Charging Card Registration

mobiflow

Welcome to the charging card registration page of Mobiflow. With a few steps we'll get you all set up and ready to start charging.

If you encounter any problems during this registration phase, do not hesitate to contact us.

+32 9 296 45 45

info@mobiflow.be

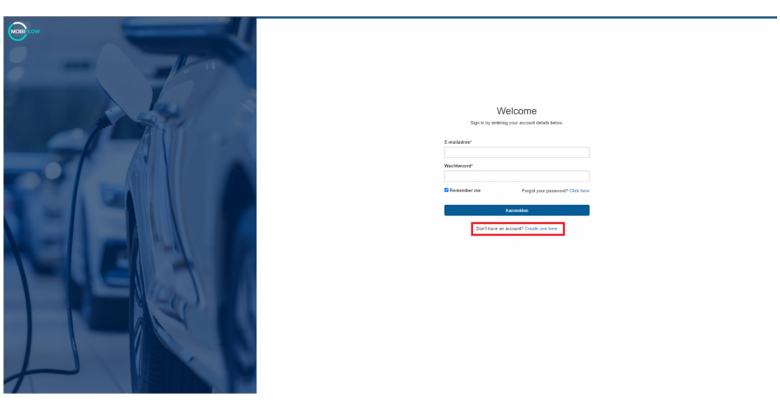
Good luck!

Table of contents

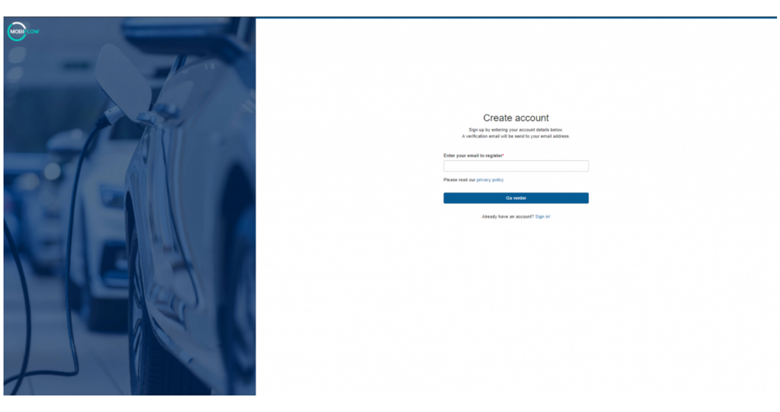
- Step 1: Create a new account
- Step 2: Select a contact
- Step 3: Fill in the customer details (individual or company)
- Step 4: Confirm the registration
- Step 5: set up your preferred payment method

Step 1: Create a new account

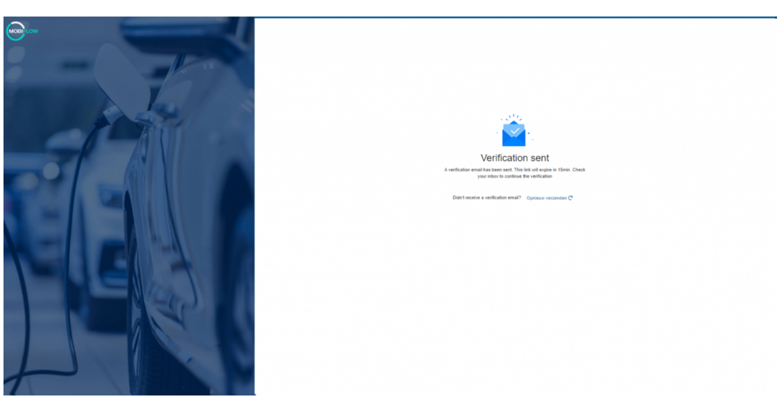
go to https://my.mobiflow.be/sp/customer/welcome/?next=/sp/customer/ and create a new account:



You have to enter your email address in order to register your account. Make sure to read the privacy policy as well before you continue with the registration process:



In case you entered a valid email address, you should see a screen that informs you about a verification mail being sent to your email address:



The mail should look like this (in dutch):

27-4-2021 15:24

Hallo,

Fijn dat je een nieuw Mobiflow account wilt aanmaken.
Gebruik onderstaande link om je e-mailadres te bevestigen, dan ga je onmiddellijk verder met de registratie.

bevestig mijn e-mailadres

Als je geen account wilde aanmaken, mag je deze e-mail gewoon negeren.

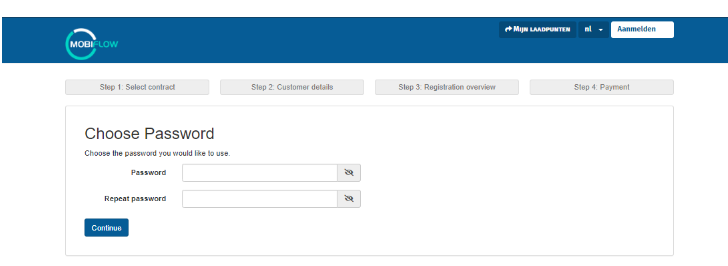
Heb je vragen, dan helpen we je graag via info@mobiflow.be.

Bedankt om voor Mobiflow te kiezen. We wensen je een fijne dag!

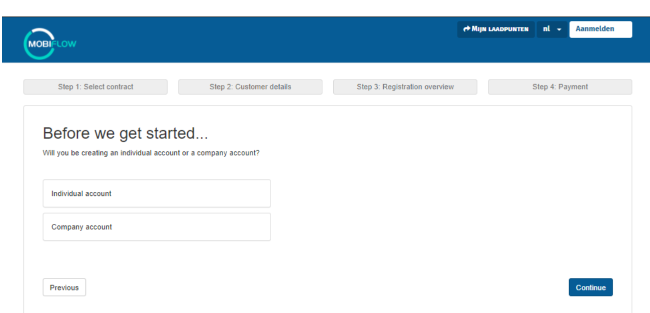
Vriendelijke groeten,
Mobiflow

Mobiflow
Sassevaartstraat 46, bus 204, 9000 Gent (België)
E-mail: info@mobiflow.be
Telefoon: +32 (0)9 296 45 45
btw-nummer: BE0648837849

When you click on 'bevestig mijn e-mailadres', it should take you to this screen, where you'll have to set a password:

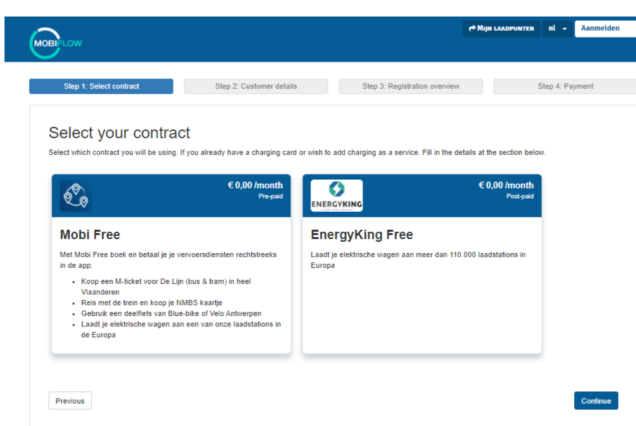


Next up, you have to choose wether your want to register as an individual or as a company, based on how you want to set up your account information and invoicing later on :

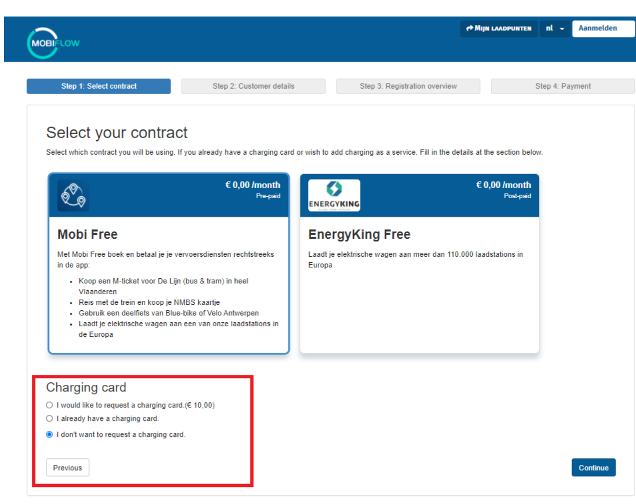


Step 2: Select a contact

In both cases, you have to select a contract:

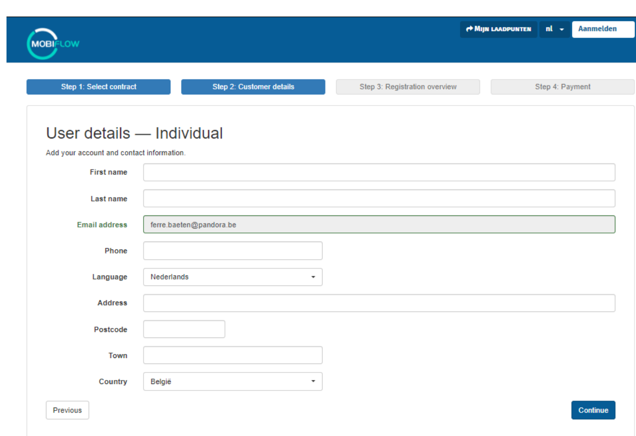


After selecting a contract, a charging card menu will appear. There you have three different options to choose from:

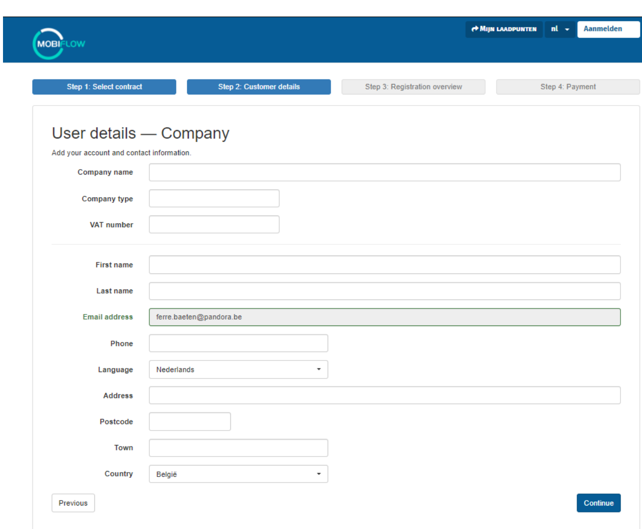


Step 3: Fill in the customer details (individual or company)

If you choose to register as an **individual**, you fill in your personal account and contact information. This is the account that will receive the invoices.



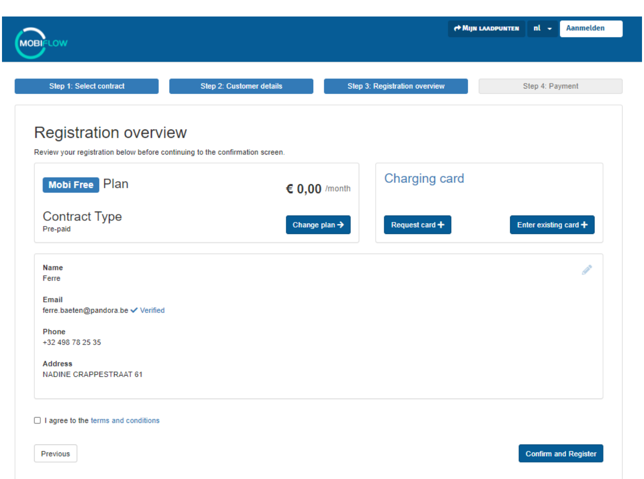
If you choose to register as a **company**, you fill in the account information of the company. Later on you can add employees to the company account as individual users.



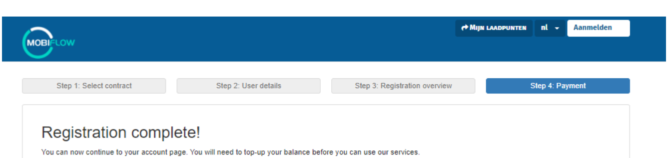
Step 4: Confirm the registration

You can check your account information, and if needed, you can add other mobility users. These users will be added to the main account for invoicing.

Once you checked everything, you can finish the registration.



Make sure to read the terms & conditions before you confirm and register! After you've done that, your registration should be completed.



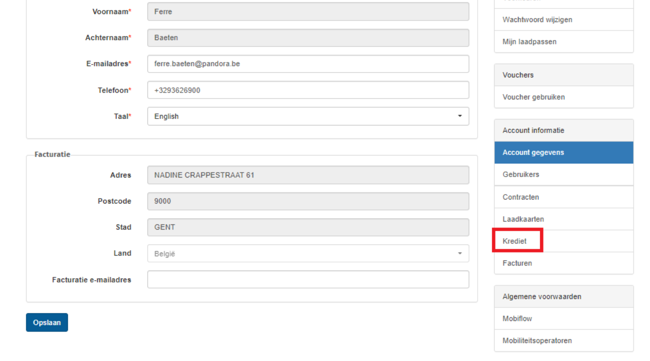
Step 5: set up your preferred payment method

Our platform offers you multiple options when it comes to paying for the charging services.

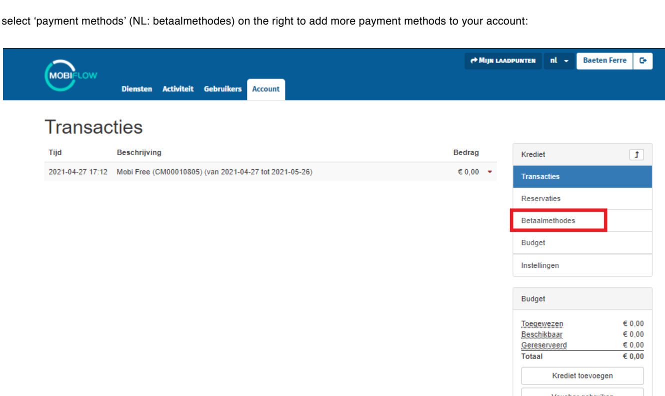
These are the options:

- Prepaid: you can add credit manually
- Postpaid: you can add a direct debit or credit/debit card mandate

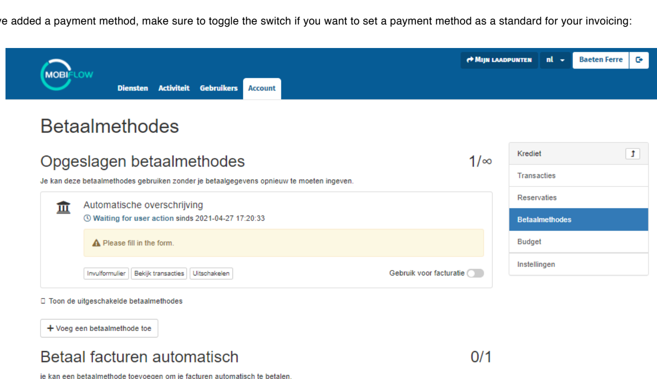
After completing your registration, you can select 'Top-up balance', or you can head over to 'Account' and select the option 'Credit' on the right. There you can add a payment method or upload some credit:



Next up, select 'payment methods' (NL: betaalmethodes) on the right to add more payment methods to your account:



After you've added a payment method, make sure to toggle the switch if you want to set a payment method as a standard for your invoicing:



You're all set up.

Happy charging!

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