

Instructions for the operation of ChubbmySite

ChubbmySite Helpdesk

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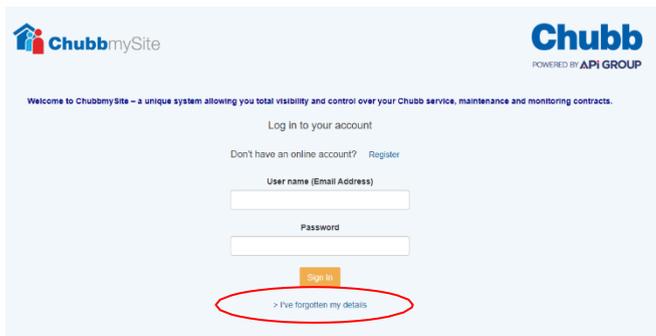
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NB: Some screens may appear differently than shown in the manual due to software updates

1. Sign in to ChubbmySite

Log on to the ChubbmySite System using the web address <http://mysite.chubb.co.uk>

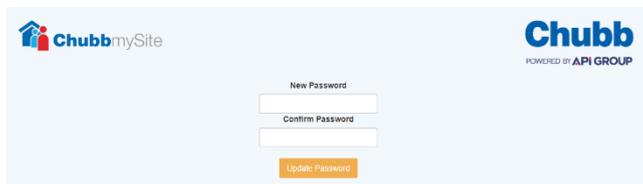
First time users need to 'Register'. Please follow the on screen instructions, an e-mail will be sent to you to confirm your new details.



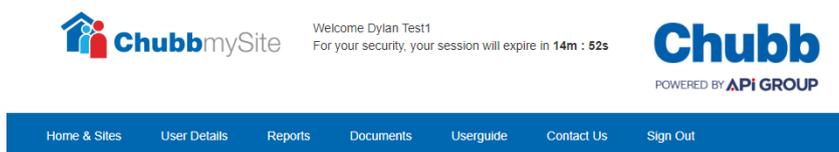
If you forget your login/password click on the link highlighted 'I've forgotten my details'.



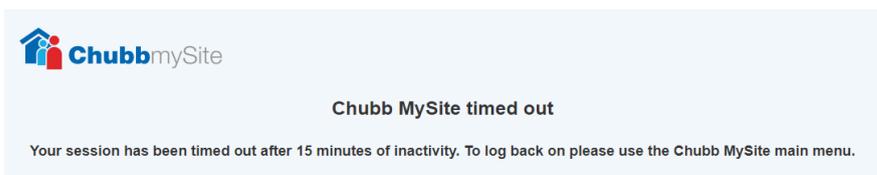
You will be prompted to input your email address and enter the code as shown below.



You will receive an email with a link to change your password.



If you leave your desk we would suggest you always 'Sign Out' of the software.



If you do not use the software for more than 15 minutes you will be automatically logged out for security reasons. Click the ChubbmySite logo to return to the main menu.

2. Desktop and pull down menus

The **'Toolbar'** allows access to various options.

Home & Sites



'Home and Sites' is your starting point.
This is your homepage and will list your available sites.

A search form with the heading "Search criteria (please fill in at least one box)". It contains several input fields: Account No., Contract No., Monitoring CS # / Mon Only (with a checkbox), Site / Premises name, Address, Post Code, Site Phone #, and Equipment (with a dropdown arrow). A yellow "Search" button is on the right.

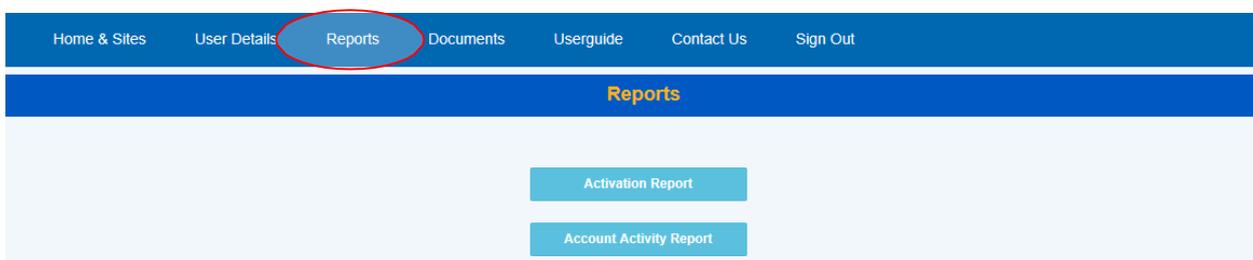
The search criterion allows the ability to find a specific contract or isolate contract details for a required account.

The right hand side of this screen allows you to scroll up or down by dragging the arrow.

Select To view the details of a contract scroll to the left hand side of the page press

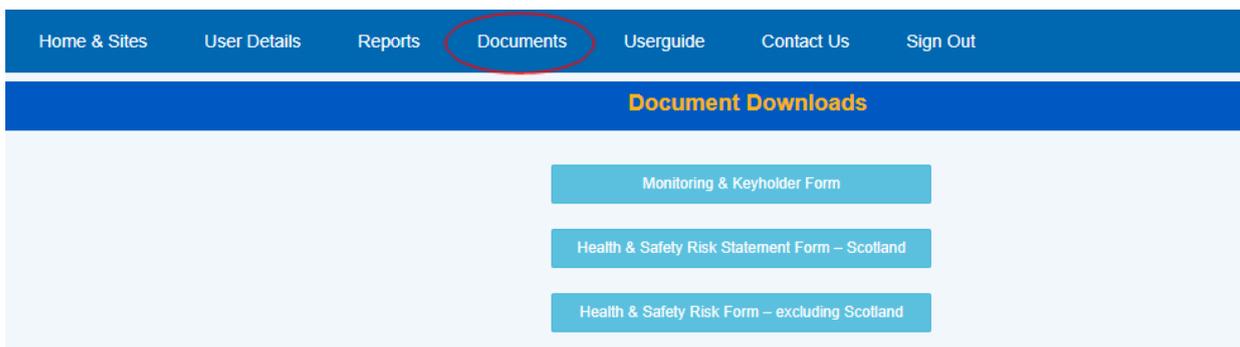
Reports

Allows you to run the activation Report relating to the selected contract (If applicable to contract type).



Documents

Access to frequently requested forms



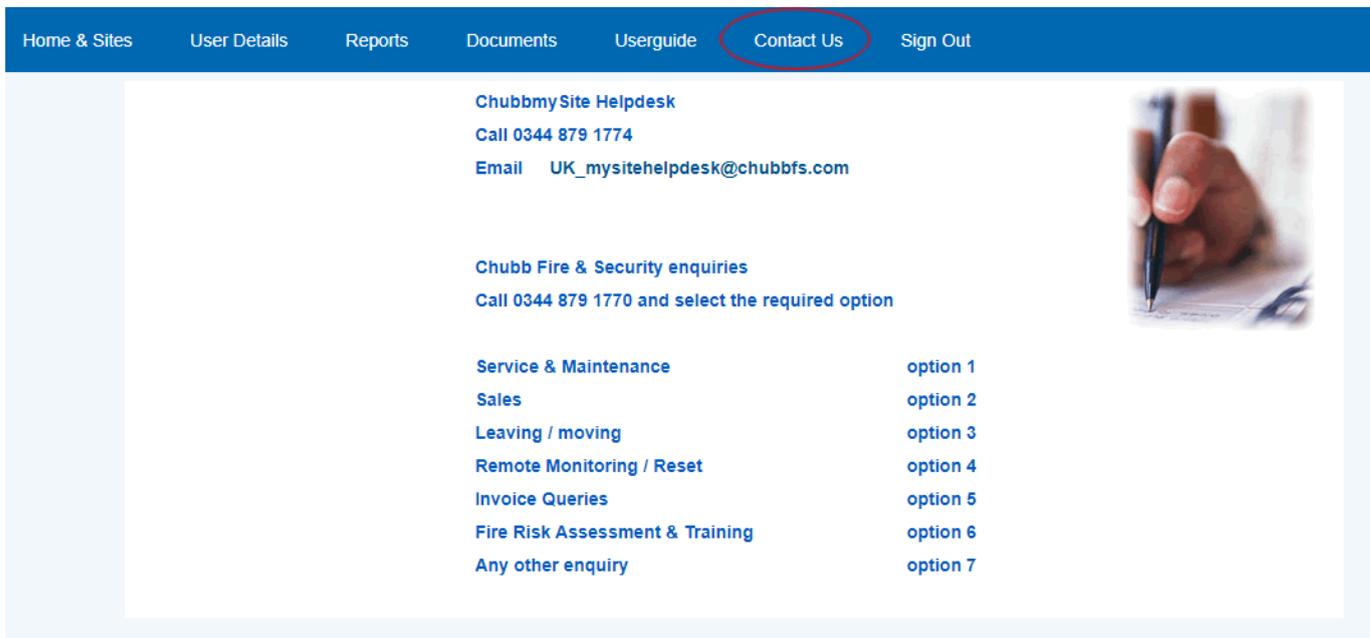
Home & Sites User Details Reports **Documents** Userguide Contact Us Sign Out

Document Downloads

- Monitoring & Keyholder Form
- Health & Safety Risk Statement Form – Scotland
- Health & Safety Risk Form – excluding Scotland

Contact Us

When selected a pop up screen will display Chubb Fire & Security contact details.



Home & Sites User Details Reports Documents Userguide **Contact Us** Sign Out

ChubbmySite Helpdesk
Call 0344 879 1774
Email UK_mysitehelpdesk@chubbfs.com

Chubb Fire & Security enquiries
Call 0344 879 1770 and select the required option

Service & Maintenance	option 1
Sales	option 2
Leaving / moving	option 3
Remote Monitoring / Reset	option 4
Invoice Queries	option 5
Fire Risk Assessment & Training	option 6
Any other enquiry	option 7



3. Site & Contract Details

Site Details



This displays the site address and associated Chubb managing branch details. The monitoring details will also be visible if applicable to the contract.

Contract Details



Contract details will display the account, site and contract details.

Annual Service Charge	Contract Type	Payment Frequency and Billing Month	Direct Debit Y/N	Equipment Code Description	Insp Letter Y/N	Inspections Per Year & Month/s Due	Signal Type Description
£647.73	Comprehensive	Annual - Nov	N	Intruder Alarm	N	2 - May - Nov	I/P

Depending on the type of contract, varying information will be shown.

Contract Type	Billing Frequency	System type	Inspections Per Year
<u>Gold 1 Plan</u>	Annual	Extinguishers	1 (May)
Revenue Stream	Total Units	Total Units Portable Extinguishers	Total Units Non Portable Extinguishers
PAID SERVICE	10	10	0

If the detail is underlined further information can be obtained by selecting the underlined comment.

History Details



Work Order No	Engineer No	Engineer Name	Service Type	On Site Date	On Site Time	Invoiced Net Amount	Fault Description
---------------	-------------	---------------	--------------	--------------	--------------	---------------------	-------------------

This contains the work history which has occurred on the contract, again the information shown will vary according to the contract type.

The details listed can be exported by selecting [Excel Export](#) [CSV Export](#)

If the 'Work Order No' is underlined it can be selected, this will open the work order form.

Details under 'Invoice No' can be selected and the relevant invoice document will open.

If there is no invoice number listed the work order did not create an invoice.

This usually relates to maintenance visits.

Invoicing Details



Home & Sites	User Details	Reports	Documents	Userguide	Contact Us	Sign Out	
Site Details	Contract Details	Service History	Invoicing	Keyholders	Event History	Panel Reset History	Zones & Responses

This contains the current and historic invoicing on the account.

To view all the functionalities in this section go to section 10 – Invoicing Details.

4. Changing Keyholder Details

Select the applicable contract from the 'Home & Sites' screen. There is a tick box which allows you to search for monitored sites only (see screen shot below).

Search criteria (please fill in at least one box)

Account No: Contract No: Monitoring CS # / Mon Only: Site / Premises name: Address: Post Code: Site Phone #: Equipment:

The panel below will appear, select 'Keyholders'.



A list of keyholder details will appear.

PLEASE NOTE – Changes made here on ChubbmySite updates the keyholder information held for your premises by our Alarm Receiving Centre. If you use a third party keyholding service for your premises, you will need to notify them separately of any changes you wish them to be aware of. Chubb does NOT pass these details on to third party keyholder organisations.

Include Inactive Contacts

Seq	First Name	Last Name	PIN / password	Phone No 1	Contact Type	State	Move

Press the associated 'Select' button on the right hand side of the page



Contact Type :	Keyholder	Last Name :	<input type="text"/>	<input type="button" value="Add Phone No"/>	<input type="button" value="Update"/>	<input type="button" value="Cancel"/>
First Name :	<input type="text"/>	End Date (dd/mm/yyyy) :	<input type="text"/>			
Start Date (dd/mm/yyyy) :	<input type="text"/>	State :	<input type="radio"/> Active <input type="radio"/> Inactive			
PIN / Password :	<input type="text"/>					

Please always use **CAPITAL/Upper** case letters when adding information.

To move the keyholder details up or down the list. Select the arrow on the Move column – You must click on 'Update' to proceed. The 'Seq' number will be updated automatically following a change.

State	Move	
Active		Edit
Active	▼	Edit
Active		Edit
Active	▲ ▼	Edit
Active	▲ ▼	Edit

Contact order changes saved.

Seq
1
2
3
4
5
6
7
8
9

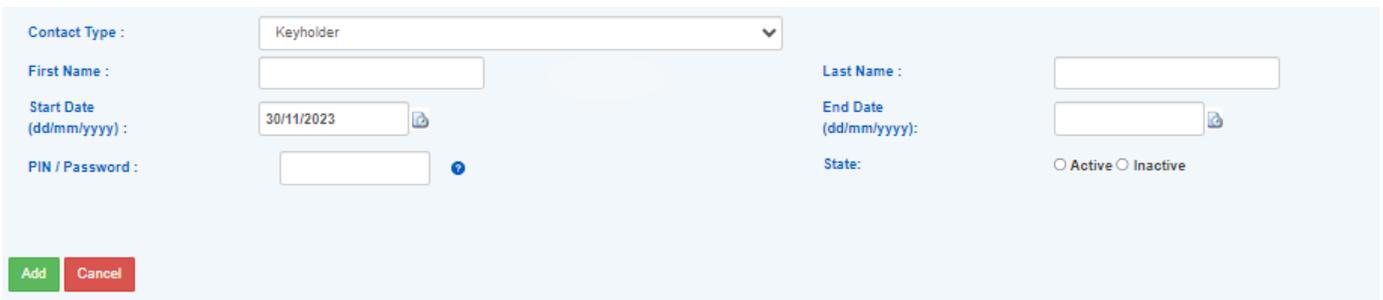
Adding Keyholders

Click on the 'New Contact' button to add a new keyholder.



The following box appears. Type in the name using **CAPITAL/Upper case** letters. Ensure you click on the 'Active' radio button

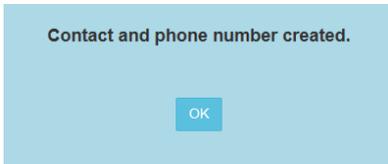
Select Add



The form contains the following fields and controls:

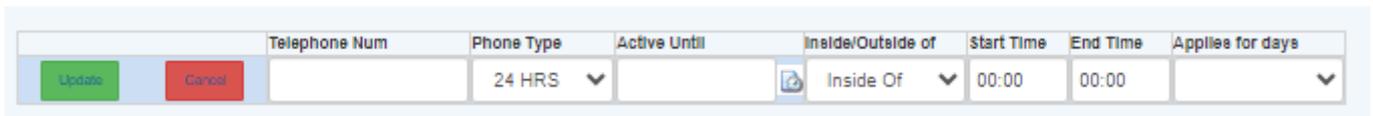
- Contact Type: Keyholder (dropdown)
- First Name: [text input]
- Last Name: [text input]
- Start Date (dd/mm/yyyy): 30/11/2023 (calendar icon)
- End Date (dd/mm/yyyy): [text input] (calendar icon)
- PIN / Password: [text input] (help icon)
- State: Active Inactive
- Buttons: Add (green), Cancel (red)

You will then be prompted to add your telephone number



Contact and phone number created.

OK



Telephone Num	Phone Type	Active Until	Inside/Outside of	Start Time	End Time	Applies for days
[text input]	24 HRS	[text input]	Inside Of	00:00	00:00	[dropdown]

Buttons: Update (green), Cancel (red)

The '**Active Until**' field is optional and can be left blank.

'**Inside/Outside of**' can also be left blank (unless you need to restrict the times we call a keyholder, if this is the case enter the 'Start Time' and 'End Time').

Once 'Update' is clicked, your keyholder will be added. The keyholder details can then be edited .

Adding a Password

The customers Password/PIN is a maximum of 10 characters. Preferably Letters, to differentiate from engineer codes which we set up as numbers. We do not allow duplicate passwords to be entered into the system. For ease of use, we recommend a global shared site password which can be changed when staff leave rather than every keyholder having a separate password.

The following screenshot is an example of adding the site password from scratch. Select the contact as previously shown.



Contact Type : Keyholder

First Name :

Start Date (dd/mm/yyyy) : 10/01/2013

PIN / Password :

Last Name :

End Date (dd/mm/yyyy):

State: Active Inactive

Once input select



Another keyholder must be added as per the National Police Chiefs' Council (NPCC) policy. This states all monitored systems need a minimum of **two** keyholders who must be contactable and within 20 minutes attendance of the premises.

We do not leave messages on answer phones as a company policy, please refer to our Operational and Administrative Procedure booklet for more information.

Deleting keyholders

Contacts cannot be deleted from the system, they are set as 'Inactive'. This is useful if you have a site that uses temporary contacts, once the information is input the contact can be moved from the active to inactive list as required. By clicking on the radio button and changing the 'Active' state to 'Inactive', the keyholder will be taken from the live callout list.



Contact Type : Keyholder

First Name :

Start Date (dd/mm/yyyy) : 17/01/2017

PIN / Password :

Last Name :

End Date (dd/mm/yyyy): 23/05/2017

State: Active Inactive

Once completed select



We prefer that keyholder lists are straightforward and easy to amend to prevent errors.

We appreciate certain sites have special callout instructions, i.e. 'call Fred for Fire alarms only', or 'always call the security office then Area Manager'. If procedural instructions or special call out lists exist it is very difficult for you to update your own keyholders, so we suggest any changes for these sites are done by our Administration Department.

5. User Information

The User Details tab, displays address, contact details & password details. You can also change your password on this screen

User Details Maintain Users

Update User Details

User Name

Old Password

New Password

Confirm New Password

First Name

Last Name

Address 1

Address 2

City

Post Code

Country

Email Address

Phone Number

Mobile Number

Memorable Question 1

Memorable Answer 1

Memorable Question 2

Memorable Answer 2

Memorable Question 3

Memorable Answer 3

Monitoring ARC

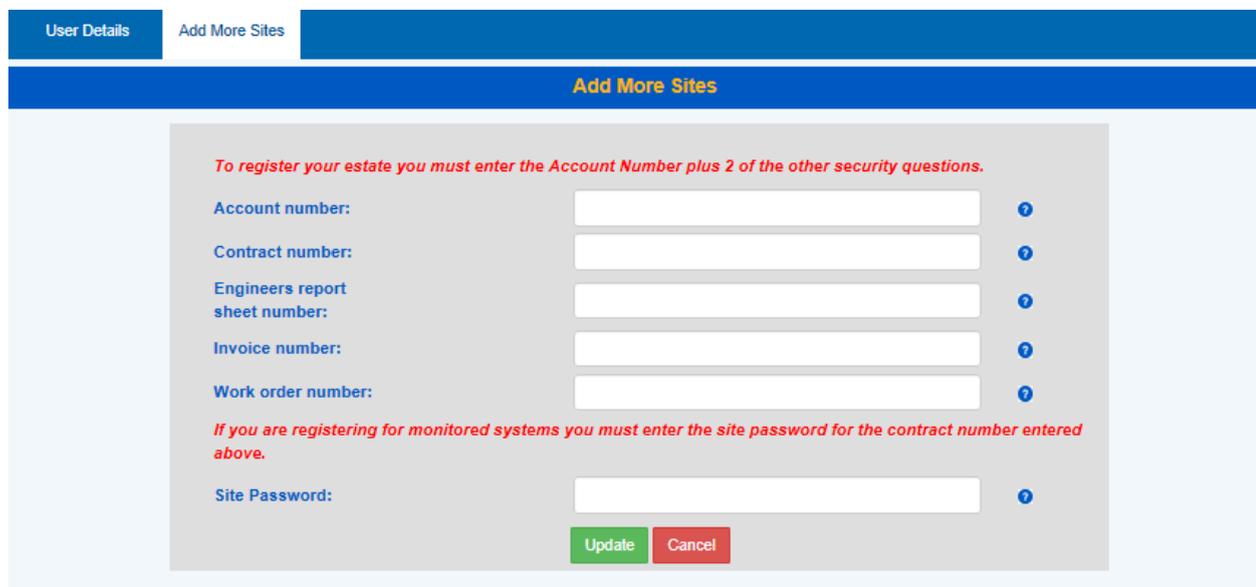
Occasionally Chubb Fire & Security updates its customers on new products, services and offers. Tick here if you do not wish to receive this information.

6. Add more sites (for existing ChubbmySite users, use this option to add your fire contracts)

The 'Add more Sites' section allows the addition of more accounts on to the ChubbmySite page.

Initially your login will be connected to one site and one system type, if you wish to add additional sites or system types you can do so here.

For existing Security ChubbmySite users this is where you can add your fire contract information.



The screenshot shows the 'Add More Sites' form. At the top, there are two tabs: 'User Details' and 'Add More Sites'. Below the tabs is a blue header with the text 'Add More Sites'. The form itself is a light gray box with the following fields and instructions:

- Account number:** [Text input field] ⓘ
- Contract number:** [Text input field] ⓘ
- Engineers report sheet number:** [Text input field] ⓘ
- Invoice number:** [Text input field] ⓘ
- Work order number:** [Text input field] ⓘ
- Site Password:** [Text input field] ⓘ

Instructions in red text:

- To register your estate you must enter the Account Number plus 2 of the other security questions.*
- If you are registering for monitored systems you must enter the site password for the contract number entered above.*

At the bottom of the form are two buttons: 'Update' (green) and 'Cancel' (red).

Complete the details and select Update.

7. View Event History – Monitored Systems

Select a contract and select 'Event History' tab. The Event History Report search box is used to produce reports that can be viewed in a number of formats; PDF, excel or word.

Date/Time	Description	Additional Info	Comment
27/04/2017 11:17 AM	RESTORE		equipment type: Fire Alarm
27/04/2017 11:17 AM	FIRE ALARM		equipment type: Fire Alarm
27/04/2017 11:16 AM	RESTORE		equipment type: Fire Alarm
27/04/2017 11:15 AM	FIRE ALARM		equipment type: Fire Alarm
27/04/2017 10:25 AM	RESTORE		equipment type: Fire Alarm
27/04/2017 10:20 AM	FIRE ALARM		equipment type: Fire Alarm
27/04/2017 10:19 AM	PLACED ON TEST		Cat: C1 Expires: 27/04/2017 14:19:00 Zones: 901, 921
27/04/2017 10:17 AM	PLACED ON TEST		Cat: C1 Expires: 27/04/2017 11:17:00 Zones: 901, 921
27/04/2017 09:01 AM	LOG ONLY OPEN		
26/04/2017 10:06 PM	LOG ONLY CLOSE		

Event History Report

Event Date From: dd/mm/yy hh:mm

Event Date To: dd/mm/yy hh:mm

Event Code:

Example of an Event History Report.

Event Date	Event	Descr	Zone	Employee	Comment	Test Seq	Additional Info
03/07/2015 08:09:53	2000C	RESTORE CONFIRMED INT ZONE	7		equipment type: Confirmed intruder		
03/07/2015 08:09:53	34	LOG ONLY OPEN	4		equipment type: Open / Close, comment:		
03/07/2015 08:09:52	1399	ABORT	3		equipment type: Intruder, comment:		
03/07/2015 08:02:36	KHI	KEYHOLDER INFORMED		3023	MADE AWARE		
03/07/2015 08:02:16	C	CALL ANSWERED		3023			SIMON COX
03/07/2015 08:01:34	AS	AUTODIAL STARTED		3023			SIMON COX
03/07/2015 08:01:32	MO	MOBILE SWITCHED OFF		3023			PAUL MCAULAY
03/07/2015 08:01:27	AS	AUTODIAL STARTED		3023			PAUL MCAULAY
03/07/2015 08:01:25	GDPS	Dispatch Page Selection		3023	Global 380 - PF.CO (PR.CO) CONF INT		
03/07/2015 08:01:25	AA	ALARM ACCESSED		3023			
03/07/2015 08:01:18	GDPS	Dispatch Page Selection		3023	Global 380 - PF.CO (PR.CO) CONF INT		
03/07/2015 08:01:18	AA	ALARM ACCESSED		3023			
03/07/2015 08:01:15	DP	POLICE INFORMED		3023			Ref# 68
03/07/2015 08:00:58	C	CALL ANSWERED		3023			SUFFOLK POLICE
03/07/2015 08:00:28	AS	AUTODIAL STARTED		3023			SUFFOLK POLICE
03/07/2015 08:00:18	GDPS	Dispatch Page Selection		3023	Global 380 - PF.CO (PR.CO) CONF INT		
03/07/2015 08:00:18	AA	ALARM ACCESSED		3023			
03/07/2015 07:58:50	ASOAC	Alarm Superseded OA Cancelled		100			
03/07/2015 07:58:44	1380	INTRUDER (SEQUENTIAL) AA	7		equipment type: Confirmed intruder		Confirmation

Select the report format.



You can then alter or e-mail the file as a normal file.

Select 'Reselect' to go back and change dates

8. Reset History – Monitored Systems

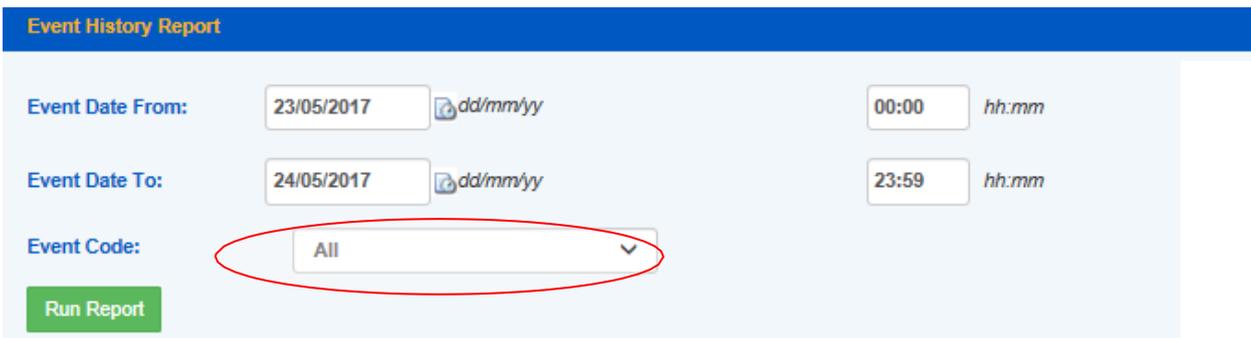
Select the 'Panel Reset History' tab.

If this screen is blank when you access it, then a Remote Reset has not been given.

	Site Details	Contract Details	Service History	Invoicing	Keyholders	Event History	Panel Reset History	Zones & Responses				Total	
	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Total
Brigaded Alarms	-	-	-	-	-	-	-	-	-	-	-	-	0
Policed Alarms	-	-	-	01	-	-	-	-	-	-	-	-	1
Non-Policed Alarms	01	03	-	-	-	-	-	-	-	-	-	-	4

This screen does not facilitate a search box to run reports. However you can run an 'Event History' report then choose 'Remote Reset' in the drop down 'Event code' field.

Example:



Event History Report

Event Date From: 23/05/2017 *dd/mm/yy* 00:00 *hh:mm*

Event Date To: 24/05/2017 *dd/mm/yy* 23:59 *hh:mm*

Event Code: All

Run Report

9. Zones and Responses – Monitored Systems

The 'Zones & Responses' page displays the list of zones that the site is set up for, along with full response descriptions. In the event of an alarm the 'Dispatch' column describes exactly what is presented to an operator.

In the following example, Zone/channel 7 is a confirmed intruder alarm with an action of Police/Keyholder, the lines below show the actions 'CONF' for a confirmed alarm, followed by LD and NR keyholder actions.

If there is a Police URN (Unique Reference Number) it will be displayed in the 'URN' column.

The 'Event Code' initiates the action that is shown in the 'Dispatch' column, this will define the action the Alarm Receiving Centre will take.

The 'Level' column shows if the site receives police response 'On Response' or 'Off Response.' (Police Response Withdrawn.)

Site Details Contract Details Service History Invoicing Keyholders Event History Panel Reset History Zones & Responses							
Police Force				Fire Brigade			
WEST YORKSHIRE POLICE				FB WEST YORKSHIRE FIRE			
Service Type	Zone	URN	Effective	Level	Event Code	Dispatch	
Communications Failures	E353				GPRLOG		
Communications Failures	E356				522DP	Keyholder	
Communications Failures	R353				2000DG		
Communications Failures	R356				2000DR		
Fire	901	ASA23	13/06/2009		123CF	Fire,Keyholder	
Fire	921	ASA23	13/06/2009		122FP	Site,Keyholder	
Intruder	903	34040	20/12/2016	Off Response	1322	Site,Keyholder	
Intruder	CONF	34040	20/12/2016	Off Response	390NP	Keyholder	
No Response	E351	34040	20/12/2016	Off Response	IPLOG		
No Response	R351	34040	20/12/2016	Off Response	2000IP		

10. Invoicing Details

To access the invoicing details refer to Section 3. Site & Contract Details, Invoicing Details.

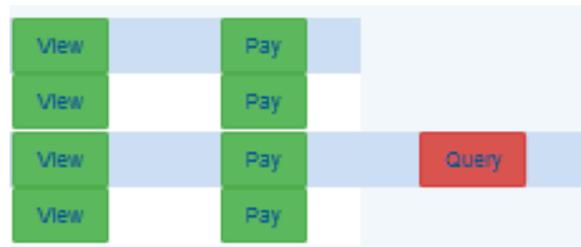


Select 'Open Only' invoices, or to view all invoices which have been generated on the account select 'All Invoices'.

When the invoice details are listed you will be presented with additional options to the right hand side of the data.

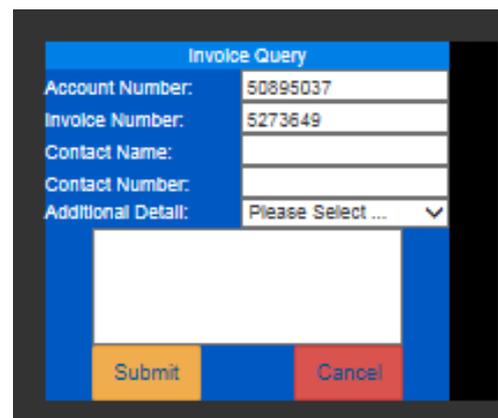
View – This allows the document to be viewed, with the option of saving, printing or emailing the document.

Pay – This allows the invoice to be paid, when selected you will be redirected to the online payment service.



Query – This allows an document to be queried. If there is no option to 'Query' the invoice is already being or has been queried. If the function to query the invoice is still required then it is recommended that a call should be made to the Credit Control Department to resolve (the telephone number can be found under 'contact us' on this screen).

Complete the pop up box and submit, the query will then be directed to the relevant Chubb department to resolve.



Below the invoice details you are presented with the following functions:



Excel Export – This will export the list shown into Excel

Deposit Payment – This will redirect to the online payment solution

Pay all Due – This allows you to pay multiple invoices that are due in one transaction via the online payment solution.

Print Statement – This generates a statement of your account and allows printing of the document.

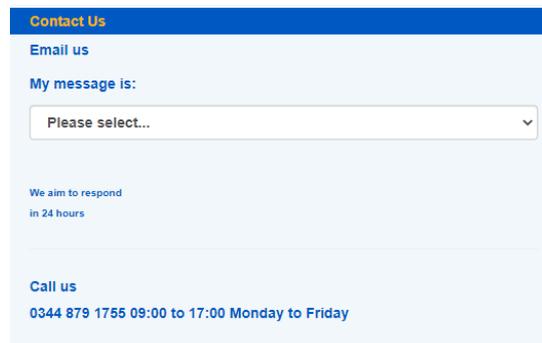
My Account Details

The account Name and account number will be listed in this section.



Contact Us

By selecting an option from the drop down box a pop up box will appear which once completed and submitted will be emailed to the relevant Chubb department to review and respond accordingly.



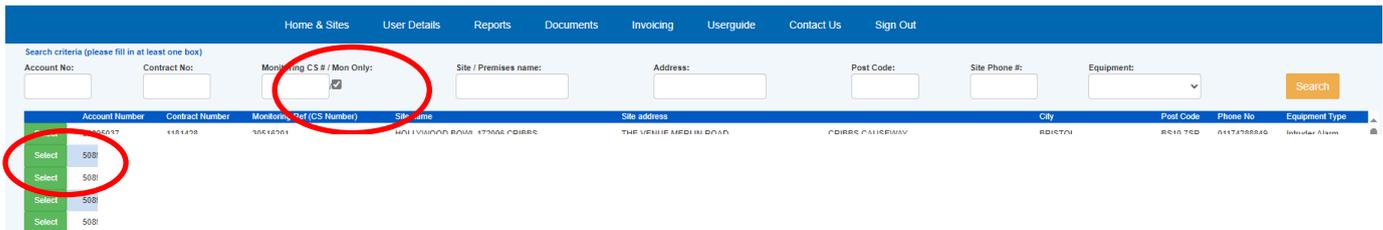
Payment Options

This details our Faster Payment method

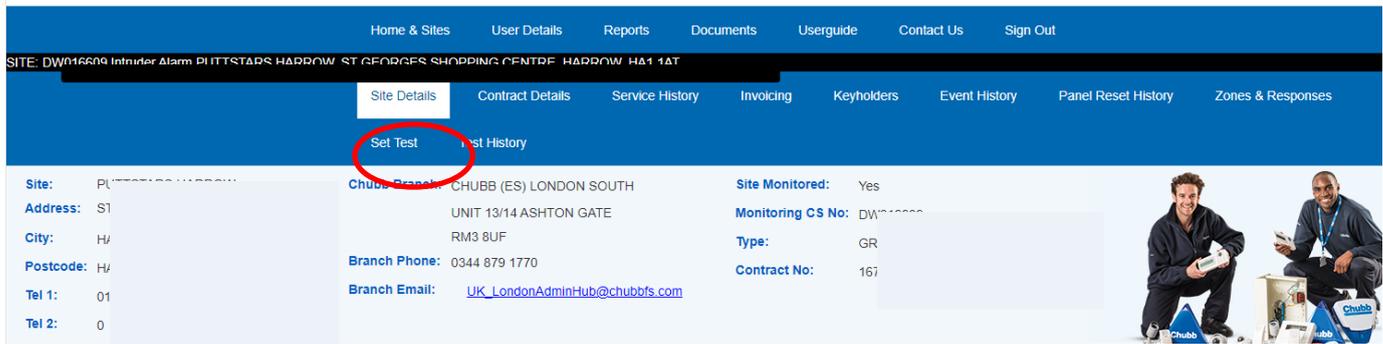
To sign up for Debit Debit select  at the top of the page. This will guide you through the process.

11. Put System on Test

Select the system you would like to put on test from Home & Sites, you can search for only monitored sites by ticking the Mon Only selection box.



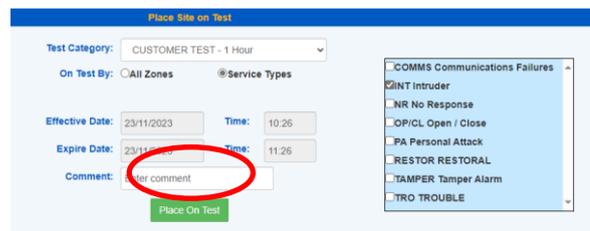
On the following screen you will be shown the site details, select 'Set Test'



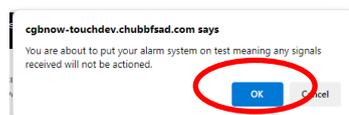
The 'Place Site on Test window' will open
You can select on 1 or 12 hour test



You can then select to test All Zones
Or by specific Service Type, the list will be Specific to your system
You can also enter a comment
Select 'Place On Test'



Acknowledge that you understand no signals will be actioned whilst the system is on test



You will be taken to the 'Event History' tab where you will see the test you have just actioned.

Site Details Contract Details Service History Invoicing Keyholders Event History Panel Reset History Zones & Responses			
Set Test Test History			
Date/Time	Description	Additional Info	Comment
23/11/2023 10:30 AM	PLACED ON TEST		Cat: C1 Enter comment Expires: 23/11/2023 11:30:00 Service Types: INT

You can also view this in the 'Test History' tab.

Site Details Contract Details Service History Invoicing Keyholders Event History Panel Reset History Zones & Responses								
Set Test Test History								
Date/Time From	Date/Time To	Test Category	Type	Cleared	Comments	Serv Type List	Zone List	On Test By
23/11/2023 10:30 AM	23/11/2023 11:30 AM	CUSTOMER TEST - 1 Hour	Service Types	No	Enter comment	INT		Fionnuala Horrocks

If you need to cancel the test, return to the 'Set Test' tab and select 'Clear Test'.

Take Site off Test

Test Category:

On Test By: All Zones Service Types

Effective Date: Time:

Expire Date: Time:

Service Types:

Comment:

Clear Test

You will be taken to the 'Event History' tab where you will see the cancellation

Site Details Contract Details Service History Invoicing Keyholders Event History Panel Reset History Zones & Responses			
Set Test Test History			
Date/Time	Description	Additional Info	Comment
23/11/2023 10:33 AM	CLEAR TEST	Cat: C1	
23/11/2023 10:30 AM	PLACED ON TEST		Cat: C1 Enter comment Expires: 23/11/2023 11:30:00 Service Types: INT