Get Configuration

Trigger Message

(1) For the execution of a remote stop, the **Remote Stop Transaction** menu must be opened in the main navigation menu under the Operations tab.

(2) Then the charging station for remote stop must be selected. For this purpose, the **Select Charge Point** button must be selected. Only one charging station can be selected per action. The selection is confirmed with **Done**.
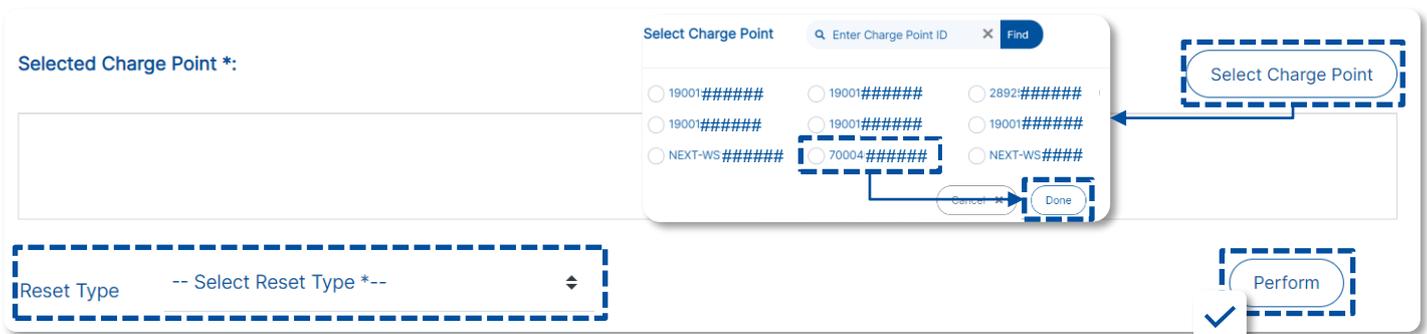
Selected Charge Point *:

Select Charge Point   Q Enter Charge Point ID   ✕ Find

Select Charge Point

19001#####   19001#####   2892t#####

19001#####   19001#####   19001#####

NEXT-WS#####   70004######   NEXT-WS####

Cancel ✕   Done

ID of the Active Transaction *   1

Perform

(3) Once the charge point is selected, it will be displayed in the 'Selected Charge Points' field. Then the ID of the related charging session must be entered into field **ID of the Active Transaction**. The ID of the charging session can be viewed in the Charging Session menu.

(4) At the end, the charging session only must be finally stopped through **Perform**. A pop-up banner confirms the successful stopped charging session.
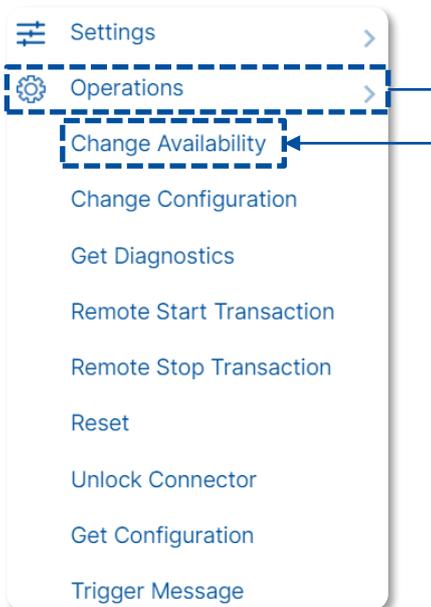
5. Operations

5.3 Reset

(1) For the execution of a reset of the charging station, the **Reset** menu must be opened in the main navigation menu under the Operations tab.

(2) Then the charging station for the reset must be selected. For this purpose, the **Select Charge Point** button must be selected. Only one charging station can be selected per action. The selection is confirmed with **Done**.

(3) Once the charge point is selected, it will be displayed in the 'Selected Charge Points' field. Then the Reset Type for the charging session must be selected. A choice can be made between a soft and hard reset.

- **Soft Reset**: Restart is executed after the current charging session is finished.

- **Hard Reset**: Restart is executed directly. Current charging session is canceled.

(4) At the end, the change of the availability only must be finally changed through **Perform**. A pop-up banner confirms the successful change.

5. Operations

5.4 Change Availability

(1) For the change of the availability of a charging station, the **Change Availability** menu must be opened in the main navigation menu under the Operations tab.

(2) Then the charging station must be selected. For this purpose, the **Select Charge Point** button must be selected. Only one charging station can be selected per action. The selection is confirmed with **Done**.
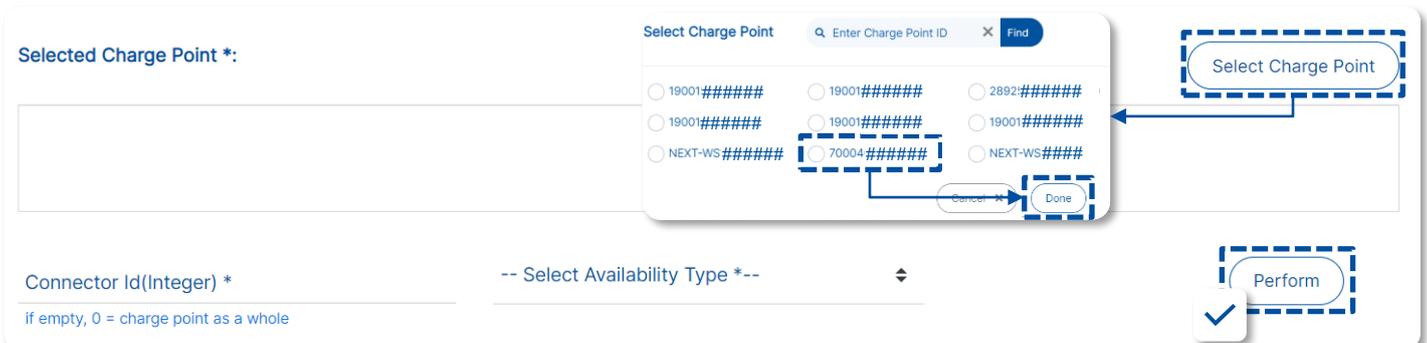

(3) Once the charge point is selected, it will be displayed in the 'Selected Charge Points' field. Next, the value **1** must be entered for **Connector id(Integer)**.

(4) Then the status of the charging station must be selected at 'Select Availability Type'. A choice can be made between operative and inoperative.

▪ **Operative:** The charging station is active and can be used.

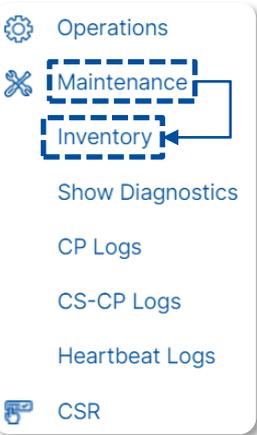▪ **Inoperative:** The charging station is inactive and cannot be used

(3) At the end, the charging session only must be finally started through **Perform**. A pop-up banner confirms the successful started charging session.

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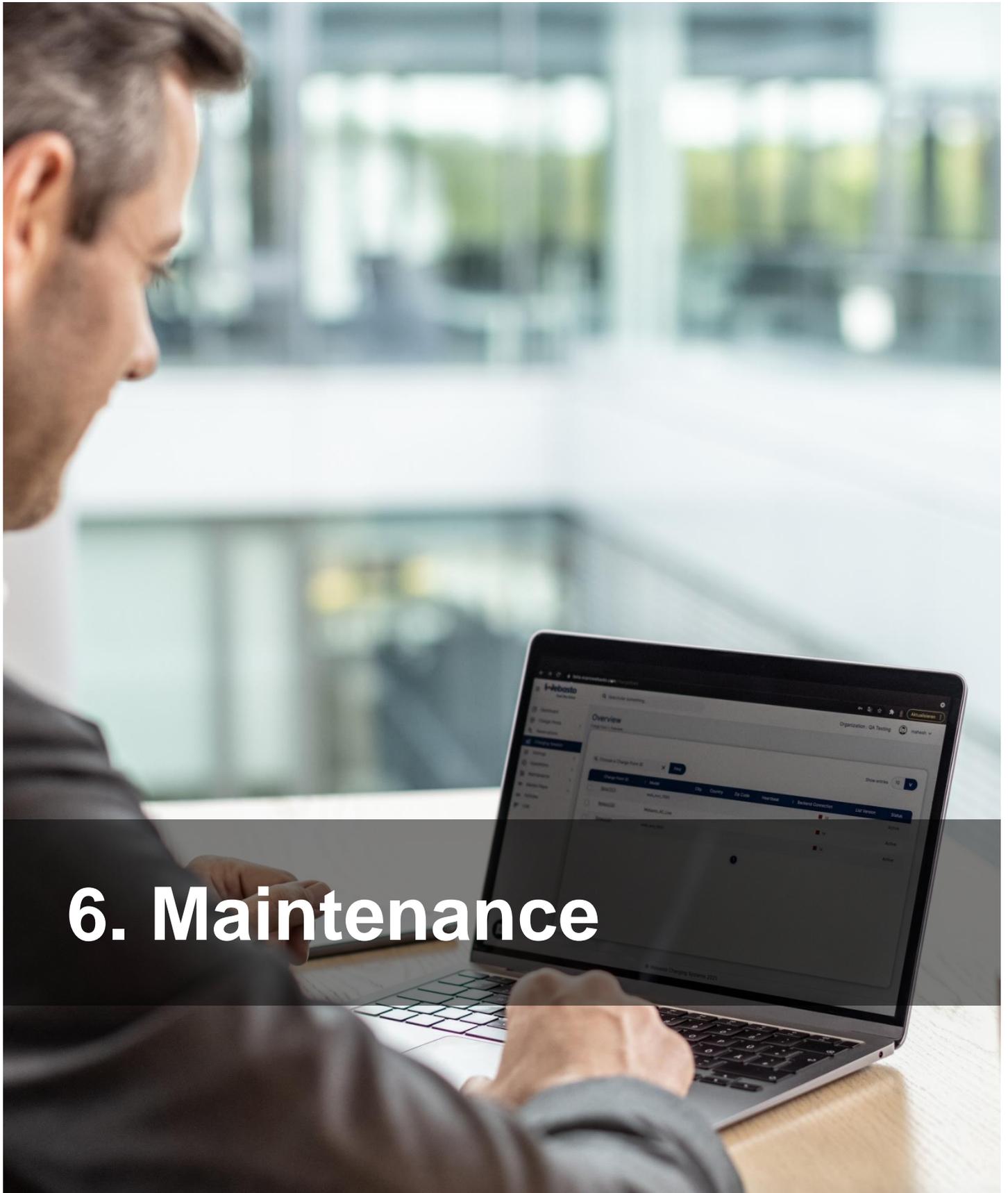
6. Maintenance

6. Maintenance

6.1 Inventory

In the main navigation menu, the Inventory function can be opened under the Maintenance tab. Inventory shows an overview of all charging stations of the account. This includes both the own and those with shared admin rights. The overview shows important data about the serial and part numbers, the model's name, the firmware version and the date when the charging pole was added to the account.

By selecting an individual charging station, the user receives all relevant passwords for the charging station. These include for example the OCPP password or the master password.

Please contact us

Do you have questions about our
Webasto charging stations?

We are always here for you!

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