Customer Portal FAQs

Paying an Invoice

To pay an invoice, select the **Invoices** icon

Payments made from this screen will be processed via **Credit / Debit Card**, your payment details will not be stored for future transactions.

Selecting Invoices for Payment

You can choose invoices in one of three ways:

- **Individual Selection** - Tick the box next to the relevant **Invoice Number** or select **'Pay Invoice'** on the right side of the screen.
- **Multiple Selection** - Tick multiple checkboxes for the invoices you want to pay.
- **Select All** - Use the checkbox at the top of the page **('Invoice Number')** to select all outstanding invoices.

If you do not see the **'Pay Selected Invoices'** button, scroll down the page.

Deposit Payments

To make a deposit payment select **'Pay Deposit'** at the bottom of the screen. You will need to:

1. Choose the **'Customer Billing Name'** from the drop-down menu.
2. Enter the **Deposit Amount** (this can be found on your pro forma invoice).
3. Provide the **Deposit reference** (please enter your invoice number).
4. Enter your **Email Address**.

Direct Debit Set Up

To set up Direct Debit payments select **'Set up Direct Debit'** at the top right of the Invoices Screen.

Single authorisation – follow the online instructions to:

1. Select Account
2. Enter Bank Details
3. Select frequency of Direct Debit
4. Check details and submit

Multiple Authorisation

You will be prompted to download a **Direct Debit Form;** this can be returned to the Freepost address provided once completed.

Paperless billing preferences

To switch between paper and paperless billing select **'Paperless Billing Preferences'** at the bottom of the screen.

Chubb

POWERED BY APi GROUP

Customer Portal FAQs

How to Put Your System on Test

Follow these steps to place your system on test mode: 

1. **Access Monitored Sites** - Click the **Monitored Sites** icon.
2. **Select a Site** - Choose the site you wish to test.
3. **View On Test History** - Navigate to the **On Test** tab to see previous test records.
4. **Initiate a Test** - Click **'Place on Test.'**
5. **Set Test Duration** - Choose from 1, 2, 4, 8, or 24 hours in the **Test Category** dropdown.
6. **Define Test Scope** - Select either **'All Zones'** or specify **'Service Types.'**
7. **Add Comments** - Any notes entered will be visible on your dashboard.
8. **Confirm Test Activation** - Click **'Place on Test.'** A warning will remind you that no signals will be actioned during the test. You can either **'Cancel'** or proceed by selecting **'Okay.'**

Important: The test will automatically end after the selected time. However, for security reasons, it is best practice to manually take the system off test.

Why You Should Put Your System 'On Test'

Testing your system ensures it is functioning properly and helps prevent false alarms. Here are some key reasons to perform a test:

- **Verify System Functionality** - Ensure all components work as expected without triggering unnecessary alerts.
- **Familiarisation** - Understand how your system operates and responds in different scenarios.
- **Identify Faulty Equipment** - Detect malfunctioning sensors or damaged components, which may result from accidental damage, power surges, or disconnections.

Recommended Testing Frequency

- **Fire Systems** - Test weekly (a different call-point each week) as these are life-saving systems.
- **Emergency Lights & Security Systems** - Best practice is to test them once a month.

Customer Portal FAQs

How to Add Monitoring

To add monitoring visibility to an existing site to your account please contact our dedicated Help Desk

Chubb Portal Help Desk

0344 879 1770

uk_customerportalsupport@chubbfs.com

How to Add other Accounts or Sites

Select in the top right-hand corner of the screen and select **'+Add a new account.'**

You will need the following information:

- **'Account Number'**
- Either the **'Contract Number'** or **'Invoice Number'**
- The **'monitored site password'** if the site is monitored

If you do not have the appropriate access level, you will be directed the Chubb Portal Help Desk

The Chubb Portal has three levels of access:

- **Customer Admin (can add new customer accounts)**
- Customer Regional User
- Customer User

- **View your access level** - select in the top right-hand corner of the screen and select **'Manage your profile.'**

Do you have access to monitoring information if you can see the symbol in the left-hand panel you have access to monitoring information.

Customer Admin Accounts

- **With monitoring access** can add new monitored customer accounts.
- **Without monitoring access** can add new **non** monitored customer accounts.

If you do not have the appropriate access level, or have a problem when adding a new Account, please contact our dedicated Help Desk.

Customer Portal FAQs

How to Invite Other Users

To invite new users, select in the top right-hand corner of the screen and select **'Users'** - the **'Invite new customer user'** screen will be displayed.

You will need to provide the following information for the new customer user:

- **Full name**
- **Email address**

Allocate Features

If you have the appropriate access level you can then allocate features for the new the user, if unavailable these options will be greyed out

- **Contracts**
- **Invoices**
- **Work Orders**
- **Monitoring**

Allocate the user role - select the role.

1. **Standard User** - A Standard User may view details about the site they are given access to but may not invite or manage other users – select **'Standard User'** and click **'Next.**' You will then be presented to a list of available sites; click each site you wish the user to have access to. Click **'Next'** You will be presented with a list of your selections if everything is correct click **'Send Invite.'**
2. **Regional Manage**r - A Regional Manager may view details about the sites they are given access to, as well as invite other users to view the same information as themselves. select **'Regional Manager'** and click **'Next.**' You will be presented with a list of all available sites for the new user if everything is correct click **'Send Invite.'**

If you do not have the appropriate access level, or have a problem when inviting new users, please contact our dedicated Help Desk.

Customer Portal FAQs

How to Manage Keyholders

Follow these steps to manage your keyholders:

1. **Access Monitored Sites** - Click the **Monitored Sites** icon.
2. **Select a Site** - Select the site you wish to manage keyholder data for.
3. **Select Alarm Monitoring** - there is a toggle between Maintenance and Alarm Monitoring at the top right of the screen.
4. **Select Keyholders**
5. You will have access to the following keyholder actions:

- **+Add New Keyholder**
  - Contact type (keyholder or keyholder company)
  - Phone number/s with active hours and/or active days
  - PIN number
- **Deactivate**
- **Edit** any keyholder details.
- **Promote in order** using the symbol to the left of the relevant keyholder.

Using this facility gives you complete **flexibility and control** manage your keyholders i.e.

- Quickly change cover for holidays etc.
- Set start and end dates and times for cover.
- Allocate different keyholders by the time of day.
- Add/remove keyholders with immediate effect.
- Ensure all keyholder contact details are up to date.

How to Request an Update to my Customer Data

If your data is out of date or incorrect, please contact our dedicated Help Desk.

How do I Contact the Chubb Portal Helpdesk

Our dedicated Help Desk can be contacted by phone or email using the details below.

Chubb Portal Help Desk

0344 879 1770

uk_customerportalsupport@chubbfs.com

Contact Chubb 0344 879 1770

Option 1 - Engineer or Service Support
1 - Request an Engineer
2 - Fire Risk Assessment and Training
3 - Chubb Portal Help Desk
4 - All Other Enquiries

Option 2 - Remote Reset or Alarm Query
Option 3 - Sales Enquiry
Option 4 - Invoicing and Payments
Option 5 - Leaving Chubb or Moving

CFS4293 05/25