

For iPhone/iPad:

1: Use Google Chrome app to navigate to powerzone, and then to the Mobile App page.

PLEASE NOTE: You MUST use Chrome. If you use the Built-In Browser, the App will not download correctly.

2: Tap on the Install App button on the Mobile App page. Once you tap Install in the resulting dialog box, installation will take a few seconds. You can close your web browser to see the app loading on your device's home screen. The first time you run the app, you may be asked if you trust the app developer (that's Ambit).

- iOS 7 or 8: Tap Trust to continue.
- iOS 9: Go to Settings, General, Device Management (this may also be named Profiles) and tap on Ambit Energy Holdings, LLC. Tap Trust "Ambit Energy Holdings, LLC" and then tap Trust in the resulting dialog box.

3: The app will be ready to run once it has been trusted.

For Android:

1: Use Google Chrome to navigate to Powerzone, and then to the Mobile App page.

PLEASE NOTE: You MUST use Chrome. If you use the Built-In Browser, the App will not download correctly.

2: Click on the button to download the app. This will download a file named 'Ambit_Energy.apk' or something similar. Once the file has downloaded, click on the file to begin installation.

3: A dialog box may pop up saying that Installation has been Blocked, or that they cannot install apps from Unknown Sources. If this happens, navigate to the phone settings, then to the 'Security' section. On this page, find the option for 'Unknown Sources' or 'Allow

Installation from Unknown Sources', and make sure it's enabled.

4: Once this option has been enabled, the installation should proceed as normal. If it does not, you may have to find the downloaded file and download it again.