

This Help Documentation are for the users who want to use Compliance Integrated Australia Client Portal.

Introduction

The **Compliance Integrated Australia (CIA) Client Portal** is a ServiceM8 add-on designed to give clients an easy and transparent way to view all relevant compliance and job information in one place. The portal can be accessed securely through our website and provides dashboards, property information, job statuses, and invoices.

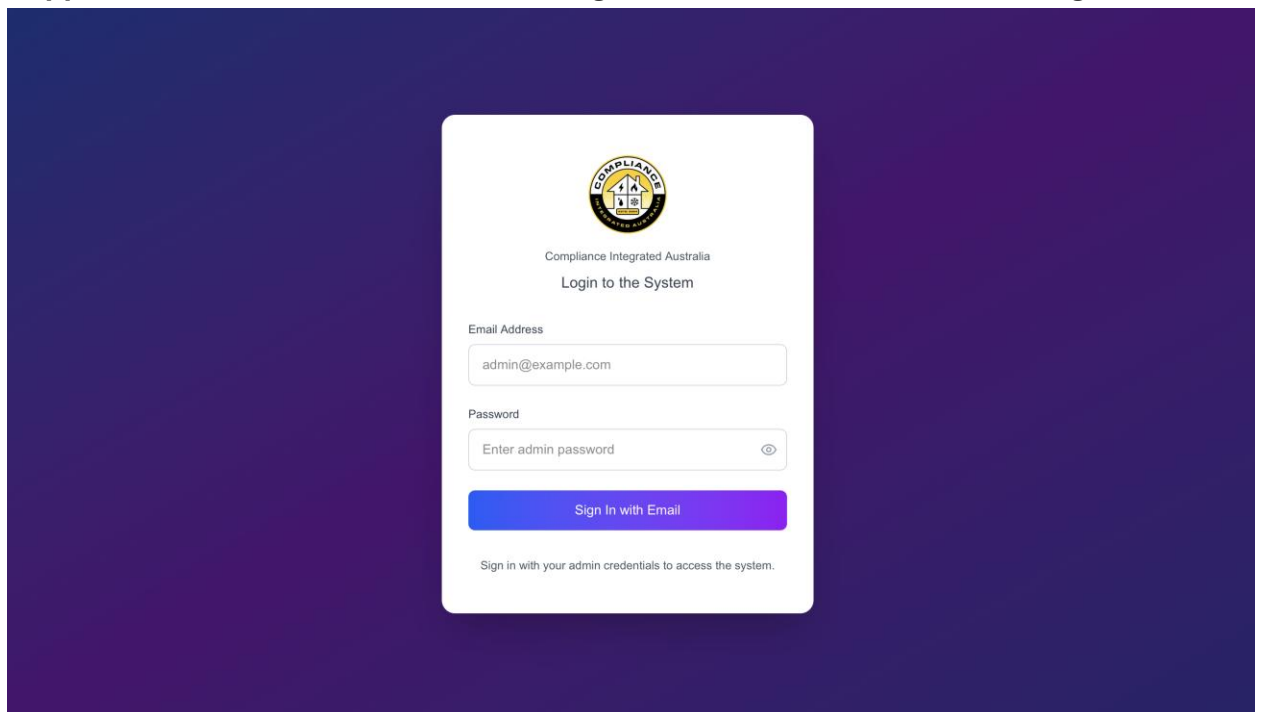
This documentation explains how to access and use the client portal effectively.

Accessing the Client Portal

1. Go to our website: www.complianceintegratedaustralia.com.au
2. Click on **Client Portal Login**.
3. Enter your login credentials (provided by Compliance Integrated Australia).
4. Once logged in, you will be directed to the **Dashboard Overview**.

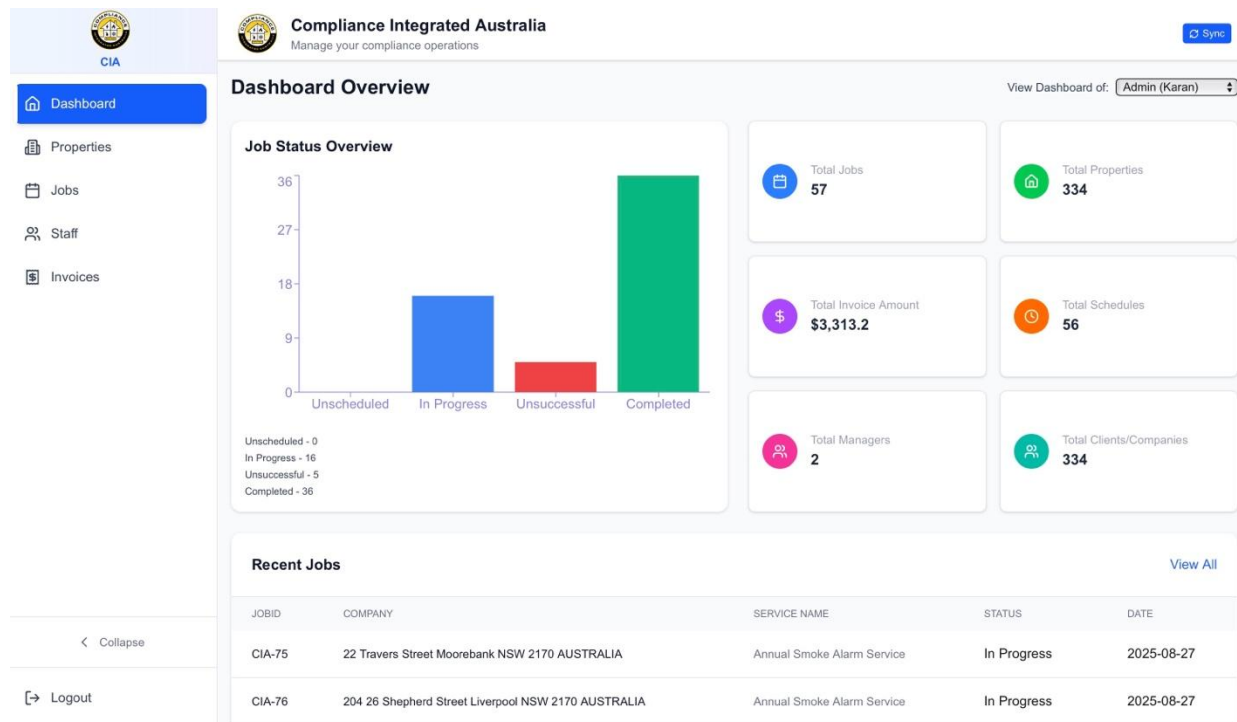
Getting Started (Onboarding)

- **Credentials:** Clients will receive login credentials from CIA's support team.
- **Supported Browsers:** Best viewed on Google Chrome, Safari, or Microsoft Edge.



The screenshot shows a login page for the Compliance Integrated Australia Client Portal. The page has a dark blue background. In the center, there is a white rectangular box containing the login form. At the top of the box is the CIA logo, which is a circular emblem with a house and the words 'COMPLIANCE INTEGRATED AUSTRALIA'. Below the logo, the text 'Compliance Integrated Australia' and 'Login to the System' are displayed. The form includes two input fields: 'Email Address' with the placeholder 'admin@example.com' and 'Password' with the placeholder 'Enter admin password'. A blue button labeled 'Sign In with Email' is positioned below the password field. At the bottom of the white box, a small note reads: 'Sign in with your admin credentials to access the system.'

Screenshot Example:



Dashboard Overview

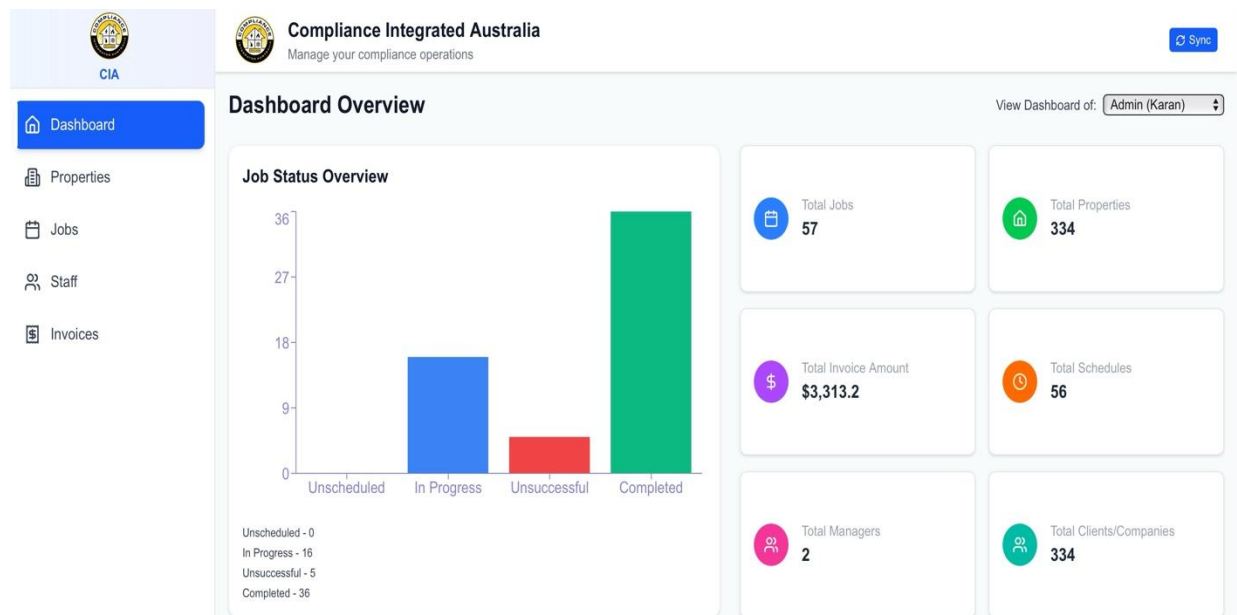
This page provides a high-level overview of all job and compliance activities.

Dashboard Features

The **Dashboard** is your starting point. It provides:

- **Job Status Overview** – See jobs categorized as *Unscheduled*, *In Progress*, *Unsuccessful*, or *Completed*.
- **Total Jobs** – The number of jobs linked to your account.
- **Total Invoice Amount** – Combined value of invoices.
- **Recent Jobs** – A list of the most recent jobs created or completed.

Screenshot Example:



Dashboard Overview Graph

Dashboard Overview Graph

The visual bar graph helps clients quickly identify the progress of jobs across categories.

Managing Properties

The **Properties** tab lists all properties linked to your account. - Each property displays: - Company name - Address - Status (Active/Inactive) - You can click **Open Site** to view full property details.

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Screenshot Example:

Compliance Integrated Australia
Manage your compliance operations

Properties 334 of 1067 properties

Search Properties Status
Search by address Active

Showing 334 of 1067 properties

Sr No	Company	Address	Status	Action
1	120A Macksville Street Carnes Hill	120A Macksville Street Carnes Hill NSW 2171 AUSTRALIA	Active Updated: 25/8/2025	Open Site
2	39 Casula Road CASULA	39 Casula Road CASULA NSW 2170	Active Updated: 25/8/2025	Open Site
3	33 Casula Road CASULA	33 Casula Road CASULA NSW 2170	Active Updated: 25/8/2025	Open Site
4	10 1-3 Myall Road Casula	10 1-3 Myall Road Casula NSW	Active Updated: 25/8/2025	Open Site

< Collapse

Logout

Properties Page

Properties Page

This section ensures clients can easily track which properties are active and updated in real-time.

Viewing Jobs


The **Jobs** tab allows clients to track specific compliance tasks. - Each job includes: - **Job ID** - **Company/Address** - **Service Name** (e.g., Annual Smoke Alarm Service) - **Status** (In Progress, Completed, Not Completed) - **Completion Date** - Clients can click **View Details** for a full job description.

Each job includes:

- **Job ID**
- **Company/Address**
- **Service Name** (e.g., Annual Smoke Alarm Service)
- **Status** (In Progress, Completed, Not Completed)
- **Completion Date**

Clients can click **View Details** for a full job description.

Screenshot Example:


CIA

Dashboard

Properties


Jobs

Staff

Invoices

< Collapse

Logout

**Compliance Integrated Australia**
Manage your compliance operations

Sync

Jobs

16 active jobs

Status

In Progress

Job ID

Search by Job ID...

Address

Search by address...

Completion Date

31/08/2025

JOB ID	COMPANY/ADDRESS	SERVICE NAME	STATUS	COMPLETION DATE	ACTIONS
CIA-39	23 Stonequarry Way Carnes Hill NSW 2171 AUSTRALIA	Annual Smoke Alarm	In Progress	Not completed	View Details
CIA-59	G04 26 Shepherd Street Liverpool NSW 2170 AUSTRALIA	Annual Smoke Alarm Service	In Progress	Not completed	View Details
CIA-62	54 Reilly Street Liverpool NSW 2170	Annual Smoke Alarm Service	In Progress	Not completed	View Details
CIA-64	14 Cedar Road PRESTONS NSW 2170	Annual Smoke Alarm Service	In Progress	Not completed	View Details
CIA-65	28A Rawson Road Fairfield West NSW 2165 AUSTRALIA	Annual Smoke Alarm Service	In Progress	Not completed	View Details
CIA-66	3A Gilmore Road Casula NSW 2170 AUSTRALIA	Annual Smoke Alarm, Push Button SS, Water Efficiency	In Progress	Not completed	View Details
CIA-67	28 Michelago Circuit PRESTONS NSW 2170	Annual Smoke Alarm Service	In Progress	Not completed	View Details
CIA-68	24 Grenada Road Glenfield NSW 2167	Annual Smoke Alarm Service	In Progress	Not completed	View Details

Jobs Page

Jobs Page

This section helps ensure clients stay updated on scheduled and ongoing services.

Managing Invoices & Support

Invoices

The **Invoices** tab enables clients to: - Track invoices awaiting approval - View paid invoices - Identify unknown status invoices - See **invoice statistics** including total counts and amounts

This section ensures financial transparency and easy payment tracking.

The **Invoices** tab enables clients to:

- Track invoices awaiting approval
- View paid invoices

- Identify unknown status invoices
- See **invoice statistics** including total counts and amounts

Screenshot Example:

Invoices
Manage and track job invoices and payments

Filters Clear Filters

Search Invoice Status
Search by job ID, company, or description... Awaiting approval

Invoice Statistics

29 Awaiting approval \$838.20	0 Paid \$0.00	0 Unknown \$0.00
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Showing 29 of 57 invoices Filters active: Status: Awaiting approval

Job ID: CIA-36 **Annual Smoke Alarm, Push Button Safety Switch, Water Efficiency** See Complete Job

Staff: Not assigned

Job Description:
Annual Smoke Alarm, Push Button Safety Switch, Water Efficiency

Company: [redacted] **Address:** [redacted]

Invoices Page

Invoices Page

Benefits

- **Transparency:** Full visibility into compliance work.
- **Efficiency:** All information in one place.
- **Real-Time Updates:** Automatic syncing ensures accuracy.
- **Compliance Confidence:** Track jobs, properties, and invoices in real-time.

FAQs

Q1: What if I forgot my password?

A: Use the “Forgot Password” option on the login page to reset your credentials.

Q2: Can multiple users from my company log in?

A: Yes, additional users can be granted access upon request.

Q3: How often is the data updated?

A: The portal syncs in real-time with our systems.

Q4: What should I do if a job is marked as unsuccessful?

A: Contact our support team for follow-up and rescheduling.

Glossary of Terms

- **Unsuccessful:** A job attempted but not completed successfully.
- **Awaiting Approval:** An invoice that requires confirmation before payment.
- **Job ID:** Unique identifier for each compliance job.
- **Compliance Schedule:** Planned timetable for property compliance checks.

Troubleshooting

- **Login Issues:** Ensure correct credentials are entered; reset if needed.
- **Invoice not loading:** Refresh the page or clear browser cache.
- **Job data incorrect:** Contact support with the Job ID for assistance.

Security & Data Protection

- All client data is encrypted and stored securely.
- Portal access requires authenticated login.
- Data is synced automatically to ensure accuracy and compliance integrity.

Support & Escalation

For assistance:

- Email: admin@complianceintegratedaustralia.com.au
- Phone: **1800 958 025**
- Escalation: Urgent compliance issues can be prioritized by contacting your assigned compliance manager.

Conclusion

The **Compliance Integrated Australia Client Portal** is designed to simplify compliance management for clients by offering a clear, accessible, and real-time view of jobs, properties, and invoices. This structured documentation provides ServiceM8 reviewers and clients with a comprehensive step-by-step guide.