

Churchesfire Customer Portal Guide

Churchesfire has created a Customer Portal to allow our customers access to review their details, invoices and certificates in one place. To gain your log in details, please contact us on 0870 608 4350 or send your request to customer.services@churchesfire.com

Please follow the below guide which can aid in getting the most out of the portal:

Firstly, head to our website [here](#) and click on the 'Customer Portal' link at the top of the page:



This will take you to the log in page where you will need to enter your Username and Password previously provided:

The screenshot shows the login page with the Churches Fire logo at the top. Below it is a 'Log In' section with the instruction 'Please enter your username and password.' There are two input fields for 'Username:' and 'Password:'. A checkbox labeled 'Keep me logged in:' is present, and a 'Log In' button is at the bottom. A blue arrow points to the 'Log In' button.

This will bring up your customer details; including any outstanding balance, invoicing address, sites addresses.

The screenshot shows the customer portal dashboard for 'Quality Industries Limited'. At the top right, it says 'Welcome back support@qivansystems.co.uk' with links for 'Change Password' and 'Logout', and a phone number 'Tel: 0870 608 4350'. The main content is divided into several sections:

- Customer Details:** A table with fields: Name, Address, Address_2, City, Post Code, Contact, Phone No.
- Summary:** A table with fields: Customer No, Balance, Overdue Amounts, Total Sites, Total Contracts, Total Fire Alarm Service FV, Total Fire Extinguisher Service PC, Total Emergency Lighting Service FV.
- Search Section:** A form with the instruction 'Enter your search details into the corresponding box and click search'. It has three input fields: 'Your Purchase Order No or Reference', 'Invoice No', and 'Site Address', followed by a 'Search' button. A blue arrow points to the 'Search' button.
- Services Due Within:** A dropdown menu set to '1 Month' and a 'Total Service Due 0'.
- Sites:** A table with columns: Ship to No., Name, Address, Address 2, City, Post Code, Contact, Phone No., No. of Contracts. It lists two sites with 'Select' buttons next to their 'Ship to No.' (001 and 002). A blue arrow points to the 'Sites' section.

Support

This will allow for you to search for an invoice, site address or purchase orders for a copy of the document you require.

You can select a particular site to review further information:

Churches Fire
COMPLETE FIRE CARE

Welcome back support@qivansystems.co.uk Change Password Logout

Tel: [0870 608 4350](tel:08706084350)

Site Details

Code :	
Name :	
Address :	
Address 2 :	
City :	
Post Code :	
Contact :	
Phone No. :	
County :	

Contracts

	Contract No.	Description	Service Period	Last Service Date	Next Planned Service Date	Last Planned Service Date
Select						
Select						
Select						

Documents

Enter your service order number into the box below and click search

Service Order No.

Document No	Date	Description	Contact Name
764410	05/12/2017	PLAN-EXT COI TF3 3BN	
625953	26/04/2017	COI TF3 3BN	
515194	19/10/2016	COI TF3 3BN	
512256	13/10/2016	COI TF3 3BN	



To view the document, select the number in question and it will create a pop up at the bottom of the page, where you can open or save the document:

What do you want to do with 764410.pdf (198 KB)?
From: portal.churchesfire.com

This will allow for you to gain access to a copy of the certificates and invoices without having to contact us directly.