

Wallbox: switch from a Google or Apple account to an email address without losing your kWh

Did you create your Wallbox account using 'Continue with Google' or 'Continue with Apple'? Here's how to avoid losing your charging history and your kWh for the current year.

Wallbox: Change your email address without losing your charging data

If your Wallbox account was created with Google, Apple, or another email address, there is a simple way to add a new email address without risking losing access to your charger or your charging data.

The recommended method

- Open the Wallbox app.
- Click on the menu  (three vertical dots) located in the upper right corner.
- Select Invite a user.
- Choose the relevant charger.
- Enter the new email address you wish to use.
- Send the invitation.
- Accept the invitation from the received email.

The new email address will then have access to the charger and its information, without needing to delete the existing account or fully recreate the setup.

Why use this method?

This approach allows you to:

- Maintain the current association of the charger.
- Avoid issues related to Google or Apple connections.
- Keep access to the charging history.
- Avoid accidentally creating a second account without an associated charger.
- Share access to the charger with another email address.

Information: Important

Before deleting an existing account or removing a connection method (Google or Apple), ensure that the new email address has access to the charger and that all information is visible in the app.

In most cases, the **Invite a user** option is the simplest and most secure solution to add a new email address to an existing Wallbox charger.