

CONTACT OUR ARC TEAM ON  
**0370 224 0570**  
arc@churchesfire.com



# ARC CUSTOMER APP GUIDE



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# ALARM RECEIVING CENTRE CUSTOMER APP GUIDE

*Welcome to the Churches ARC Portal*

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Logging in and icon explanations

Placing a fire alarm on test

Checking fire test signals

Placing systems back live / extending test period

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# CHURCHES ARC PORTAL (MOBILE)

## Login

Follow this link to the Login Page:  
[Churches ARC Portal - Mobile Login](#)

(The mobile link can be utilised on Tablets, iPads, and Smart Phone devices)

Enter your credentials into the boxes provided and press the Log In button. This will take you to the Search screen.

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Engineer ID

Password

Log In

Engineer Portal

Customer Search

Search

## Search Page

From here you can find your account for the first time.

The customer search box will search several different areas of customer information such as:

- Site account / contract number
- Postcode
- Customer number (CU Churches reference)
- Phone number
- Customer / site name

Here is an example of finding an account via the site/business name.

Select the account to gain access.

Engineer Portal

Arc

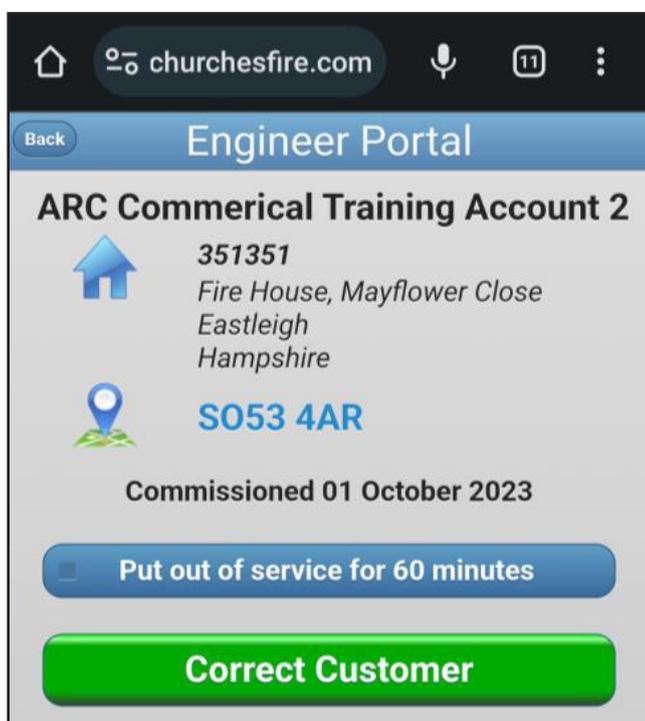
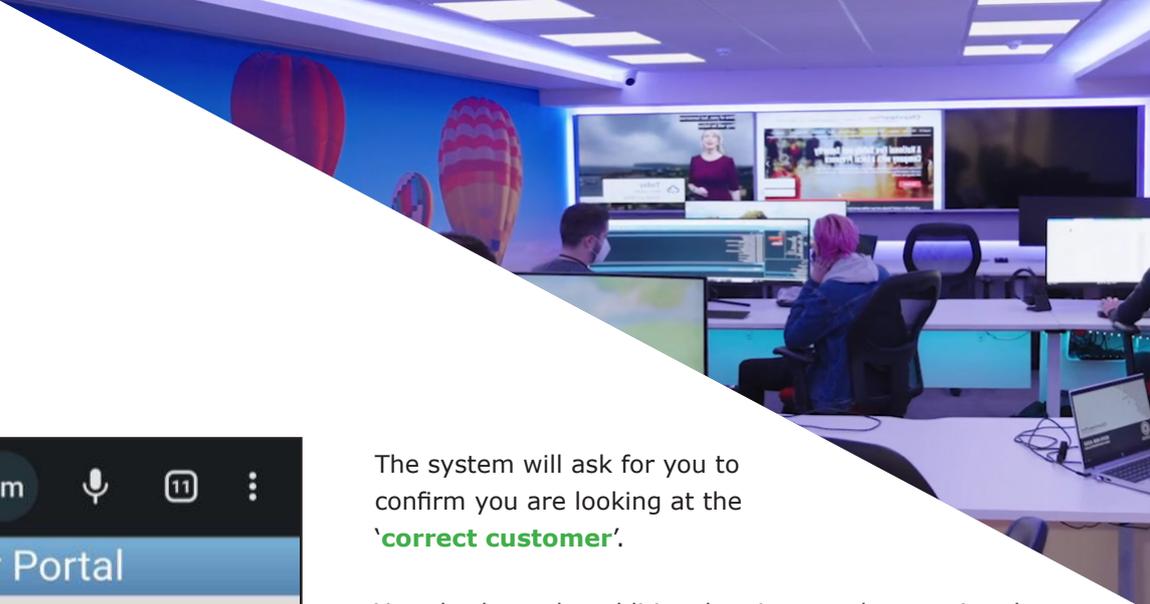
Search

ARC Commerical Training Account 2



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The system will ask for you to confirm you are looking at the **'correct customer'**.

You also have the additional option to select putting the system on test (out of service) for 60 minutes before entering the account.

**Important information:**

This function will allow you to place the whole system on test. This could include fire, intruder and personal attack related alarms, depending on what monitoring service we are providing to you.

***We therefore recommend that you DO NOT use this function.***

Ensure that the box on the 'Put out of service for 60 minutes' is unticked before selecting that this is the correct customer.



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# SITE HOME SCREEN OVERVIEW

## **The home screen can contain the following sections:**

### **In Service:**

This allows you to put your fire alarm 'Out of Service'

### **Postcode Link (blue postcode):**

This allows access to Google Maps with the postcode location selected.

### **Statuses:**

This will show if you have any outstanding alarms, this should be empty.

### **History:**

This provides access to the signalling history for your system. It will show the number of alarm signals that have come in since you opened the customer record or since we have been monitoring this system.

### **Contacts:**

This provides a list of contacts for this account, you can view but not edit. To edit your keyholders please contact the ARC.

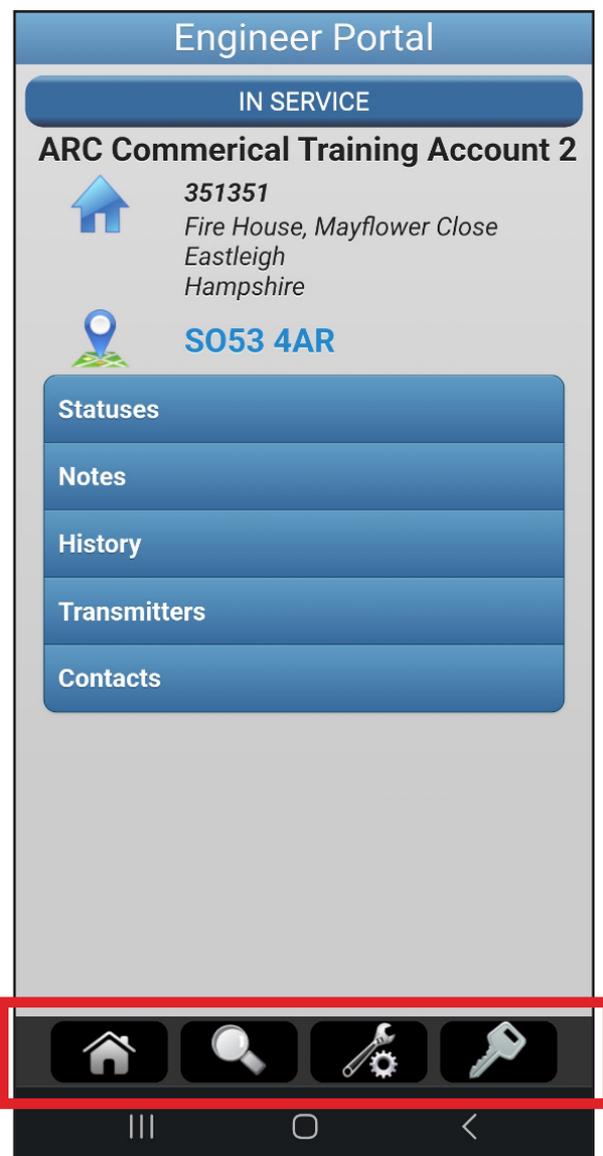
## **The Footer Menu**

Home button: This will refresh the page.

Spyglass button: This will take you back to the search page.

Spanner & gear button: This is the settings page (if major changes are required, the ARC must carry out these adjustments).

Key button: This is to log out.



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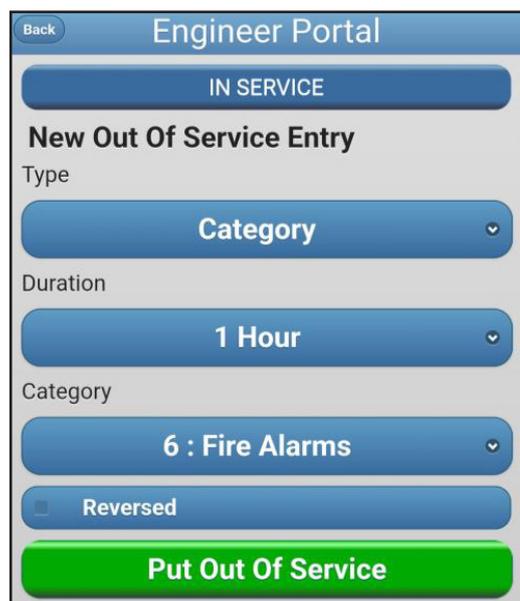
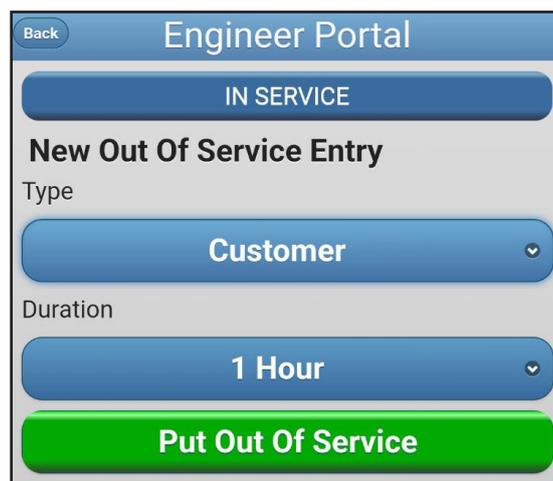
# PLACING FIRE ALARMS ON TEST

1. Login.
2. On the sites home page select the 'IN SERVICE' button. This will take you to this page.

### Important information:

The 'Type' shown as 'Customer', this will allow you to place the whole system on test. This could include fire, intruder and personal attack related alarms, depending on what monitoring service we are providing to you.

**We therefore recommend that you DO NOT use this function.**



3. Change 'Type' to category. Change duration to the desired test time (1 hour is default). Change "Category" to fire alarms. Press 'Put Out of Service' to start the test.

4. The system is now on test. The screen will change to the below confirming you are now on test.

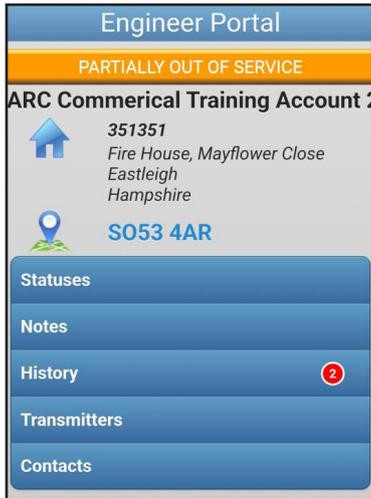


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## CHECKING SIGNALS AFTER TESTING THE FIRE ALARM



1. Login (if not already).

The homepage should look like the page on the right.

2. Click on 'History' to check what signals your system has sent through.

Most recent signals are at the top, the older signals are at the bottom, with the most recent signals at the top.

“Service Level Change (Temp Out)’ confirms that the system has been put on test.

### Reading Signals:

**Fire Alarm Signal** and then **Fire Alarm Restore** after.

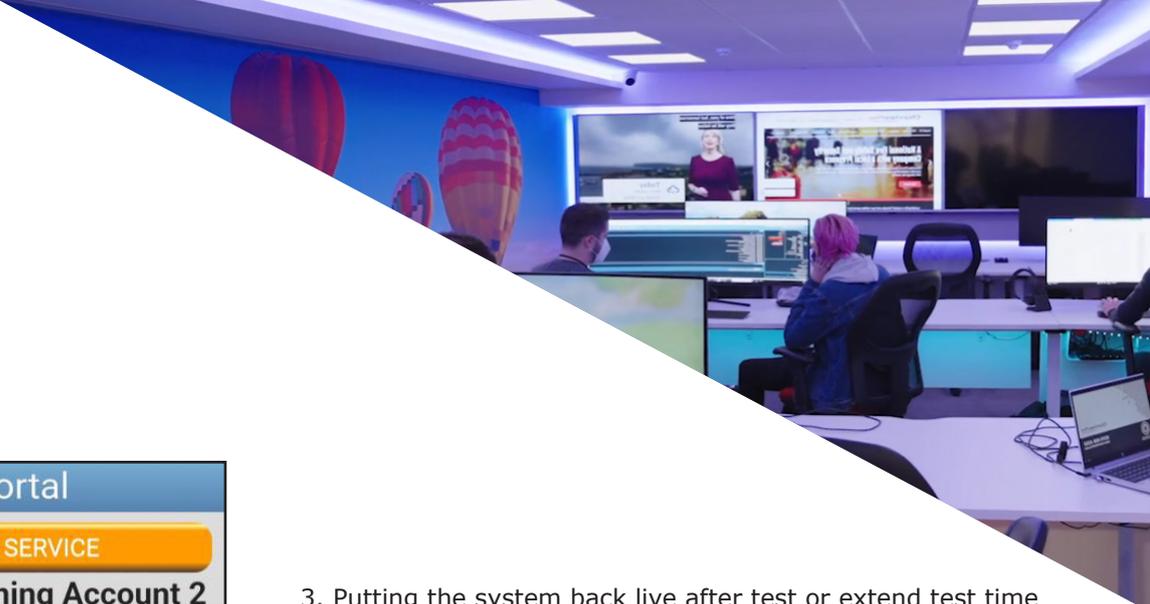
This is a successful fire test. The signal being first is the testing of the fire alarm and the restore is resetting the system.

If the restore is showing before the test, please contact the ARC immediately.



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**Engineer Portal**

**PARTIALLY OUT OF SERVICE**

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 **351351**  
*Fire House, Mayflower Close  
Eastleigh  
Hampshire*

 **S053 4AR**

3. Putting the system back live after test or extend test time

Select 'Partially Out of Service'

4. Select on Cat (6)

**Engineer Portal**

**Out Of Service Entries**

**Cat [6]**

**Engineer Portal**

**Cat [6]**

**From** 01/10/2023 16:34:58  
**To** 01/10/2023 17:34:58  
**Category** 6 : Fire Alarms  
**Reversed** False

**Back To Full Service**

**Extend Time**

5. If you are finished, select 'Back to Full Service' or you can extend the test by selecting 'Extend Time'.



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