GetSmart Smart Charging App

Frequently asked Questions

General

What are the benefits of using the app?

The GetSmart smart charging app helps you lower your carbon footprint by automatically charging your EV with the greenest electricity and rewards you for doing so.

How do I register for the app, and how long will it take?

It is quick and easy to register for GetSmart via the app, all you need is a valid email address and to create a password.

Why do you need me to Log in with Tesla?

We need to link with your Tesla so that we can smart charge. Linking GetSmart with your Tesla, will grant us the following permissions.

Control

Start and stop charging	We use this to control the charging of your car.
Max charge limit	We use this to enable you to set your required max charge limit within the GetSmart app.
Wake Up	This is triggered to update the data on the app. It is done automatically but you can do this manually by using the button on the last updated section on the My Car page.

Read Only

Vehicle specification	We use this to improve our charging optimisation based on your car's specification.
Vehicle settings	We use this to understand how we can improve our optimisation based on how you use the vehicle.
Vehicle Location	We are developing features that use this to know if you're charging at home or away.
Battery Level & Charging status	We use this to understand your charging needs so we can schedule your optimal change.

What other information will I need to provide?

To make sure we can schedule your smart charges properly, we need some extra information. During the set-up process we will ask you for:

Your home postcode	so that we do not interfere with EV charges you make away from home.
Your charger type	to help calculate your charge times.

Security of your data is important to us. Find out more about what data we store and how in our **privacy policy**

Will the app work if I am using other apps/systems to manage my charging?

Currently, the app only works correctly if it is the only system controlling your EV charging. Please make sure that while using the GetSmart app you are not using other apps or charge points to control the charging of your car.

If you have any more questions about how the GetSmart app works, please do not hesitate to contact us at **getsmart@gengame.co.uk**

Is the app linked to my charger?

No, the app integrates with your Tesla directly and is not integrated with your charger. During the set-up process you will be asked what type of charger you have to help calculate your charge times.

Is the app linked to my smart meter?

No, the app is not integrated with your smart meter or linked to your tariff.

Using the app

How does the app know when the optimal times to charge are?

The electricity supplied from the grid has varying carbon emission levels throughout the day. When you plug in your Tesla, GetSmart looks at the forecasted carbon emissions and schedules your EV to charge when the energy supplied is the greenest

How do I set the maximum charge %, and time when I want to use my Tesla?

On the My Car page at any time you can access your charge settings.
Here you can input and edit the maximum charge percentage you would like your car to be charged to and what time you will need your EV to be charged by.

What happens if my EV can't be charged to my charge limit for the time I set?

If your EV can't be charged by the drive time you have set, we will charge it as close as we can (this value will appear on the my car screen under the "Charging Battery to" section)

What if I want to charge my Tesla immediately? What is Boosting?

Anytime you need your Tesla to start charging immediately, you can use the Boost function. This overrides your scheduled smart charge and charges your car to your maximum charge limit as soon as possible. You can enter or exit Boost mode at any time during a charge but boost charges will not reduce the carbon emissions of your charge or earn you points

How do points work?

We believe in rewarding people for doing the right thing. You complete a smart charge when your Tesla has reached the set % charge in smart charging mode. When this happens you will be awarded 200 Points that can be used to enter raffles.

How do the raffles work?

You gain points for smart charging and get rewarded for reducing your carbon footprint.
On the points page, tap on the raffle you would like to enter and you can use your points to buy raffle tickets. Once the raffle has ended a winning ticket will be drawn and the voucher will be automatically emailed to the winner!

Problems

What to do in case you encounter a technical problem with the app

If you encounter a problem with GetSmart you can let us know by sending a bug report from the settings page of the app or email **getsmart@gengame.co.uk**

If you are concerned about any issue with the app you can un-link your Tesla at any time via the My Tesla page in the settings