



ENERGY CONTROLS

Energy Controls App User Guide



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ENERGY CONTROLS

Installing the App on an iPhone

Step 1

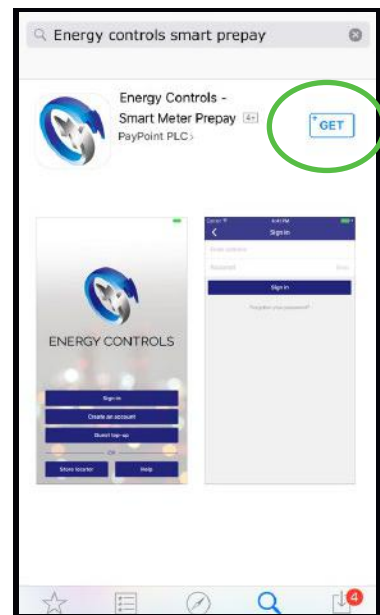
Tap 'App Store'



Step 2

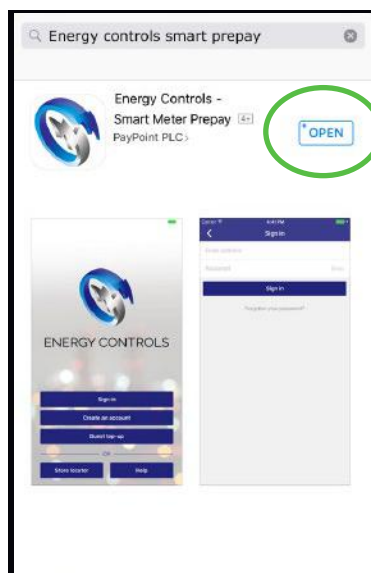
In search box type in 'Energy Controls Smart Prepay'

Tap 'Get' to install



Step 3

Tap 'Open' to access app





ENERGY CONTROLS

Installing the App on an Android device

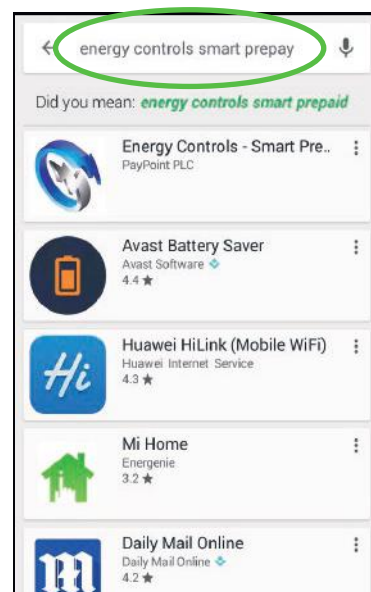
Step 1

Tap 'Play Store' icon



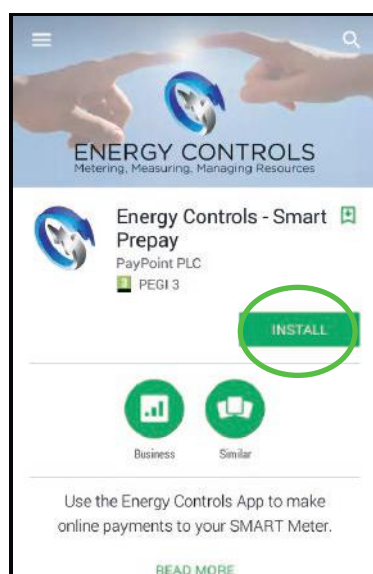
Step 2

In search box type in 'Energy Controls Smart Prepay'



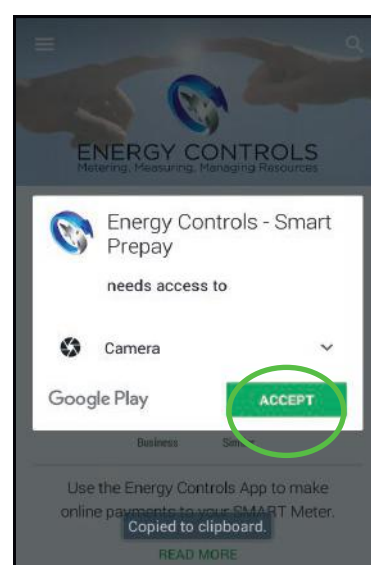
Step 3

Tap 'Install'



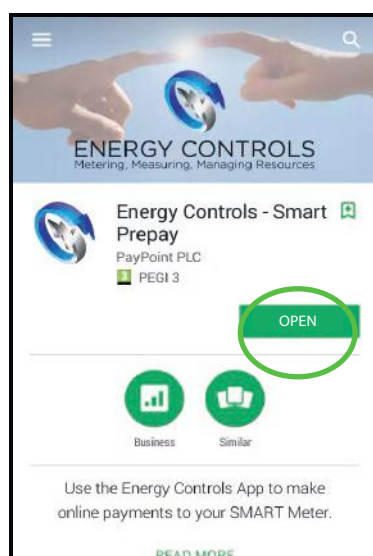
Step 4

Tap 'Accept'



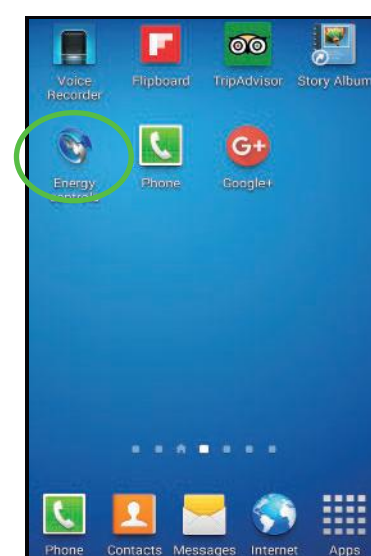
Step 5

Tap 'Open'



Step 6

Tap 'Energy Controls' icon to access app



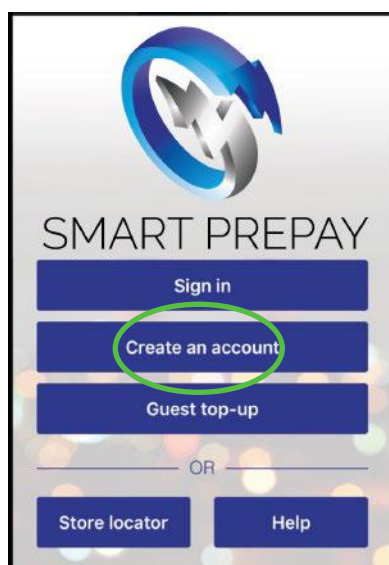


Creating a New Account

Step 1

Create an account

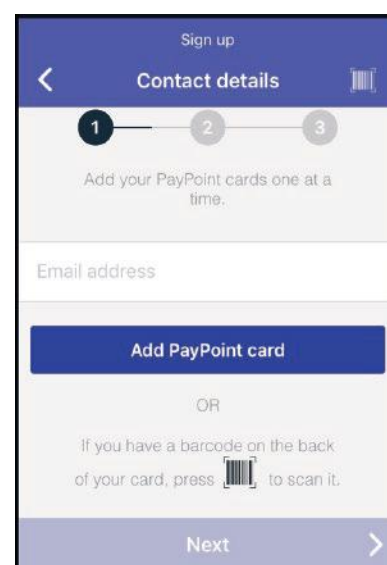
Tap 'Create an account'



Step 2

Contact details

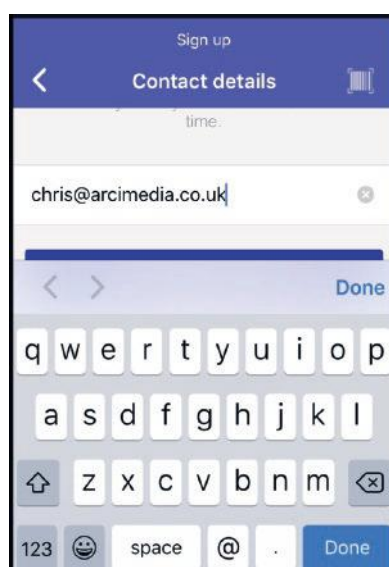
In 'Email address', type your contact email address



Step 3

Contact details

Tap 'Done'



Step 4

Contact details

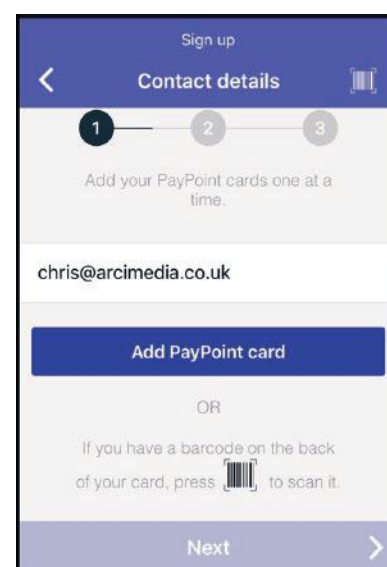
Tap 'Add PayPoint card'

OR

If you have a Paypoint/Energy card and it has a barcode on it, you can scan it using your camera phone.

Tap barcode icon at top-right of screen

Now go to Step 6 to scan your barcode

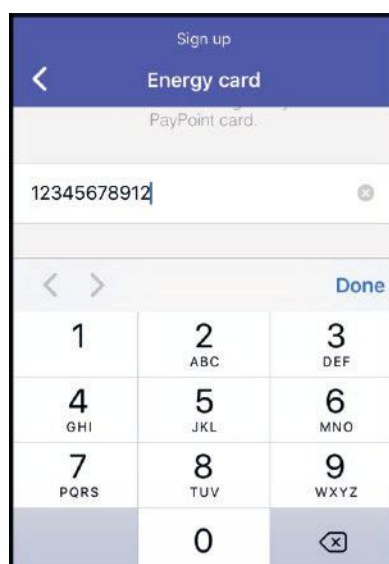


Step 5

Contact details

Type the last 11 digits of your PayPoint/Energy card Tap 'Done'

Tap 'Save'



Step 6 (optional)

Energy card

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it to add the card using your camera phone.

Line the barcode up with the red line. Your phone should automatically recognise the barcode





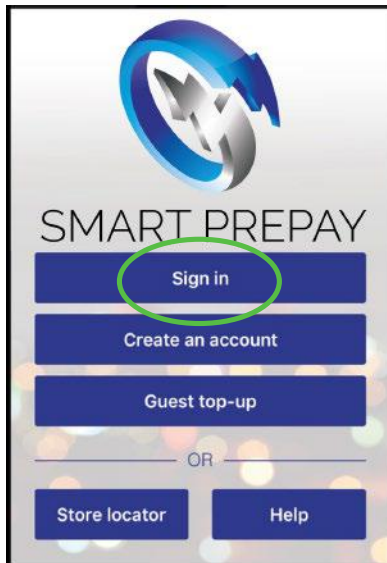
ENERGY CONTROLS

Signing into your account

Step 1

Sign in

Tap 'Sign in'



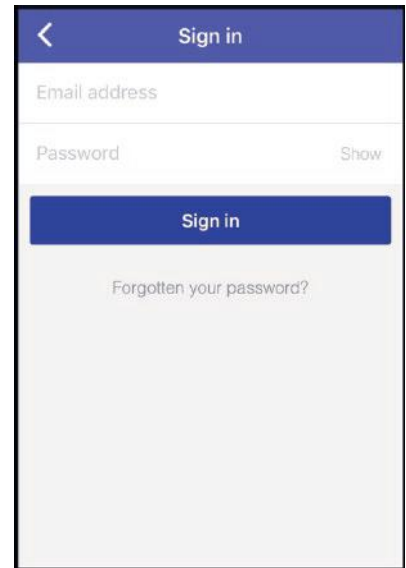
Step 2

Sign in

Type in 'Email address'
& 'Password'

Tap 'Done'

Tap 'Sign in'

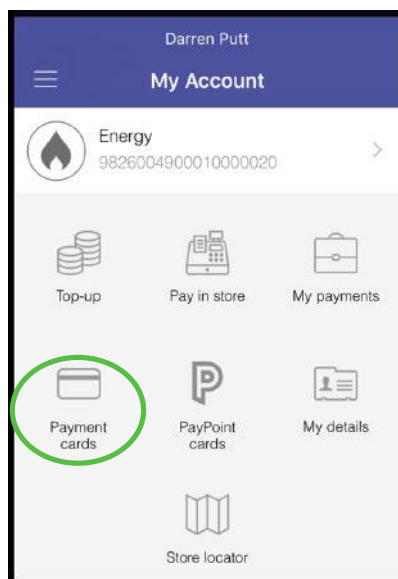




Adding a new payment card

Step 1 *My Account*

Tap 'Payment cards' icon

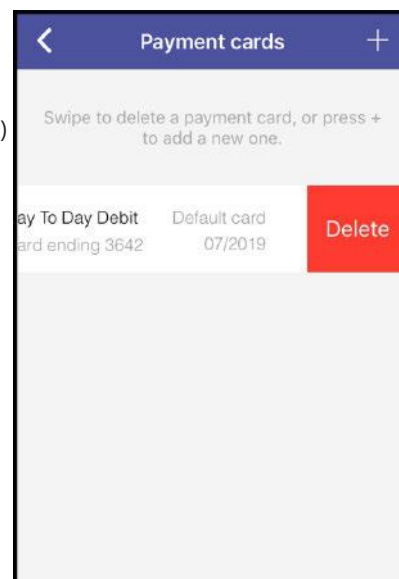


Step 2 *Payment cards*

(to delete payment card)

Select existing card & swipe to the left

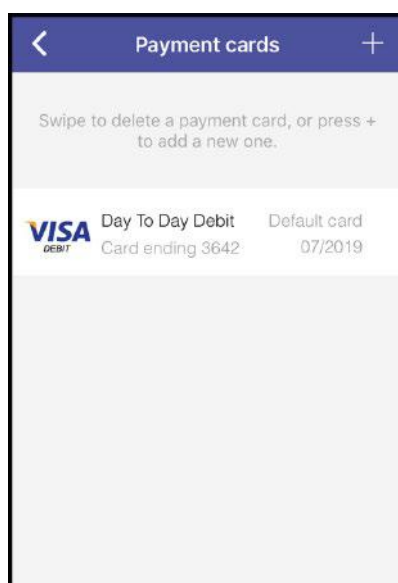
Tap 'Delete'



Step 3 *Payment cards*

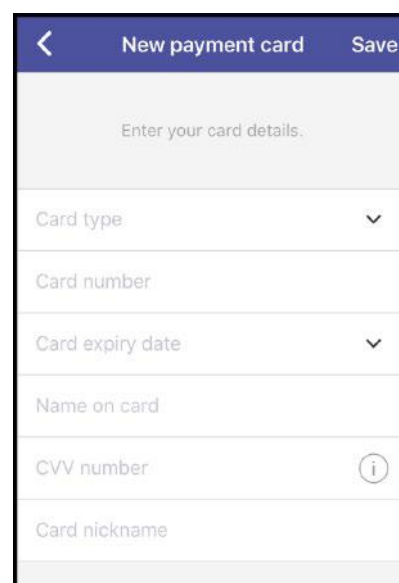
(to add a new payment card)

Tap + in top right hand corner & go to Step 4



Step 4 *New payment card*

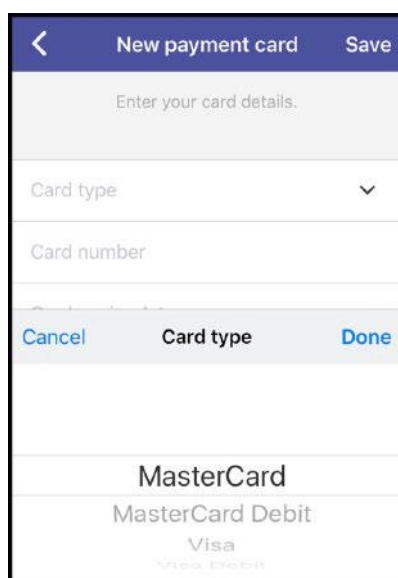
In 'Card type', tap drop down arrow



Step 5 *New payment card*

In 'Card type', scroll up & down & tap to select card type

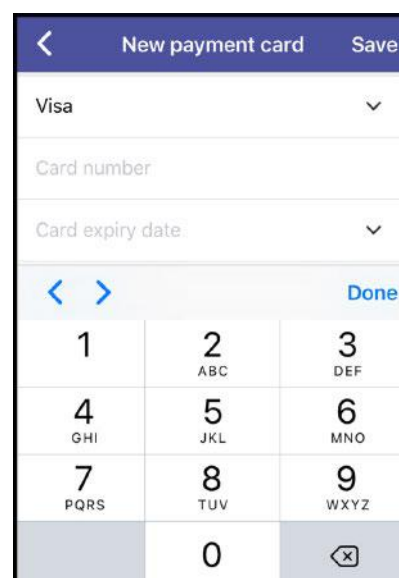
Tap 'Done'



Step 6 *New payment card*

Tap 'Card number', type 16-digit number of the new payment card

Tap 'Done'

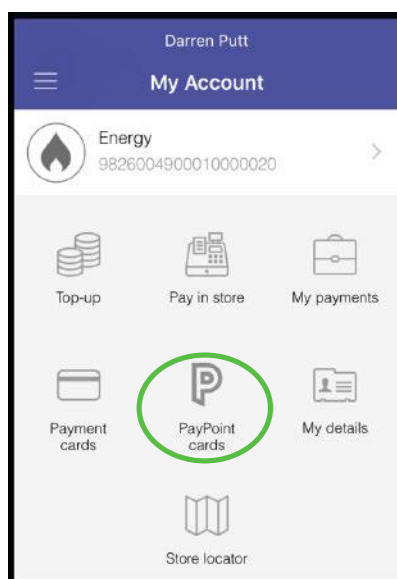




Adding a new PayPoint/Energy card

Step 1 *PayPoint cards*

Tap 'PayPoint cards' icon



Step 2 *PayPoint cards*

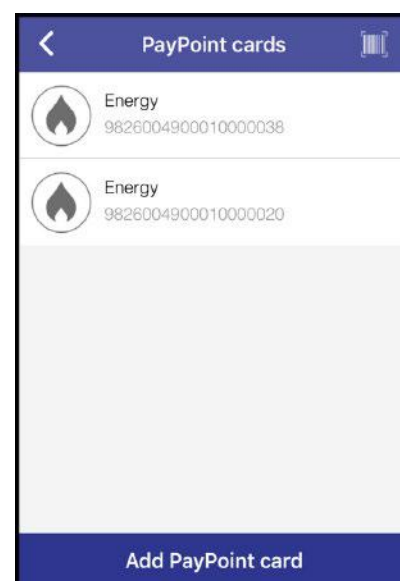
Tap 'Add PayPoint card' at the bottom of the screen

OR

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it using your camera phone.

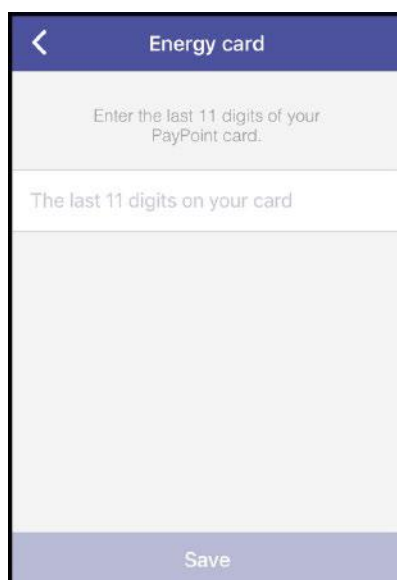
Tap barcode icon at top-right of screen

Now go to Step 6 to scan your barcode



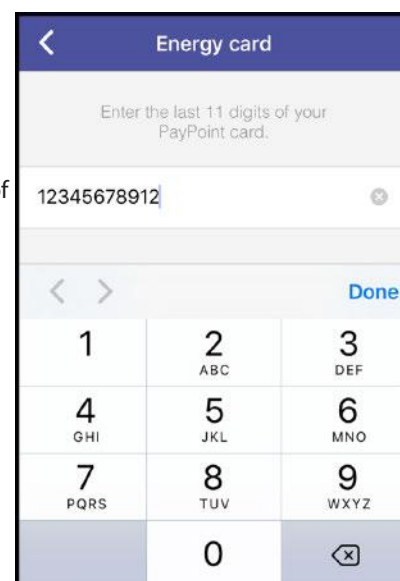
Step 3 *Energy card*

Tap 'The last 11 digits on your PayPoint card'



Step 4 *Energy card*

Type the last 11 digits of your PayPoint/Energy card Tap 'Done'

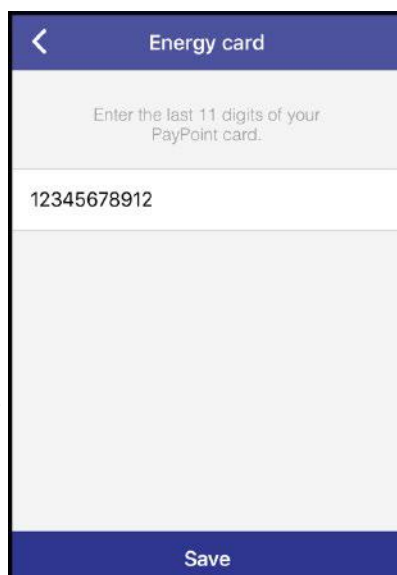


Step 4 *Energy card*

Tap 'Save' at the bottom of the screen

Need valid paypoint card

Tap back arrow at the top of the screen to exit to the home screen



Step 6 (optional) *Energy card*

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it to add the card using your camera phone.

Line the barcode up with the red line. Your phone should automatically recognise the barcode





ENERGY CONTROLS

Guest top-up

Step 1 Guest top

Tap 'Guest top up'

SMART PREPAY

Sign in

Create an account

Guest top-up

OR

Store locator

Help

Step 2 Energy card

Type the last 11 digits of your PayPoint card

Tap 'Done'

Top-up

Energy card

1 2 3

Enter the last 11 digits of your PayPoint card.

The last 11 digits on your card

Mobile number optional

Email address optional

We only use these details to send you a receipt.

Next

Step 3 Energy card

Tap 'Next'

Top-up

Energy card

PayPoint card.

12346678912

Mobile number optional

Email address optional

We only use these details to send you a receipt.

By continuing you agree to the [terms & conditions](#) of our service

Next

Step 3 Amount & Payment

Select the amount you want to top up with (this automatically selects £20)

To enter an amount different to the options shown, tap 'Other' and enter your amount in the box shown. (Minimum of £20, maximum of £99)

Amount & payment

1 2 3

Select the amount you would like to Top-up and enter your card details.

£20 £25 £30 Other

Card type

Card number

Month Year

Name on card

CVV number

Review

Step 5 New payment card

In 'Card type', scroll up & down & tap to select card type

Tap 'Done'

Amount & payment

1 2 3

Select the amount you would like to Top-up and enter your card details.

£20 £25 £30 Other

Card type

Cancel Card type Done

MasterCard

MasterCard Debit

Visa

Visa Debit

Step 6 New payment card

Tap 'Card number', type 16-digit number of the new payment card

Tap 'Done'

Amount & payment

1 2 3

Select the amount you would like to Top-up and enter your card details.

Visa

Card number

< > Done

1 2 3

4 5 6

7 8 9

0



ENERGY CONTROLS

Step 7

Amount & Payment

In 'Card expiry date', tap drop down arrow to select the month & year of new card's expiry date & tap 'Done'

Step 8

Amount & Payment

In 'Name on card', type in the name of card holder as it appears on the new payment card

Tap 'Done'

Step 9

Amount & Payment

In 'CVV number', type the last 3 digits on the back of your payment card

Tap 'Done'

Step 10

Amount & Payment

Tap 'Review' at the bottom of the page to check the payment

Step 11

Amount & Payment

Tap 'Confirm' to complete the payment transaction or tap 'Cancel'

Step 12

Amount & Payment

When the payment has been authorised tap 'OK'

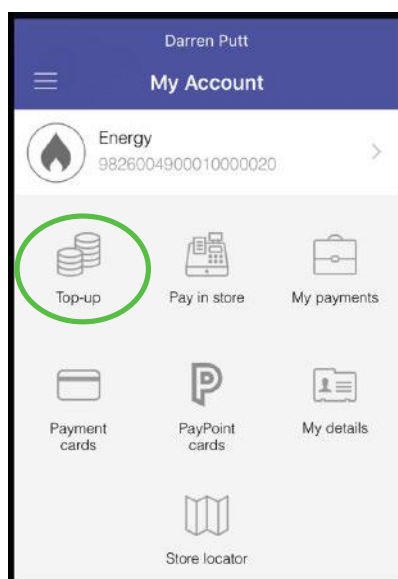
You can review your payments in 'My payments' please note payments can take 24 hours to show



Top-up

Step 1 *My Account*

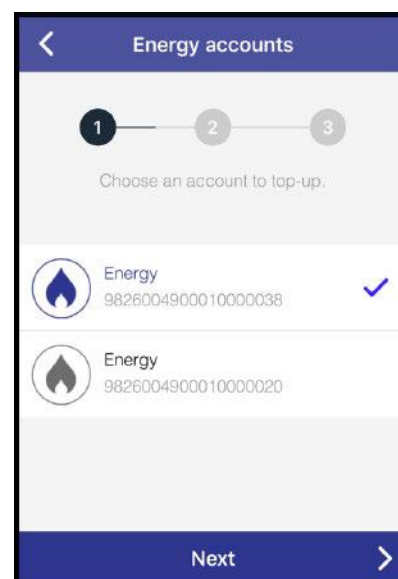
Tap 'Top-up' icon



Step 2 *Energy Accounts*

Select an account to

Tap 'Next' at the bottom of the page top-up



Step 3 *Amount & Payment*

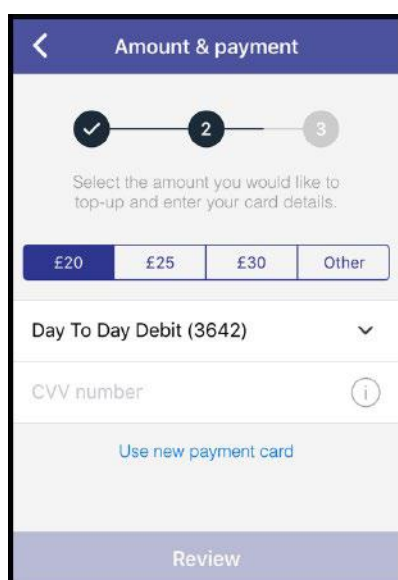
Select the amount you want to top up with (this automatically selects £20)

Tap 'Other' to enter your own amount. (Min £20, max £99)

Follow Step 4 for use of existing payment card 'Day to Day Debit'

OR

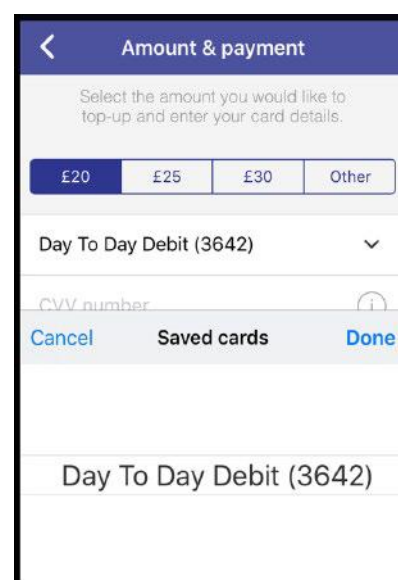
go to Step 8 to 'Use new payment card'



Step 4 *Amount & Payment* (to pay with existing card details)

Tap 'Day to Day Debit' drop down arrow

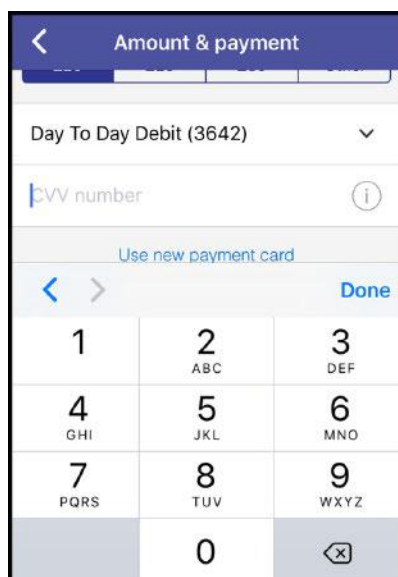
Tap 'Done' to process the payment



Step 5 *Amount & Payment*

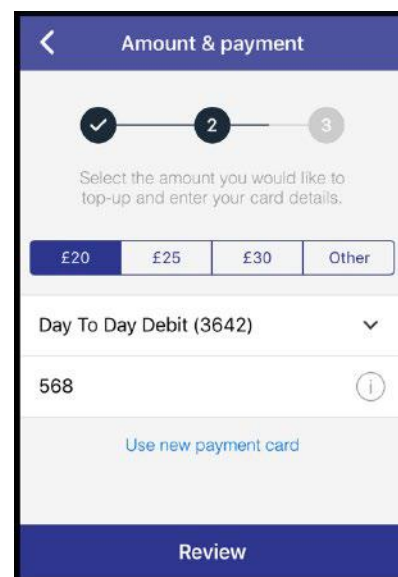
In 'CVV number', type the last 3 digits on the back of your payment card

Tap 'Done'



Step 6 *Amount & Payment*

Tap 'Review' to check the payment





ENERGY CONTROLS

Step 7

Amount & Payment

Tap 'Confirm' to complete the payment transaction or tap 'Cancel'

To allow Payment Authorisation to take place may require further verification

Step 8

My Account

(to use new payment card)

Tap 'Top-up' icon

Step 9

Energy Accounts

Select an account to top-up

Tap 'Next' at the bottom of the page

Step 10

Amount & Payment

Select the amount you want to top up with (this automatically selects £20)

Tap 'Use new payment card'

Step 11

Amount & Payment

In 'Card type', tap drop down arrow & swipe up or down to select card type

Tap 'Done'

Step 12

Amount & Payment

In 'Card number', type the 16-digit number on the front of the new payment card



ENERGY CONTROLS

Step 13

Amount & Payment

In 'Card expiry date', tap drop down arrow to select the month & year of new card's expiry date & tap 'Done'

Amount & payment

1234567891234567

Card expiry date

Name on card

CVV number

Cancel Card expiry date Done

01 2017

02 2018

03 2019

04 2020

Step 14

Amount & Payment

In 'Name on card', type in the name of card holder as it appears on the new payment card

Tap 'Done'

Amount & payment

1234567891234567

01 / 2020

Name on card

CVV number

< > Done

Q W E R T Y U I O P

A S D F G H J K L

↑ Z X C V B N M ↵

123 😊 🗣 space Next

Step 15

Amount & Payment

In 'CVV number', type the last 3 digits on the back of your payment card

Tap 'Done'

Amount & payment

01 / 2020

Darren Putt

CVV number

< > Done

q w e r t y u i o p

a s d f g h j k l

↑ z x c v b n m ↵

123 😊 🗣 space Next

Step 16

Amount & Payment

Tap 'Review' at the bottom of the page to check the payment

Amount & payment

MasterCard Debit

1234567891234567

01 / 2020

Darren Putt

123

Some card types will incur a processing fee.

Review

Step 17

Amount & Payment

Tap 'Confirm' to complete the payment transaction or tap 'Cancel'

Amount & payment

MasterCard Debit

Summary

Payment amount £20.00

Processing fee £0.00

Total £20.00

123

Cancel Confirm

Review

Step 18

Amount & Payment

When the payment has been authorised tap 'OK'

You can review your payments in 'My payments' please note payments can take 24 hours to show

Amount & payment

MasterCard Debit

1234567891234567

01 / 2020

Darren Putt

123

Some card types will incur a processing fee.

OK

Review

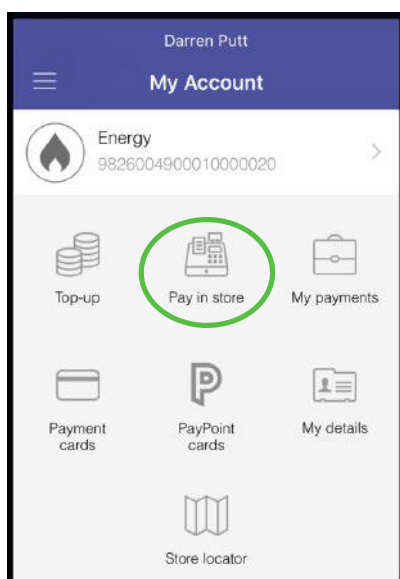


Pay in store

Step 1

My Account

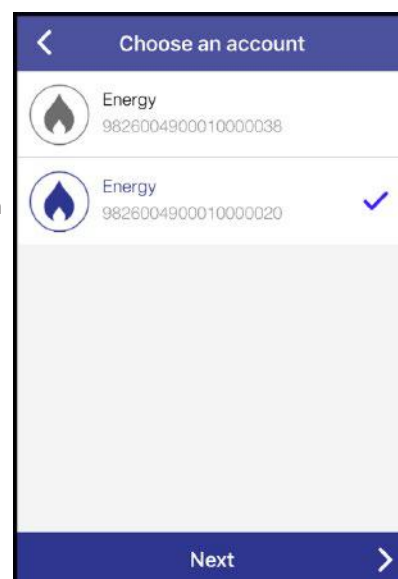
Tap 'Pay in store' icon



Step 2

Choose an account

Select an account & tap 'Next' at the bottom of the page



Step 3 Pay in store

Present this barcode in a PayPoint store to top-up account

Tap back arrow at the top of the screen to exit to the home screen



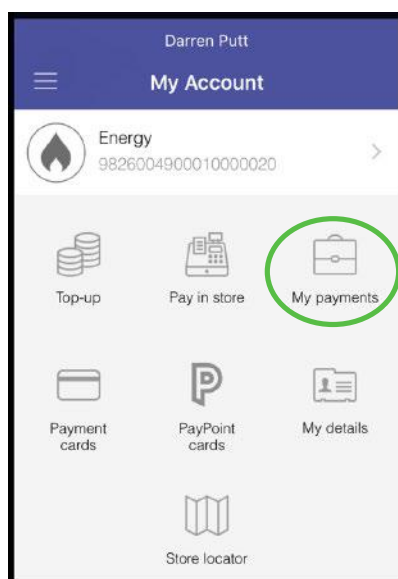


ENERGY CONTROLS

My payments

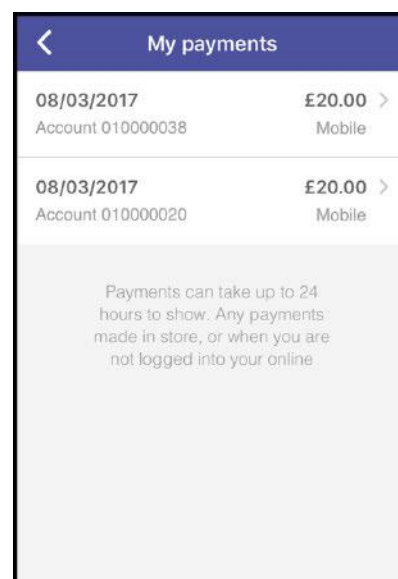
Step 1 *My Account*

Tap 'My payments' icon



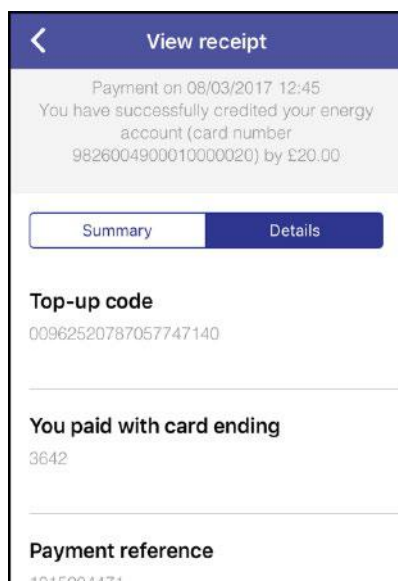
Step 2 *My payments*

Select an account to view



Step 3 *View receipt*

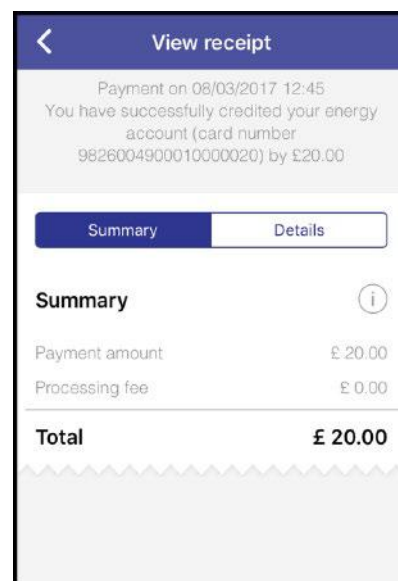
In 'Details' find most recent payment made by top-up code, payment card & payment reference



Step 4 *View receipt*

Tap 'Summary' to find summary of payment amount & any processing fees

Tap back arrow at the top of the screen to exit to the home screen





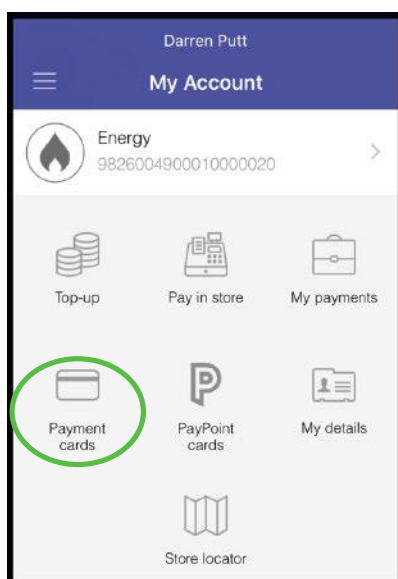
ENERGY CONTROLS

Payment cards

Step 1

My Account

Tap 'Payment cards' icon



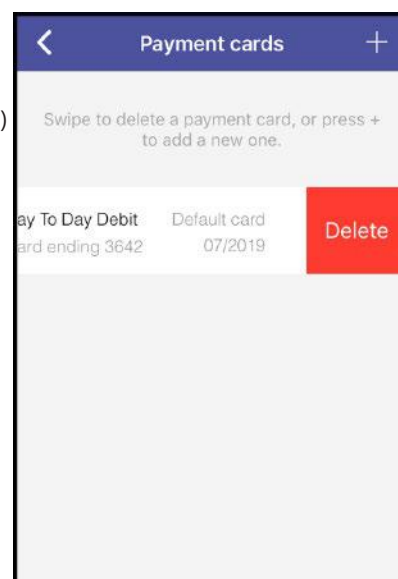
Step 2

Payment cards

(to delete payment card)

Select existing card & swipe to the left

Tap 'Delete'

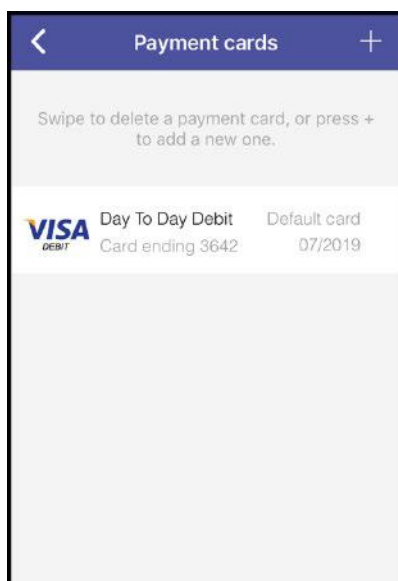


Step 3

Payment cards

(to add a new payment card)

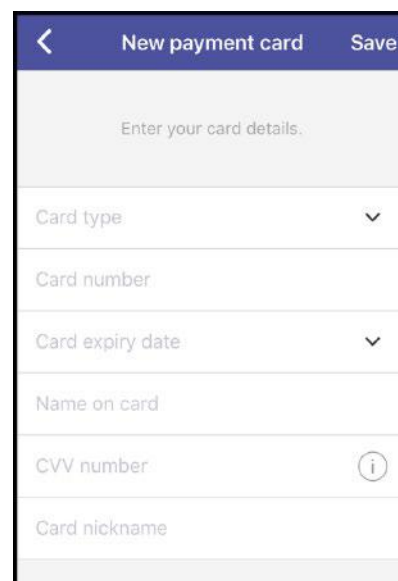
Tap + in top right hand corner & go to Step 4



Step 4

New payment card

In 'Card type', tap drop down arrow

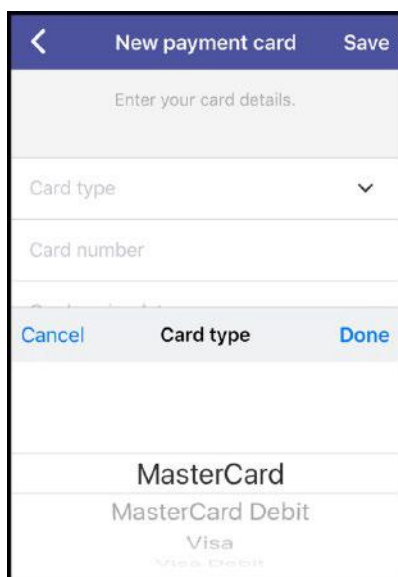


Step 5

New payment card

In 'Card type', scroll up & down & tap to select card type

Tap 'Done'

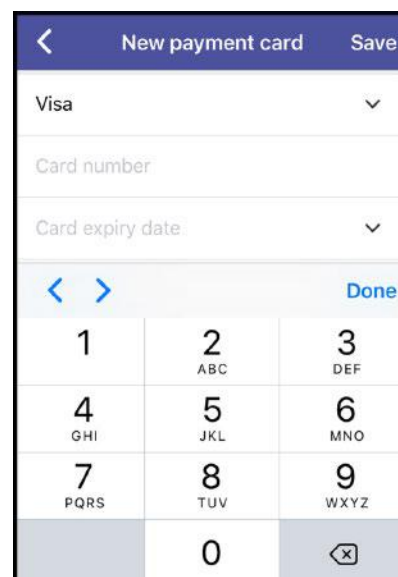


Step 6

New payment card

Tap 'Card number', type 16-digit number of the new payment card

Tap 'Done'





Step 7

New payment card

In 'Card expiry date',
tap drop down arrow

Step 8

New payment card

In 'Card expiry date',
scroll up & down & tap to
select month &
year of card
expiry

Tap 'Done'

Step 9

New payment card

In 'Name on card',
type in the name of
card holder as it
appears on the new
payment card

Tap 'Done'

Step 10

New payment card

Tap 'CVV number', type the
last 3 digits on the back of
your payment card

Tap 'Done'

Step 11

New payment card

Tap 'Card nickname',
type nickname

Tap 'Done'

Step 12

New payment card

Tap 'Save', in top
right hand corner



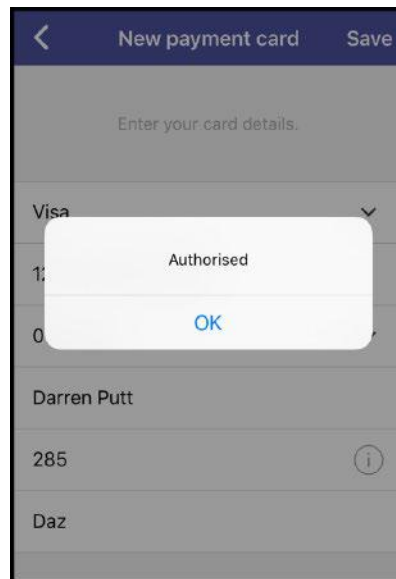
Step 13

New payment card

When the payment card has been authorised tap 'OK'

Tap back arrow at the top of the screen to exit to the home screen

Doesn't show in payment cards after setting up?



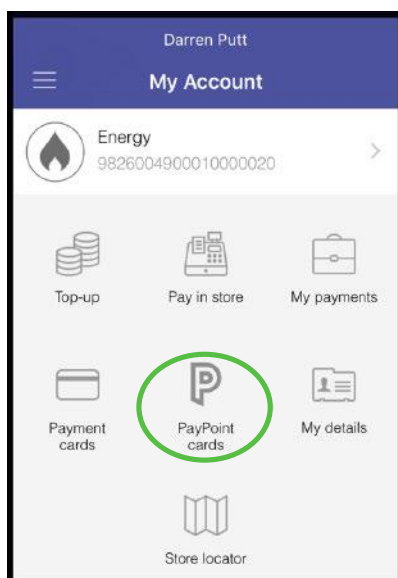


PayPoint/Energy cards

Step 1

PayPoint cards

Tap 'PayPoint cards' icon



Step 2

PayPoint cards

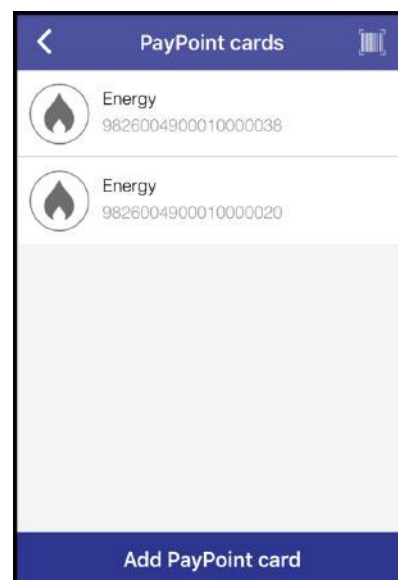
Tap 'Add PayPoint card' at the bottom of the screen

OR

If you have a payment/Energy card and it has a barcode on it, you can scan it using your camera phone

Tap barcode icon at top-right of screen

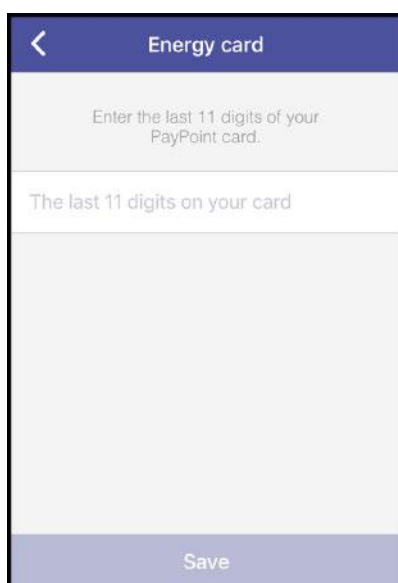
Now go to Step 6 to scan your barcode



Step 3

Energy card

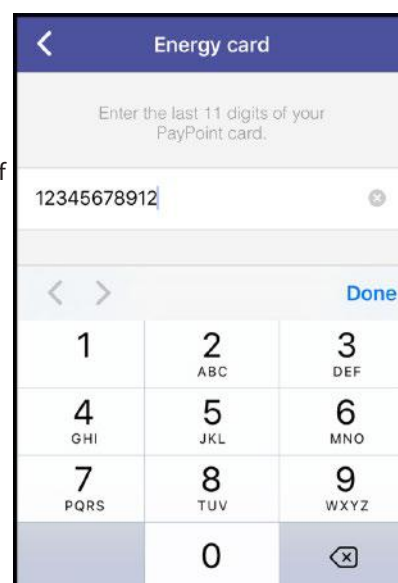
Tap 'The last 11 digits on your PayPoint card'



Step 4

Energy card

Type the last 11 digits of your PayPoint/Energy card Tap 'Done'

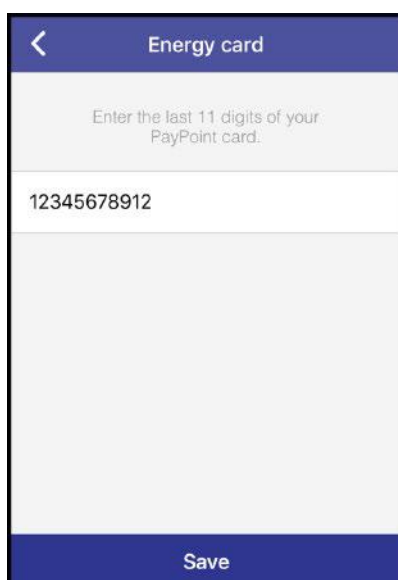


Step 4

Energy card

Tap 'Save' at the bottom of the screen

Tap back arrow at the top of the screen to exit to the home screen



Step 6 (optional)

Energy card

If you have a PayPoint/Energy card and it has a barcode on it, you can scan it to add the card using your camera phone

Line the barcode up with the red line. Your phone should automatically recognise the barcode

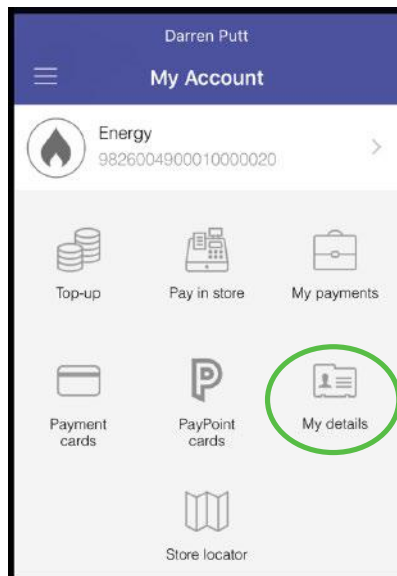




My details

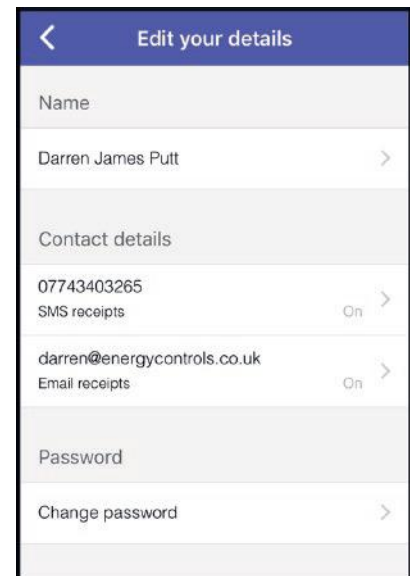
Step 1 *My details*

Tap 'My details' icon



Step 2 *Edit your details*

Under 'Name', tap right-side arrow next to your name

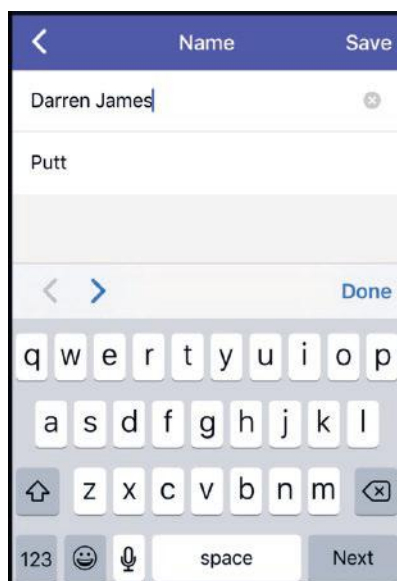


Step 3 *Name*

Type in amended name

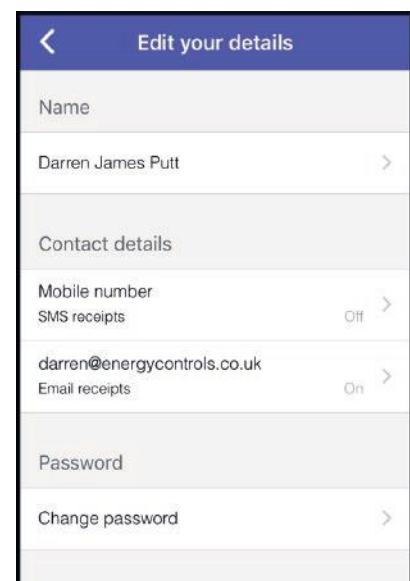
Tap 'Done'

Tap 'Save'



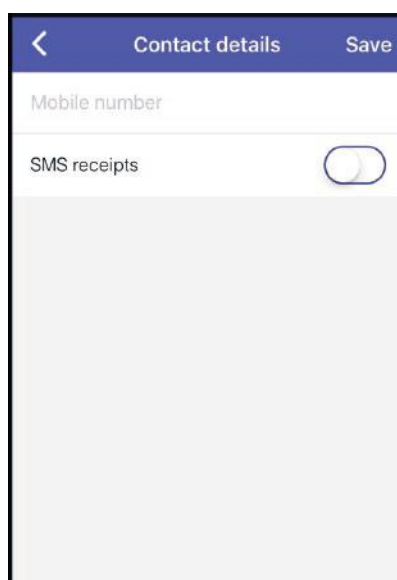
Step 4 *Edit your details*

Under 'Contact details', tap right-side arrow next to 'Mobile number SMS receipts'



Step 5 *Contact details*

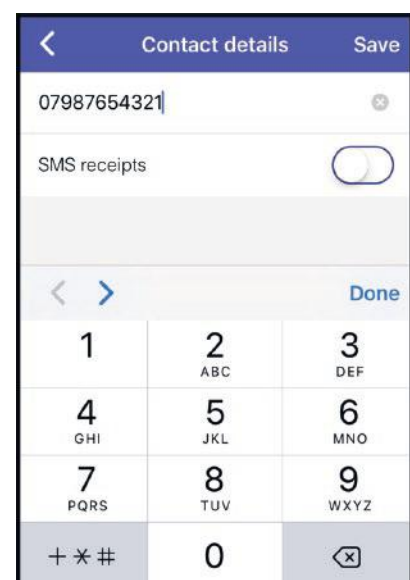
In 'Mobile number', type in number



Step 6 *Contact details*

Tap 'Done'

Tap 'Save'





ENERGY CONTROLS

Step 7 *Contact details*

You will be sent a text from ECONTROLS.

In 'Enter your code', type activation code

Step 8 *Contact details*

Tap 'Confirm'

Step 9 *Edit your details*

To activate SMS messaging
Go to 'Contact details',
tap right-side arrow
next to 'Mobile number
SMS receipts'

Step 10 *Contact details*

In 'SMS receipts',
swipe button towards
the right to turn
messaging on

Tap 'Save'

Step 11 *Edit your details*

Your email address will
already show in your
contact details &
switch on to
receive email alerts

To deactivate email alerts:
Go to 'Contact details',
tap right-side arrow
next to 'Email receipts'

Step 12 *Contact details*

In 'Email receipts',
swipe button towards
the left to turn
email messaging off

Tap 'Save'



Step 13

Edit your details

Under 'Password'
tap right-side arrow
next to 'Change
password'

Edit your details	
Name	
Darren James Putt	>
Contact details	
07743403265 SMS receipts	On >
darren@energycontrols.co.uk Email receipts	Off >
Password	
Change password	>

Step 14

Edit your details

Type 'Current password'

Tap 'Done'

Tap 'New password' &
repeat in 'Confirm new
password'

Tap 'Save' at the top of
the screen

Password		Save
The password must consist of at least 1 uppercase character, 1 lowercase character, 1 number and no special characters, and be between 10 & 40 characters		
Current password	Show	
New password	Show	
Confirm new password	Show	

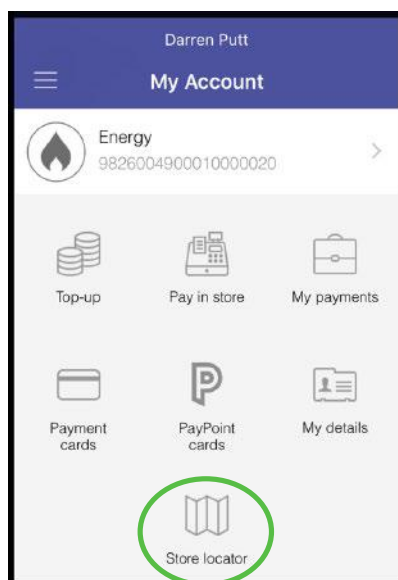


Store Locator

Step 1

Store locator

Tap 'Store locator' icon

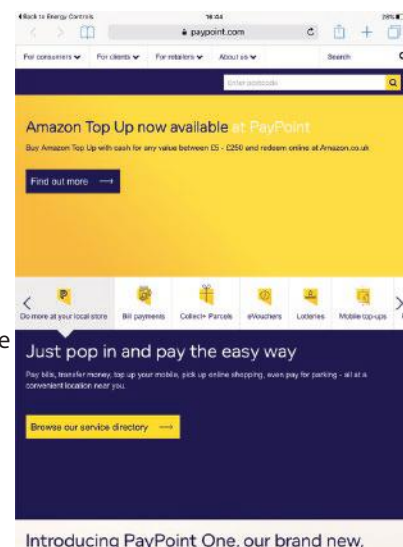


Step 2

Store locator

This opens a website called 'paypoint.com'

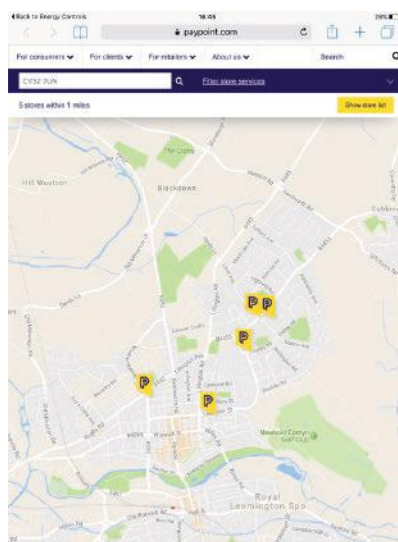
At the top of the page in 'Enter postcode', type in your postcode & tap the spyglass button on the right-side



Step 3

Retail payments & services

This will retrieve all your nearest stores within a mile of your postcode & will show their locations on a map marked by 'P'

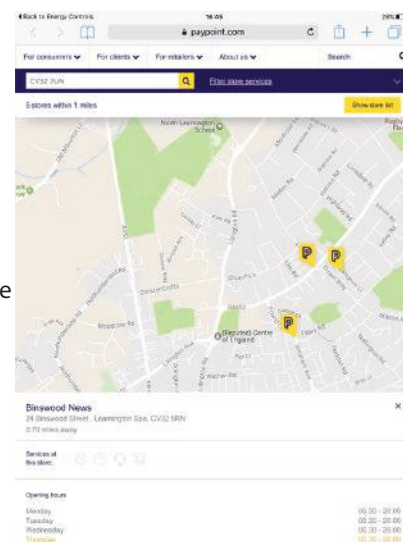


Step 4

Retail payments & services

If you tap on any 'P' it will show the address & opening hours of the store at the bottom of the screen

Tap 'x' on the right-side to close the store details

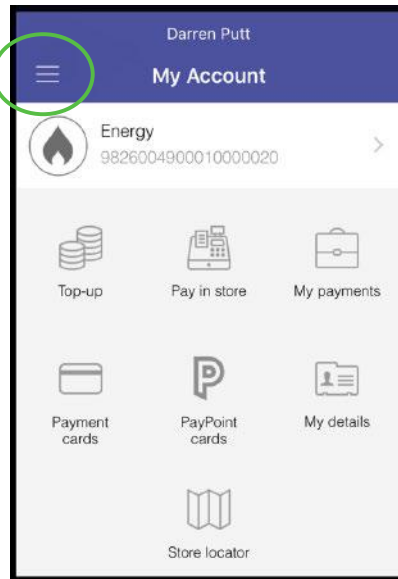




Logout

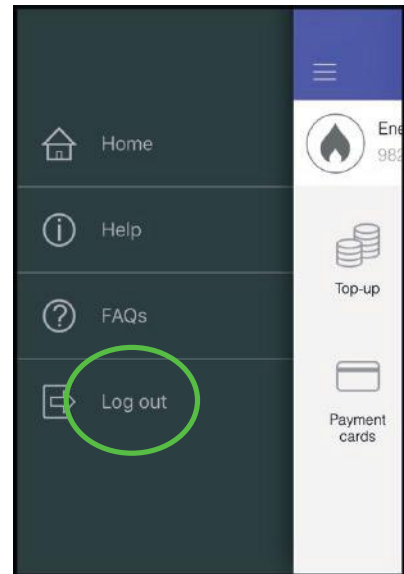
Step 1 *Logout*

Tap top left menu icon



Step 2 *Logout*

Tap 'Logout'





Troubleshooting

How do I find & download the Energy Controls payment app?

The App is free and can be downloaded from the App Store and GOOGLE Play – just search for 'Energy Controls' or 'Smart Prepay'.

Do I have to register?

No, you don't need to register you can use this service as a guest. However, if you do register you will be able to view a history of your top-up payments and store a payment card to save time in the future.

I've forgotten my password

Select the 'Forgotten password' option on the app login screen. Provide us with your email address and we'll walk you through the simple steps to reset your password.

I've deleted my activation code

If you do not have the activation code you were sent during registration, you will have to start the registration again.

How do I add a new PayPoint card?

Once you have logged in select the PayPoint card icon. You can either scan the barcode on the PayPoint card that you want to add, or press the Add PayPoint card button at the bottom of the screen.

How do I find my PayPoint Account number if I don't have a PayPoint card?

The PayPoint account number will be given to you by your landlord, it has 19 digits and starts 9826.

How do I add a new debit or credit payment card?

Once you have logged in select the Payment cards icon and press the + in the top right corner. You will need to provide your card type, card number, expiry date, the name on your card, card security code and add a nickname for the card – this will make it easy for you to identify next time.

Can I pay using a card I haven't saved?

Yes you can. Go to the 'Top-up' option and when you've selected the account you want to make a payment for, select the option to use another card.

**Do I have to pay to receive receipts by Text or email?**

No. There are no charges for receiving your receipt either by text message or email.

NOTE: If you save your receipt the 20 digit code can be used to enter credit at the meter if there is a problem with the system.

How do I turn off the SMS or email receipts?

Once logged in go to the 'My details' area of the app. There you will be able to switch off either of these. If you decide you want to receive them again, you can use the switch to turn them on again.

How Will My Data Be Used?

Your personal is used ONLY for the purpose of sending prepaid credits to your meter. We DO NOT use your details for marketing purposes.

Who do I contact if I have a problem?

Your first point of contact is always your Landlord or Property Manager. If they cannot resolve your problem they will contact Energy Controls for assistance.

How much credit can I add in a single payment?

When using the app there is a minimum payment amount of £20, and a maximum amount of £99 for each payment.