



Mobility Card Management software manual



1. Mobility Card activation

The **Mobility Card**, needed in order to use Garda Uno's electric charging columns, can be activated in two different ways:

- at the "**helpdesk for users**" at Padenghe, via Italo Barbieri 20

- from 8.30 to 12.30 from Monday to Friday– opening hours to the public

- at different hours from Monday to Friday– on appointment calling the Number 800 133 966, active from 8.30 to 17.00 from Monday to Friday

- sending the card with **countersign**

sending the Mobility Card Request Module, downloadable from the website and completely filled in, to the email address: energia@gardauno.it.

2. Activation and charging costs

The **Mobility Card** activation cost is equal to **15,00 €** and its duration is 5 years, after which a renewal request is necessary.

For the card recharge a minimum credit of 5,00 € is needed.

Since the 15th of February the recharge service foresees the following tariffs:

AUTOVEHICLES

Parking with charging: 1,00 €/h

Only parking: 2,00 €/h

MOTORCYCLES

Parking with charging: 0,50 €/h

Only parking: 1,00 €/h

Each user at the end of the charging period is warned through a text message and has 30 minutes, during which the minimum tariff is applied, to remove the vehicle. If the vehicle is not removed on time, the system will start to count the higher tariff referred to "Only parking".

3. How to upload credit on the card

The card can be charged both on the **webpage** and at Garda Uno's "**helpdesk for users**", during the opening hours to the public. In both ways, after charging, an invoice will be sent to the card owner.



RECHARGING THROUGH THE WEBPAGE

Entering the webpage www.gardaunomobility.it, registering and inserting personal data it is possible to access to the personal area.

The user credentials will be attached to the first informative e-mail, sent by the noreply@gardaunomobility.it e-mail address, which confirms the service activation.

In the event that you forget your password it is possible to ask for the sending of new user credentials to your personal e-mail address through the green number or sending an e-mail to energia@gardauno.it e-mail address.

To charge money on the card it is necessary to click on the buttons located on the mask "card recharge" and digit the desired money amount, multiple of 5. If a mistake occurs proceed with the cancellation through the red button "Reset" or, on the contrary, continue with the charging process clicking on the green button "recharge".



Once the operation has been confirmed, the system opens the window devoted to the insertion of credit card data and the charging process can be concluded.



At the end of the process the payment confirmation appears and it is possible to check the actual update of the charging credit on the card.



RECHARGING AT THE "HELPDESK FOR USERS"

At Garda Uno SpA location, from Monday to Friday between 8.30 and 12.30, the mobility card can be directly recharged at the "helpdesk for users".

4. Personal Account

Registering a personal account on the webpage www.gardaunomobility.it it is possible to: charge money on the card, monitor the personal charging thanks to historical data showing timing/costs of parkings already performed and visualize the map of active charging stations and their availability.

The latter shows all the charging columns located on the interested territory and evidences the active **100% Urban Green Mobility** charging columns indicating their availability or not (green icon = free charging column, red icon = busy charging column). Before accessing the map it is necessary to select the columns depending on the plugs: 3A (motorcycles) and 2 (autovehicles). In addition, clicking on the symbol of a specific column the following information are available:

- address;
- coordinates;
- plug type;
- charging power;
- status (free or busy).

5. Contacts

For more info and assistance consider the following contacts:

- Garda Uno SpA Research and Development Office
Via I. Barbieri 20
25080 Padenghe s/G
- Garda Uno SpA website: www.gardauno.it
- Garda Uno SpA Green number:

