



LEXUS PUBLIC CHARGING NETWORK

HOW TO GUIDE

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01

Creating a Lexus Link Account

CREATE A LEXUS LINK ACCOUNT

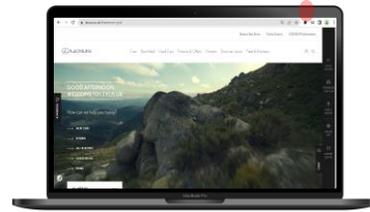
Create a Lexus Link account. This can be done either on Lexus Link App, or My Lexus portal.
If you already have a Lexus Link account, simply log in with your credentials on the App.



ACCOUNT CREATION VIA THE APP

- A. Open Lexus Link App on your smartphone
- B. Choose “Don’t have an account?”
- C. Follow the steps
- D. You will receive an email to activate your account
- E. Validate your account

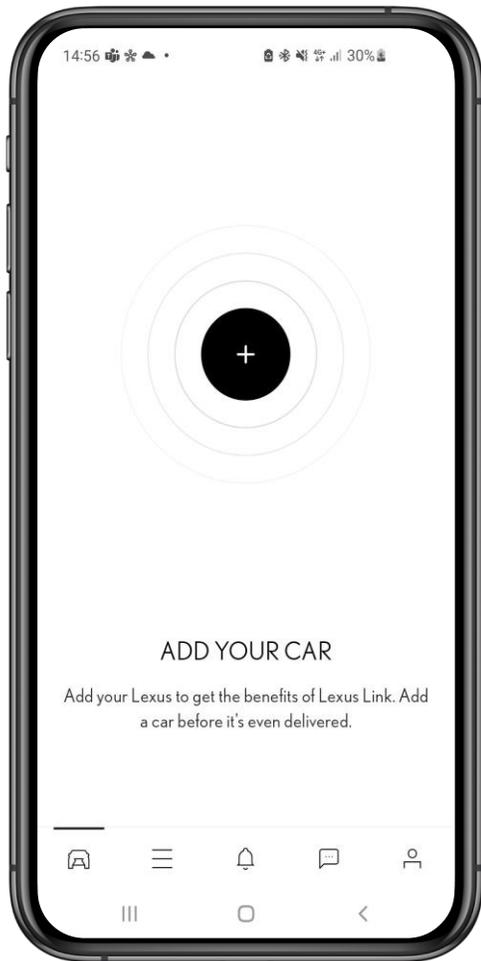
Your account is now ready.



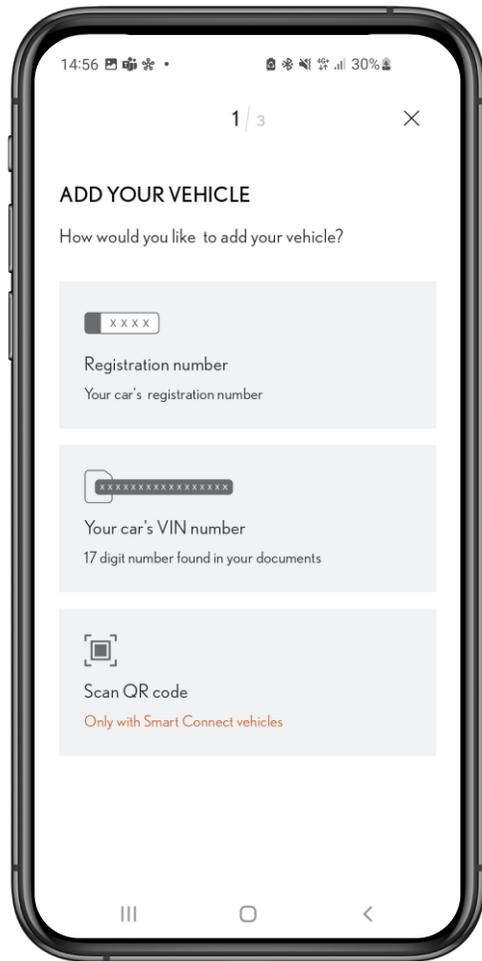
ACCOUNT CREATION VIA THE WEB PORTAL

- A. Visit <https://www.Lexus.co.uk/>
- B. Click on this icon “” at the top right hand corner
- C. Select “Sign in/Register”
- D. Follow the registration process for a new Lexus Link user
- E. You will receive an email to activate your account
- F. Validate your account

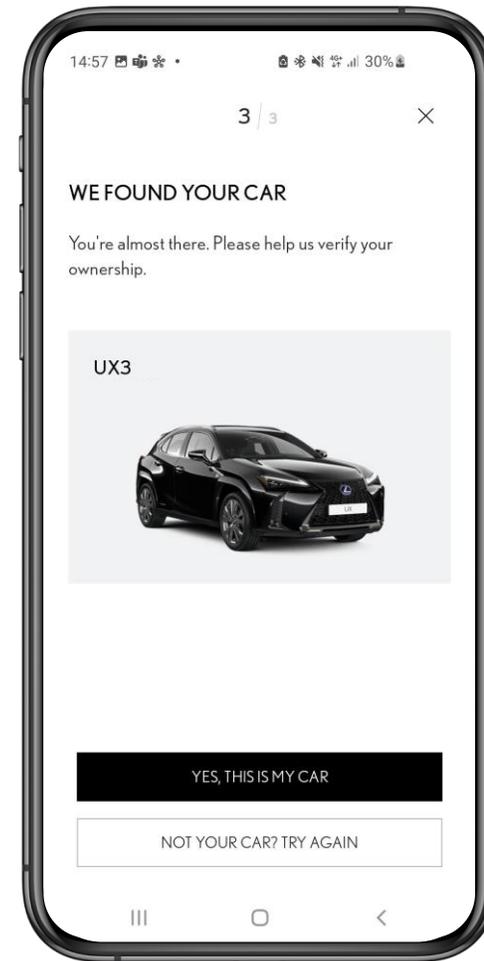
Your account is now ready.



Click to add your car

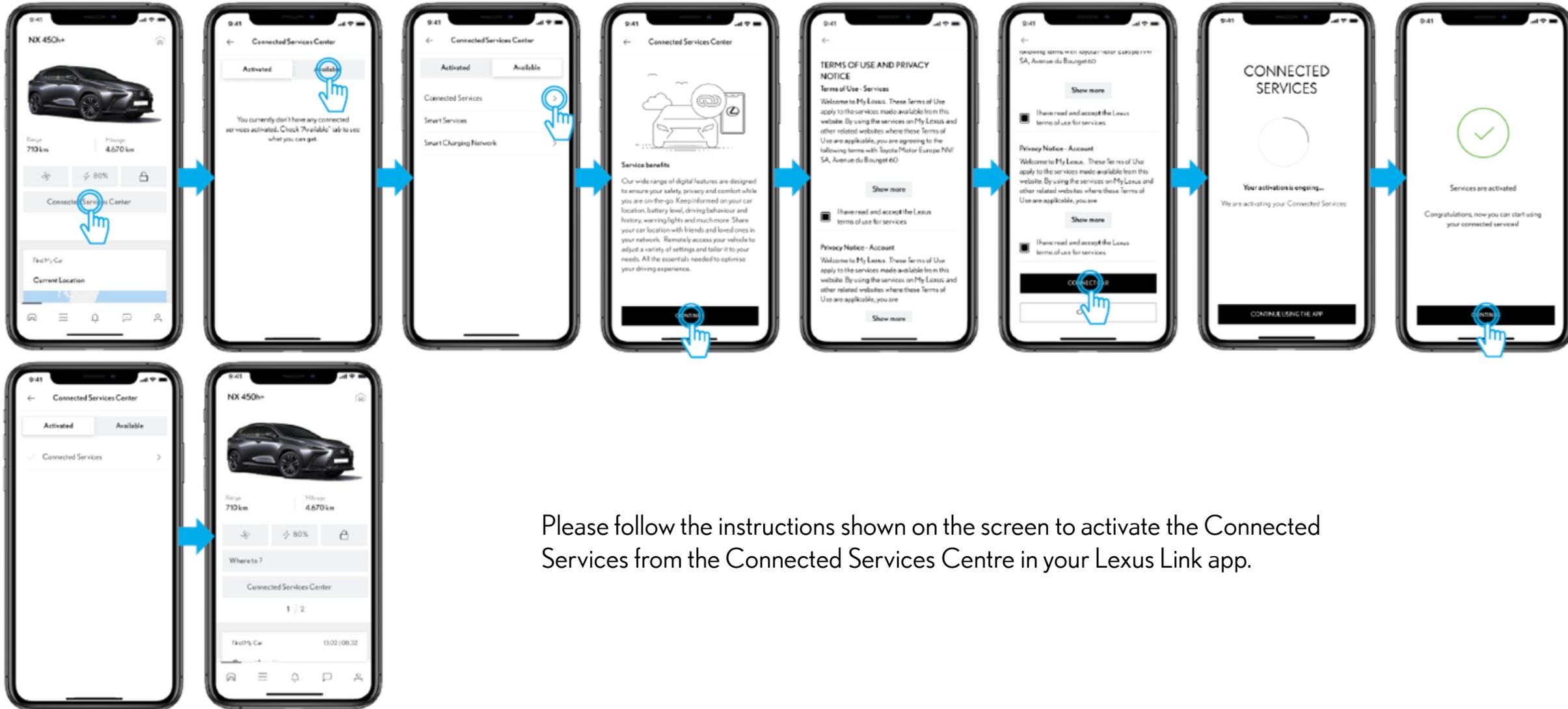


Choose to add your car by either Reg/Vin Look up or opt to scan the QR code (*Only with Smart Connect Vehicles*)



Confirm the vehicle found is correct

ACTIVATE CONNECTED SERVICES

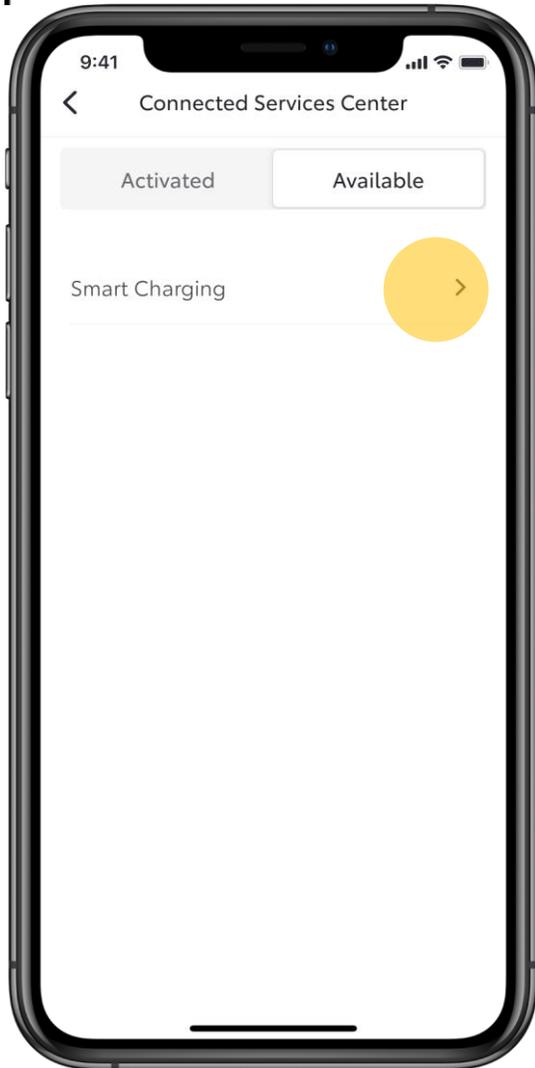


Please follow the instructions shown on the screen to activate the Connected Services from the Connected Services Centre in your Lexus Link app.

02

Activate smart charging service in the app

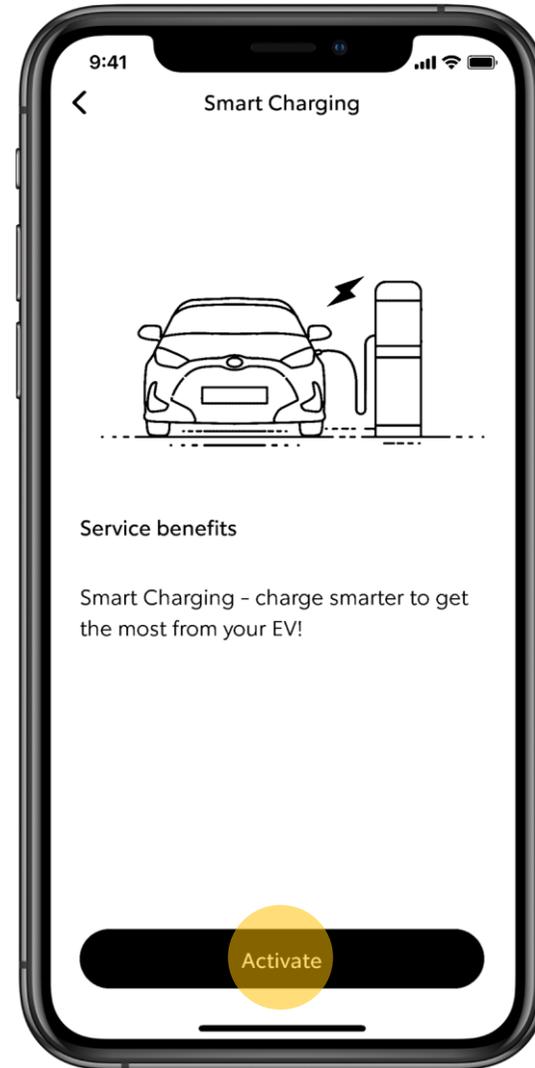
ACTIVATE SMART CHARGING SERVICE



STEP 1

In the Connected Services Center, under the Available tab, tap on "Smart Charging".

If you have already activated Smart Charging service, it will appear under the Activated tab.



STEP 2

Tap on "Activate".

03

Creating Lexus Charging Network Contract

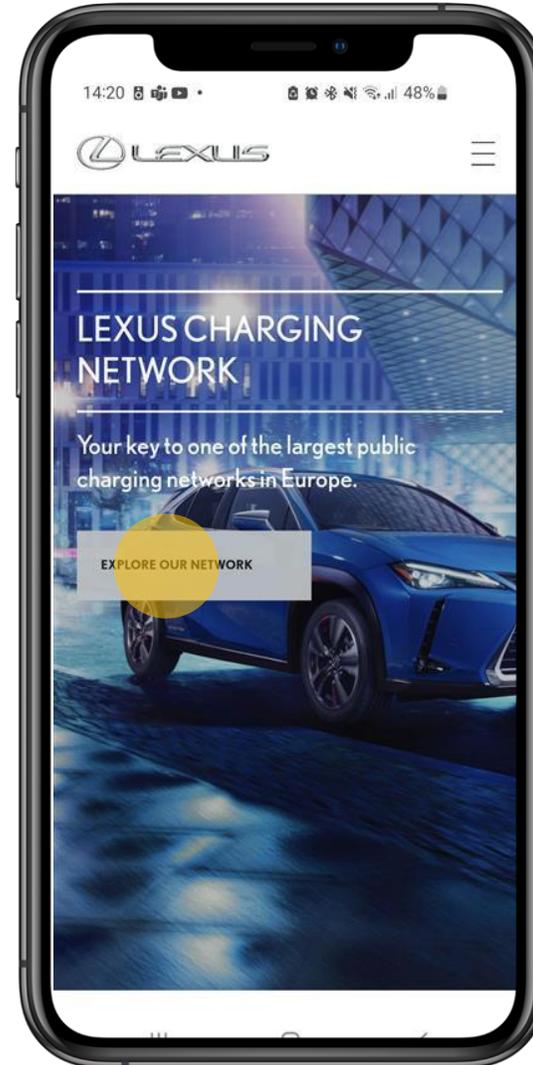
CREATING LEXUS CHARGING NETWORK CONTRACT



STEP 1

You will then be navigated to the Digital Charge Solutions portal.

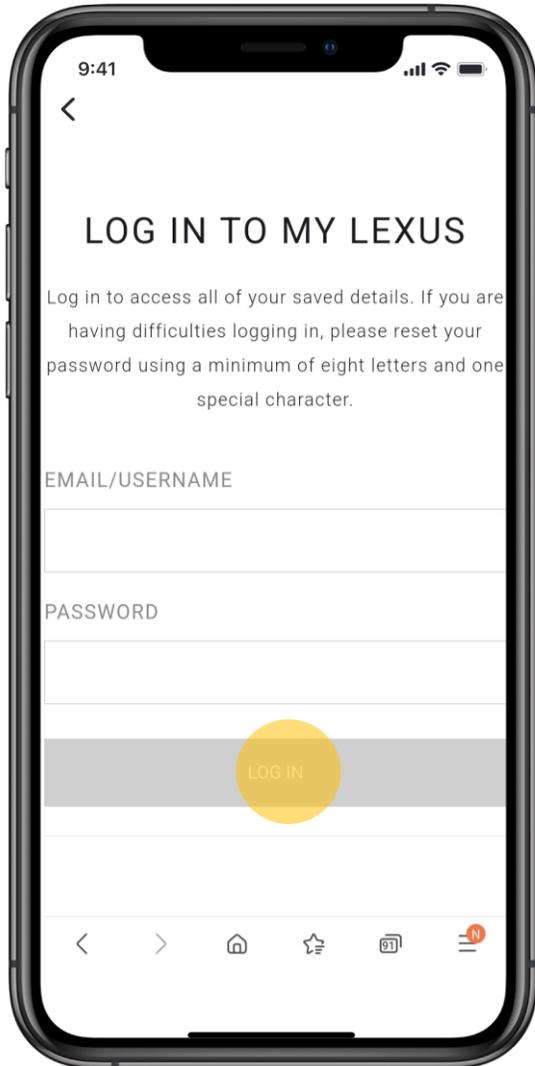
Tap on the country in which you need to create a charging contract.



STEP 2

Tap on "Explore our network"

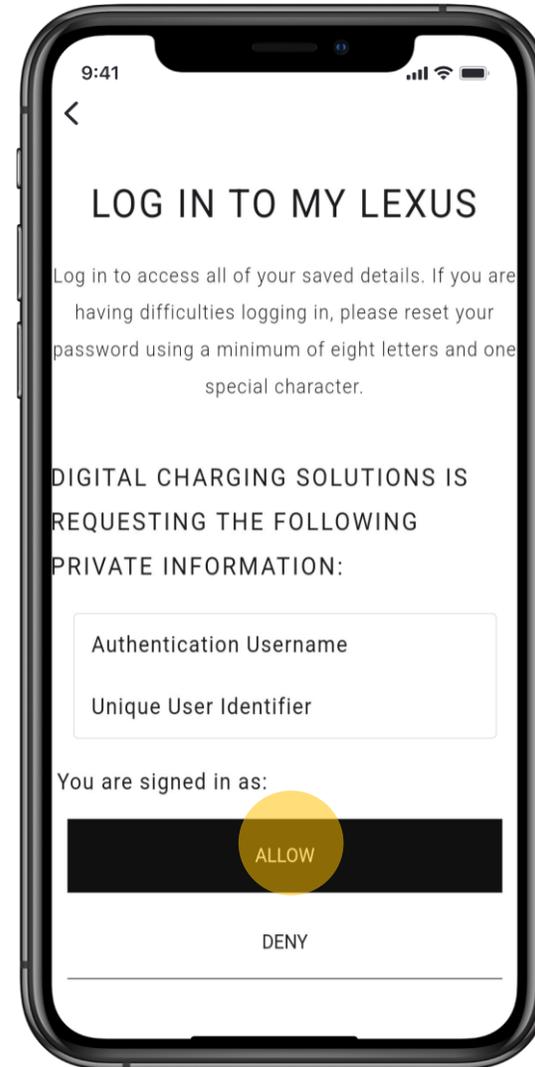
CREATING LEXUS CHARGING NETWORK CONTRACT



STEP 3

Enter your Lexus Link Username and password.
Tap on "Log in".

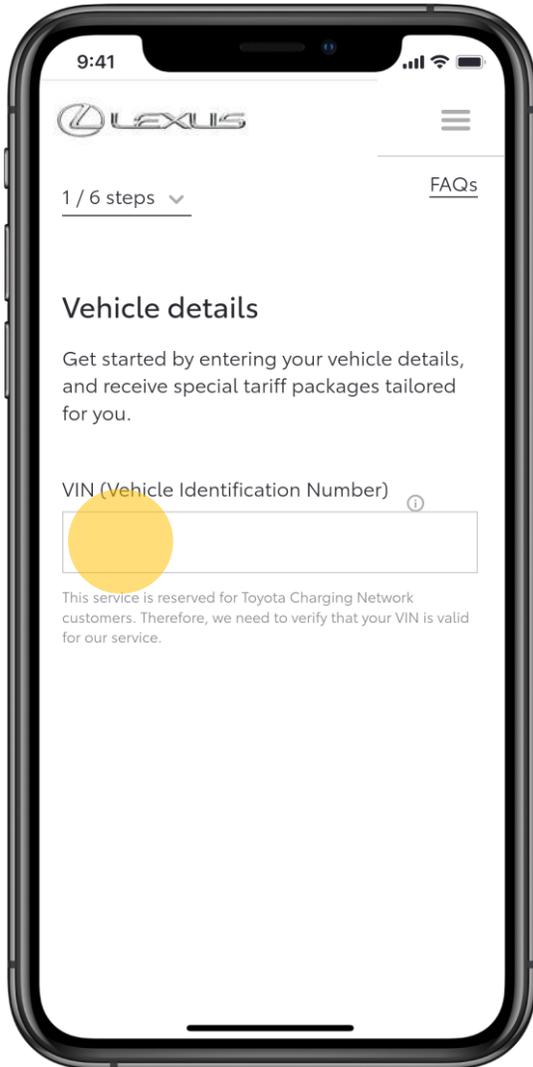
If you have forgotten the password, you can reset it on the Lexus regional site.



STEP 4

Tap on "To allow" to accept that Digital Charge Solutions can access your data.

CREATING LEXUS CHARGING NETWORK CONTRACT

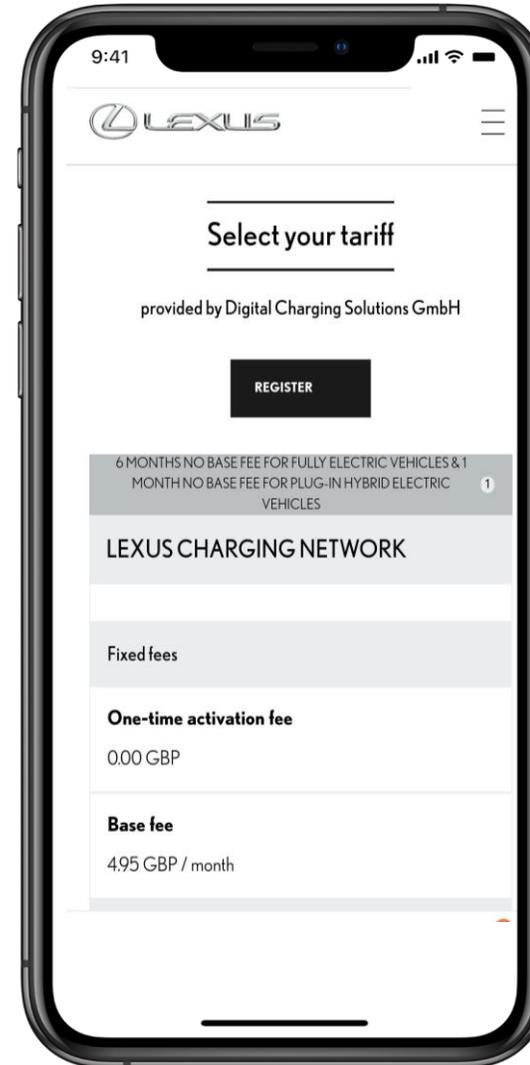


STEP 5

The Lexus Charging Network contract creation flow consists of 6 steps.

Enter the VIN number of your car.

Note to find VIN: In most modern Lexus cars, you'll find a visible Vehicle Identification Number through a special cut-out at the bottom of the windscreen. Additional VINs are printed on tamper-proof stickers located just inside the shut line of the front nearside door. Earlier models may have a metal plate instead of a sticker.



STEP 6

Digital Charge Solutions displays the applicable Tariff plan.

Tap "Select" to continue.

CREATING LEXUS CHARGING NETWORK CONTRACT

9:41

LEXUS

3 / 6 steps

FAQs

Your details

Your key to one of the world's largest public charging networks.

Salutation

Please select

First name

Last name

STEP 7

Enter your personal details and address.

9:41

LEXUS

4 / 6 steps

FAQs

Payment details

I want to set up a:

Private account

Company account

Payment options

Credit card

PayPal

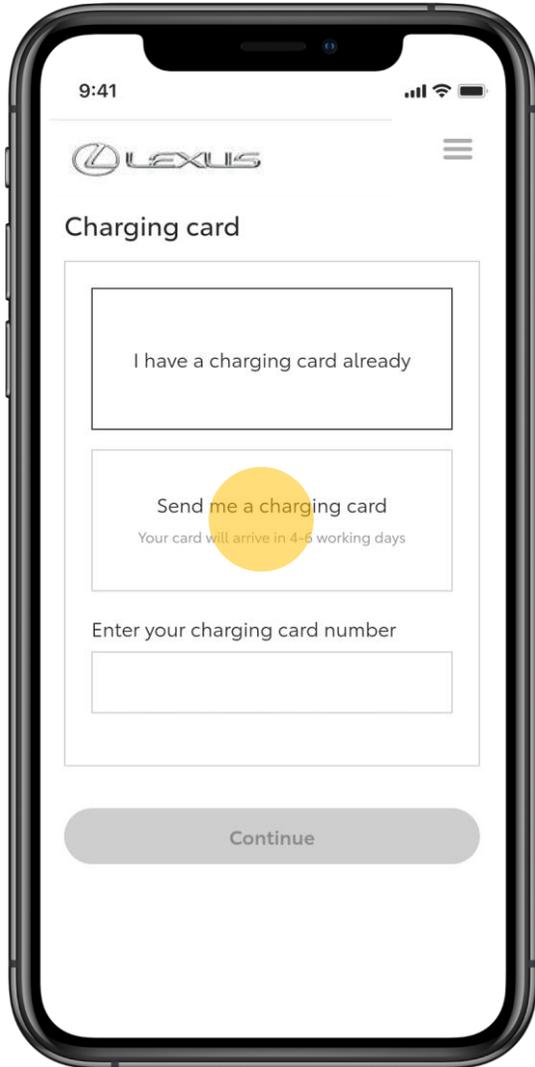
STEP 8

Enter payment details.

Digital Charge Solutions uses this payment method for your charging session and monthly subscription payments.

If you enter a business credit card, Digital Charge Solutions requires additional details.

CREATING LEXUS CHARGING NETWORK CONTRACT



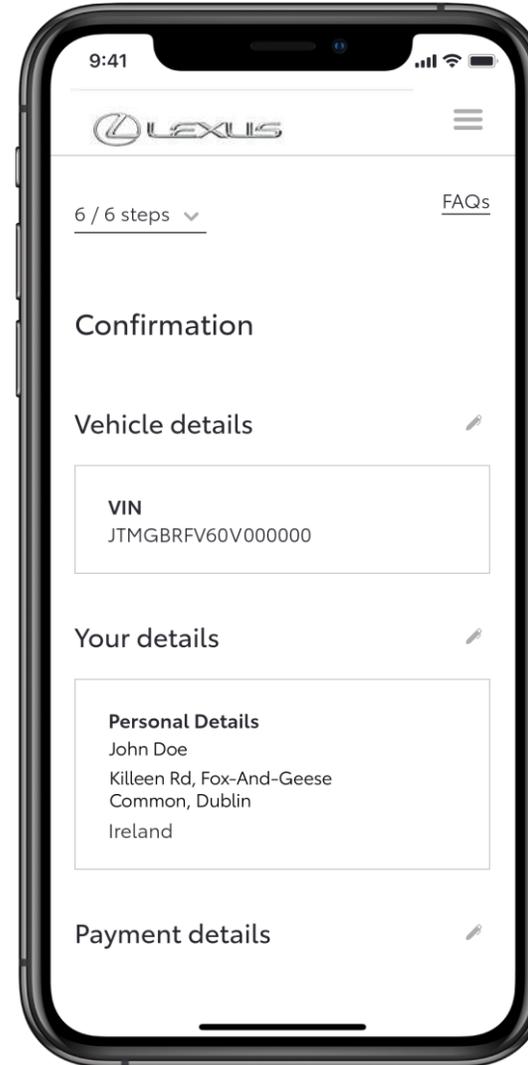
STEP 9

Tap on "Send me a charging card".

Digital Charge Solutions ships the card to the address that you have specified.

It usually takes 5-7 working days for the card to be shipped to you.

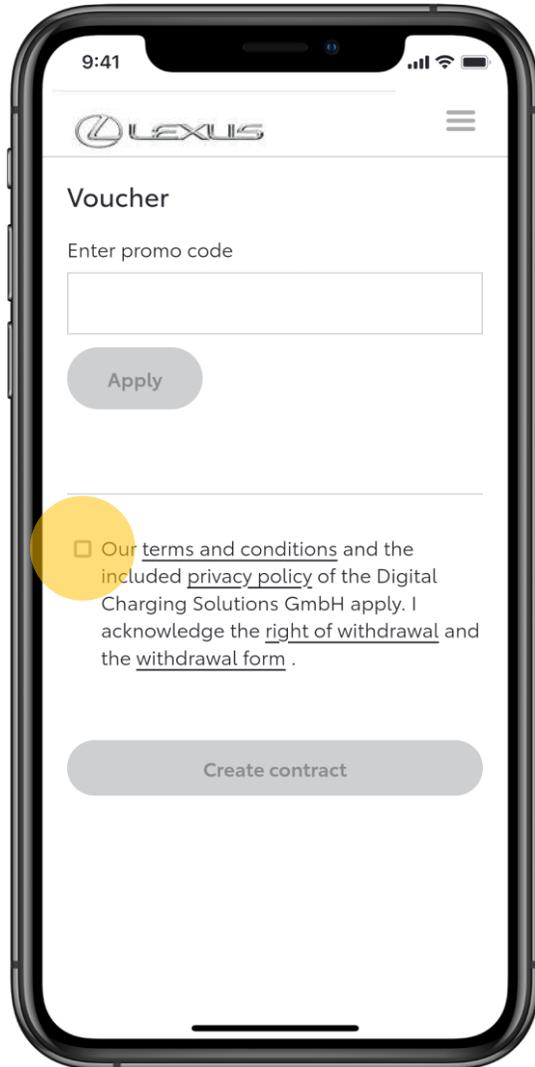
If you already have a card, you can enter the number of the charging card. You cannot use a charging card that is already mapped to another Lexus Charging Network contract.



STEP 10

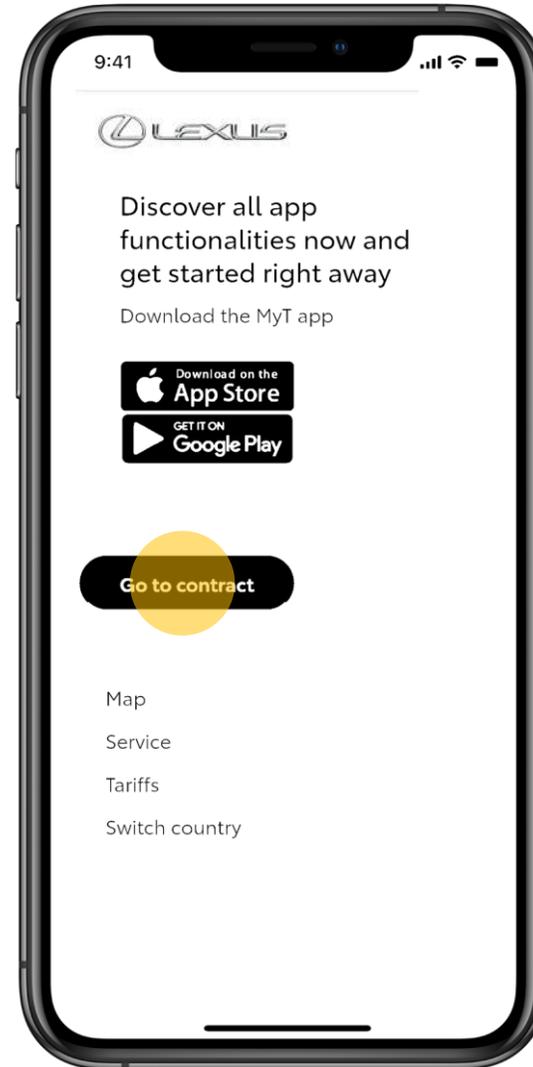
Please review the details you have entered.

CREATING LEXUS CHARGING NETWORK CONTRACT



STEP 11

Please read and agree to Lexus Charging Network Terms and conditions.



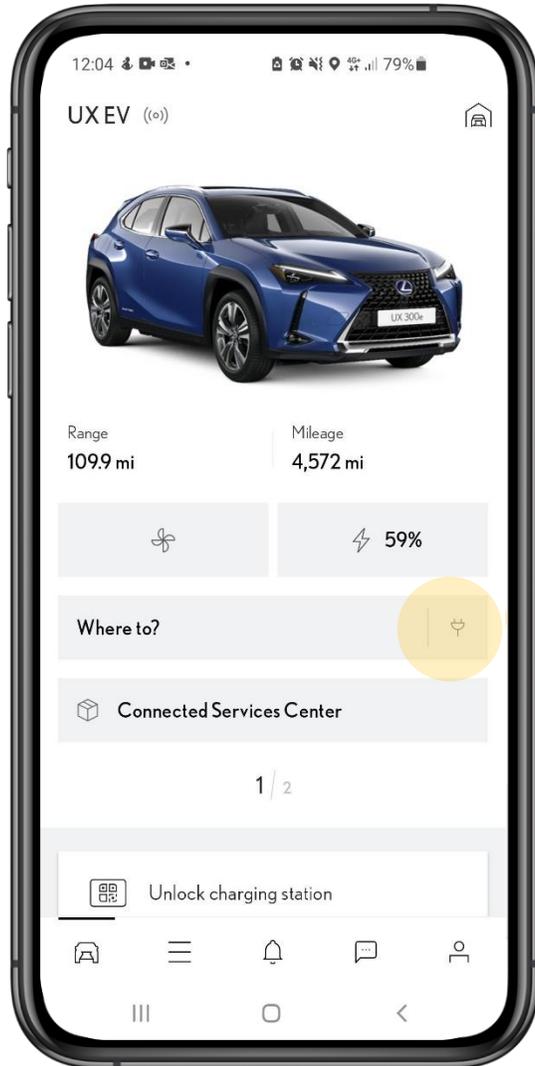
STEP 12

This completes creating the Lexus Charging Network contract.

04

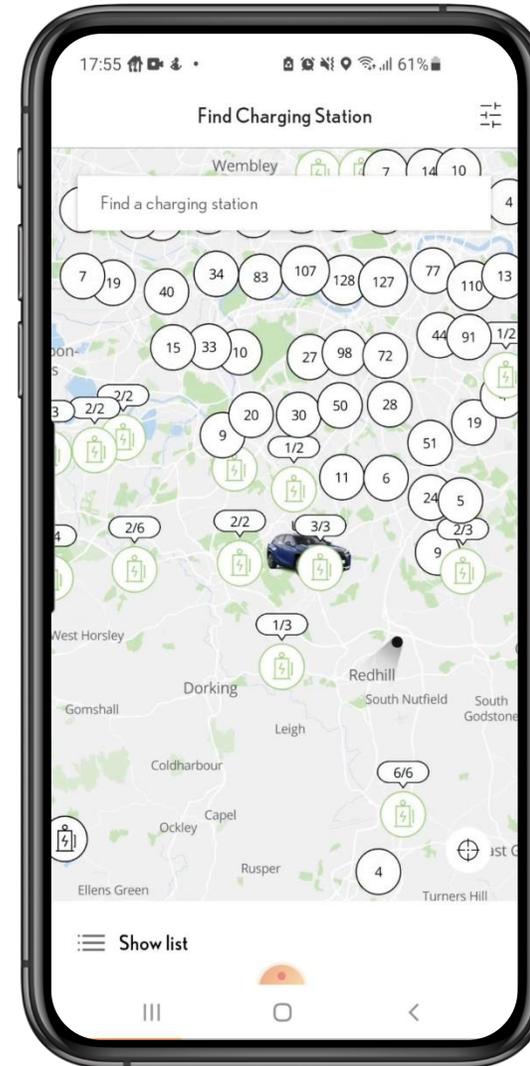
Finding charging stations

FINDING CHARGING STATIONS



STEP 1

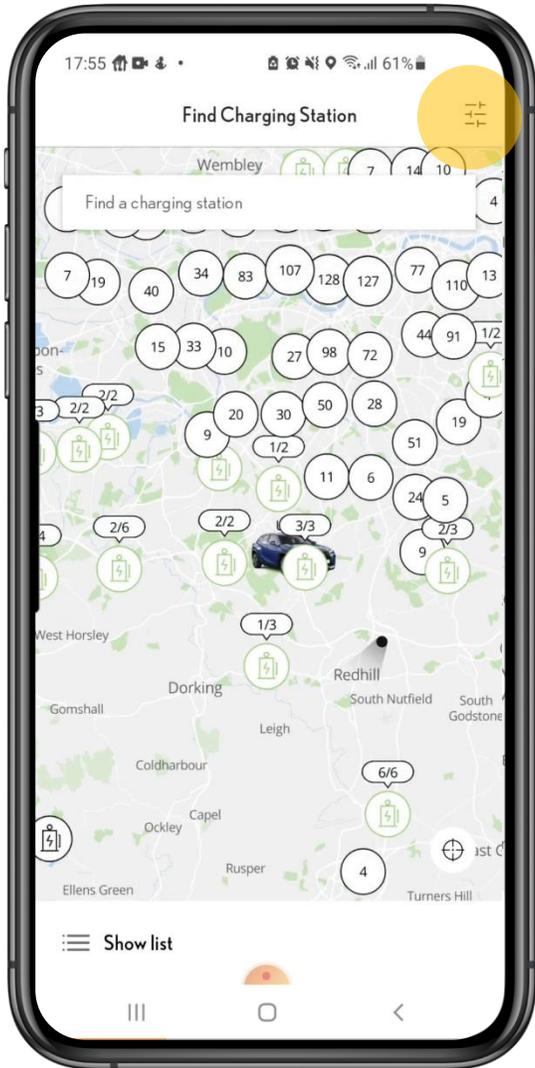
On the My Car screen, tap the charging icon.



STEP 2

View the zoomed-out version of the map, you can tap a cluster to zoom in.

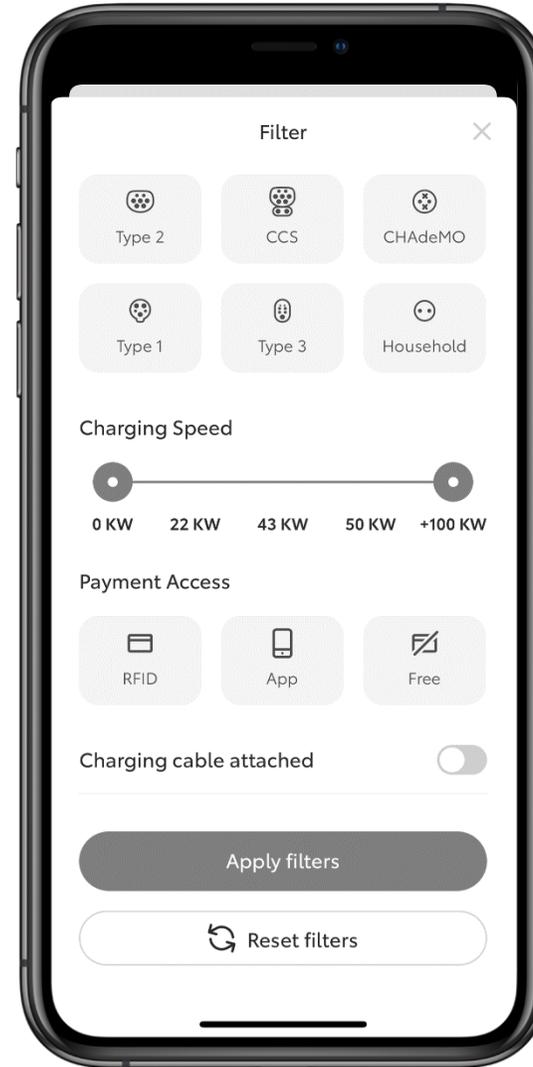
ZOOMING IN AND APPLYING FILTERS



STEP 3

You can zoom in on the map to view individual charging stations.

Depending on your preferences, use the icon in the top right corner to filter the charging stations.

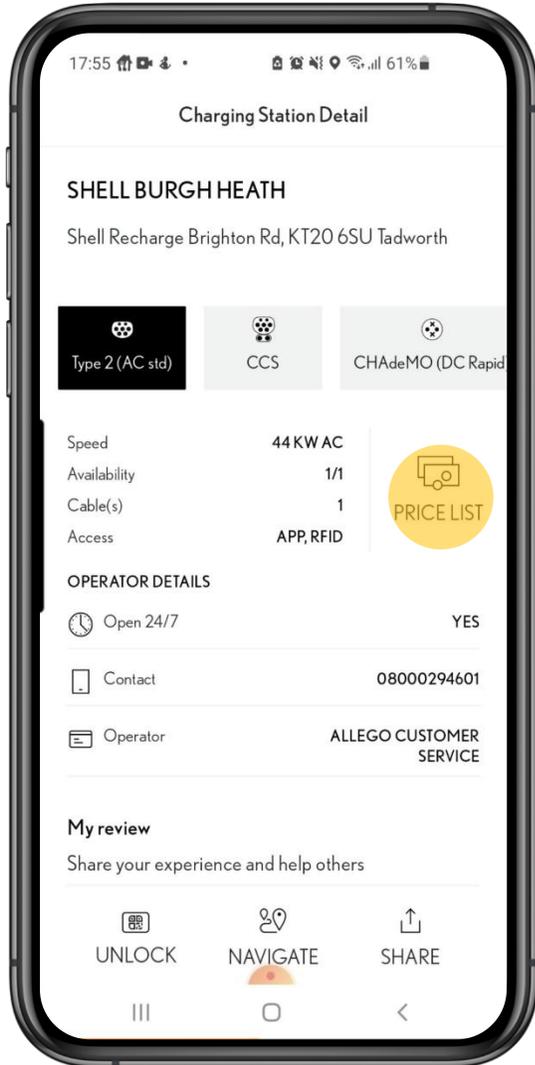


STEP 4

You can select charging type, speed, access type, etc. and apply filters.

The map displays an updated view of charging stations.

VIEWING CHARGING STATION DETAILS



STEP 5

Tapping an individual charging station displays the details of the station.

To view pricing information, tap "Price List".



STEP 6

The Prices screen displays the pricing applicable to the selected charging station.

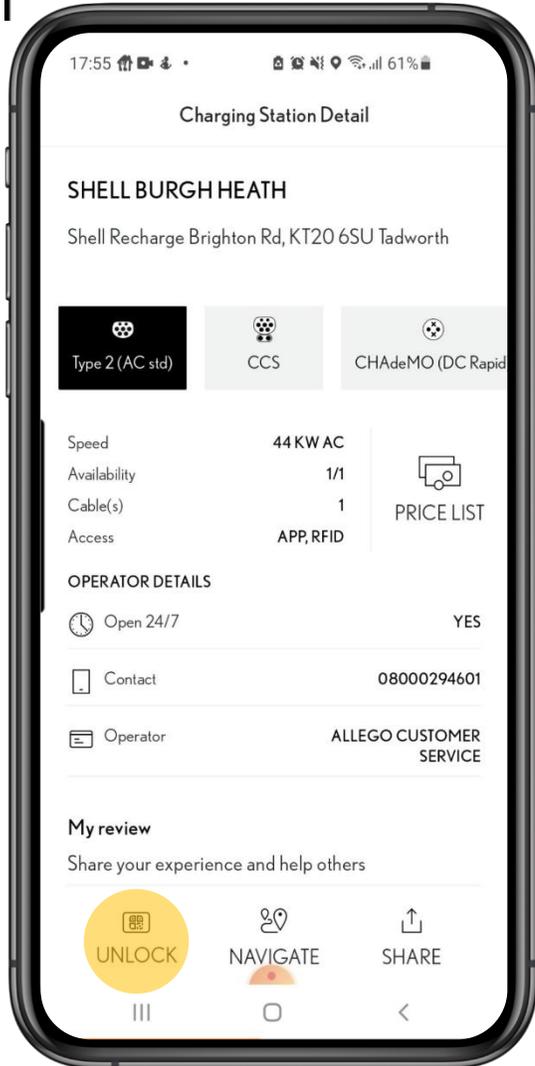
If it is time-based fee, you need to ensure that you do not park your vehicle at the charging station for a long duration.

NOTE: If you have not created a Lexus Charging Network contract or not signed in, you cannot view the price.

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Unlocking charging stations

UNLOCKING A CHARGING STATION



METHOD 1

STEP 1

If you have selected a charging station in the Lexus Link app, you can tap the “Unlock” button to unlock the station.

You can also unlock a charging station using the charging card given by Digital Charge Solutions. You do not need to use the Lexus Link app then.



STEP 2

The QR code scanner appears. Scan the QR code on the charging station to unlock it.

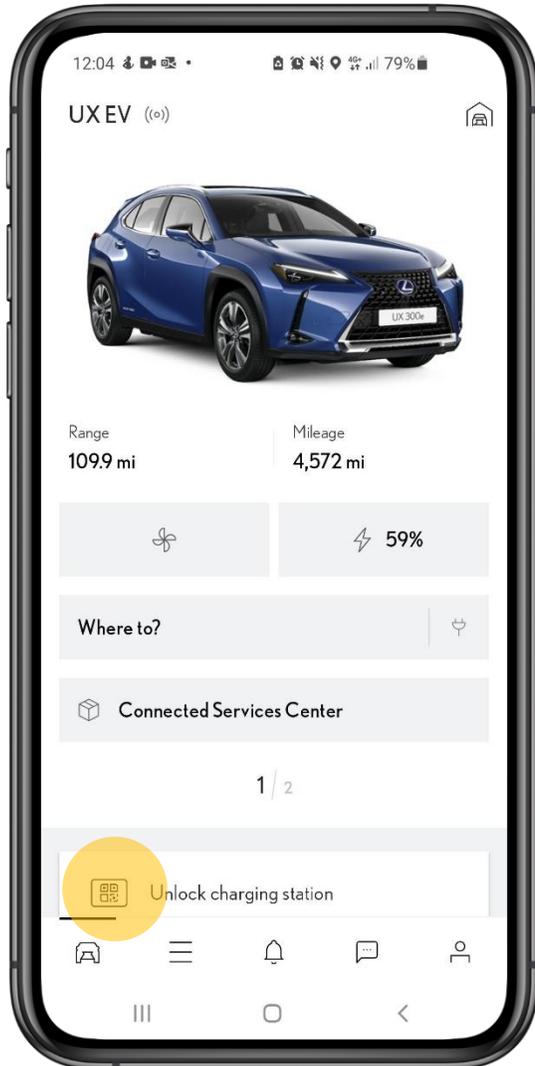
The QR code translates to the charging station ID and thus the charging station gets unlocked.

Sometimes, the Charge Point Operators add marketing details to the QR code to promote their services. In such cases, the QR code does not translate to the charging station ID and you receive an error.

As a workaround, tap “Enter Station ID” to manually enter the ID to unlock the charging station.

NOTE: If you do not see the scanner, ensure that you have enabled Camera permission to Lexus Link app.

UNLOCKING A CHARGING STATION



METHOD 2

STEP 1

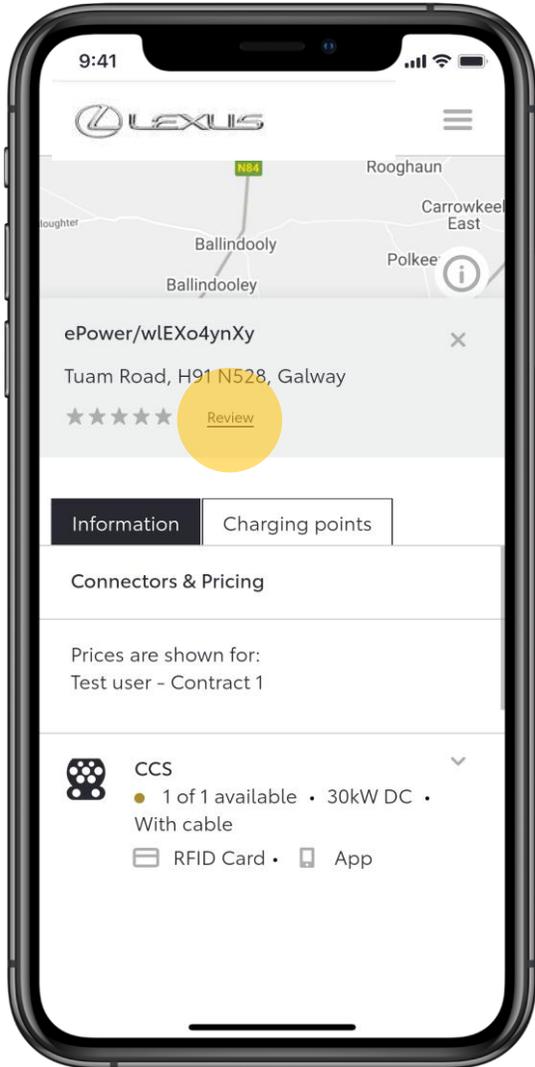
If you have already driven up to a charging station, you do not need to find the charging station on the map.

Tap the “Unlock charging station” button on the My Car screen.

06

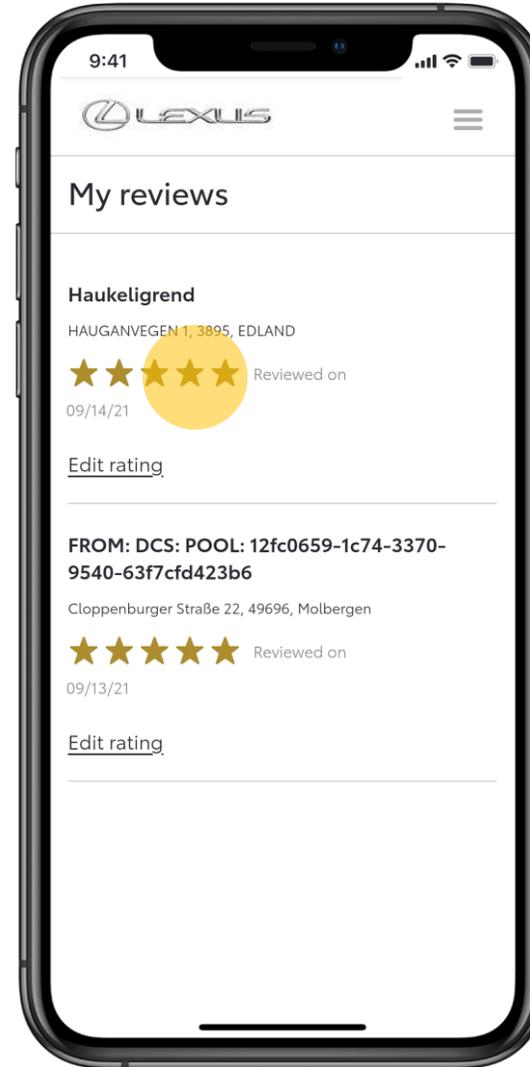
Rating charging stations

RATING A CHARGING STATION



STEP 1

On the charging station details screen, tap “Review”



STEP 2

You can provide star ratings to the selected station.

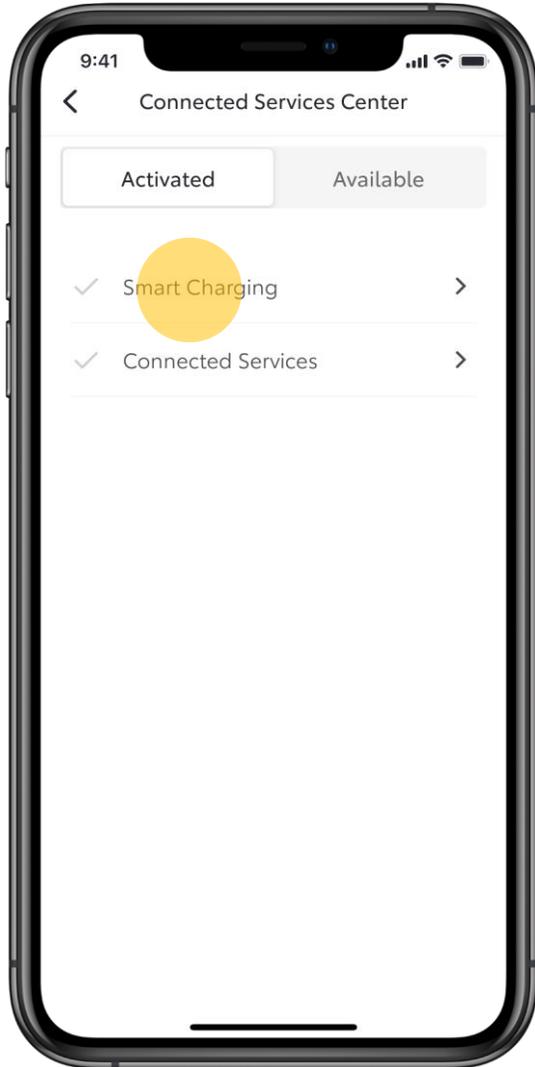
You can view your previous rating as well.

NOTE: You need to create a Lexus Charging Network contract and be signed in to rate a charging station.

07

Viewing charging account details

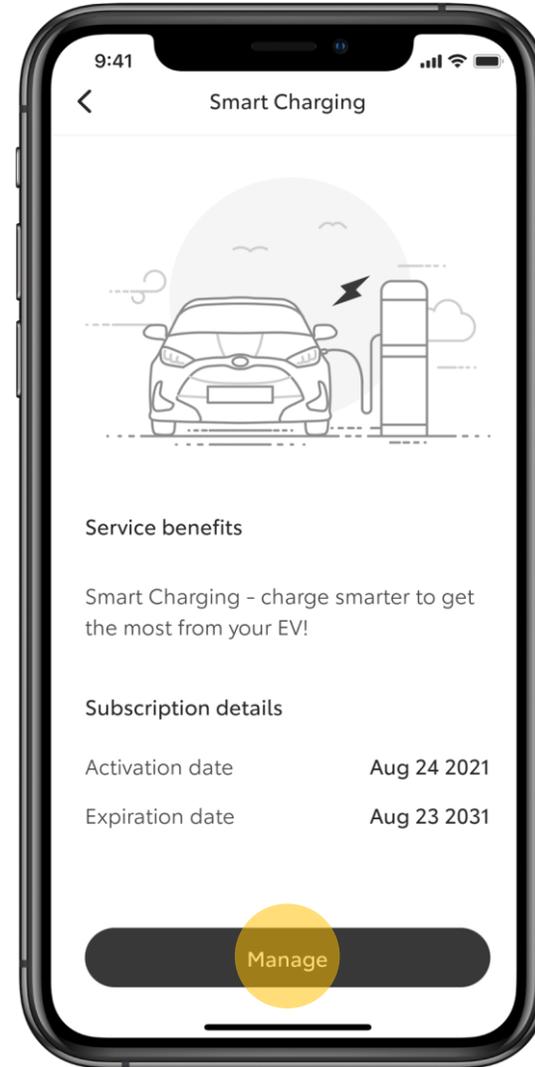
VIEWING CHARGING ACCOUNT DETAILS



STEP 1

On the Connected Services Center, you see Smart Charging under the Activated tab now because the service is activated.

Tap "Smart Charging".



STEP 2

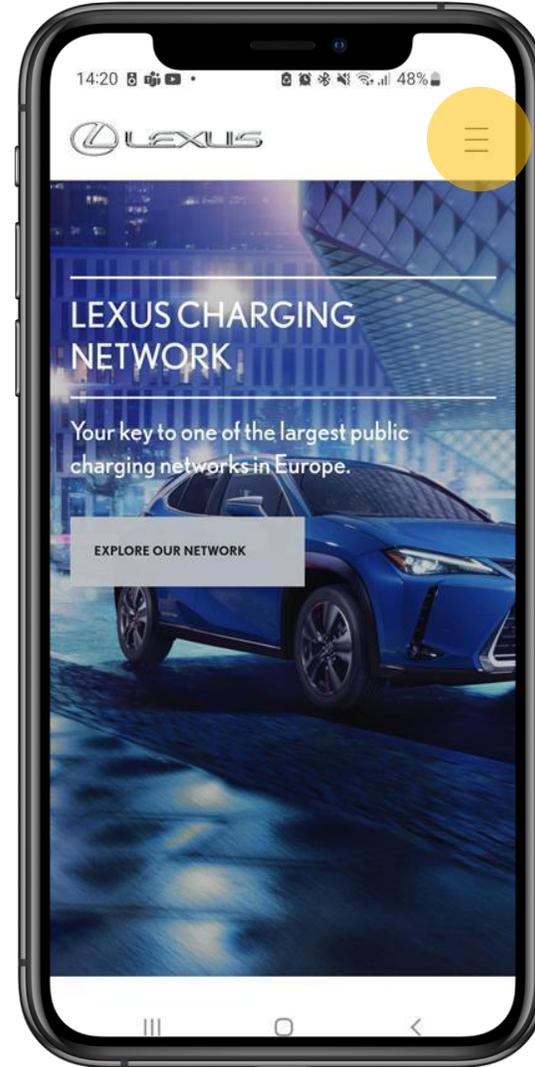
Tap "Manage".

VIEWING CHARGING ACCOUNT DETAILS



STEP 3

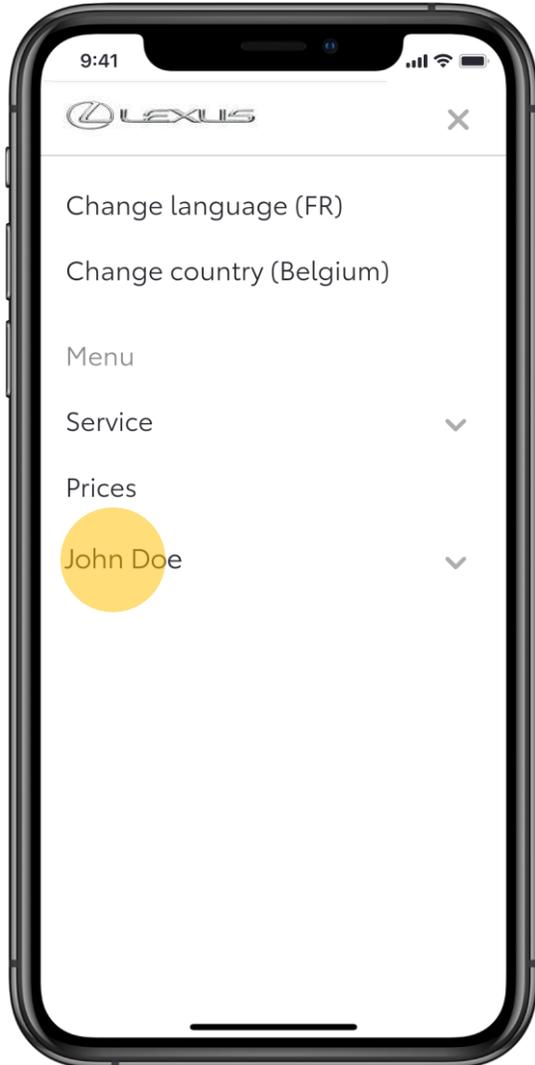
Select your country.



STEP 4

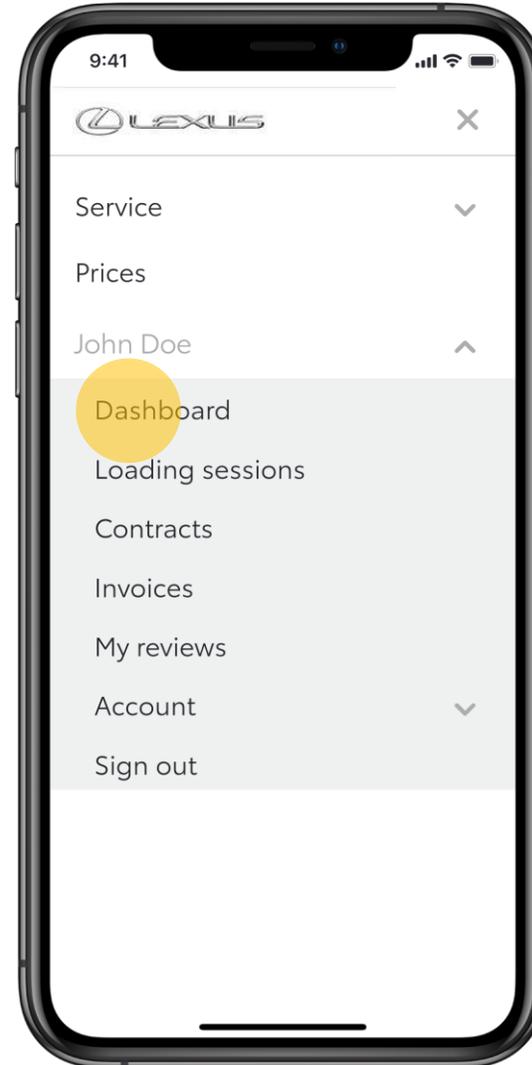
Tap the menu icon in the top right corner.

VIEWING CHARGING ACCOUNT DETAILS



STEP 5

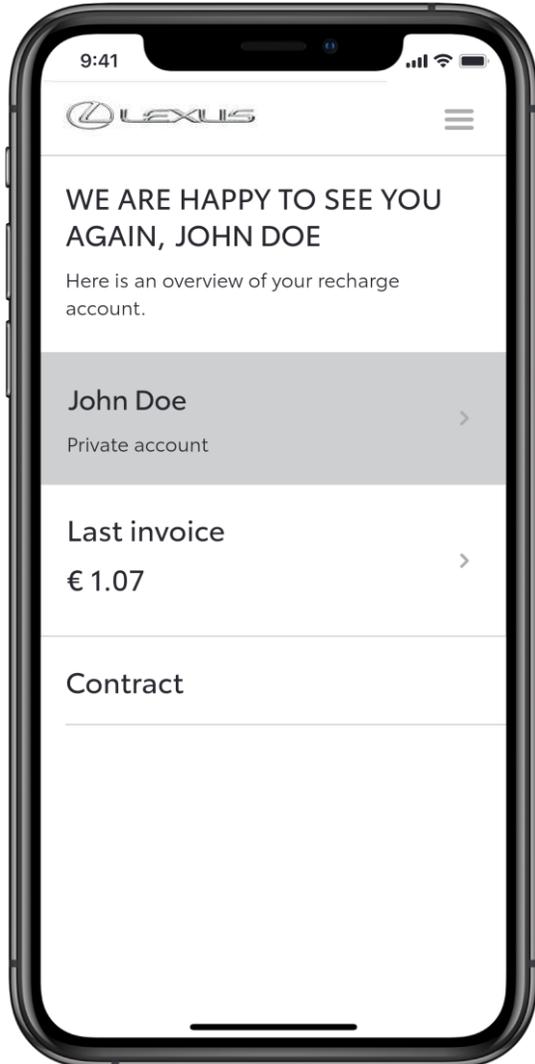
On the Lexus Charging Network menu, tap your name to expand the menu.



STEP 6

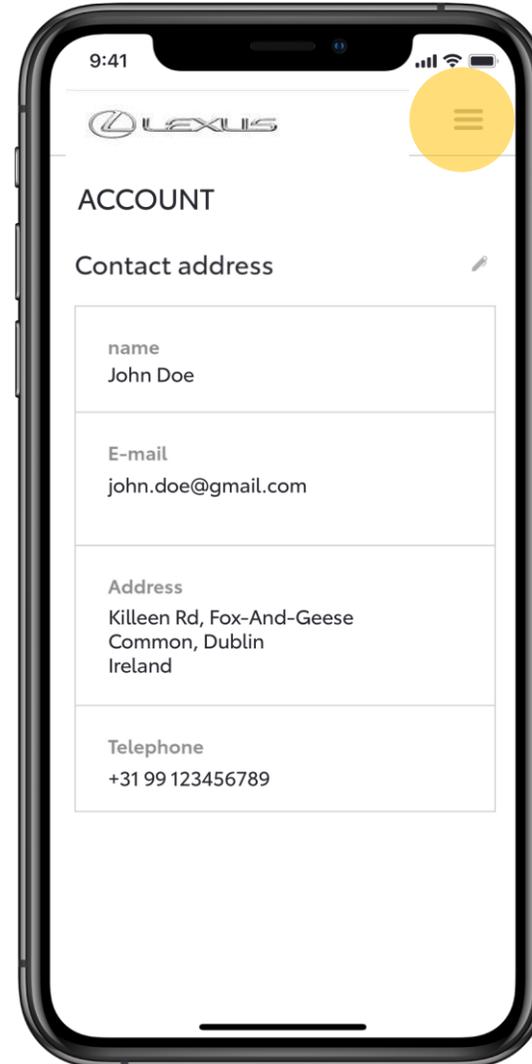
Tap "Dashboard" to view the summary of your charging sessions.

VIEWING CHARGING ACCOUNT DETAILS



STEP 7

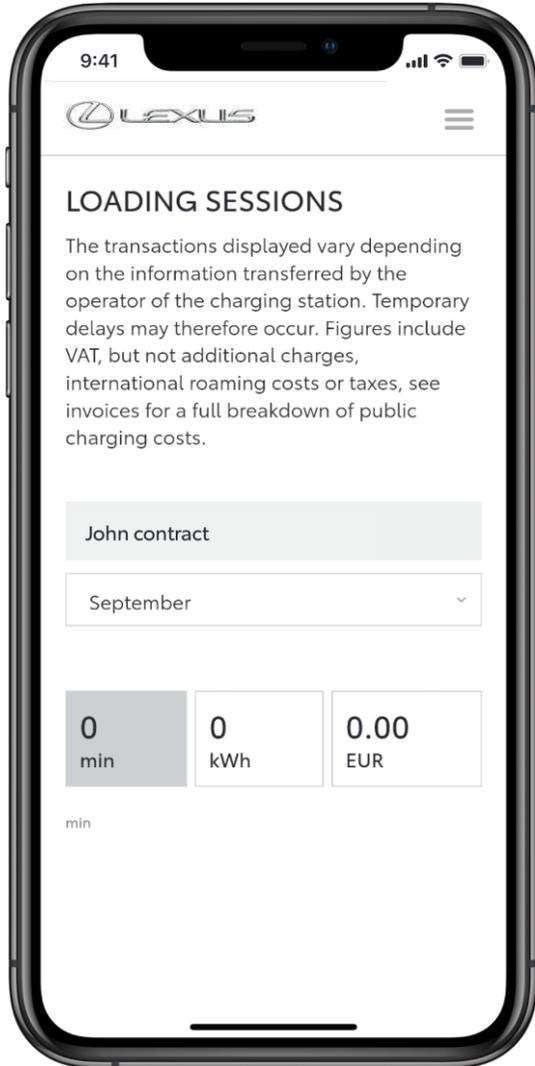
On the Dashboard, you can see the last invoice and your contract details.



STEP 8

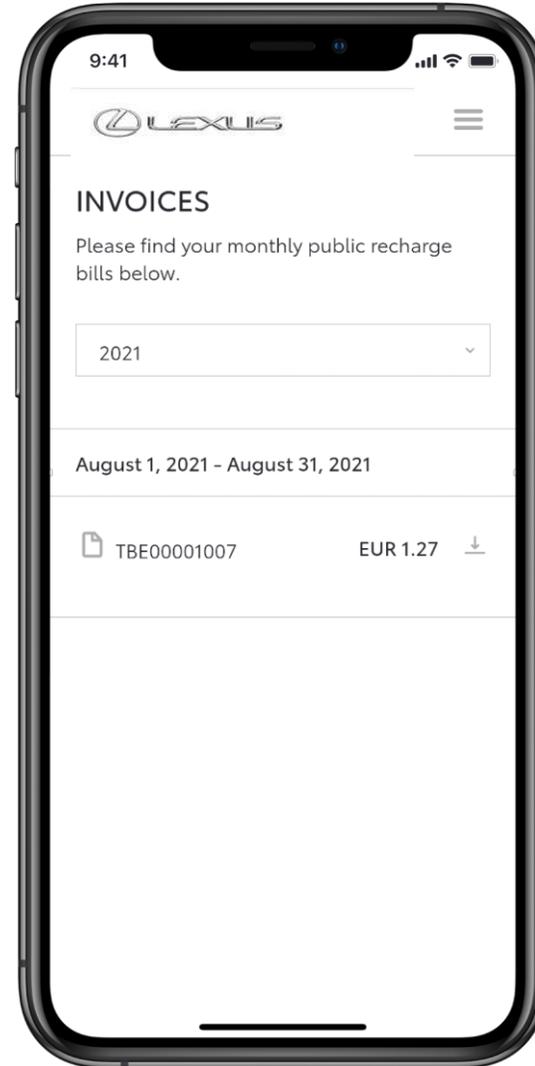
From the menu, you can select "Account" to view account details.

VIEWING CHARGING ACCOUNT DETAILS



STEP 9

You can view monthly charging session details.



STEP 10

You can view and download invoices.



Connected Services are continually improving, therefore visuals and app screens in this guide may slightly differ from those seen in your Lexus Link app.