



Site host guide



Powering Business Worldwide



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Administrator Portal

Eaton's CNM's administrator portal is your central hub for managing EV chargers, revenue, users and more.

Setup

Creating a new organization

Once a charger is purchased and installed, the next step is to register a new customer site host organization. This will be the "container" in which the site host's charge stations reside in one or more locations. To create an organization, the site host or their surrogate (such as an installer) needs to fill in an online registration form that is accessed by scanning the QR code on the charger and clicking Get started. The site may also be accessed at chargelab.formcrafts.com/eaton-charger-setup.

Upon accessing the form, the site host or surrogate should click the Start button to get started. The site host or surrogate will enter the display ID of the charger that was scanned, which is the alphanumeric string that can be found at the top of the QR code sticker.

There is an option to add other chargers at this time; if the site host or surrogate clicks **Yes**, there will be an option to add additional charger display IDs. This allows for multiple chargers to be registered in the same process. Otherwise, the site host or surrogate may click **No**.

During initial setup when an organization does not exist, the site host or surrogate should select **No** to the question of whether a company has already been set up for this site. If chargers have been set up at this site and have been registered at the Eaton CNM, the site host or surrogate should select **Yes**. If unsure, it is recommended that **No** is selected.

Charger not yet set up

Activate smart charging features like revenue collection, reporting, and customer support.

[Get started](#)

Confirm charger information

Check that the information below is correct to ensure quick setup.

Charger display ID *

Refer to the ID at the top of the QR code sticker

Would you like to add more chargers to this site in addition to the one above? *

Yes

No

[Next >](#)



Next, the site host or surrogate should enter in the desired name of the company, which is usually the name of the station's owner, the name of the company that owns the charger(s), or the building name.

The site host or surrogate will also indicate here whether the charger(s) being registered is the first at this company. If unsure, it is recommended that **Yes** is selected.

Finally, the name of the site that is entered should be descriptive about the location at which the charger is being installed. This may or may not be different than the company name. It is usually different if there are multiple physical locations that will have chargers installed within the same company, and there may be multiple locations entered when company access has been granted.

For the chargers to reside in the management dashboard, they must be associated with a physical address. In this section, the site host or surrogate must enter in the country, street address (including street number), city, and ZIP or postal code.

Only addresses in Canada and the USA are accepted currently.

The site host or surrogate must enter in their own email address to complete registration. This will provide a receipt as a record of completion of this process.

If the registrant is not the site host, they should click **No** to the question asking if they are the manager. If the site host is known, the surrogate should provide the contact email in the box below. If the site host is unknown, the surrogate should provide the contact email of an individual who will be able to contact the site host later so that access to the dashboard can be provided to the site host.

Upon clicking submit, the site host or surrogate will receive an email that contains a record of submission. Within one business day, the email addresses recorded in the submission will all receive an email inviting them to log in to their new organization. The users can add other locations, chargers, and users at their discretion as described below.

Set up this site

Provide some information about this site to continue setup. Company and location names can be changed later.

Has an Eaton Charging Network Manager company already been set up for this site? ⓘ

Yes No

What is the company name? *

Is this the first charger installed at this site? * ⓘ

Yes No

What is the name of the site? *

[< Next >](#)

Country *

 ▼

Street address *

City *

Zip/postal code *

[< Next >](#)

Your email *

 @

Are you the site manager? * ⓘ

Yes No

Would you like to invite any additional users?
Add emails below to invite users to manage the site

[< Submit >](#)



Site host dashboard

The Eaton CNM is your central hub for managing EV chargers, revenue, users, and more. The remainder of this guide is a detailed walkthrough of the site host dashboard.

Overview

Your dashboard can be accessed from any modern web browser. When in doubt, we recommend [Google Chrome](#).

The site host dashboard is currently optimized for desktop, laptop, and tablet computers. It is not compatible with mobile phone browsers.

Login

To access your site host dashboard, use your web browser to navigate to eaton.chargelab.io.

No passwords are required to log in, simply enter your email address or mobile phone number. You will be emailed or texted an access code to access your account:

Log in
Enter your email or phone number

[Sign up](#)

Enter your access code



Dashboard layout

Once logged into your account, you will see the Overview page. The screenshot below is marked up to highlight key areas of your site host dashboard.

The sidebar on the left-hand side of the dashboard is your main navigation to switch between different pages.

The dashboard content area is where the information and controls for each page of the dashboard will be displayed.

- If you manage multiple sites, use the location switcher to display data for a specific location. Or select All locations to show data for all the sites you manage.
- Use the account settings button to change language or log out of your account. The Eaton CNM currently offers full functionality in English, French, and Spanish.


The screenshot shows the Eaton Charging Network Manager dashboard. Key components include:

- Location switcher:** A dropdown menu at the top left of the main content area, currently set to "All locations".
- Account settings:** A button labeled "My account" with a gear icon at the top right.
- Dashboard Content:**
 - Overview:** Displays "Charger status" with a donut chart showing: Available (59), Offline (35), Coming soon (23), Out of order (1), and In use (0). It also shows summary cards for Sessions (0), Energy used (0), and Fees collected (0).
 - Energy used chart:** A bar chart showing energy usage in kWh from July to June. The highest usage is in November, exceeding 2,000 kWh.
 - Sessions table:** A table showing recent sessions for the "Last 30 days".
- Sidebar:** A vertical navigation menu on the left with sections for Overview, CHARGER MANAGEMENT (Chargers, Pricing, Access, Power), FLEET MANAGEMENT (Vehicles), and ADMIN (Company, Reports, Payouts, RFID cards).

Authentication type	Location	Charger	Start time	Status	Energy used	Cost
Driver app	Juhasz Home	BZ-04	May 30, 9:46 PM	Completed	29.4 kWh	\$0.00
Driver app	Juhasz Home	BZ-04	May 27, 12:08 AM	Completed	19.5 kWh	\$0.00
Driver app	Juhasz Home	BZ-04	May 26, 6:25 PM	Completed	10.2 kWh	\$0.00



Overview page

Overview is the first page displayed when you log into your dashboard. You can return to the Overview page any time by clicking  Overview from the sidebar. The Overview page contains:

Charger status

Real-time status of all the chargers at the selected location. Click View chargers to be taken to the **Chargers** page for detailed management of individual EV chargers.

Monthly heads-up

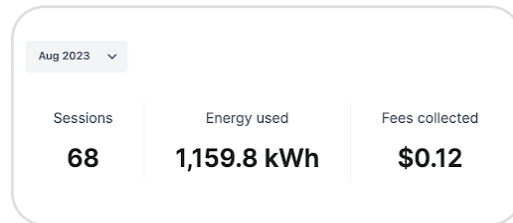
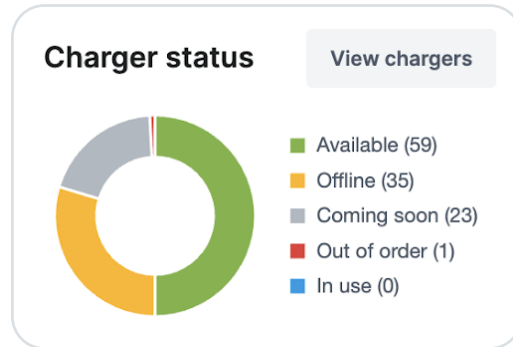
A summary of key metrics for the selected month. By default, the monthly heads-up will show metrics for the current month. To view metrics for a previous month, click the month name dropdown.

Main chart

A visualization of key metrics for the selected time period. Click Sessions, Energy used, or Fees collected to change which key metrics are shown on the chart. Click the back and forward arrows to change the date range. To download the displayed data, click Export CSV. Note that if data for multiple locations is being displayed, each location will have its own line item in the downloaded .csv file.

Recent sessions

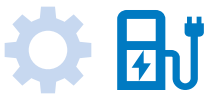
A report on the most recent individual charging sessions completed at the selected location. Click the Charger dropdown to filter sessions by specific chargers. Click Last week to change the time period. To download the displayed data, click Export CSV.



Sessions

Charger ▾ | Last 30 days

Authentication type	Location	Charger	Start time	Status
Driver app	Eaton PTC Demo	EVB-46A-0033	May 15, 4:46 PM	Completed
RFID	Eaton PTC Demo	EVB-46A-0033	May 15, 3:56 PM	Completed
RFID	Eaton PTC Demo	EVB-46A-0033	May 15, 3:28 PM	Completed



Charger Management

The **CHARGER MANAGEMENT** section of your dashboard contains all the pages used to manage your EV chargers. This section is located immediately below the Overview tab in your dashboard's sidebar.

Chargers page

To view the *Chargers* page, click Chargers on the sidebar. By default, the *Chargers* page will show a list of all your chargers and their status:

You can filter the charger list by clicking the Location and Status dropdowns above the list of chargers.

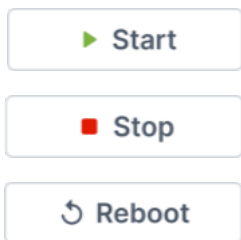
If there are issues with any of your chargers, they will be highlighted in the CHARGER OVERVIEW box at the top of the Chargers page. This includes malfunctioning chargers, offline chargers, and user-reported issues.



To see details for a specific charger, click on any row in the charger list to access the **Charger Detail** page. The **Charger Detail** page shows live and historical data for a single charger:

Start time	Port	Status	Energy used	Cost
Jul 25, 10:11 AM	Middle	Completed	10.7 kWh	\$0.00
Jul 25, 9:42 AM	Middle	Completed	3.9 kWh	\$0.00
Jul 24, 1:34 PM	Middle	Completed	29.8 kWh	\$0.00
Jul 24, 9:18 AM	Middle	Completed	32.8 kWh	\$0.00
Jul 23, 5:52 PM	Middle	Completed	43.4 kWh	\$0.00
Jul 23, 2:08 PM	Middle	Completed	33.9 kWh	\$0.00
Jul 23, 1:48 PM	Middle	Failed		

From the **Charger Detail** page, there are three actions you can take related to live operation of the EV charger:

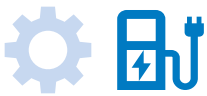


The Start button immediately authorizes a charging session on the EV charger. Using the Start button in the site host dashboard overrides any access control or pricing settings and provides a free charging session to any vehicle that is plugged in.

The Stop button overrides any ongoing session started by EV drivers or dashboard users to stop charging. It is only clickable when there is an ongoing charging session.

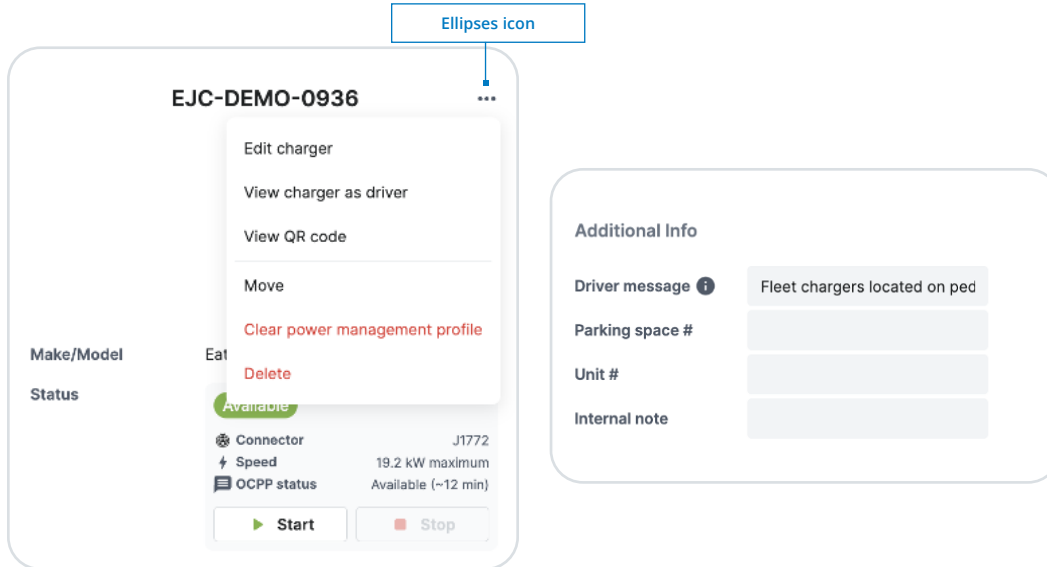
The Reboot button tells the EV charger to restart itself using a “soft reboot”. Depending on the EV charger and firmware version, it will take between 30 seconds and several minutes to complete the soft reboot. Soft reboots do not resolve all issues. In some cases, you may still need to perform a “hard reboot” by physically turning the charger off and back on at the breaker level.

In addition to Start/Stop/Reboot actions, the **Charger Detail** page is also the view to edit charger info, settings, and session history. Note that if the charger is not connected to the network (i.e., Online), these commands will not have any effect.



Charger info

To edit charger info, click the ellipses icon at the top of the charger info box and select Edit:



The Directions field should provide instructions to EV drivers for finding this specific EV charger. For public chargers, anything saved to the Directions field will be viewable on the Eaton CNM app and partner apps.

The Parking space #, Unit #, and Internal note fields are private. They will only be visible to other dashboard users and select EV drivers (i.e., the owner of a dedicated EV charger in a multi-family building).

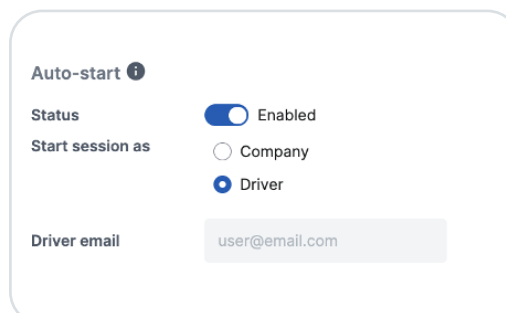
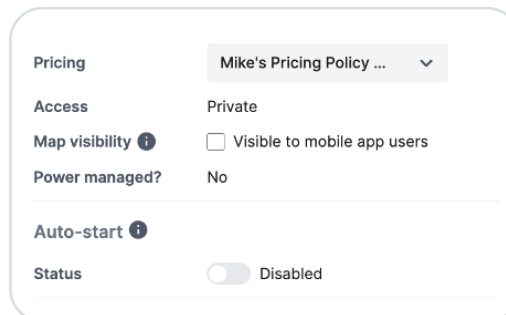
Charger settings (auto-start)

The Settings section shows details related to connectivity, pricing, access, charger visibility, and more. Some settings can be updated by clicking Edit at the top of the charger info box, while other settings like pricing and access are managed from the **Pricing** and **Access** pages of the dashboard.

You can enable auto-start from **Charger Detail** page using the switch in the Settings section. Auto-start removes the need to authenticate before using an EV charger.

When auto-start is enabled, charging will start as soon as a vehicle plugs in. If a charger is monetized and auto-start is enabled, all transactions will either be billed to an individual user or a company account.

Auto-start is ideal for dedicated chargers in multi-family buildings. Residents with their own private charger can plug in without authentication just like they would with a single-family home charger, but all fees will still be billed to their account.





Deployment status

Chargers can be viewed in your dashboard before they have been installed and activated. The bottom of the charger info box tracks the status of a charger's deployment.

Deployment status is updated automatically as your charger progresses through the activation process. We recommend tracking who installed your EV chargers for future maintenance purposes.

Recent sessions

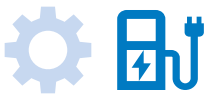
The right-hand side of the **Charger Detail** page displays a summary of recent sessions for the specific charger. To see details about a single session, click the row containing the specific session in the Recent sessions box:

This same Session detail pop-up can be accessed from other parts of the dashboard, including the **Recent sessions** section of the **Overview** page.

Deployment status	Deployed
Deployment date	Nov 01, 2022
Installer	EV Installer Company
Installer email	jeff@evinstaller.com
Installation date	Oct 01, 2022
Added by	Anthony U.
Date added	Sep 01, 2022

The screenshot shows the Eaton Charging Network Manager interface. On the left is a navigation menu with sections: COMPANY (Eaton Corp), CHARGER MANAGEMENT (Overview, Chargers, Pricing, Access, Power), FLEET MANAGEMENT (Vehicles), and ADMIN (Company, Reports, Payouts, RFID cards). The main area displays details for charger EJD-01C-0252, including its status (Available), connector type (J1772), location (Eaton DOC, San Diego, CA), and OCPP status (Available). A 'Session details' pop-up window is open, showing session information: Start time (Jul 25, 2024 11:55 AM), End time (Jul 25, 2024 12:00 PM), Session duration (5 min), Driver (davidjudolph@eaton.com), Authentication type (Driver app), Charger (EJD-01C-0252), Connector (J1772), Location (Eaton DOC, San Diego, CA), Address (Suite E 4863 Shawline Street, San Diego, CA, US, 92111), Energy used (0.7 kWh), and Cost (\$0.00). A 'View receipt' link is also present. Below the pop-up, a 'Recent sessions' table is visible:

Status	Energy used	Cost
Completed	0.7 kWh	\$0.00
Completed	10.7 kWh	\$0.00
Completed	3.9 kWh	\$0.00
Completed	29.8 kWh	\$0.00
Completed	32.8 kWh	\$0.00
Completed	43.4 kWh	\$0.00
Completed	33.9 kWh	\$0.00
Failed		



Add chargers

You can add and organize new chargers directly from the **Chargers** page within your dashboard. To add chargers, click the Add chargers button near the top right of the main **Chargers** page.

Follow the steps on the pop-up, ensuring to add all the requested information. The pop-up starts with shared details that will apply to all the chargers you are adding (model, location, installer), then asks for charger-specific details like serial number, QR code sticker ID, etc.

Immediately after chargers have been added to your dashboard, they will have a “Coming Soon” status. Once the Eaton CNM detects connection from chargers with serial numbers and OCPP IDs that match the chargers you added, and continues this connection for 2 hours, the deployment status of chargers will update automatically to “Deployed”.

Important note: Adding chargers in your site host dashboard only prepares the Eaton CNM to connect your new EV chargers, it does not configure anything on the hardware side. Every OCPP EV charger has a unique set of configuration steps that must also be completed as part of a deployment. If you are unsure of the hardware-side steps for configuring and activating your EV chargers, contact your installer.

✕ **Provide shared details (step 1 of 2)**

The details provided in this step will apply to all chargers being added.

If you need to add multiple chargers with different details, add them one at a time or edit these details afterward.

Manufacturer **Model**

Manufacturer Model

Location

Location

Pricing rule

Default rule

Network connectivity

SIM card Wi-Fi Ethernet Varies by charger

< **Provide charger-specific details (step 2 of 2)**

This step will allow you to provide details unique to each of the chargers being added.

Number of chargers

1

Charger 1 (of 1)

Serial number ⓘ

Eaton-1

OCPP ID ⓘ

Same as serial number

Display ID ⓘ

EATON-1

Unit # (optional) **Parking space # (optional)**

Unit # Parking space #

Previous charger



Pricing page

To view the **Pricing** page, click Pricing on the sidebar. There are two main sections in the **Pricing** page: Pricing rules and Discounts. The ability to set pricing and collect fees from EV drivers comes with our Standard and Advanced Network Plans.

Pricing rules

Pricing rules determine the cost of EV charging sessions for the EV drivers that use your chargers. Every pricing rule in the Eaton CNM has the following attributes:

- A **rule name** set by dashboard users to identify the pricing rule.
- A list of **chargers** that the pricing rule will apply to. When setting up your pricing rules, you can select individual chargers or entire sites.
- A **pricing schedule**. The Eaton CNM supports billing different prices at different times during the day or week. You can set **per-day pricing**, **weekdays/weekend pricing**, or the **same pricing every day**. Within each of these options, you can also customize pricing down to each minute.
- A **rate**, which is the dollar amount that will be billed **per hour spent charging**, **per hour plugged in**, or per kWh. A kilowatt-hour (kWh) is the unit of energy used to measure EV battery capacity.

To create a new pricing rule, click **Add rule** in the top-right corner of the **Pricing** page.

Choose a name for your **new rule** and type it into the Rule name field. The rule name should help you or other dashboard users in the future remember why this rule was created or which group of chargers it controls.

Click the dropdown that says Select chargers to choose which EV chargers this new pricing rule should apply to. Use the tick boxes to select entire sites or individual chargers, or search for a specific charger using the search field. There is no limit to the number of chargers you can include in a pricing rule.

Next, select the pricing schedule type. If you want the chargers in this pricing rule to be free for all users, select Free. To set a unique schedule every day of the week, select Time-of-use. To set pricing that is variable within a given session, select **Tiered**.



Add pricing rule

Rule name

Chargers

Step 1: Select pricing type
Sessions can be free, priced by time-of-day, or priced by tier.

Pricing type Free Time-of-use Tiered

Step 2: Set pricing details
Select a schedule type, then create pricing periods to set pricing for a given time.
Charging is free during times without set pricing periods.

Schedule type Per-day pricing Weekdays/weekend pricing Same pricing every day

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Free	Free	Free	Free	Free	Free	Free

If you've selected the **Time-of-use** type, the appropriate number of pricing period columns will appear, depending on if Per-day pricing, Weekdays/weekend pricing, or Same pricing every day is selected under the schedule section:

A finished **time-of-use** pricing rule can be as simple as a single price all day, every day. Or it can be as complicated as the schedule below, mixing kWh pricing and per hour pricing across a dozen pricing periods:

Eaton supports as many pricing periods as you need to set detailed time-of-use pricing schedules. For each pricing period, choose a rate, start time, and end time. Using the Add pricing period pop-up, you can also duplicate a pricing period across multiple days or group of days by clicking the tick boxes in the Save to row:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
\$0.50/kWh 12AM-12AM (24h)	\$0.50/kWh 12AM-12AM (24h)	\$0.20/kWh 12AM-8AM	\$0.20/kWh 12AM-8AM	\$0.20/kWh 12AM-8AM	\$0.50/kWh 12AM-12AM (24h)	Free (no pricing set)
		\$3.00/hr charging 8AM-5PM	\$3.00/hr charging 8AM-5PM	\$3.00/hr charging 8AM-5PM		
		\$0.20/kWh 5PM-12AM	\$0.20/kWh 5PM-12AM	\$1.50/hr plugged in 5PM-12AM		



For **Tiered** pricing, EV drivers are billed different rates depending on session length or energy consumption. For example, there may be tiered pricing rate where drivers are billed \$1.00 for their first 3 hours of charging, followed by \$3.00 for the next 2 hours, followed by another rate for the remainder of the session.

Add pricing rule

Rule name

Chargers ▼

ⓘ At least one charger already belongs to a non-default pricing rule; it will be moved to this rule

Step 1: Select pricing type
Sessions can be free, priced by time-of-day, or priced by tier.

Pricing type Free Time-of-use Tiered

Step 2: Set pricing details
Determine how pricing changes during a charging session

Rate	Unit	Duration
\$ 1	per hour charging ▼	during first 1 hours of session
\$ 2	per hour charging ▼	during next 1 hours of session 🗑️
+ Create new pricing tier		
\$ 3	per hour charging ▼	any time after

There are no limits on number of tiers.

Once you are finished creating your new pricing rule, remember to click Save before exiting the window.

In addition to creating as many pricing rules as you need, you can edit existing pricing rules. To edit a pricing rule, navigate to the main **Pricing** page and click the triple dot in the top-right corner of the pricing rule's box.

While the Eaton CNM pricing engine is very powerful, we recommend simple pricing rules if you are a new site host. Too many pricing periods can confuse drivers and create frustration.

Base fees and idle penalties

Idle fees are an hourly rate billed to EV drivers after they have completed their charging session. Idle fees are typically used to incentivize drivers to move their vehicle after they have finished charging. The Eaton CNM will send drivers a notification before idle fees starts billing so that they are not surprised.

Idle fees option can be enabled and set up per minute for new and existing pricing rules. Once enabled, drivers will be charged idle fees when charging appears to be done. A charger begins idling when there are consecutive meter values with less than 7000 joules dispensed per meter value over one minute.

There are price guardrails when setting up idle fees to ensure a fair price is set for drivers. The maximum idle fee price is \$1.50 (CAD and USD).

Drivers will be given a 15 min grace period when charging is done before idle fees kick in. When idle fees are enabled, drivers will be notified on the apps and through an SMS notification to the phone number in their account when:

- Their charging is completed, and the idle state has begun, and after the grace period when idle fees begin.



Discounts

The second section of the *Pricing* page is discounts.

In the Eaton CNM, a discount is a permanent adjustment to pricing rules for specific users, not a one-time code used for promotional purposes. Currently we do not support promo codes. Discounts can be edited and removed, but they are designed to apply across repeated charging sessions, not for a limited time or fixed amount of kWh.

To add a discount, navigate to the Discounts section of the *Pricing* page and click Add discount. The pop-up to the right will appear:

The 'Add discount' pop-up form includes a close button (X) and two tabs: 'By driver' (selected) and 'By company'. It features a 'Driver email' input field, a 'Discount' section with radio buttons for 'Free' (selected), '50% off', and 'Custom', and a 'Chargers' dropdown menu labeled 'Select chargers'. A 'Save' button is located at the bottom right.

Discounts				Add discount
Type	Name	Discount	Applied at	
Company	@hilton.com	Free	All locations	...
Company	@kennedy.ca	50% off	Hilton Kennedy	...
Individual	jamesd@gmail.com	Free	AD-21 AD-22 AD-23 AD-24	...

Discounts can either be applied to individual drivers or companies. To add a discount for an individual driver, simply add their email to the Driver email field. To add a discount for a company, change the switch from By driver to By company.

Company discounts are applied to any driver who creates an Eaton CNM account using an email from the company domain, such as @hilton.com. If an employee from your company creates their Eaton CNM account using a personal email address, the company discount will not be applied.

Other than the driver email/company email field, the rest of the discount pop-up is identical. You can grant users free charging or assign a % discount off the regular price. You can apply discounts to all chargers, chargers at a specific location, or individual chargers.

Click Save to save your new discount. After saving, the new discount will apply next time the relevant user(s) start a charging session.

All the discounts that exist across the sites you manage will appear in the Discounts section of the Pricing page. To edit or delete an existing discount, click the ... button.



Access page

To view the **Access** page, click Access in the sidebar. There are two broad categories of access states: Public chargers and Private chargers:

The screenshot shows the 'Pricing' page in the Eaton Charging Network Manager. The left sidebar contains navigation options: Overview, CHARGER MANAGEMENT (Chargers, Pricing, Access, Power), FLEET MANAGEMENT (Vehicles), and ADMIN (Company, Reports, Payouts, RFID cards). The main content area is titled 'Pricing' and has tabs for 'Pricing rules' and 'Discounts'. A 'Default rule' is selected, showing a 'Free' pricing schedule. Below this, a list of chargers is displayed, grouped by location: Eaton PTC Demo, Power management demo, Demo Depot - Nashville, and Demo Depot - Oakland. Each charger is represented by a small card with its ID.

The Eaton CNM access settings govern who can use an EV charger when physically standing in front of the station, not how the charger is displayed on public charging maps. To change a charger's visibility on public charging maps, edit the [charger's settings](#).

By default, EV charger access is set to public. This does not necessarily mean your chargers will be discoverable on public maps. Rather, it means that anyone who finds the charger in the real world will be able to interact with it.

If you make EV chargers private, only specified users or user groups will be able to use the chargers. When users who do not have access scan a private charger's QR code, the ChargeLab app or Eaton web app will tell these users that they do not have access and not allow them to charge.



Make chargers private

To create a new group of private chargers, click the Make charger private button on the main **Access** page. Use the dropdown to select the chargers you want to make private. Note that each charger can only be part of one private charger group.

After selecting the chargers, you want to put in the new private charger group, you can grant access to individual drivers by using the email linked to their Eaton CNM account:

Make charger private

Chargers

EVF-36S-0001 × Raleigh STC ×

Add drivers

user@email.com Give access

Add companies

@ companydomain.com Give access

Who can access? ⓘ

No users assigned

Save

Make charger private

Chargers

EVF-02T-0001 × Raleigh STC ×

Add drivers

jeff@eaton.com Give access

Add companies

@ companydomain.com Give access

Who can access? ⓘ

No users assigned

Save

You can also grant access to any driver who creates an Eaton CNM account using an email from a company domain, such as @hilton.com. Finally, you can grant access to both a company domain and individual drivers from outside that company domain.

You can edit private charger groups at any time to add or remove drivers or company domains. You can also delete a private charger group. If you delete a private charger group, all the chargers in that group will be made public again.

We recommend being conscious of how you use private charger groups and access restrictions. For example, in a workplace charging setting it may be tempting to restrict access using your company email domain. However, some employees may have already created an Eaton CNM account using their personal email. You may also want to let visitors use your chargers, even if they don't have an email with your company domain. In this case, it may be more effective to hide your chargers from public charging maps but not apply access control.



Power management page

To view the *Power management* page, click Power in the sidebar:

The screenshot displays the Eaton Power management interface. On the left is a sidebar with the Eaton logo and navigation menu. The main area shows a 'Power management demo' for a location with 8 of 8 chargers managed. It details two main breakers: Main breaker 1 (140 A rating, 112 A limit, 8 loads) and Main breaker 2 (80 A rating, 64 A limit, 4 loads). Under Main breaker 1, there are four sub-breakers (EATON-PM-01 to EATON-PM-04) each with a 100 A rating and 80 A limit, and four 44 A chargers. Under Main breaker 2, there are two sub-breakers (EATON-PM-05 and EATON-PM-06) each with an 80 A rating and 64 A limit, and two 44 A chargers. Additionally, Main breaker 2 includes unmanaged loads for Lighting (8 A limit) and Ticket booth (10 A limit).

Currently, the *Power management* page is a view-only interface. You can use this page to see how power management is set up across your sites and to actively monitor load balancing in real time.

To ensure electrical safety, power management must be set up in coordination with ChargeLab and your certified electrician.

To learn more about power management, please see our power management [one-pager](#) or more detailed [Power Management Technical Reference](#).



Fleet Management

The fleet management section of your dashboard contains all the pages used to manage your EV chargers.

Vehicles page

To access the *Vehicles* page, click **Vehicles** on the sidebar:

The screenshot displays the 'Vehicles' page in the Eaton Charging Network Manager. The page title is 'Vehicles' and it shows '1 vehicles'. A '+ Add vehicle' button is present. The table below lists the vehicle details:

Name/Unit ID	Make/Model	Charger in-use	Last energy used	Last plugged in	RFIDs
Demo van 1B1YY0781G5123456	Brightdrop Zevo 600	—	—	—	⚠ No RFID assigned

The sidebar on the left contains the following navigation items:

- COMPANY: Eaton Corp Demo
- Overview
- CHARGER MANAGEMENT: Chargers, Pricing, Access, Power
- FLEET MANAGEMENT: Vehicles (highlighted)
- ADMIN: Company, Reports, Payouts, RFID cards

The top right corner shows 'My account' with a user icon and settings gear.

The *Vehicles* page is designed to help fleets track charging sessions based on vehicle.

From the *Vehicles* page, you can add your fleet vehicles and link one or more RFID cards to each vehicle. Each charging session initiated by the linked RFID card will be associated with the corresponding vehicle.



Add a vehicle

To add a new vehicle to your dashboard, click the Add vehicle button.

Complete all the fields in the pop-up. You can give a vehicle any name within the Eaton CNM system, including official fleet identifiers or nicknames.

You can optionally assign the vehicle a Home location. A home location is typically the detail where the vehicle parks at the most often.

Finally, make sure to pair the vehicle with an RFID card. If there are no RFID cards available in the dropdown when you are adding a vehicle, click Register new RFID card to add an RFID card to your company.

We recommend attaching RFID key fobs to the vehicle's keys and leaving the credit-card sized RFID in the vehicle to ensure RFIDs don't get mixed up between vehicles.

×
Add vehicle

Name/Unit ID	VIN
Demo van 2	GMCBR12EXCP901213
Make	Model
Brightdrop	Zevo 600
Battery capacity	
165	kWh
Home location (Optional)	
Demo Depot - Nashville ▼	
Note (Optional)	
Note about this vehicle	
RFID card (Optional) Register new RFID card	
This is required to identify a vehicle and track its charging sessions over time.	
12140049 × ▼	
Save	

Track a vehicle's charging history

To track charging history for a specific vehicle, click on the row containing the vehicle on the *Vehicles* page:

Schoolbus #1 Edit

VIN	YV2ASG0A38B49871
Make	Blue Bird
Model	All-American RE
Battery capacity	155 kWh
Home location	Hilton Garrison
Note	Driven by Jacob F.
RFIDs	1245 3546

This vehicle has access to all chargers operated by this company and is exempt from any pricing or fees for those chargers.

Delete

Recent sessions

📅 Last week

Start time	Charger	Status	Energy
Jun 28, 12:20 PM	AD-24	⬇ Charging	23.74 kWh
Jun 28, 12:17 PM	AD-24	⚠ Failed	3.12 kWh
Jun 27, 10:16 AM	AD-22	✔ Completed	51.17 kWh
Jun 26, 1:50 PM	AD-19	✔ Completed	42.93 kWh
Jun 24, 2:12 PM	AD-24	✔ Completed	30.12 kWh
Jun 23, 12:01 PM	AD-19	✔ Completed	48.02 kWh
Jun 22, 11:15 AM	AD-24	✔ Completed	29.80 kWh
Jun 20, 6:08 PM	AD-22	✔ Completed	39.12 kWh
Jun 19, 10:17 PM	AD-24	✔ Completed	45.52 kWh
Jun 18, 6:45 AM	AD-24	✔ Completed	62.10 kWh

< 1 2 3 4 5 ... 8 >



Admin

The ADMIN section of your dashboard contains all the pages used to manage your company's account, who has dashboard access, and payouts for monetized chargers.

Company page

To access your company management page, click Company in the sidebar.

The **Company** page shows your company's profile, a list of authorized users for your Site Host Dashboard, and a summary of the locations (sites) linked to your company's profile:

The screenshot shows the Eaton dashboard's 'Company' page. On the left is a sidebar with navigation options: Overview, CHARGER MANAGEMENT (Chargers, Pricing, Access, Power), FLEET MANAGEMENT (Vehicles), and ADMIN (Company, Reports, Payouts, RFID cards). The 'Company' page header includes the Eaton logo and 'My account' settings. The main content area is divided into three sections: Company details, Team, and Locations.

Name	0919_Test	Phone	
Address	1 Street Circle, Toronto, ON, CA		Email
Banking info	Not required		

Team (1 users) + Invite user

Name	Phone	Email	
Charge Test		chargedemotest@gmail.com	...

Locations (1 locations) + Add location

Location	# of chargers	Address	
0919_Test_Location	2 chargers	1 Circle, Toronto, ON, N0B2K0	...



Edit company profile

To edit your company's profile, click Edit details in the top-right corner of the **Company** page.

This profile is your top-level account in the Eaton CNM. It should not be the name or address of a specific site within your portfolio, but rather your top-level corporate billing address and contact details.

✕ **Edit details**

Name

Hilton

Address

45 Kennedy St.

Apt/Suite/Building/Unit

City **State/Province**

Add an admin user

To invite a new admin to your site host dashboard, click Add user from the **Company** page.

Enter the new user's email address, click Next and then Done. The new users will receive an email invite which they must accept to get access to your dashboard.

✕ **Invite user**

Selected users will receive an email invite, granting them access to this company.

If users do not already have an account, they will be prompted to create one.

Users to invite

jill@eaton.com **Add to Invite**

jeff@eaton.com ✕

Invite to additional companies

Send



Reports page

The Reports section in the dashboard allows site hosts and partners to generate and download reports for their chargers and historical usage. Users can generate and download .csv files on their chargers or historical usage for specified chargers over a specified time frame. Reports are generated from two data sources: Chargers and Sessions.

Run report

Chargers

EJC-DEMO-0942 x
EJC-DEMO-0940 x

Data source

Chargers
Information and statistics related to chargers and locations.

Sessions
Information and statistics related to charging sessions.

Report type

Full session
Session information organized per session. One session per row.

15-minute intervals
Session information split into 15-minute intervals. One interval per row. Data is only available for sessions more recent than January 22, 2024.

Time range

Last 7 days

Report contents

Session ID	Charger display ID	Company
Session start date/time (UTC)	Charger serial number	Company ID
Session end date/time (UTC)	Connector ID	Driver ID
Session start date/time (local)	Connector type	Vehicle name (if applicable)
Session end date/time (local)	Charger maximum power (kW)	Vehicle VIN (if applicable)
Local time zone	Location ID	Vehicle make (if applicable)
Session duration (min)	Location name	Vehicle model (if applicable)
Session idle duration (min) (if applicable)	Location street address	RFID number (if applicable)
Session energy provided (kWh)	Location city	Authentication type
Session peak power (kW)	Location state/province	Payment collected (\$)
Session average power (kW)	Location country	Currency used
Charger device ID	Location zip/postal code	

Run

There is one type of Charger report, which is **Charger statistics**. This report provides monthly aggregations of charger information such as # of sessions, total charging time, total energy provided, and revenue. This report provides past monthly data and is accessible on the first day of the month following the one it covers.

There are two types of Session reports. The first is **Full session**, which provides information such as session duration, energy used, idle duration, peak power, average power and revenue. The second is **15-minute intervals**, which splits session information into 15-minute intervals and provides information such as start time and end time, average power, total energy consumed, peak power and idle duration.



Payouts page

When pricing is enabled on your EV chargers, ChargeLab collects fees from EV drivers through credit card payments on your behalf. We remit any fees owed to your company once per month to the bank account you provided during your onboarding.

The **Payouts** page summarizes the monthly remittances that ChargeLab makes to your company. To access the **Payouts** page, click Payouts in the sidebar:

The screenshot shows the Eaton Payouts page. The left sidebar contains navigation options: Overview, CHARGER MANAGEMENT (Chargers, Pricing, Access, Power), FLEET MANAGEMENT (Vehicles), and ADMIN (Company, Reports, Payouts, RFID cards). The main content area is titled 'Payouts' and features a 'Payout history' table. The table has columns for 'Billing cycle', 'Energy used', and 'Amount'. The 'Billing cycle' column includes radio buttons for selection. The table data is as follows:

Billing cycle	Energy used	Amount
<input checked="" type="radio"/> May 2024	602.7 kWh	\$0.00
<input type="radio"/> Apr 2024	768.1 kWh	\$0.00
<input type="radio"/> Mar 2024	1,661.7 kWh	\$0.00
<input type="radio"/> Feb 2024	1,267.1 kWh	\$0.00
<input type="radio"/> Jan 2024	524.7 kWh	\$0.00
<input type="radio"/> Dec 2023	1,826.1 kWh	\$0.00
<input type="radio"/> Nov 2023	2,505.5 kWh	\$0.00
<input type="radio"/> Oct 2023	949.5 kWh	\$0.00
<input type="radio"/> Sep 2023	350.4 kWh	\$0.04
<input type="radio"/> Aug 2023	1,159.8 kWh	\$0.12
<input type="radio"/> Jul 2023	488.5 kWh	\$0.00
<input type="radio"/> Jun 2023	1,794.2 kWh	\$0.00

At the bottom of the table, there is a pagination control showing page 1 of 2.

To download a payout report:

- Select a month from the Payout history list.
- Choose PDF or CSV for report format.
- Select the report type. By users provides a report where revenue collected is summarized by EV driver user account. By chargers summarizes revenue collected by charger ID.



Dashboard cheat sheet

There are many functionalities throughout Eaton CNM's administrator portal. The following index is a cheat sheet for quickly finding where to perform actions within the dashboard. It also provides page numbers for where you can find detailed instructions within this Site Host Guide.

Action (I want to...)	Dashboard page(s)	Guide reference
Log into my account	dashboard.chargelab.co	Page 4
Change the language of my dashboard	Any	Page 5
Add co-workers to your administrator portal	Overview and Chargers	Page 22
View live charger status	Overview	Page 6
Visualize historic charging data	Overview	Pages 8 and 23
Download CSV session history reports	Overview	Page 23
View a list of charging sessions	Overview and Chargers	Pages 6 and 23
See a list of my company's EV chargers	Chargers	Page 7
Troubleshoot chargers	Chargers	Page 7
Start charging/stop charging/reboot an EV charger	Chargers	Page 8
Edit an EV charger's description/details	Chargers	Page 8
Enable auto-start on a specific EV charger	Chargers	Page 9
View and edit charger pricing rules	Pricing	Pages 12 and 14
Create new charger pricing rules	Pricing	Page 12
Manage payouts of charger usage fees	Payouts	Page 24



For more information, visit
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