- What is ChargePoint?
  - ChargePoint is a world-leading electric vehicle charging network that has over 130,100 public charging locations, including SUNY Oswego.

- Where are these charging stations located and how many are there?
  - They are located in front of the Richard S Shineman building, in parking lot C-8. There are 3 charging stations with 2 pumps on each one (6 car charging capacity).

- Do I need a parking pass to charge here?
  - Since these stations are located on campus, a parking pass is required. For more information or to purchase a permit visit the Parking Services website https://www.oswego.edu/parking/parking-suny-oswego, or contact the Parking Services Office at **315-312-3227**.

- Do I need an account to get started?
  - Yes! You can download the ChargePoint app via Apple Store or Google Play and set up a free account.
    - Apple Store Link: https://apps.apple.com/us/app/chargepoint/id356866743
    - Google Play Link: https://play.google.com/store/apps/details?id=com.coulombtech

- How do I start charging once I'm set up?
  - Once your account is set up, there are three ways to start charging: **Tap to Charge, Charging from the app, and using a ChargePoint Card**.

- How do each of those options work?
  - **Tap to Charge** - on the app, you can hold your phone over the charging station reader symbol (note your phone must have NFC support for this option)
  - **Start charging from the app** - you can choose the station on your phone and hit the "Start Charge" button
  - **Use your ChargePoint Card** (it must be activated beforehand) on the card reader symbol on the station.

- How can I obtain a ChargePoint card?
  - You can sign up to get a ChargePoint card for free online or on the app. After signing up your card will arrive in approximately 7-10 business days. Once it arrives, you can activate the card in your account (MyAccount → Manage ChargePoint Cards), and enter in the serial number displayed on the card.

- How do I pay for charging?
    - When you sign up, you can input any payment info of your choice (public stations have a fee) but if it is your first charge then ChargePoint will charge you $10 to keep as a balance on your account.

- How much does it cost to charge?
    - The first 4 hours of charging are free; then $3 / hour. The maximum charge is $25 for 23 hours.

- How long does charging take?
    - On average, a typical electric car with a 60kWh (kilowatt-hour) battery will take roughly **8 hours** to charge from empty to full. Results **will vary** depending on the make and model of your vehicle, so please refer to your car's manual for specific information regarding charging.

- What if I have issues at the station?
    - If any issues arise, please contact Facilities Services (**315-312-3200**), or put in an iService maintenance request at https://www.oswego.edu/facilities-services/service-requests

Further information:

Are there any other charging stations in the City of Oswego?
- For more information, refer to https://www.plugshare.com/ for more charging stations in Oswego and the surrounding areas.