

FIRELOG365

Fire Safety Logbook & Inspection Records

User Guide & Training Manual

Everything a fire and security company's office and engineers need to record every device, every test and every visit — and give the customer a logbook they can show a fire officer from the panel.

Version 1.0

Engineer M8 · em8portal.com

FireLog365 at a glance

FireLog365 is the fire equipment logbook inside the EM8 Portal and the EM8 HQ app. Every device on a site — detectors, call points, extinguishers, emergency lights, fire doors — has a record and an NFC tag. Every visit is a record of which devices were tested and what was found. Every completed visit produces a Site Visit Report, and a QR sticker on the fire panel gives the customer a public logbook that anyone can read without a login.

Every part, in one table

Where	What it does
Dashboard (portal)	Every FireLog site with its device count, visits, overdue devices and whether the last visit found failures. Filter to sites with failures, advisories or no inspections. Add a site.
Site record (portal)	Basic details, the fire system details (category, panel, protocol, loops, zones, monitoring), the device list, the site visit history with each report PDF, the site QR code, and settings — maintenance interval and weekly tests.
Devices	One record per device: type, location, manufacturer, model, serial, panel address, loop and zone, install date and next service due. Added from the app as the engineer tags them, or from the portal.
Site visits (app)	The engineer starts a visit, taps each device's tag, records Pass, Fail, Advisory or Not tested with notes and photos, and completes. The report is generated on completion.
Weekly tests (app)	The weekly call-point test, recorded against the site in seconds, with the call point used and the result.
Site Visit Report	A PDF per completed visit: the site, the engineer, a summary of pass, fail, advisory and not tested, and every device with its result and notes.
Public logbook	The page the site QR opens: company, site, last inspection and result, next service due, the equipment summary and the last ten visits. No login.
QR Codes (Engineer M8)	Batches of pre-printed QR stickers, generated unassigned and assigned to a site when they are stuck on.

What FireLog365 also gives you

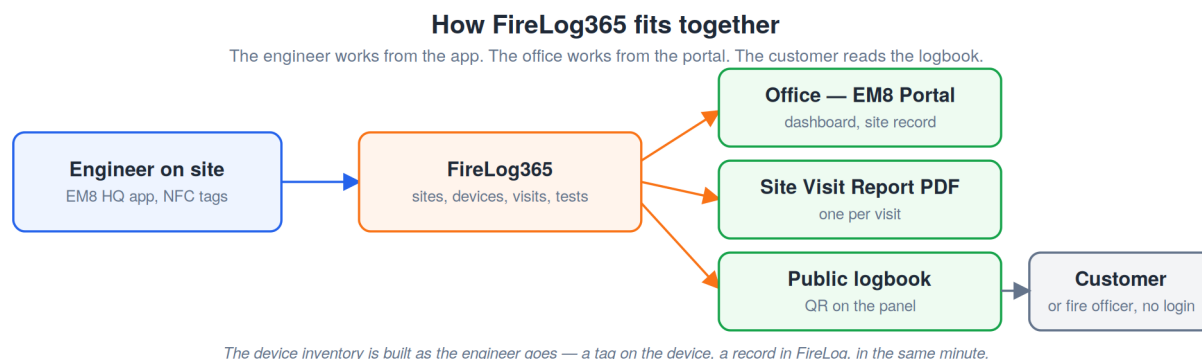
- **The inventory builds itself** — engineers add devices as they tag them on the first visit. A 50% visit adds 50% of the system; by the end of the year the whole site is on record without a separate survey.
- **Tags, not typing** — an NFC tag on each device means the engineer taps it and the device opens. No searching a list of forty smoke detectors for the right one.
- **Next service moves on by itself** — completing a visit advances the next service date of every device tested, so the dashboard's Overdue count is real.
- **A logbook the customer can show anyone** — the QR on the panel opens the public logbook on any phone. The fire officer, the insurer, the landlord's surveyor: none of them need an account.

How to use this guide: Sections 1 and 2 are the portal — setting a site up and reading it. Section 3 is the device list. Sections 4 and 5 are what the engineer does in the app. Section 6 is what the customer sees. If you only read one section, read Section 4 — The site visit.

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1. Getting started



App for the engineer, portal for the office, logbook for the customer.

1.1 Signing in

1. Go to your EM8 Portal address and sign in with the email address and password supplied when your account was created.
2. From the left-hand menu choose **FireLog365**.

If you see an upgrade screen instead: your account does not yet have an active FireLog365 subscription. Contact Engineer M8 or visit Billing. FireLog365 is licensed for a number of sites; the dashboard shows how many you have.

1.2 The dashboard

Five figures across the top — **Sites**, **Devices**, **Inspections**, **Overdue** and **Sites with fails** — and then one card per site showing its address, device count, visit count, and an overdue count in red if any device is past its next service date. Filter the cards to **Has Failures** (the last visit found a failed device), **Advisory**, or **No Inspections** (a site with no completed visit yet). Search by name.

If anything is overdue, an amber strip says so with a **View Issues** button that filters the cards down to the problem sites.

1.3 Who sees what

Role	What they do
Engineer	Works in the EM8 HQ app: site visits, weekly tests, adding and tagging devices, assigning a site QR. Sees the sites on the account.
Office / Admin	Everything in the portal: sites, fire system details, devices, visit history and reports, settings.
Customer / public	The public logbook via the QR sticker. No login, no portal.

FireLog365 belongs to the fire and security company. The end customer's access is the logbook — that is the service being provided to them.

2. Setting up a site

2.1 Adding the site

1. On the dashboard click **Add Site**.
2. Enter the **Site Name**, **Address** and **Postcode**, and the site phone and any notes if useful.
3. Click **Create Site**. It appears as a card; click it to open the record.

Where the premises already exists as an EM8 Core site, the FireLog site is linked to it so both modules describe the same place.

2.2 The fire system record

Open the site and click **Edit Site**. Under **Fire System** record what is installed. None of it is required to save, but all of it is what an engineer wants before a visit and what a fire officer asks about:

Field	What to enter
Site Monitored / Monitoring Type	Whether the alarm signals off site, and how — Dualcom, WebWay, DigiAir, Engineer M8, other.
ARC Name	The alarm receiving centre, where monitored.
System Category	The BS 5839 category — L1, L2, L3, L4, L5, P1, P2, M.
Cause & Effect in Place	Whether a cause and effect matrix exists for the site.
Number of Loops / Zones	The panel's loop and zone count.
Main Panel Manufacturer / Model	For example Advanced Electronics, MxPro 5.
Protocol	The detection protocol — Apollo XP95, Hochiki ESP, and so on. Decides which replacement devices fit.

2.3 Settings

On the site's **Settings** tab:

- **Maintenance Interval (months)** — how often the site needs a full inspection visit. Six for a two-visit contract, three for quarterly. This is what a device's next service date is set to when a visit is completed.
- **Weekly Tests** — turn on if the site does its own weekly fire alarm test through FireLog (Section 5).

2.4 The site QR sticker

Stickers and tags

Two kinds of code, two jobs.

Site QR sticker — on the fire panel

Scanning it opens the public logbook for that site

Printed by Engineer M8 in batches, unassigned.
Assigned to a site from the site record or the app.

Device NFC tag — on each device

Tapping it in the app opens that device to test it

Written to the device record when the engineer adds it.
One tag, one device, for the life of the device.

Devices are never pre-named. The name goes on when the tag goes on, so a tag can never end up on the wrong device.

A QR sticker on the panel for the logbook; an NFC tag on each device for testing.

Engineer M8 prints site QR stickers in batches. Each one is a unique code that does nothing until it is assigned to a site. On the day:

1. Stick the QR on the fire panel, or beside it where people can scan it.
2. On the site record click **Change QR**, and under **Assign QR Code to Site** type or paste the code from the sticker — either the code itself or the whole address it scans to; both work.
3. Click **Assign**. The **Site Public Logbook QR** panel now shows the code, with **Copy URL** and **Download PNG** for the logbook link.

Engineers can do the same from the app by scanning the sticker (Section 7.3), which is quicker on site. A site has one QR; assigning a new one replaces the old, so a damaged sticker is replaced with a fresh one and the old code stops working.

3. Devices

A device is anything on the site that gets tested. The **Devices** tab on the site lists them with type, location, panel reference and next service date, and the number in the tab heading is the site's inventory count.

3.1 Device types

Fire alarm panel · Smoke detector · Heat detector · CO detector · Call point · Fire extinguisher · Sprinkler head · Emergency light · Fire door · Suppression system · Other.

3.2 The device record

Field	Use it for
Device Name	What it is and roughly where — "Smoke detector – Floor 2 corridor".
Type	From the list above. Drives what a test means and how the logbook summarises the site.
Location	Room or area — "Room 201, East Wing".
Manufacturer / Model / Serial	For replacements and warranty.
Panel Address No. / Loop No. / Zone No.	How the panel knows it — address 001 on loop L1 in zone Z3. What the engineer reads off the panel when it shows a fault.
Install Date	When it was fitted. Detectors have a service life.
Next Service Due	When it is next to be tested. Moves on automatically when a visit tests it.
Cause & Effect	What this device triggers, where it does anything beyond the alarm.

3.3 Adding devices

The usual way is from the app, as the engineer puts the NFC tag on each device (Section 4.2). That keeps the tag and the record together. From the portal, **Add Device** on the Devices tab opens the same form for a device that has no tag yet — an extinguisher recorded from a service certificate, say.

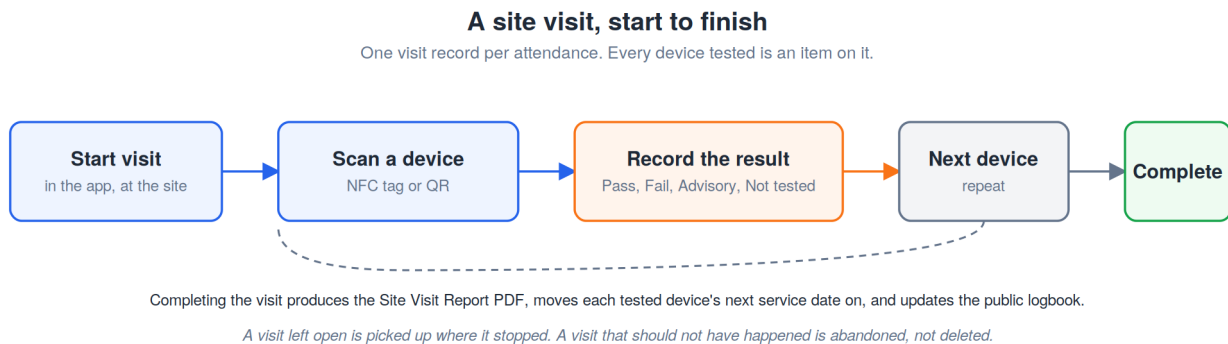
Do not pre-name devices. It is tempting to type in forty detectors from the panel's address list before the visit. Do not. A record that exists before the tag is on the device is a record that can be attached to the wrong device, and a logbook that says the wrong detector was tested is worse than no logbook. Let the engineer create each record at the device, with the tag in hand.

3.4 Overdue

A device whose next service date has passed is overdue. It counts on the site card and the dashboard, and the dashboard's Overdue filter lists the sites. An overdue device is one of two things: a visit that has not happened, or a device the engineer missed on the last visit. The Site Visits tab tells you which.

Deleting a device deletes its inspection history with it. Prefer leaving a removed device in place with a note; delete only a record created by mistake.

4. The site visit



Start, tag, test, repeat, complete.

A site visit is one attendance. The engineer starts it in the app on arrival, tests devices against it, and completes it before leaving. One visit, one report.

4.1 Starting a visit

1. In EM8 HQ open **FireLog** and the site.
2. Tap **Start visit**. If a visit is already in progress on this site — the engineer's own from earlier, or a colleague's — the app offers to continue it rather than start a second.

4.2 Testing a device

1. Hold the phone to the device's **NFC tag**. The device record opens.
2. If the device has no tag yet — a first visit, or a new device — tap **Add device**, fill in the record (Section 3.2), and write the tag. The tag now belongs to that device.
3. Test it, then record the **result**: **Pass**, **Fail**, **Advisory** (works, but something to note — a dirty detector, a scuffed extinguisher), or **Not tested** (could not be reached, or out of scope for this visit).
4. Add **notes** and **photos** where they help. A fail without a note is a job for whoever comes next.
5. Save, and move to the next device.

Each tested device becomes an item on the visit. The app shows how many devices on the site have been done so far.

4.3 Completing

Tap **Complete** when the visit is finished. Three things happen:

- The **Site Visit Report** PDF is generated — site, engineer, date, a summary of pass / fail / advisory / not tested, and a line per device with its result and notes.
- Every tested device has its **next service date** moved on by the site's maintenance interval.
- The **public logbook** updates with the visit, the result and the new next-due date.

A visit that should not have been started — wrong site, a false start — is **abandoned** rather than completed. It stays on the record as Cancelled so the history is honest, but produces no report and moves no dates.

4.4 In the portal

The site's **Site Visits** tab lists every visit with its date, engineer, status (Completed, In Progress, Cancelled) and the item counts. Expand a row for the devices tested and their results. Each completed visit has its report PDF to view or download — the document to attach to the job sheet or send to the customer.

A visit is a record, not a form. Nothing on a completed visit is edited afterwards. If something was recorded wrongly, the correction is a new visit, or a note on the device. That is what makes the logbook worth showing a fire officer.

5. Weekly tests

The Regulatory Reform (Fire Safety) Order expects the fire alarm to be tested weekly from a different call point each time, and the test recorded. FireLog records it in the app in seconds.

1. On the site's **Settings** tab turn on **Weekly Tests**.
2. Each week, the person doing the test opens the site in EM8 HQ and taps **Weekly test**.
3. Tap the call point used — by its NFC tag, or from the list — and record the result and any notes.
4. Save. The test is stored as a visit of its own, marked as a weekly test, with the call point, the result and where the phone was when it was submitted.

The weekly test history sits on the site record alongside the full visits. A site with weekly tests turned on and no test for a fortnight is the thing to ring about.

6. The public logbook

Scan the site QR and a page opens — no login, no app — showing:

- The **company** looking after the site, and the **site** name and address.
- The **last inspection** date and its result, and the **next service due** — the earliest next-due date across every device on the site.
- The **equipment summary** — how many of each device type are on record.
- The **last ten visits**, each with its date, the engineer, and how many devices passed, failed or were advisory.

That is the logbook a fire officer or insurer asks for, on the wall next to the panel, current as of the last visit. The link is unguessable, so it is only reachable by scanning the sticker or from the URL on the site record.

It is also the service the fire company provides to its customer. A site manager who can scan the panel and see "last tested 14 August, all clear, next due 14 February" does not ring to ask.

7. The EM8 HQ app

EM8 HQ is the Engineer M8 app for iPhone and Android. FireLog365 in the app is the engineer's whole job — visits, weekly tests, devices and tags. The office does not need it.

7.1 Installing and signing in

1. Install **EM8 HQ** from the App Store or Google Play.
2. Sign in with the same email address and password as the portal.
3. Turn on Face ID, Touch ID or fingerprint when asked.
4. Allow **NFC** and **location**. NFC is how devices are tapped; location is stamped on each test as evidence the engineer was there.

7.2 NFC tags

A tag is written once, when the device record is created, and read every visit after. Hold the top of the phone against it; the device opens. If a tag does not read, check the phone's NFC is on and try the top edge of the phone rather than the middle. A tag that is damaged is replaced by writing a new one to the same device record.

7.3 Assigning a site QR from the app

1. Open the site in FireLog and tap **Assign QR Code**.
2. Scan the sticker. The code is read and assigned; the app confirms.
3. Stick it on the panel.

7.4 If something goes wrong

Problem	What it usually is
The device does not open when tapped	NFC is off on the phone, or the phone's antenna is not where you are holding it. Try the top edge.
Start visit says one is in progress	A visit was left open — yours or a colleague's. Continue it. Abandon it only if it was a mistake.
A site is missing	It is not on the account, or the app needs refreshing. Pull down; if still missing, ask the office.
Complete is greyed out	No device has been tested on the visit yet.

8. Quick reference

8.1 The routine

When	What	Where
New site	Add the site, fill in the fire system record, set the maintenance interval	Portal → FireLog → Add Site
First visit	Start a visit; tag and record each device as you test it; complete	App
Every visit	Start, tap, test, complete	App
Weekly	The call-point test, where the site does its own	App → Weekly test
After a visit	Read the Site Visit Report; act on fails	Portal → site → Site Visits
Monthly	Look at the Overdue count and the Has Failures filter	Portal → dashboard
Sticker on the panel	Assign the site QR	App, or portal → site → Change QR

8.2 Glossary

Term	Meaning
Site	A premises with a fire system. Has a fire system record, devices, visits and one QR.
Device	Anything on the site that gets tested. One record, one NFC tag.
Site visit	One attendance. Tested devices are items on it. Produces the Site Visit Report on completion.
Item	One device tested on one visit, with its result.
Pass / Fail / Advisory / Not tested	The four results a device can get on a visit.
Weekly test	The weekly call-point alarm test, recorded as a visit of its own.
Maintenance interval	Months between full visits, set per site. Sets the next service date when a visit completes.
Next service due	When a device is next to be tested. Overdue once passed.
Site QR	The sticker on the panel that opens the public logbook.
NFC tag	The tag on a device that opens its record in the app.
Public logbook	The no-login page the site QR opens.
Site Visit Report	The PDF generated for each completed visit.

9. Common questions

The QR on the panel opens an old FireLog page.

Stickers printed before the move into the EM8 Portal point at the old address, which now forwards to the new logbook. If a scan lands anywhere other than the logbook, replace the sticker with a new one and assign it to the site.

The dashboard says a site is overdue but we were there last month.

One or more devices were not tested on that visit, so their dates did not move. Open the site's Devices tab and sort by next service; the ones not tested are the overdue ones. Not tested is a valid result — but it leaves the date where it was.

A device was tested but the visit shows it as not tested.

It was recorded as Not tested, or a different device with a similar name was tapped. Check the panel address on the item against the device. This is why records are created at the device with the tag in hand.

An engineer tagged the wrong device.

Edit the device record so it describes the device the tag is actually on, or write a new tag to the correct record. Do not swap tags between devices.

Can the customer log in?

They do not need to. The public logbook via the QR is what they see. If they want the Site Visit Report PDFs, download them from the site record and send them.

Can I edit a completed visit?

No. Add a note to the device, or record a new visit. The history is deliberately fixed.

We deleted a device and lost its history.

Deleting removes its inspection records. Leave removed devices in place with a note rather than deleting; delete only records created in error.

Two engineers on one site.

One starts the visit; the other continues it. Both test devices against the same visit and one of them completes it. Two open visits on one site is the thing to avoid.

The Site Visit Report is missing a device.

It was not tested on that visit. The report lists what the visit did, not the whole inventory.

We need more sites.

FireLog365 is licensed by site count. Contact Engineer M8 to add more.

A page shows an error after an update.

Refresh the page. This almost always follows a new release and clears once the browser picks up the new version.

Need help? Your Engineer M8 contact is your first port of call for anything this guide does not cover — including feature requests. The system is actively developed and customer suggestions do get built.