PowerPort AC Level 2 FAQ

Will my PowerPort charge my vehicle without internet?

Yes – once your PowerPort is powered on and the startup sequence is finalized, charging will be enabled.

Where can I get my charging data?

Charging data can be retrieved from the Nuvve customer dashboard. As long as your PowerPort is connected to the internet, you will be able to access and download your data.

Why do I need to connect my PowerPort to the internet?

Enabling internet connection will allow you to monitor your PowerPort unit(s) through the Nuvve customer dashboard. It will also allow Nuvve's tech support to assist you remotely and provide clarity into the situation should an issue arise.

Once my PowerPort is connected to the internet, how do I access the customer dashboard?

Nuvve customer dashboard credentials were sent via email. Search for an email with the subject "Nuvve Data Port Login."

I do not see the email in my inbox. What email was it sent to?

Login credentials were sent to the email provided on the PowerPort Customer Site Specs Form. If you need to change your credentials, please contact us at support@nuvve.com.

I don't have internet connection at my site / I am unable to get an internet cable from my modem to my PowerPort.

If running a LAN cable is not possible, contact support@nuvve.com with your question. Using a Wi-Fi antenna or a 4GLTE Communication box should solve the internet connectivity issue. Instructions to connect via this method can be found on the Nuvve Partner Portal.

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The red light (LED) on my PowerPort is flashing, what do I do?

1. Disconnect the vehicle from the PowerPort.
2. Power cycle the PowerPort by manually tripping the breaker feeding electric power to the OFF position, then back to the ON position.
3. Wait for the startup process to complete.

If this does not solve the issue and the red LED flashes or remains on, please contact support@nuvve.com immediately. Take note of the serial number (S/N) of your unit found at the bottom of the chassis as well as the Support ID found on the front cover. Please include this information as well as a detailed description of your observations.

I did not purchase Nuvve's GIVe™ software along with my PowerPort. Can I purchase it now?

Yes of course. We would love to add your PowerPort unit(s) to our platform. Reach out with your request to support@nuvve.com and a Nuvve representative will contact you with more information.

I need help! My issue/question is not found on this FAQ!

Please contact support@nuvve.com. Our tech support team will get back to you within one to two business days.