

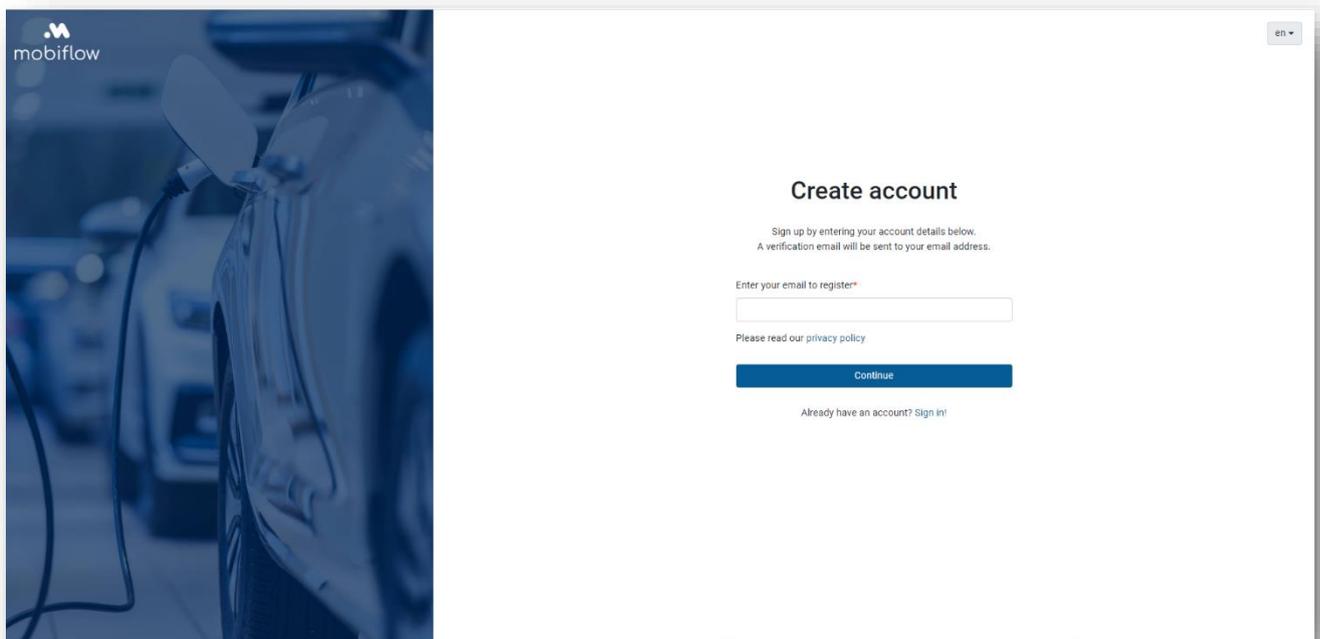
This document clarifies how to:

- **Create a Mobiflow account;**
 - **Link your charging card to your account;**
 - **Apply for a new charging card if you do not have an account yet.**
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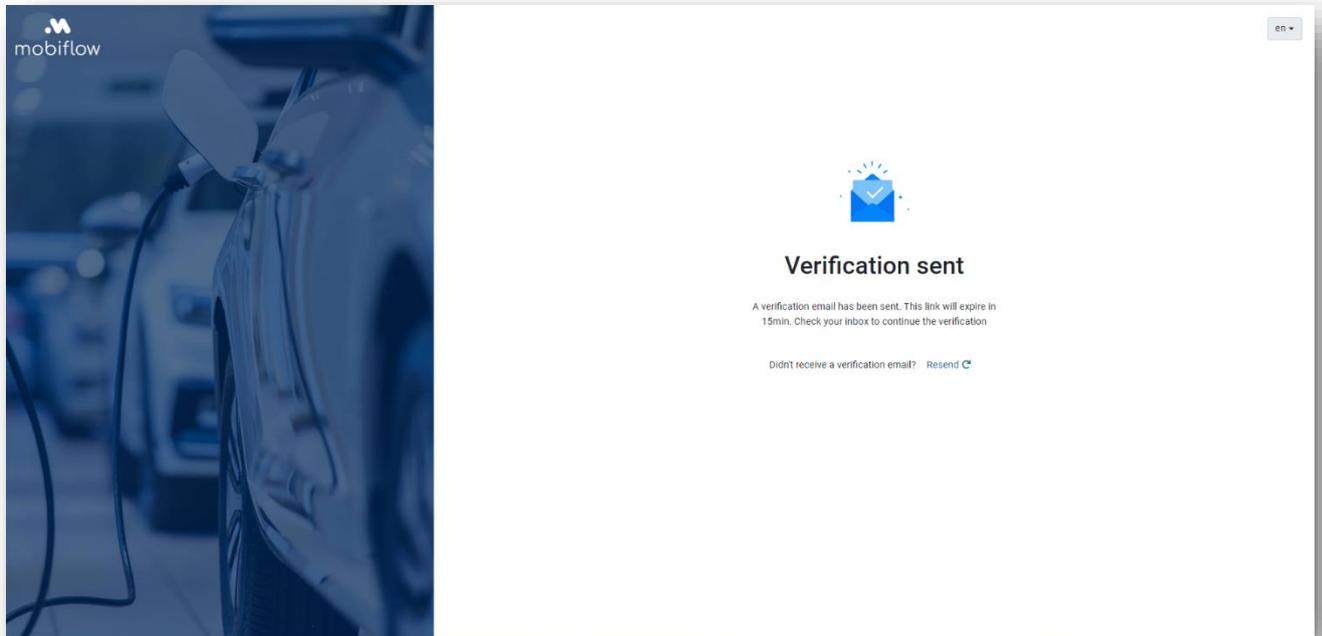
Step 1: Create a new account

Go to <https://my.mobiflow.be/> (or type this address in your browser's address bar) and create a new account.

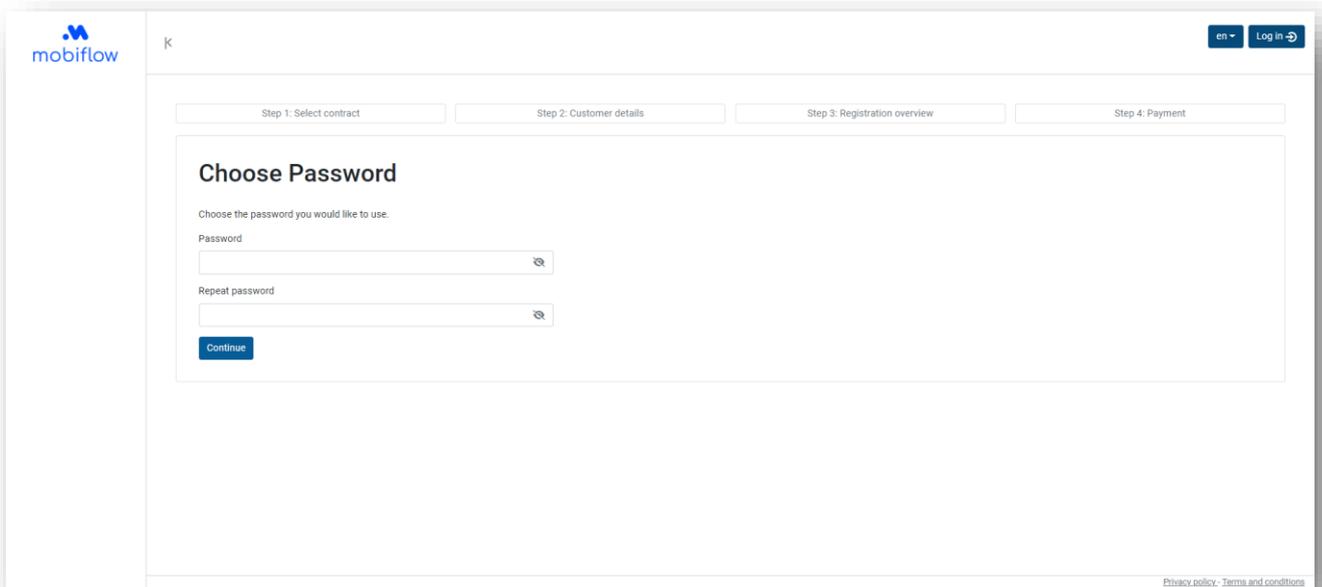
Enter your email address to create your account. Make sure you also read the privacy statement before proceeding with registration. Click 'Continue'.



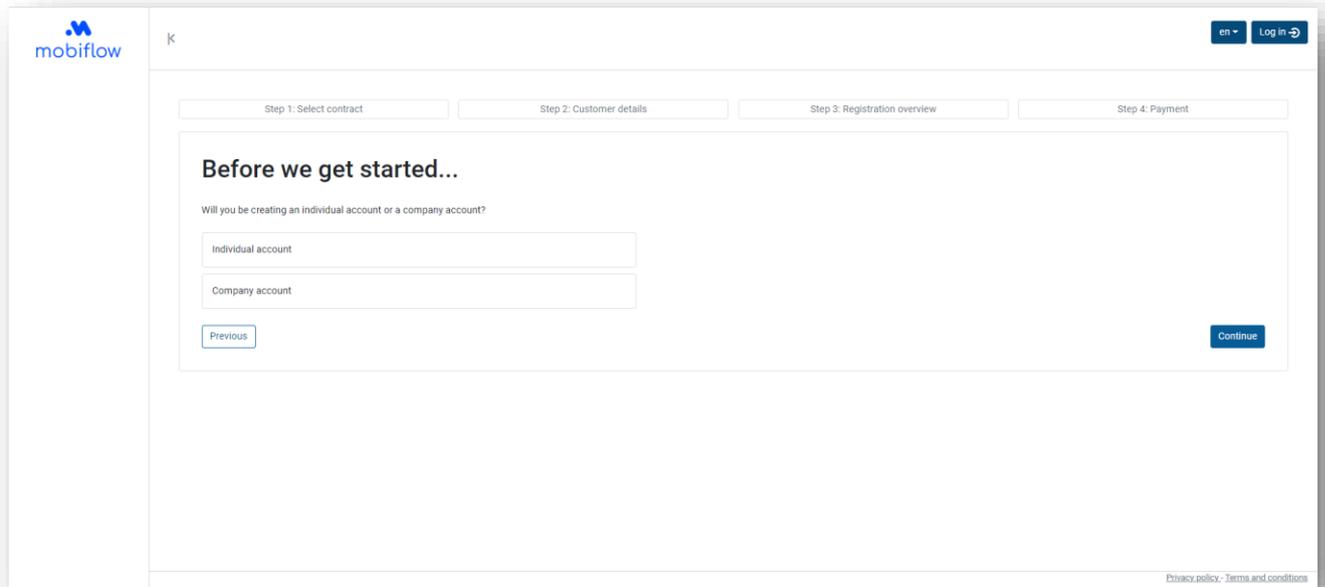
You will receive a confirmation email shortly.



When you click 'Confirm my e-mail address', you will be taken to the screen below. Set your password here. Click 'Continue'.



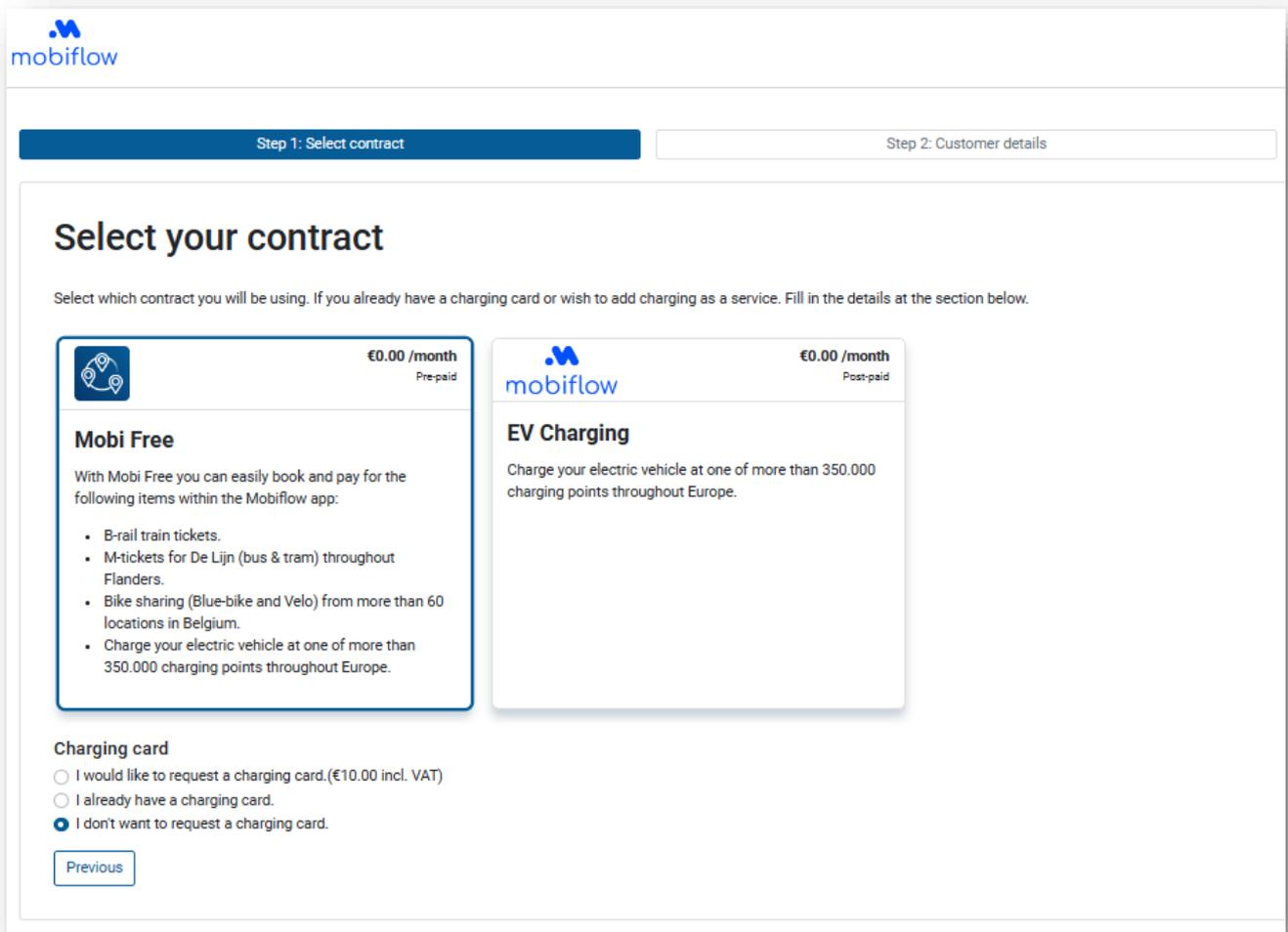
Choose between an individual account or a corporate account.



The screenshot shows the Mobiflow registration interface. At the top left is the Mobiflow logo. In the top right corner, there are language and login options: 'en' and 'Log in'. Below the header is a progress bar with four steps: 'Step 1: Select contract', 'Step 2: Customer details', 'Step 3: Registration overview', and 'Step 4: Payment'. The main content area is titled 'Before we get started...' and contains the question 'Will you be creating an individual account or a company account?'. There are two radio button options: 'Individual account' and 'Company account'. At the bottom left of the form is a 'Previous' button, and at the bottom right is a 'Continue' button. A small link for 'Privacy policy - Terms and conditions' is located at the bottom right of the page.

Step 2: Select a subscription

In both cases, you need to select a subscription. If you drive an electric or hybrid car, choose an EV Charging subscription; if you often use shared mobility and want to charge your (shared) car sporadically, go for the Mobi Free subscription. Both subscriptions are free of charge. With Mobi Free, you can set a prepaid amount, EV Charging works postpaid. Please note that with a postpaid subscription, you will have to set up an additional payment mandate as the last step in your registration.



mobiflow

Step 1: Select contract Step 2: Customer details

Select your contract

Select which contract you will be using. If you already have a charging card or wish to add charging as a service. Fill in the details at the section below.

 **€0.00 /month**
Pre-paid

Mobi Free

With Mobi Free you can easily book and pay for the following items within the Mobiflow app:

- B-rail train tickets.
- M-tickets for De Lijn (bus & tram) throughout Flanders.
- Bike sharing (Blue-bike and Velo) from more than 60 locations in Belgium.
- Charge your electric vehicle at one of more than 350.000 charging points throughout Europe.

 **€0.00 /month**
Post-paid

EV Charging

Charge your electric vehicle at one of more than 350.000 charging points throughout Europe.

Charging card

I would like to request a charging card. (€10.00 incl. VAT)
 I already have a charging card.
 I don't want to request a charging card.

[Previous](#)

After selecting a subscription, a charging card menu appears at the bottom. You will be presented with three different options:

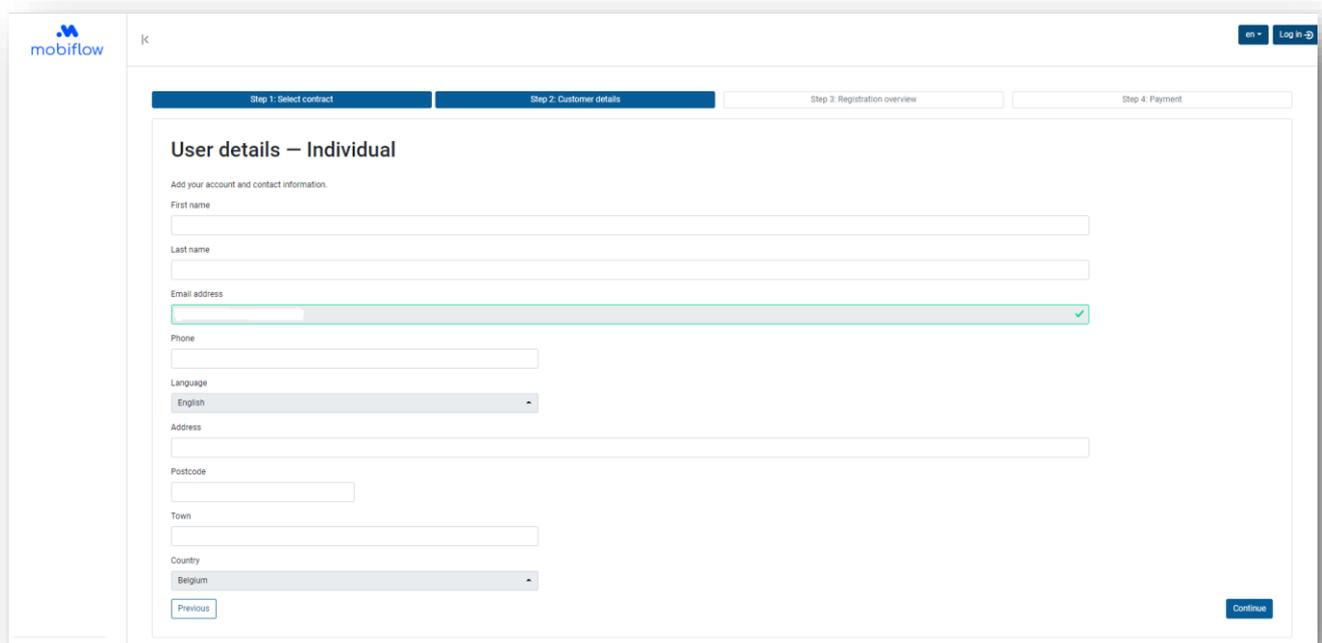
- I would like to request a charging card. (€ 10.00 incl. VAT)
- I already have a charging card.
- I don't want to request a charging card.

If you choose the option 'I already have a charging card', you will be asked to enter your charging card code. This code can be found on the back of your charging card and starts with 'BE-MBF' (see the example below). Please note that this code is case- and character-sensitive. Do not use spaces.

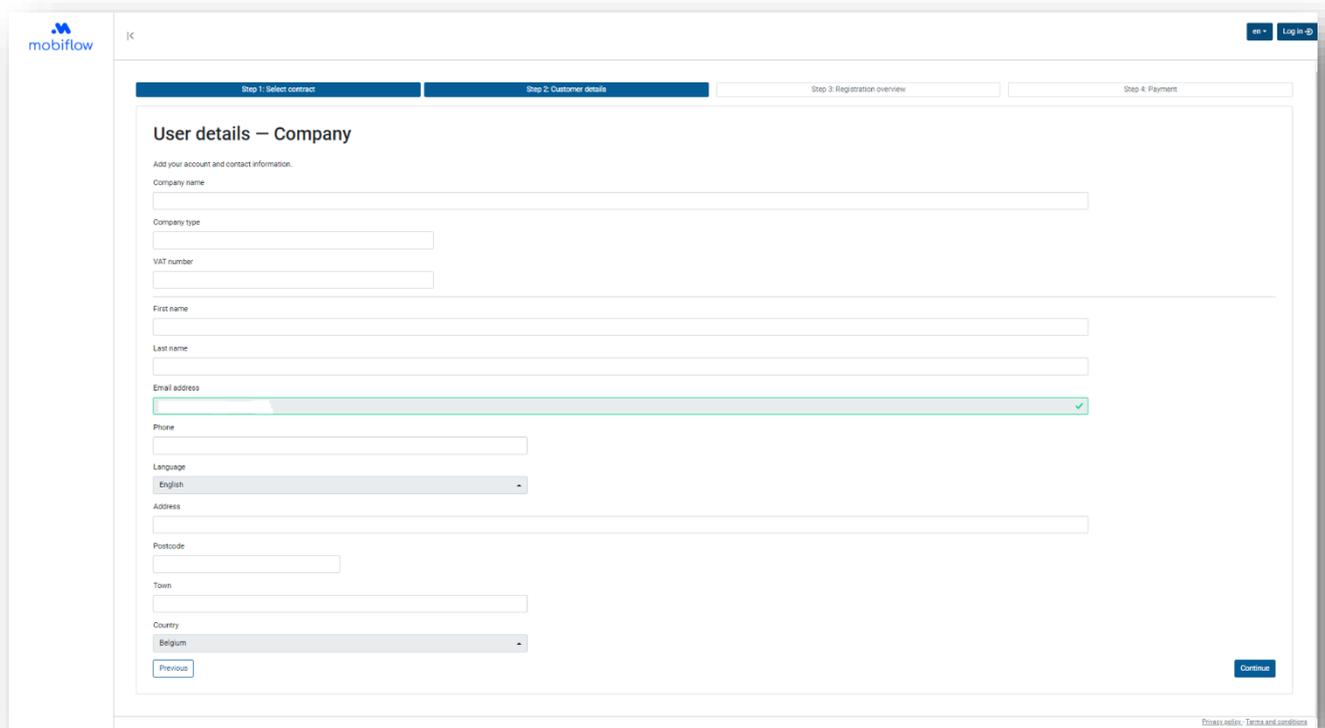


Step 3: Enter your customer details (private person or company)

If you choose to register as a **private person**, fill in your personal account and contact details. This is the account on which invoices will be received.



If you choose to register as a company, enter the **company** account details. Later, you can add employees to the company account as individual users.

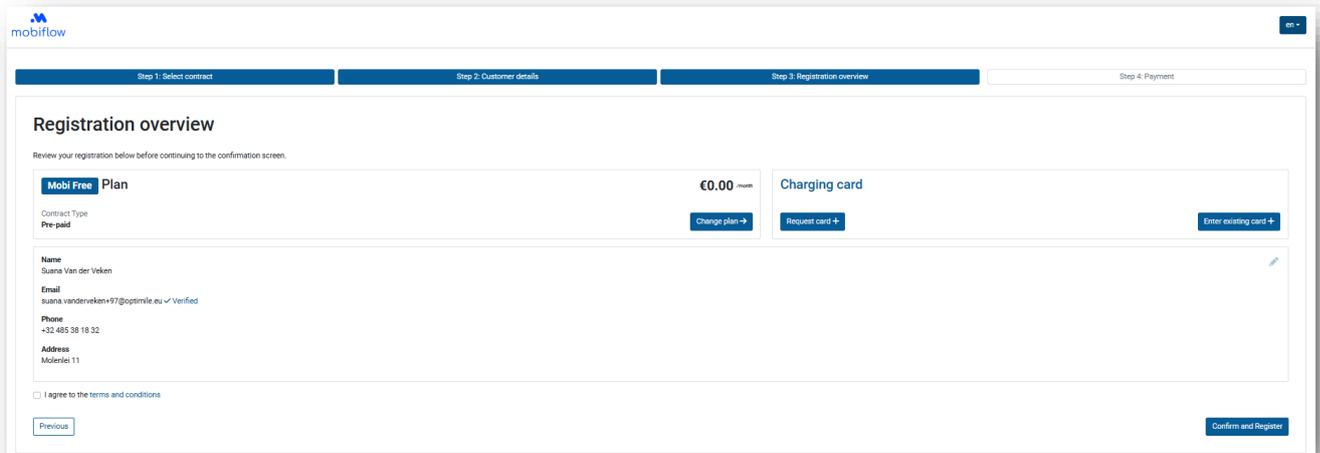


The screenshot shows the 'User details – Company' registration form. At the top, there are four steps: Step 1: Select contract, Step 2: Customer details (highlighted), Step 3: Registration overview, and Step 4: Payment. The form includes the following fields: Company name, Company type, VAT number, First name, Last name, Email address (with a green checkmark), Phone, Language (dropdown menu set to English), Address, Postcode, Town, and Country (dropdown menu set to Belgium). There are 'Previous' and 'Continue' buttons at the bottom. The Mobiflow logo is in the top left, and a 'Log in' button is in the top right. A small link for 'Privacy policy, Terms and conditions' is at the bottom right.

Step 4: Confirm the registration

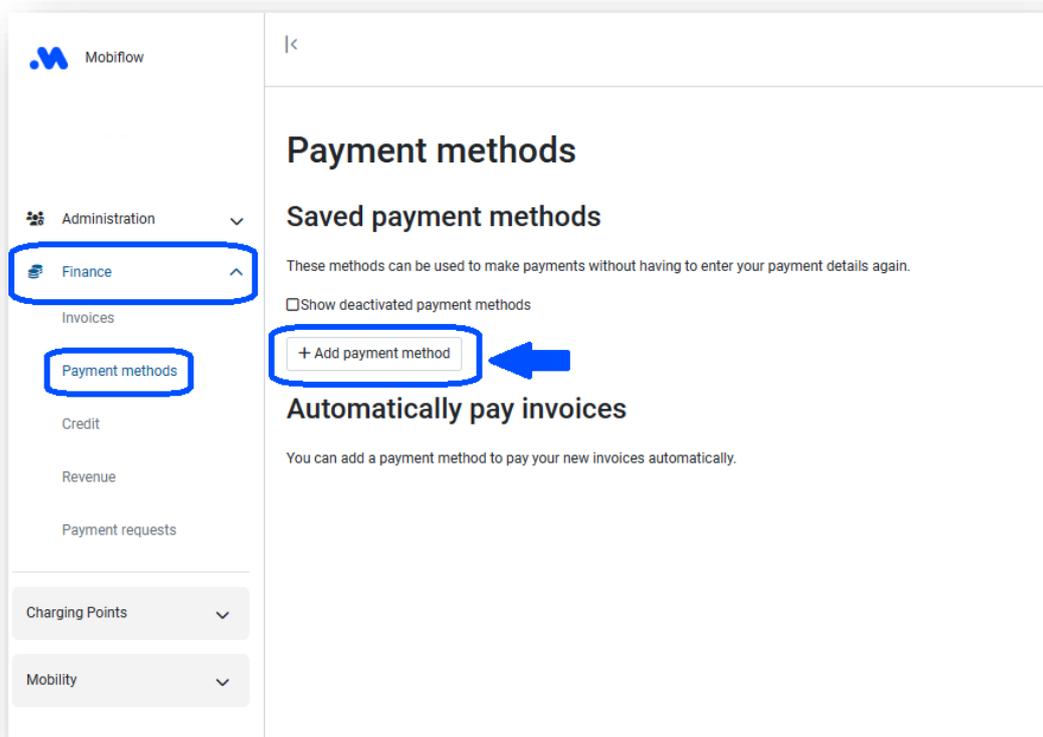
Check your account details and add other mobility users if necessary. These users will be added to the main billing account.

Make sure you have read the terms and conditions before completing your registration by clicking 'Confirm and Register'.

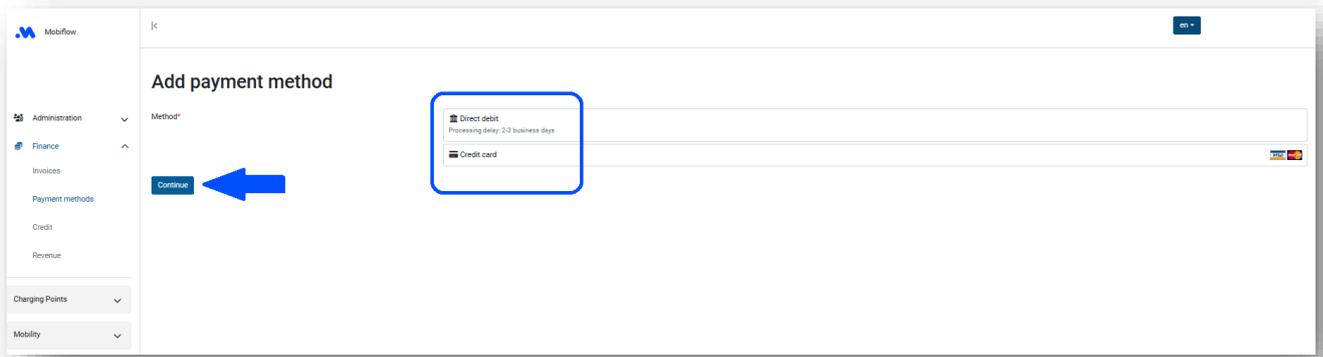


Step 5: Set your preferred payment method

When choosing an EV Charging postpaid subscription, you must additionally set up a payment mandate as the last step in your registration. On the Mobiflow platform, select 'Finance' in the left-hand column and then 'Payment methods'. Click on 'Add payment method'.



Then select your preferred payment method and click 'Continue'.



After adding a payment method, it is best to check whether your chosen payment method is active. Normally, the payment method is activated automatically and you as a user do not have to do this yourself. However, it never hurts to check whether the toggle button (**Finance > Payment methods**) is set in such a way for the payment method you want as the default for your billing.

Step 6: Download our Mobiflow app

Download our app in the [Google Play Store](#) or [IOS App Store](#) and log in.