Webasto ChargeConnect Web Portal

User Guide - All key functions at a glance

Webasto ChargeConnect
Web Portal User Guide

Dear Webasto ChargeConnect user,

Thank you for downloading this document, and welcome to the User Guide for the Webasto ChargeConnect Web Portal.

The Webasto ChargeConnect Web Portal is a cloud-based solution for controlling and monitoring charging stations. In addition to the web portal, the ChargeConnect also has an app. While the app is primarily intended for end users of charging stations, the web portal focuses on users from the B2B segment. Once connected, charging stations can be monitored anywhere and anytime due to the use of cloud technology. All it takes is access to a computer with an internet connection. The Web Portal functions offer users various ways to interact with their charging stations.

The first chapter describes the basic User account administration. The next chapter provides insights into the dashboard function; an important tool within the Web Portal to monitor charging stations quickly and efficiently. Another chapter describes management of all charging stations as well as how to manage individual charging stations. It also explains how you can view and export charging sessions. The final chapters in this User Guide deal with remote operations and maintenance.

The Webasto ChargeConnect product team wishes you
great enjoyment from your charging stations.

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Feel the Drive

1. WCC Account

1. WCC Account

1.1 Signing in to the Web Portal

To access the web portal:

1)   Browse to: **https://webastochargeconnect.com/**

2)   Enter your email address and password.

3)   Enter the generated captcha.
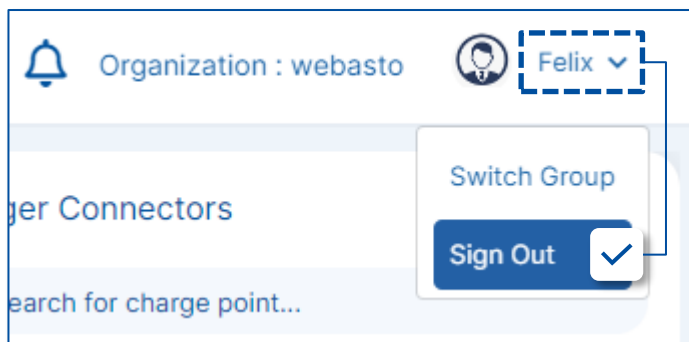
4)   Select 'Sign In' to proceed.
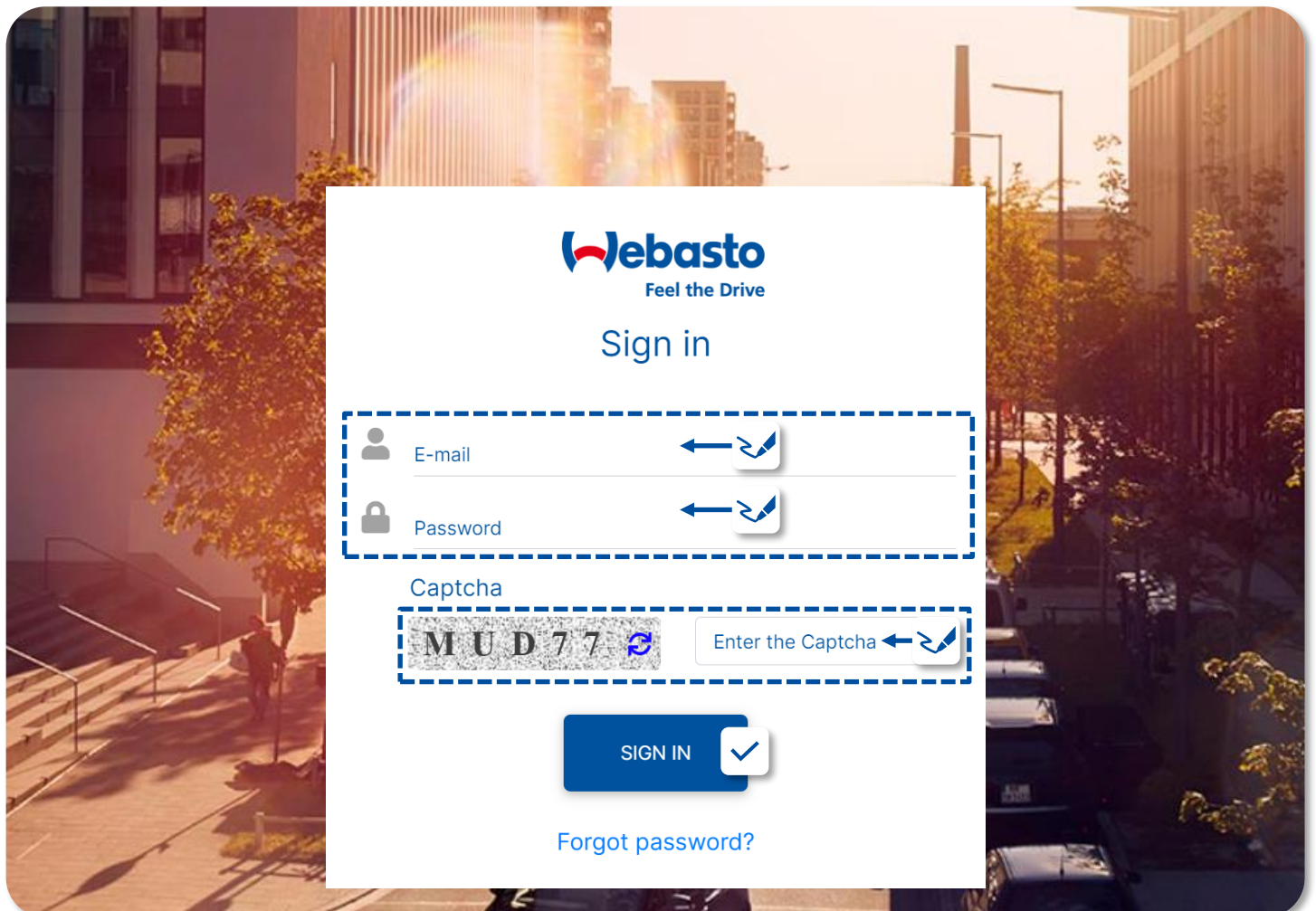
1. WCC Account

1.2 Signing out from your User Account

To sign out:

1) Select the username in the upper right corner of the web portal.
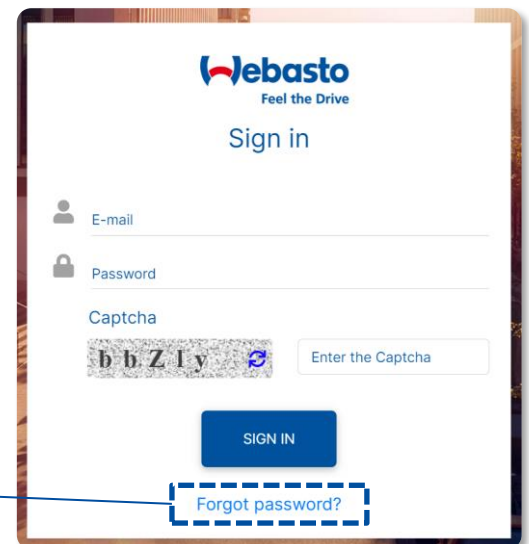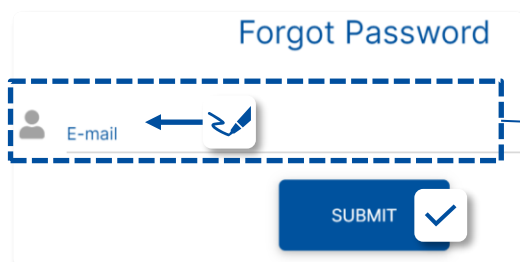
2) Select 'Sign Out' to confirm signing out.

1. WCC Account

1.3 Resetting your Password

To reset your password:

1) Select 'Forgot Password'.

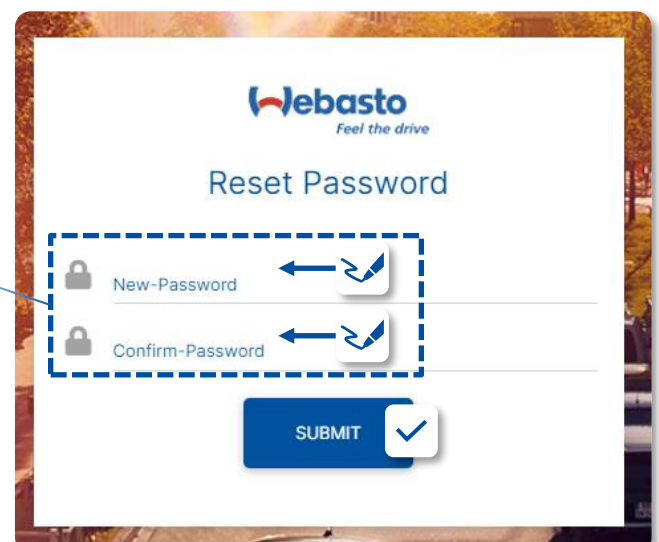2) Enter the User Account's email address.

3) Select 'Submit' to confirm.

3) Check your email account for the email address entered above.

4) Open the WCC password reset email and follow the instructions.

5) Enter the new password twice and then select 'SUBMIT. to confirm.
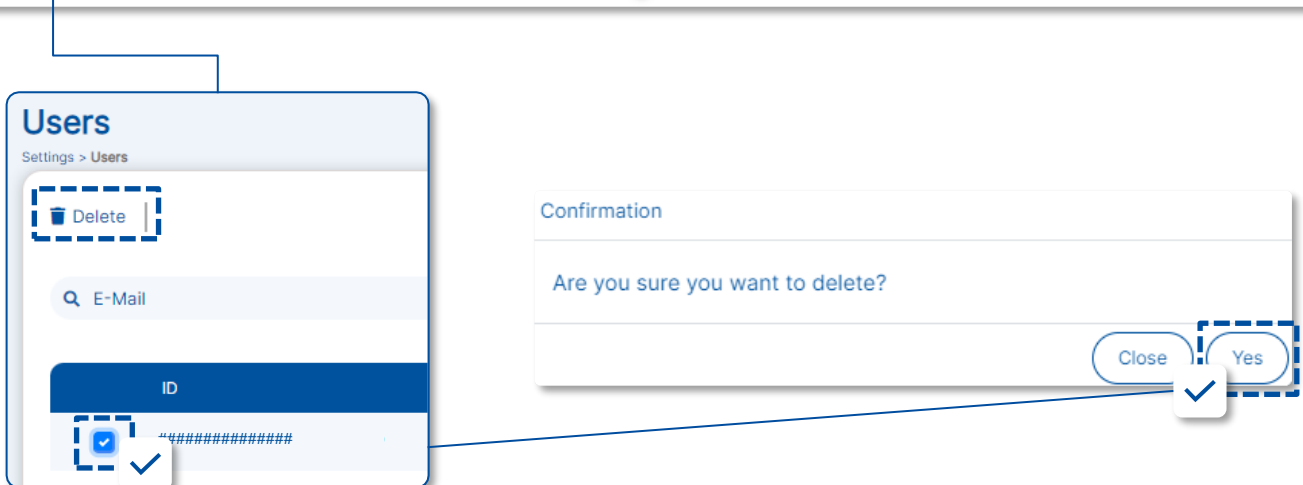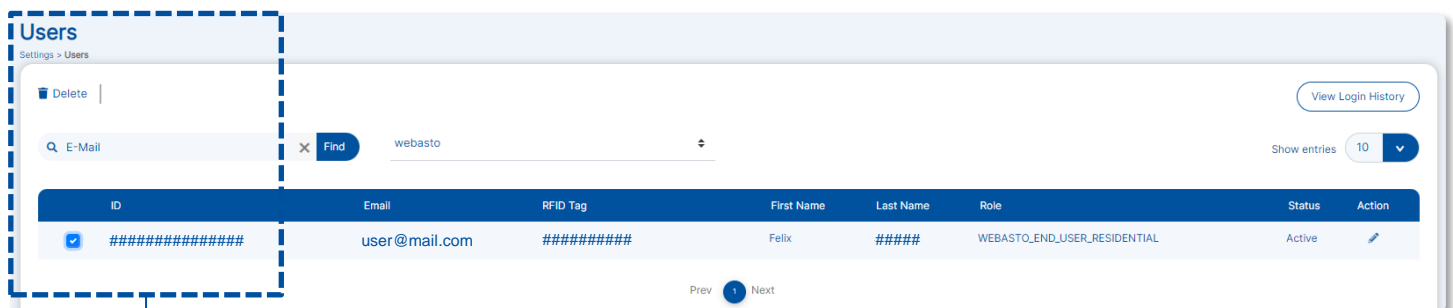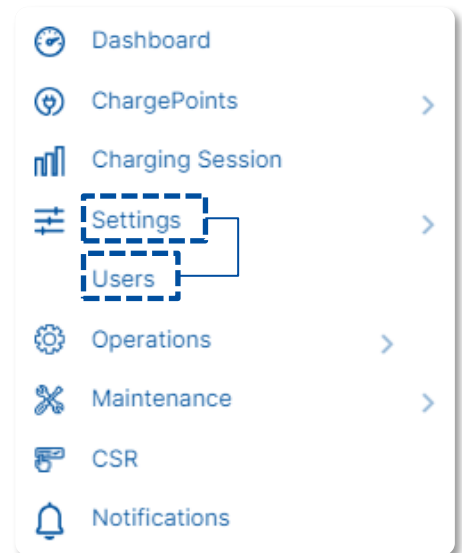
Feel the Drive

1. WCC Account

1.4 Deleting your User Account

To delete your password:

1) Select 'Settings' from the menu on the left.

2) Select 'Users' from the sub menu.

3) Select the checkbox on the left for your account.

4) Select 'Delete' to start deleting your account.

5) Select 'Yes' to confirm deleting your account.

Dashboard

ChargePoints

Charging Session

Settings

Users

Operations

Maintenance

CSR

Notifications

Users
Settings > Users

Delete

E-Mail   ✕ Find   webasto   Show entries 10

ID	Email	RFID Tag	First Name	Last Name	Role	Status	Action
###############	user@mail.com	##########	Felix	#####	WEBASTO_END_USER_RESIDENTIAL	Active	✎

Prev 1 Next

Users
Settings > Users

Delete

E-Mail

ID
*###############

Confirmation

Are you sure you want to delete?

Close   Yes

...

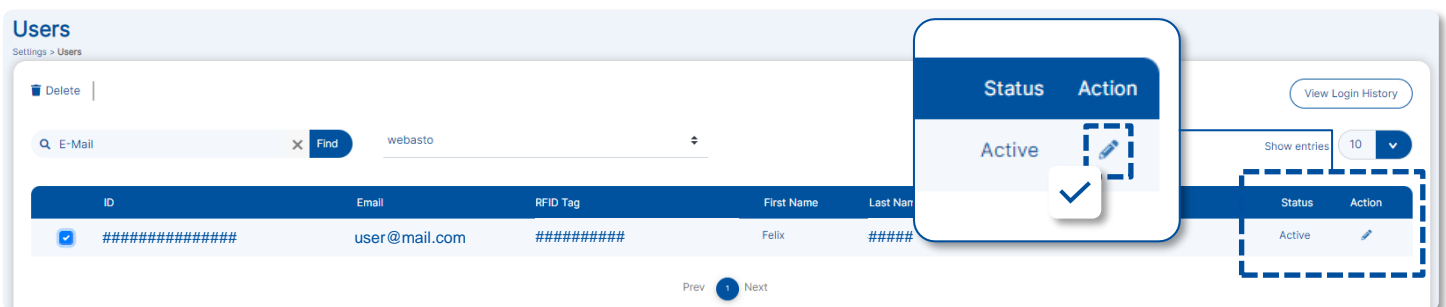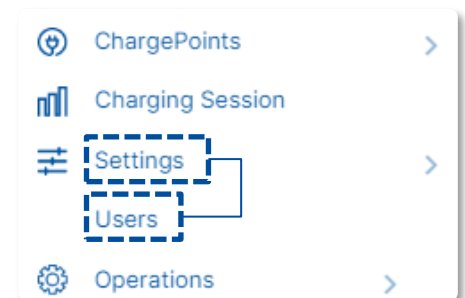# Webasto ChargeConnect Web Portal User Guide

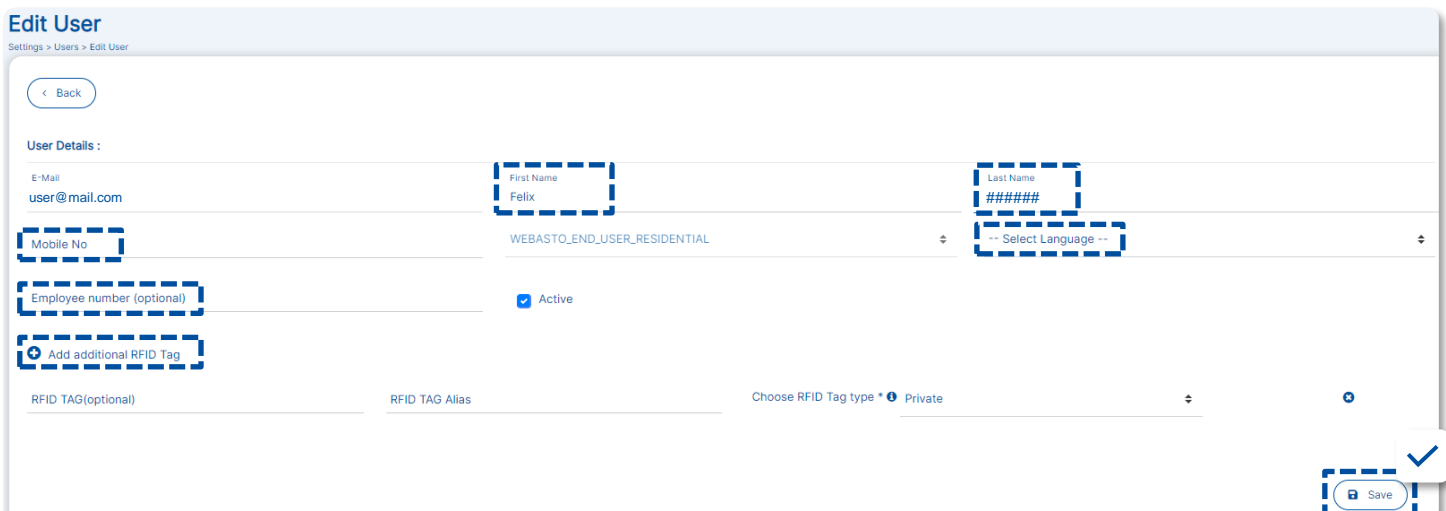**Feel the Drive**

1. WCC Account

1.5 Edit your User Account

To edit your User Account:

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.

Users
Settings > Users

	ID	Email	RFID Tag	First Name	Last Name		Status	Action
☑	##############	user@mail.com	##########	Felix	#####		Active	✏

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

- First Name
- Last Name
- Mobile No.
- Employee number
- Select Language
- Add additional RFID Tag

Edit User
Settings > Users > Edit User

User Details :

E-Mail: user@mail.com
First Name: Felix
Last Name: ######
Mobile No
WEBASTO_END_USER_RESIDENTIAL
-- Select Language --
Employee number (optional)
☑ Active
⊕ Add additional RFID Tag
RFID TAG(optional)
RFID TAG Alias
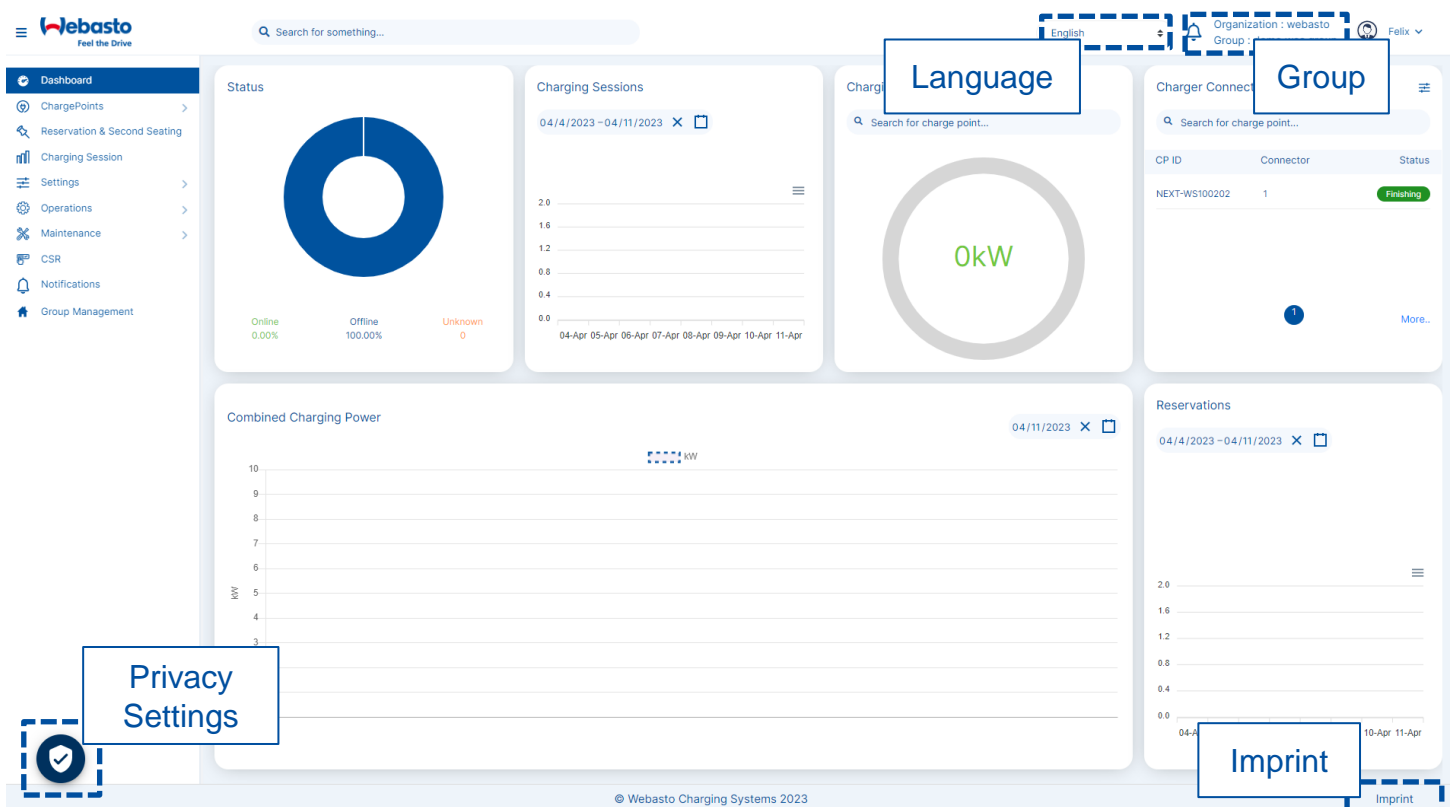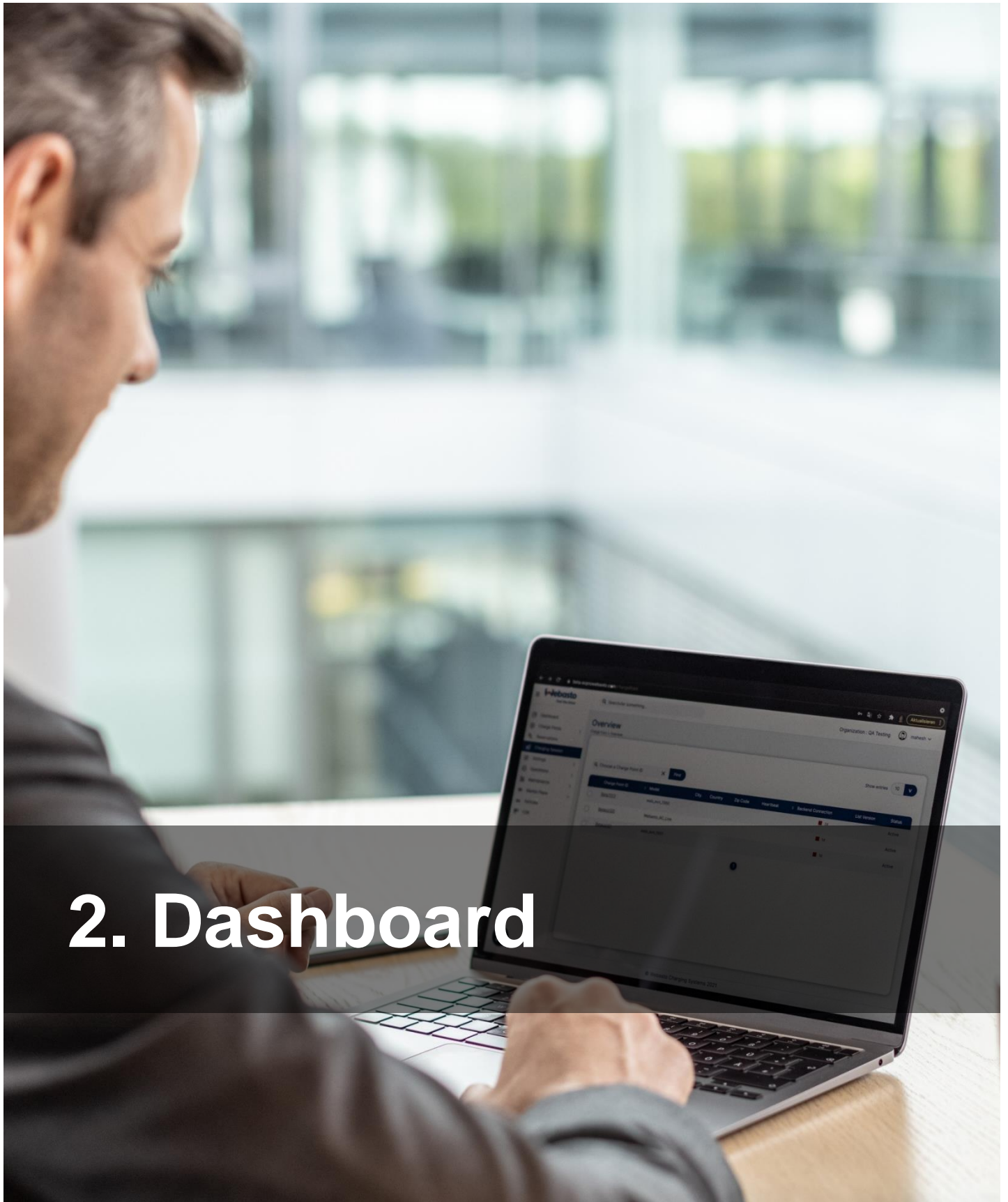Choose RFID Tag type * ❶ Private

🖫 Save

1. WCC Account

1.6 Web Portal General Settings

The Web Portal provides various general settings and information.

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

- Select **Imprint** to view the site hosts of the Webasto ChargeConnect website.

- Select **Languages** to switch between the languages available in the Web Portal's drop-down list.

- Select **Group** to view the currently selected group. The displayed data is then pre-filtered to this group. To reset, select the account name on the right and then select **Log Off Group**.
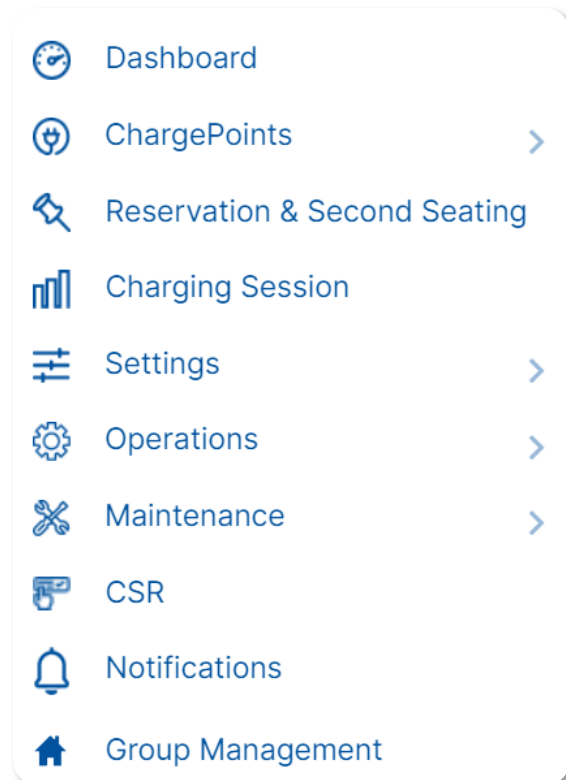
Webasto ChargeConnect Web Portal User Guide

2. Dashboard

2. Dashboard

2.1 Navigation Menu

The Web Portal shows the navigation menu on the left. It has the following options:

Dashboard

ChargePoints >

Reservation & Second Seating

Charging Session

Settings >

Operations >

Maintenance >

CSR

Notifications

Group Management

- **Dashboard** - view up-to-date charging station data.

- **ChargePoints** - view all charging stations assigned to your account.

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

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

- **Settings** - manage your User Account.

- Select **Operations** for remote commands such as **start**, **stop** and **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

- **Navigation Menu** – to access all Web Portal menus.
- **Status** - to view the present status (online, offline) of all charging stations.
- **Charging session** – to view the number of charging sessions done per day. You can select the duration wanted.
- **Charging Power** – to view the charging stations' present charging power .
- **Charger Connectors** - to view the charging station connectors' present status.
- **Reservations** – to view the number of reservations per day. You can select the duration wanted.
- **Combined Charging Power** - to view the charging stations' combined charging power for the account over an entire day.
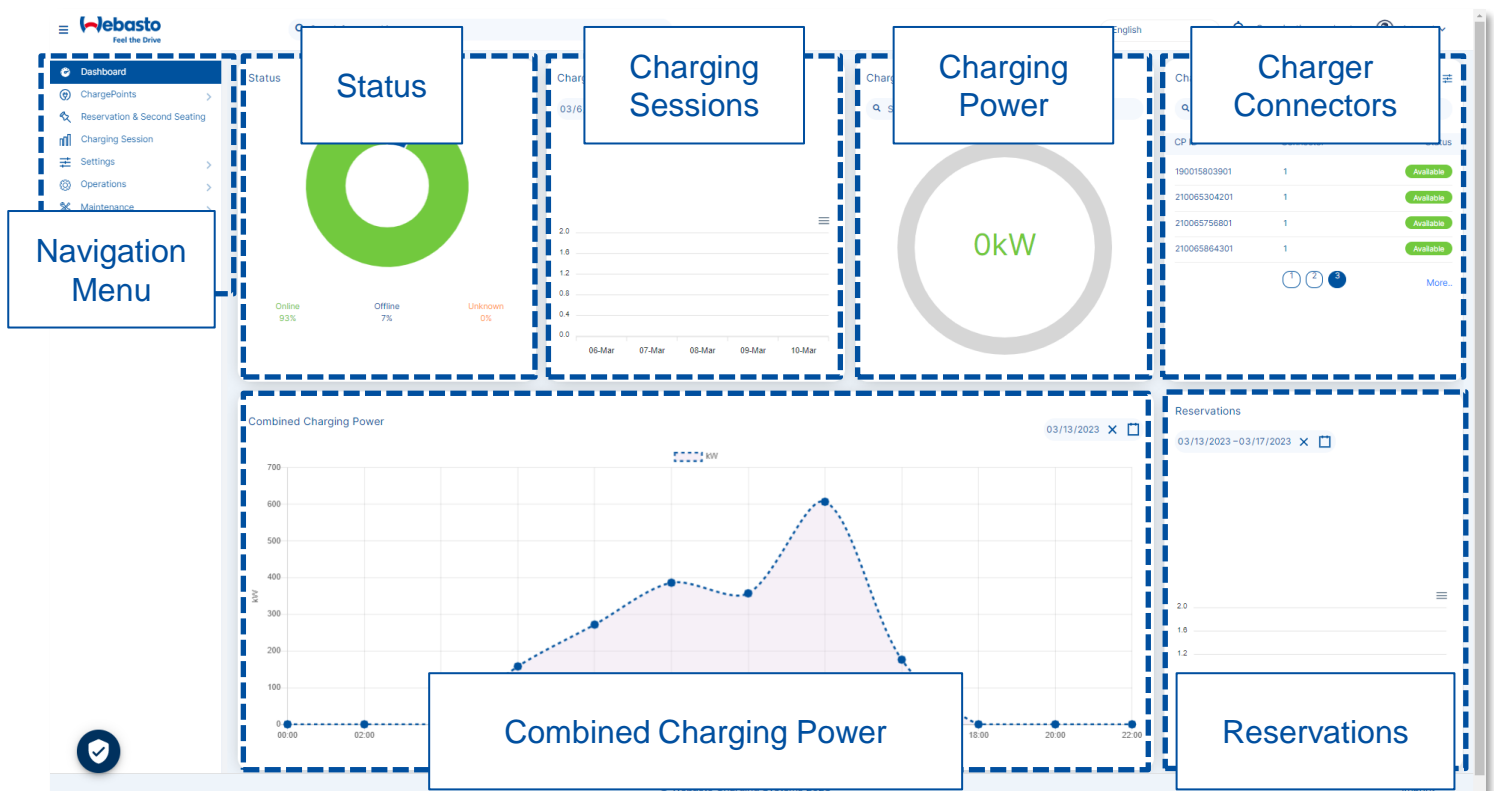
2. Dashboard

2.3 Charger Connector Status

Charging station connectors display 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**: 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**: 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 has 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 delivering energy.

Webasto ChargeConnect Web Portal User Guide
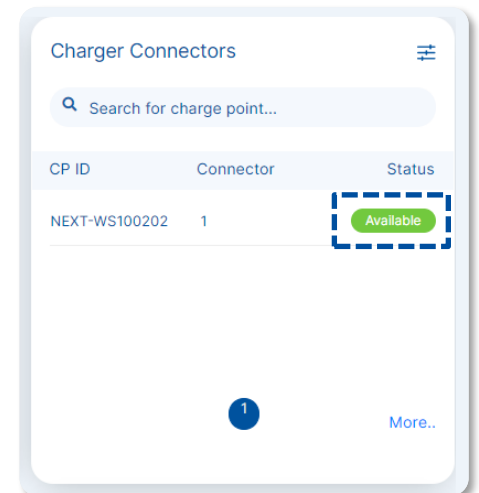
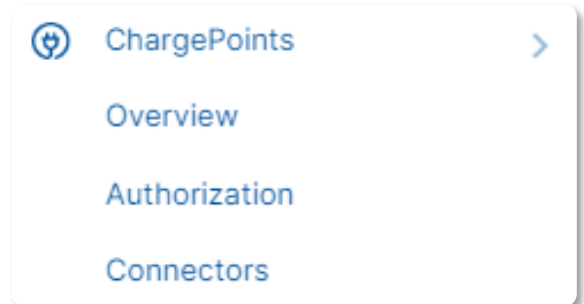# 3. Charging Station Administration

3. Charging Station Administration

3.1 ChargePoints Sub Menu

The Web Portal shows the navigation menu on the left of the screen.

- **ChargePoints** - opens its sub-menu, which has the following options:
- **Overview** - to view all available charging station of this user account.

- **Authorization** – to view all created virtual authorization IDs as well all assigned physical RFID cards. You can also assign more IDs and cards in this submenu.

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

3. Charging Station Administration
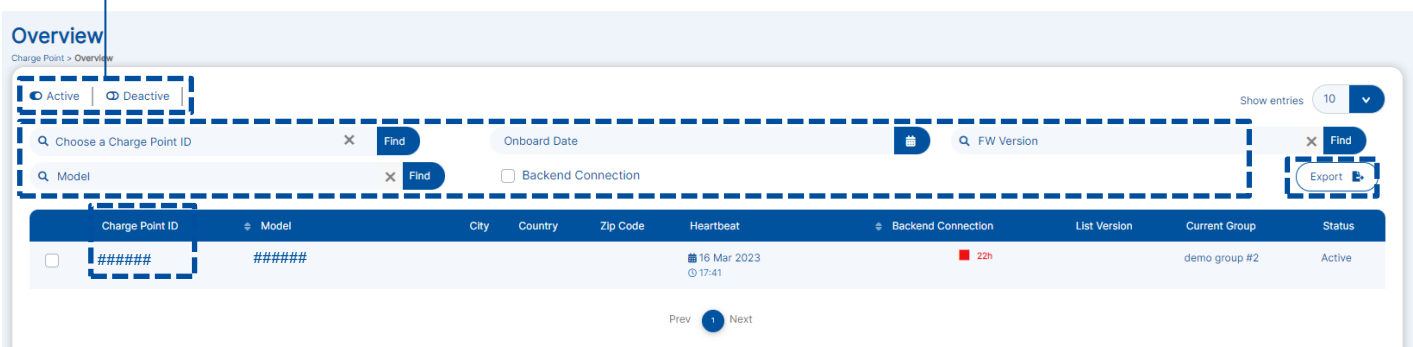
3.2 Charging Station Overview

The Overview menu lists all available charging stations for this user account; both your own and shared ones can be viewed. User have the following options from this menu:

In the upper area, you can set different **filters** to edit the view of the charging stations. You can filter by "Charge Point ID", "Model", "Onboard Date", and "FW Version".
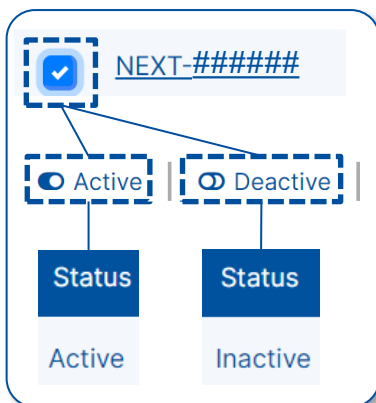
- Select **Active** or **Deactive** to activate or deactivate a charging station: You must however first select the charging station by ticking the box on the left. Note that you can only select your own charging stations. Then, select 'Active' to activate the charging station. Click 'Deactive' to inactivate the charging station.

- 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.
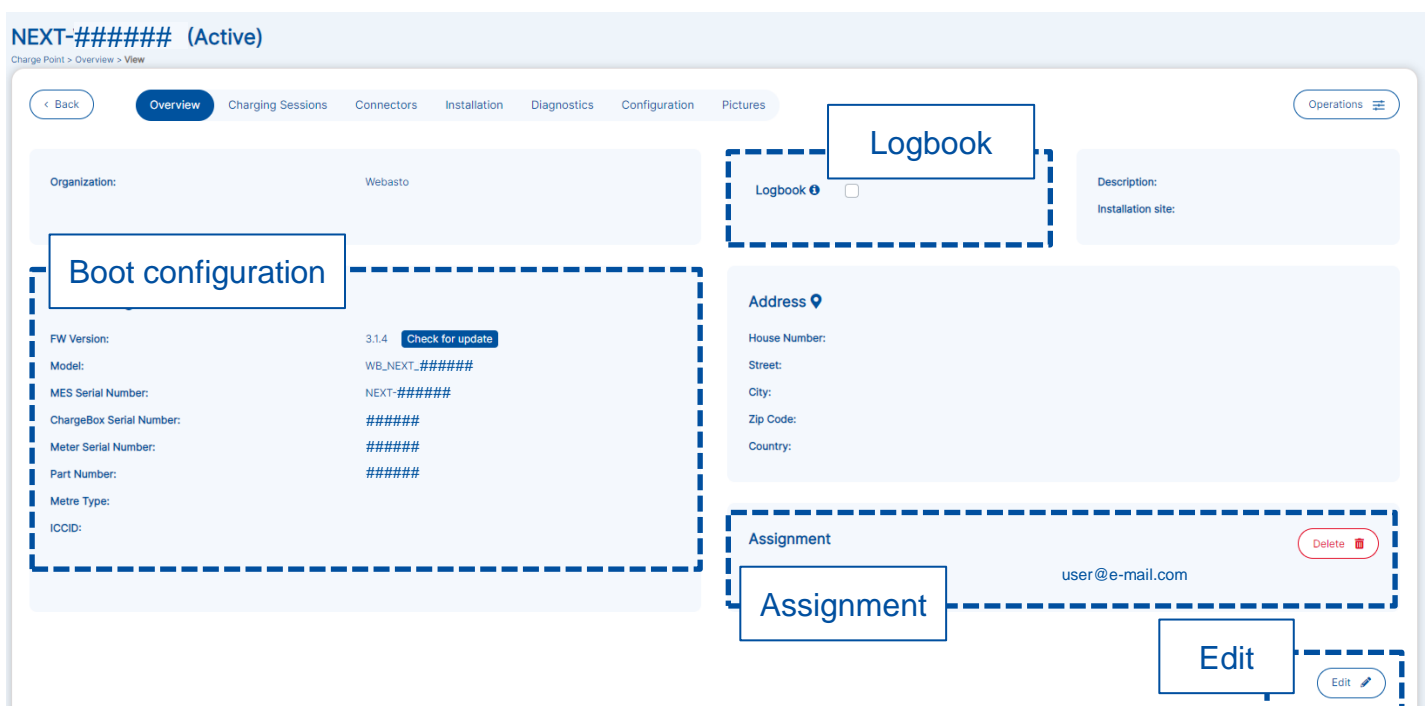
3. Charging Station Administration

3.3 Charging Station Detail View (page 1/2)

The overview enables you to access each charging station individually and get more information. Your own charging stations show more information than the shared charging stations. Select **Charge Point ID** to open the detail view.

- Select **Edit** to change the description and / or the address for the selected charging station.

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

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

- Select **Boot Configuration** to view important data about the charging station.

3. Charging Station Administration

3.3 Charging Station Detail View (page 2/2)
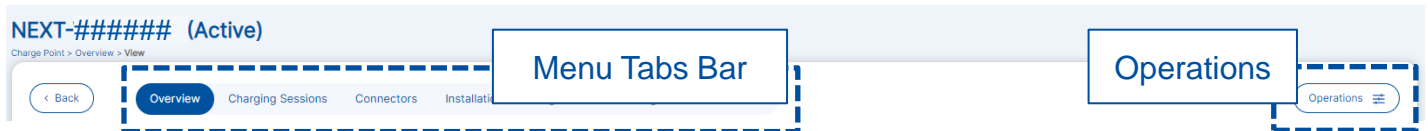
- Select a given tab on the **Menu Tabs Bar** to access more options for the selected charging station. The following tabs are relevant for end users:

  - **Overview**: General information as described on the previous page of this User Manual.

  - **Charging Sessions**: Overview of all charging sessions for the selected charging station.

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

  - **Pictures**: For adding one or two images of the charging station.

- Select **Operations** in the top right to use remote commands for the selected charging station, such as a **remote start** or **stop**, a **reset**, or to enable or disable the charging station's availability. See the "Operations" chapter for a detailed description of such operations.
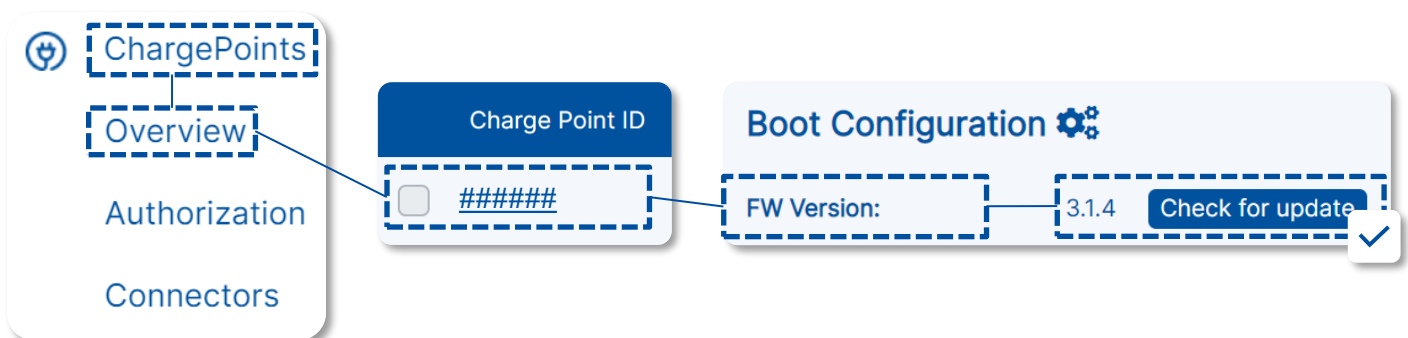
3. Charging Station Administration

3.4 Firmware Update

Firmware updates for Webasto ChargeConnect charging stations are released at regular intervals. You can install such updates via the web portal.

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

2) Select 'Charge Point ID' to select the wanted charging station. The Boot Configuration area has a 'FW Version' section. This shows the current firmware (FW) version and has the option to check for updates.

3) Select "Check for update" to start the installation process (this only works if a newer FW version for the selected charging station is available).

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Feel the Drive

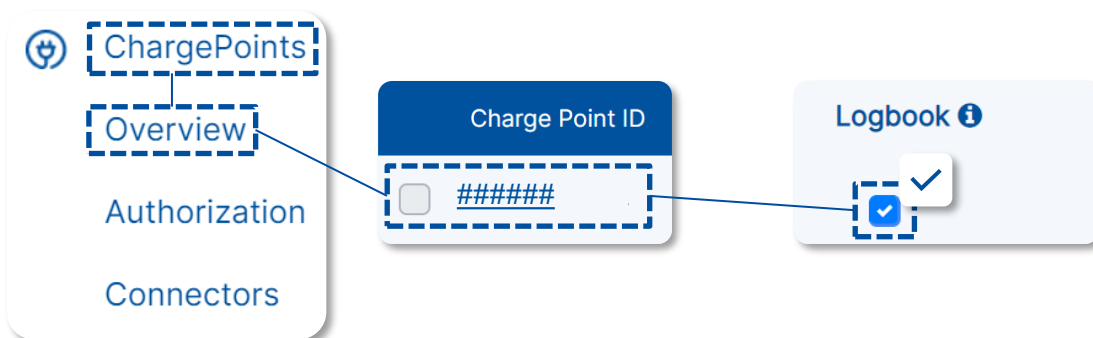# 3. Charging Station Administration

3.5 Vehicle Driver Logbook (page 1/2)

You can activate the logbook feature for each charging station. After doing so, the charging station user must enter both the **current KM/mileage** and a **vehicle ID** before starting a charge.

To activate the logbook feature:

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

2) Select the 'Charge Point ID' to select the wanted charging station.

3) When you tick the checkbox, the logbook feature is activated and valid for every charging session at the selected charging station.
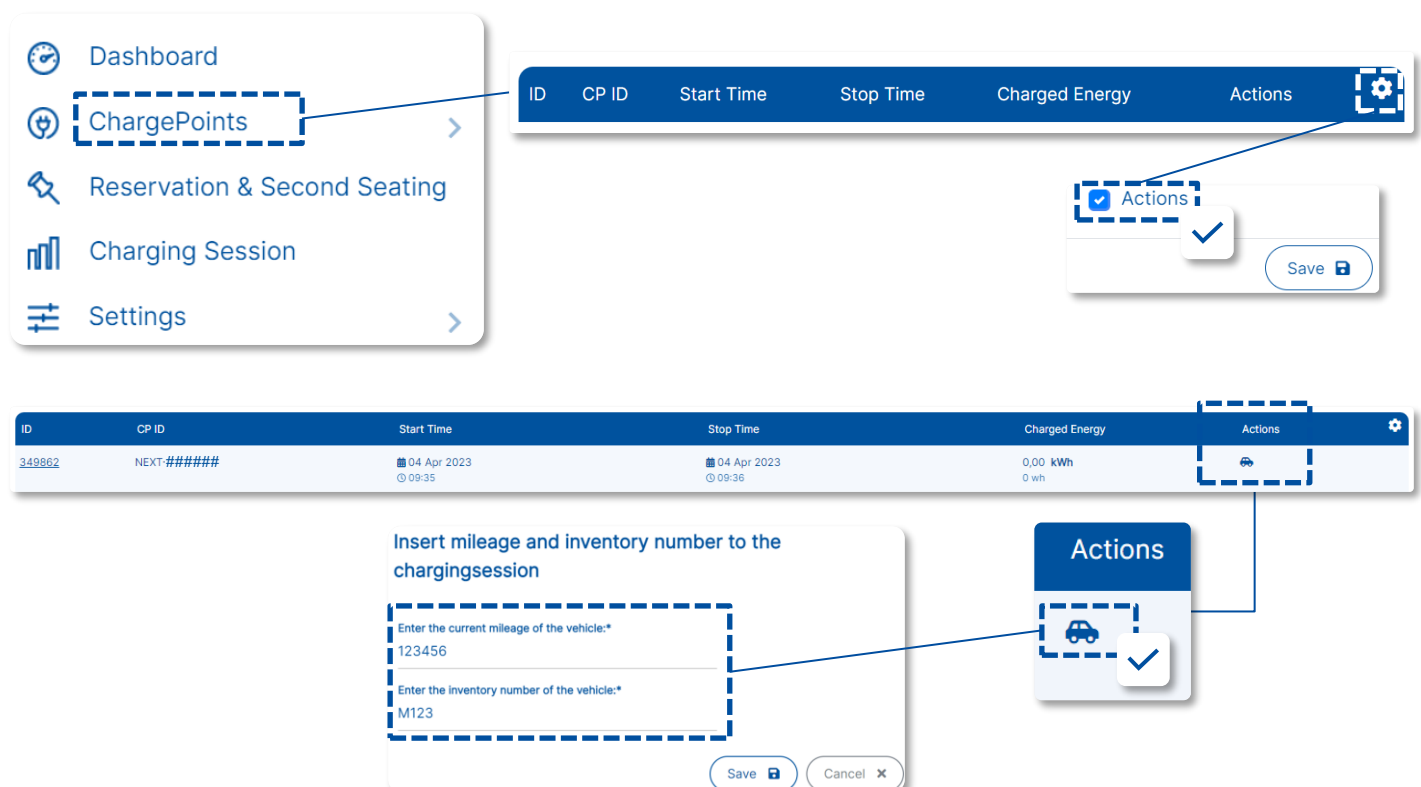
Webasto ChargeConnect Web Portal User Guide

3. Charging Station Administration

3.5 Vehicle Driver Logbook (page 2/2)

As soon as the logbook feature is activated, the charging station user 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 process for starting charging sessions. See the WCC App User Guide for details.

To view the logbook entries, open "Charging Sessions" from the main menu bar. Then, activate the "Actions" column to view this in the table. The logbook is shown by a "Vehicle Icon" on the far right of the Charging Sessions line. Select this icon to display the KM/mileage and the vehicle ID. You can also correct the value again or add it, should it not have been entered already.
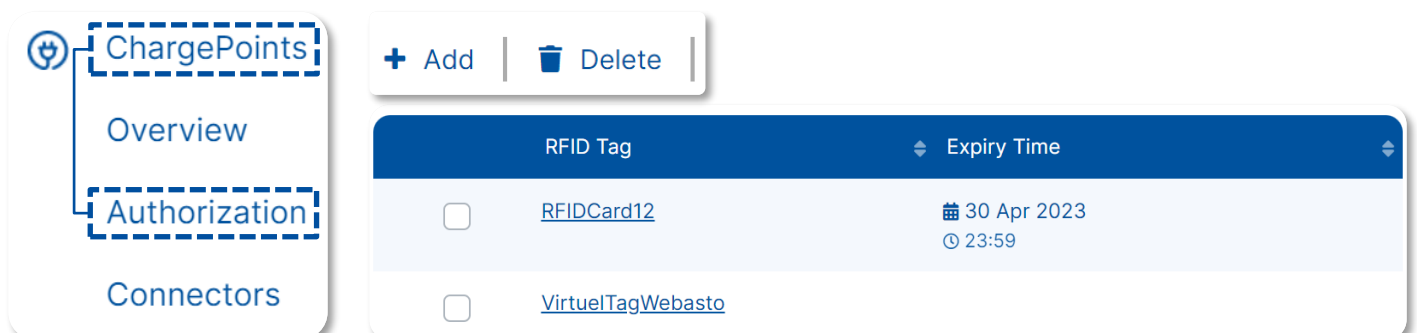
3. Charging Station Administration

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.

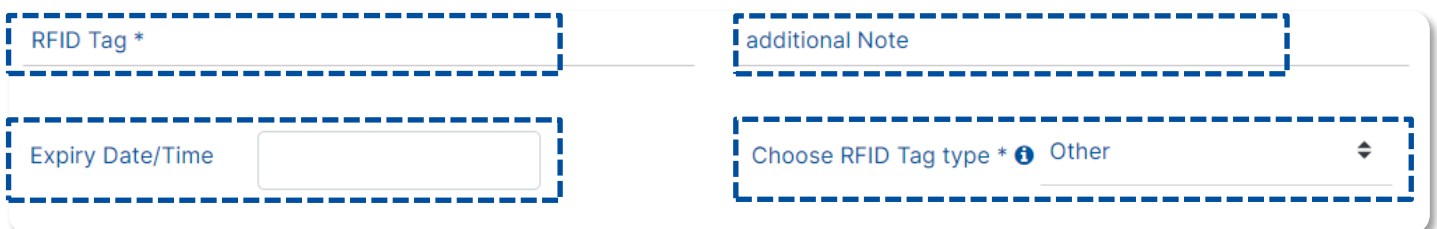5) A new tag can be added using the **Add** button.

3. Charging Station Administration

3.6 Creating an Authorization Tag #1

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

2) Select **Add** to create a new authorization tag for the user account.

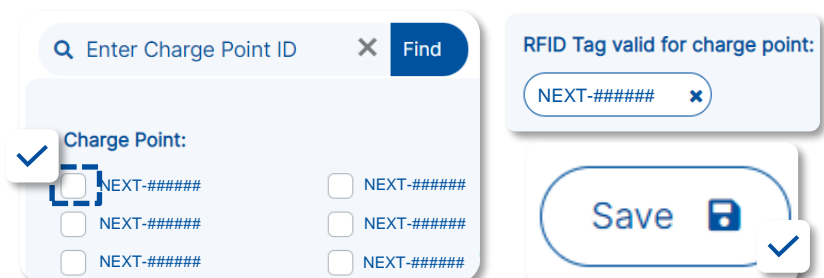3) You must enter the **RFID Tag** ID if a virtual tag is to be created; you can enter a random ID.

   For an RFID card, the ID of the card must be entered. This can be identified by using an NFC reader app if required.
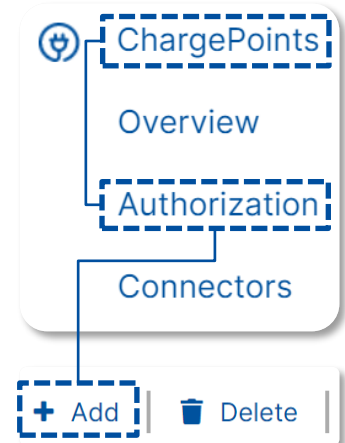
4) You must select the valid charging stations for this RFID tag

5) Select **Save** to confirm.

6) You can optionally add a description under **Additional Note**.

7) You can also select the **RFID Tag Type** (**Other**, **Private** or **Company**). The selection is for documentation only and has no other effect.

8) You can also set a given end date and time under **Expiry Date**. After this date the RFID tag will no longer be valid.

3. Charging Station Administration

3.7 Creating an Authorization Tag #2

Apart from the method detailed on the previous page, the Web Portal offers another option to create Authorization Tags. Using the second option the tags are assigned to the user. This is helpful if a user wants to charge two vehicles at one charging station, such as 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) Select the **Edit** button to open the user settings.

3) You can create a new RFID tag by using the blue (+) icon.

4) You must enter the card ID in the RFID Tag field, or, select a random ID for a virtual tag.

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

6) You can select the RFID Tag Type (**Other**, **Private** or **Company**). The selection is for documentation only and has no other effect.

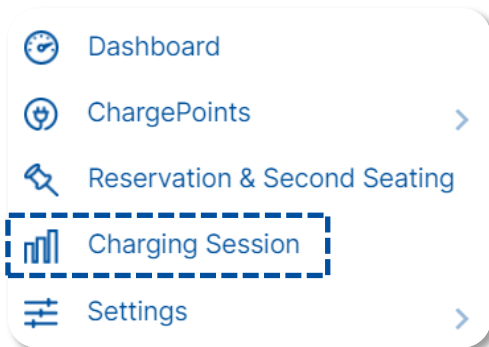# Webasto ChargeConnect Web Portal User Guide
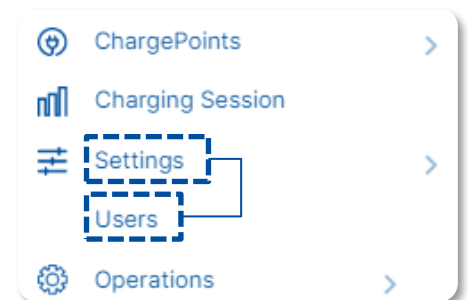
4. Charging Sessions
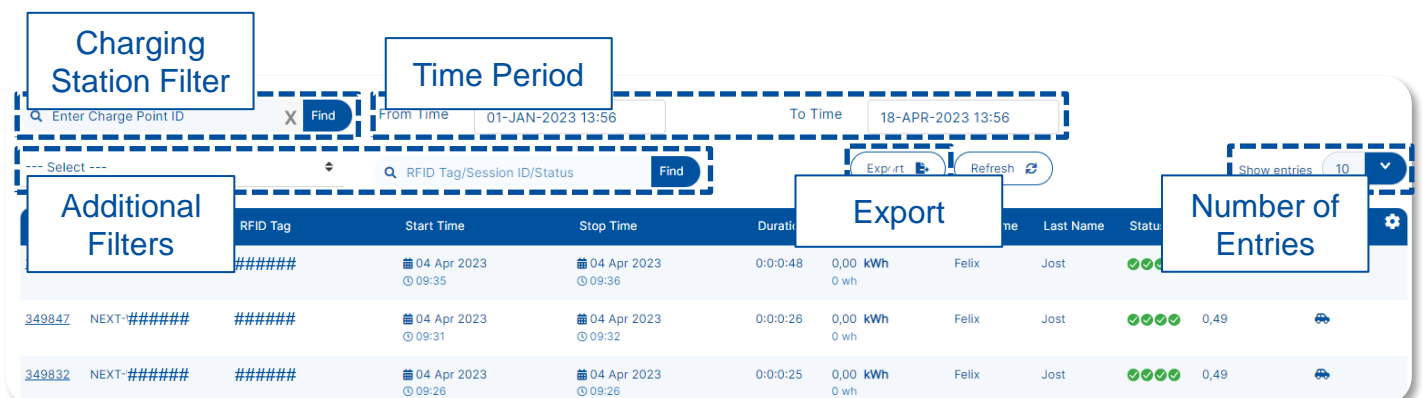
4. Charging Sessions

4.1 Charging Sessions Overview (page 1/2)

The backend records every charging session that takes place at the charging station, and stores it in the cloud. Users can view all charging sessions for their charging station.

To access the menu for this, select the "Charging Session" tab from the main navigation bar.

- **Charging Station Filter** - Only shows a given charging station ID.
- **Additional filters –** Select by **RFID tag**, **session ID**, or **charging session status**. You must first select the filter from the dropdown list, and then enter the value into the text field to the right.
- **Time Period –** Enables you to limit the time over which charging data is shown.
- **Export** - This button enables you to download the displayed charging data as an XLS or CSV file.
- **Number of Entries** - You can set the number of displayed charging sessions per page. Selection options are: 10,20,30,40 or 50 entries.

4. Charging Sessions
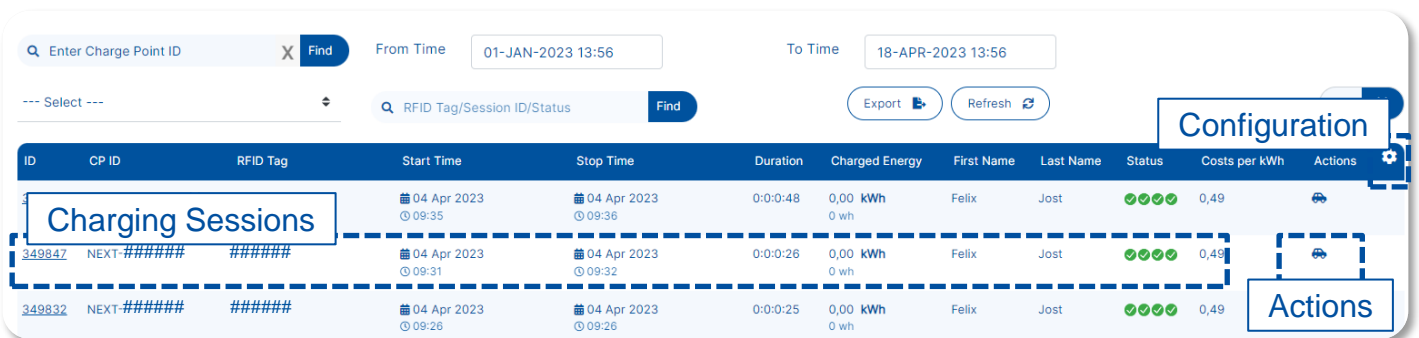
4.1 Charging Sessions Overview (page 2/2)

▪ 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 charging sessions shown vary depending on the selected time period and set filters. The shown columns vary depending on the configuration of the table. You can open the detail view of a single charging session by selecting its underlined ID in the **ID** column in the left of the table.

▪ If the **Actions** column is activated, various icons are displayed here. These icons offer access to various functions. The pen icon enables you to perform a remote start/stop. The vehicle icon indicates that you can store logbook entries such as KM/mileage and vehicle ID.

▪ 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

After you select a single loading process, all relevant information for this process is shown in detail.

- All **Meter Values**.
- A calculation of the theoretical **Charging Costs**.
- The **Charging Power** and the charging time (in a diagram).
- Any applicable **Error Codes**.

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

Plugged out Time	17-APR-2023 18:11	Meter Start Value	4854797 Wh	Costs per session	0,00 €
		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
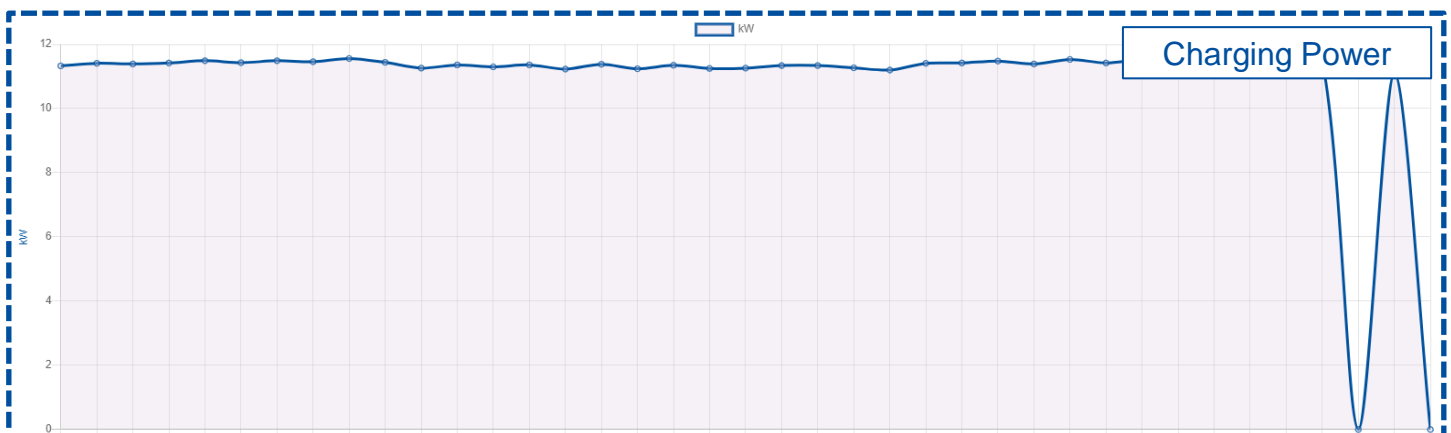
Error Codes

Time Stamp	Internal Error Code	Description

Webasto ChargeConnect Web Portal User Guide
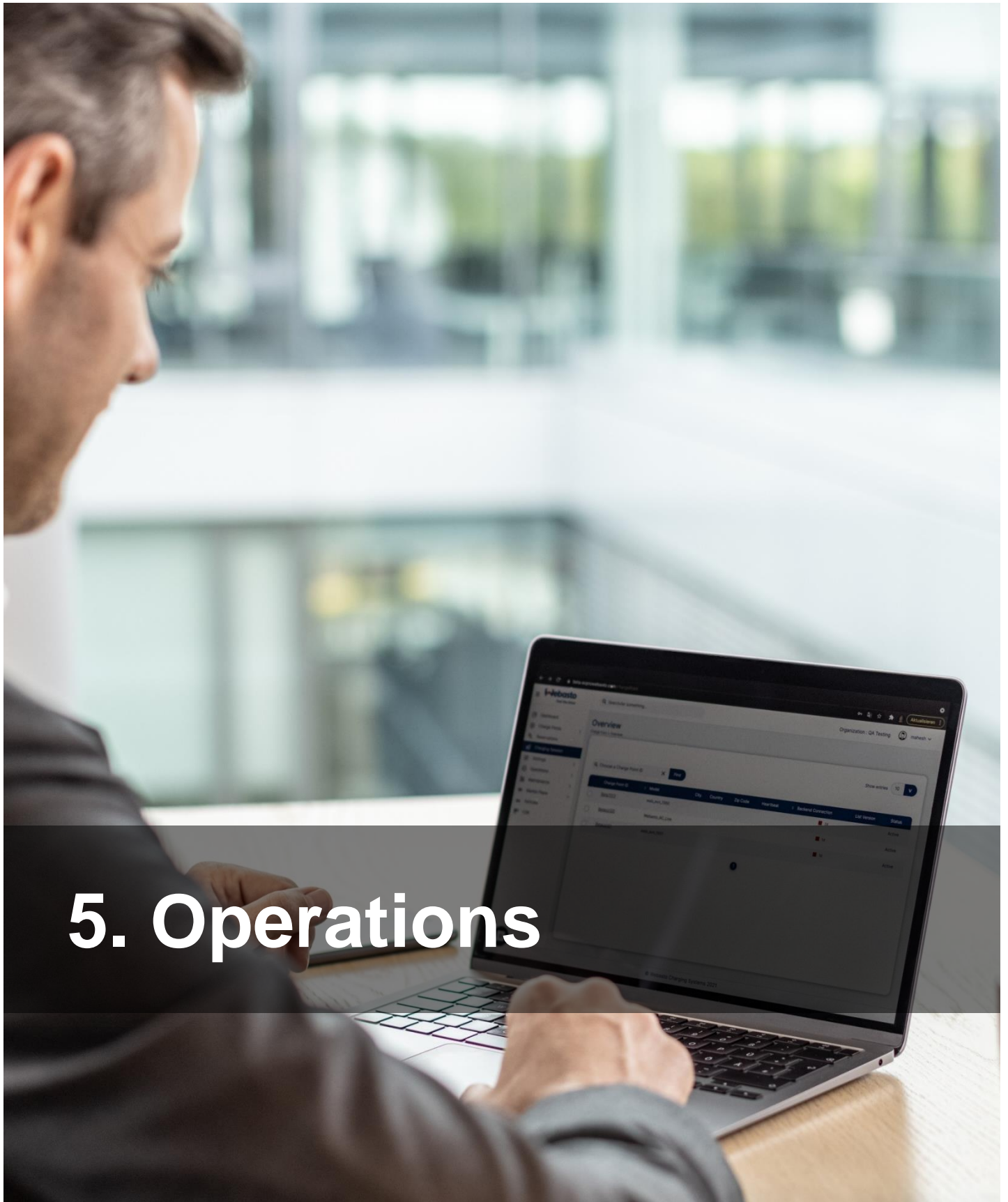
5. Operations

5. Operations

5.1 Remote Start
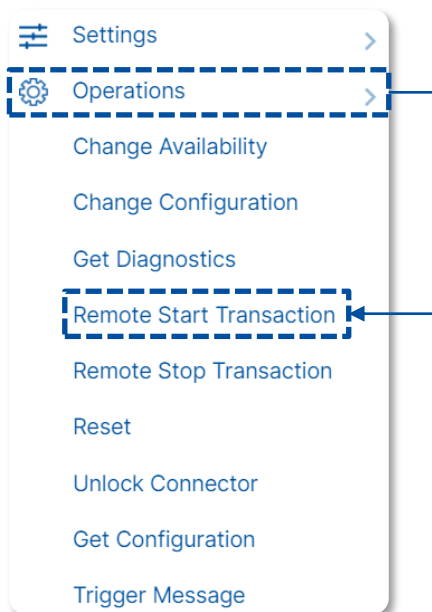
(1) For a remote start, open the **Remote Start Transaction** from the main navigation menu under the Operations tab.

(2) Select the **Select Charge Point** button to select the charging station for the remote start. You can only select one station per action.

(3) Select **Do** to confirm your selection. The selected charge point is now shown in the 'Selected Charge Points' field.
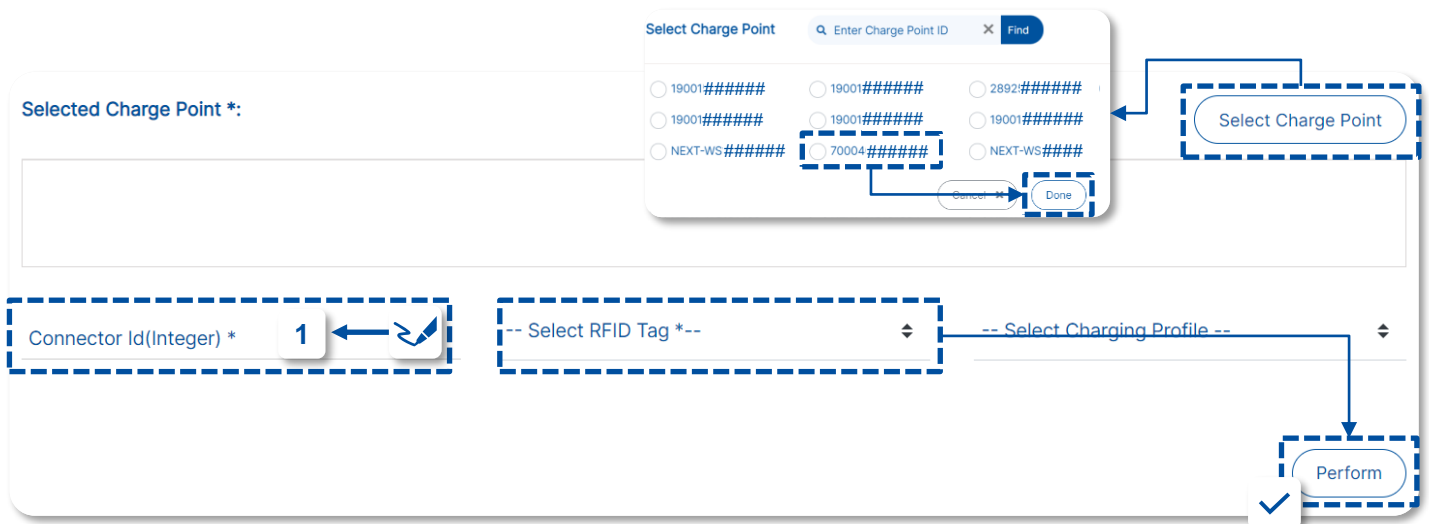
(4) Enter the value of **1** for **Connector id(Integer)**.

(5) Select an existing virtual tag for the **Select RFID Tag** from the drop-down list.

(6) Select **Perform** to start finally the charging session. A pop-up screen confirms the successful start.

5. Operations

5.2 Remote Stop

(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.
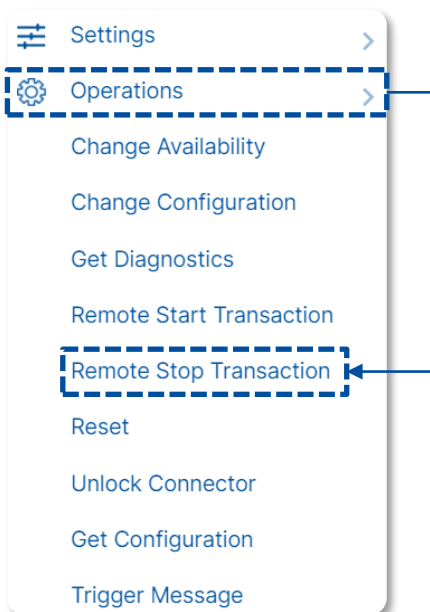
(2) Then the charging station for remote stop must be selected. For this purpose, the **Select Charge Point** button must be selected. Only one charging station can be selected per action. The selection is confirmed with **Done**.
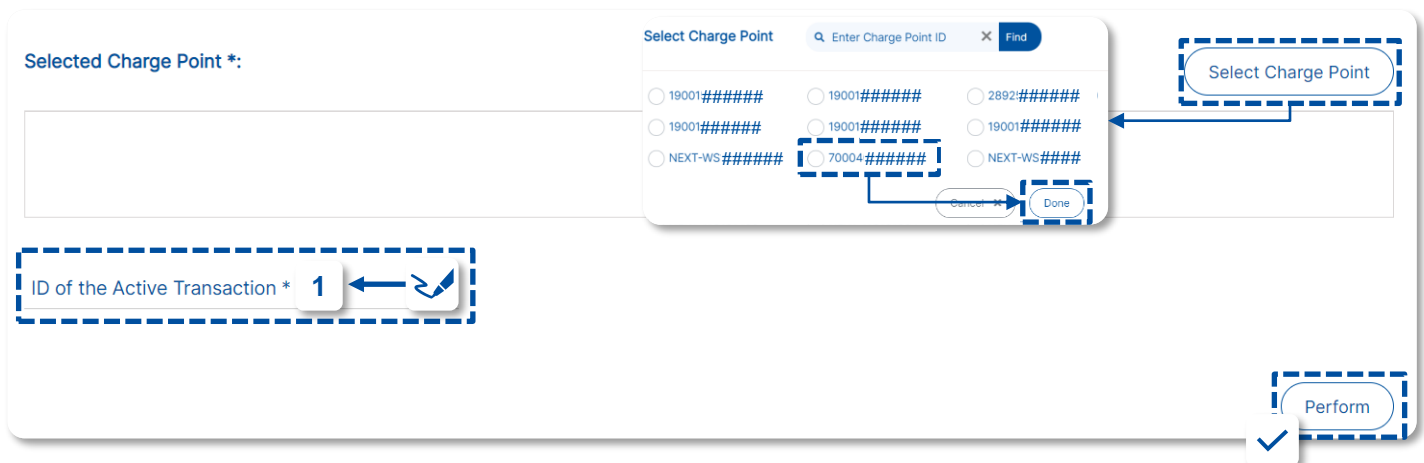
(3) Once the charge point is selected, it will be displayed in the 'Selected Charge Points' field. Then the ID of the related charging session must be entered into field **ID of the Active Transaction**. The ID of the charging session can be viewed in the Charging Session menu.

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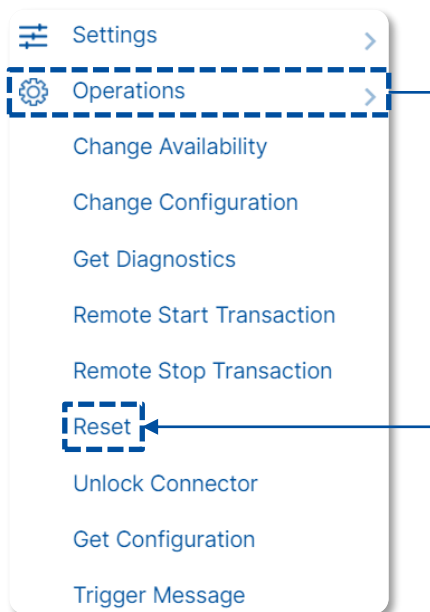
5. Operations

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. To do so, select the **Select Charge Point** button. You can only select one charging station per action. Confirm the selection with **Done**. After you have selected the charge point, it is shown in the 'Selected Charge Points' field.
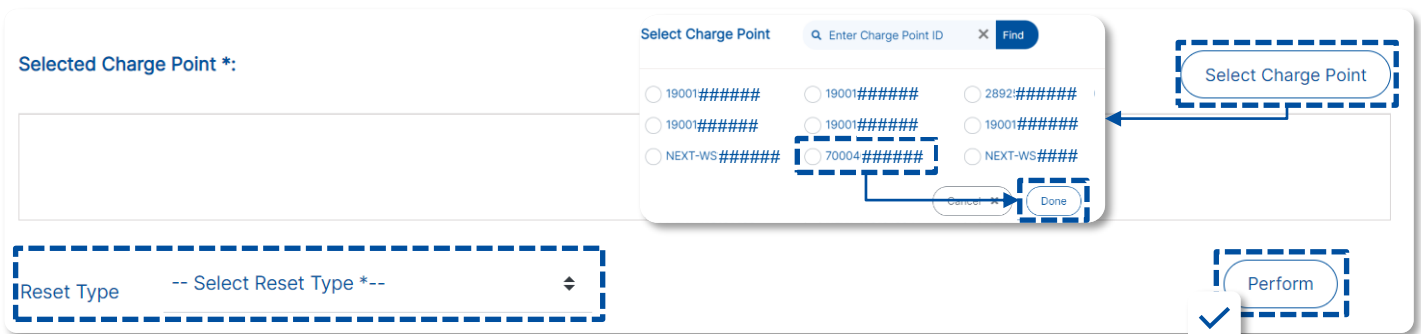
(3) Select the Reset Type for the charging session. You can choose between a soft and hard reset.

- **Soft Reset**: Restart after the current charging session is finished.
- **Hard Reset**: Restart is immediate. The live 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
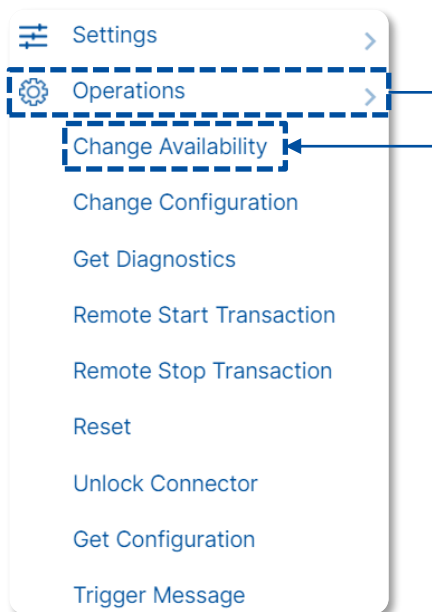
(1) To change the availability of a charging station, open the **Change Availability** menu from the main navigation menu under the Operations tab.

(2) Select the charging station. To do so, select the **Select Charge Point** button. You can only select one charging station per action. Confirm the selection with **Done**. After you have selected the charge point, it is shown in the 'Selected Charge Points' field.
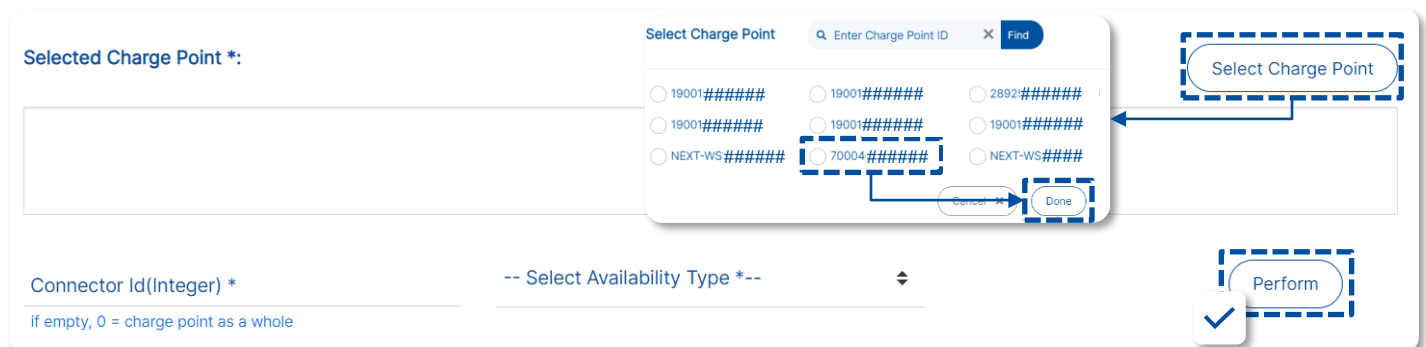
(3) Once the charge point is selected, it will be displayed in the 'Selected Charge Points' field. Next, the value **1** must be entered for **Connector id(Integer)**.

(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.
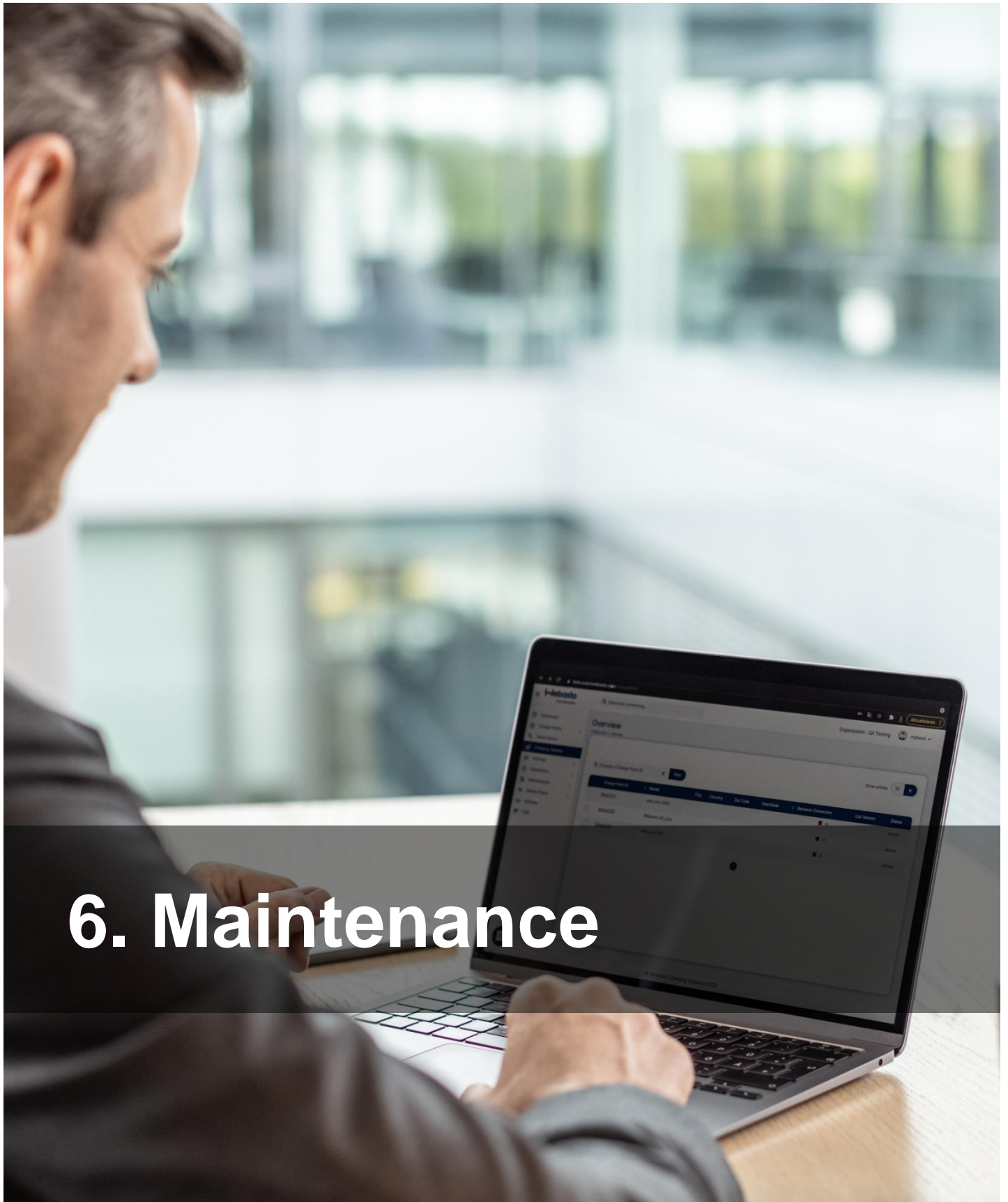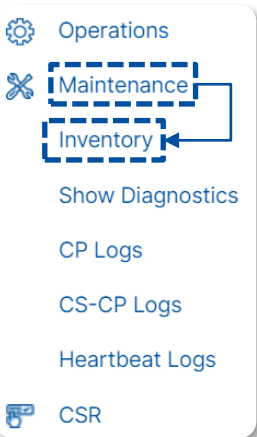
Webasto ChargeConnect Web Portal User Guide

6. Maintenance

Webasto ChargeConnect Web Portal User Guide

6. Maintenance

6.1 Inventory

In the main navigation menu, you can open the Inventory function from the Maintenance tab. The inventory shows an overview of all charging stations for this account. This includes your own charging stations and those with shared admin rights. The overview shows important data about the serial numbers and part numbers, the model's name, the firmware version and the date when the charging station was added to the account.

Inventory
Maintenance > Inventory

Charge Point ID	MF Date	Model	Part No.	MES Serial No.	Material No.	FW Version	Vendor Code	Created Date	Modified Date	Access Code	In Timeout?
NEXT-WS104645	26 Nov 2021 12:18	WB_NEXT_######	5111189B	21007######		2.1.6.1		04 Jan 2022 07:24	05 Jan 2022 13:19	Show	NO
NEXT-WS104613	26 Nov 2021 12:16	WB_NEXT_######	5111189B	21007######		2.1.6.1		04 Jan 2022 07:24	05 Jan 2022 13:19	Show	NO
NEXT-WS104492	23 Nov 2021 10:13	WB_NEXT_######	5111089E	21007######		2.1.6.1		04 Jan 2022 07:24	05 Jan 2022 13:17	Show	NO
NEXT-WS104488	23 Nov 2021 09:32	WB_NEXT_######	5111089E	21007######		2.1.6.1		04 Jan 2022 07:24	05 Jan 2022 13:17	Show	NO

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.

Inventory
Maintenance > Inventory > View

< Back

Charge Point ID :	NEXT-#####
MF Date :	26 Nov 2021 12:18
Model :	WB_NEXT_EVSE_EU_32A
Part No. :	5111189B
MES Serial No. * :	21007#####
FW Version :	2.1.6.1

OCPP Password :	##############
Vendor Code :	##############
Access Code :	##############
Charge Point Name :	##############
Master Password :	##############

Please contact us

Do you have questions about Webasto charging stations?

We are always here for you!

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