

Quick Guide – ARC Ordering Service Only via CSL Live



This guide explains the process of how an ARC can order a service only product and then link this to a hardware product using a serial number.

Step 1: Firstly, you will need to log into CSL Live using your username and password.
<https://portal.csl-group.com>

A screenshot of the CSL Live login page. At the top center is the CSL logo. Below it, the text 'Log In' is centered. To the right of 'Log In' is a language selector 'English v'. There are two input fields: 'Username or email' and 'Password'. Below the password field is a link 'Forgot Password?'. At the bottom is a red 'Log In' button.

Step 2: You will now be required to complete the Multi-Factor Authentication to login. To complete this you must enter the one-time code from your Authenticator App or follow the link to have a one-time code emailed to you.

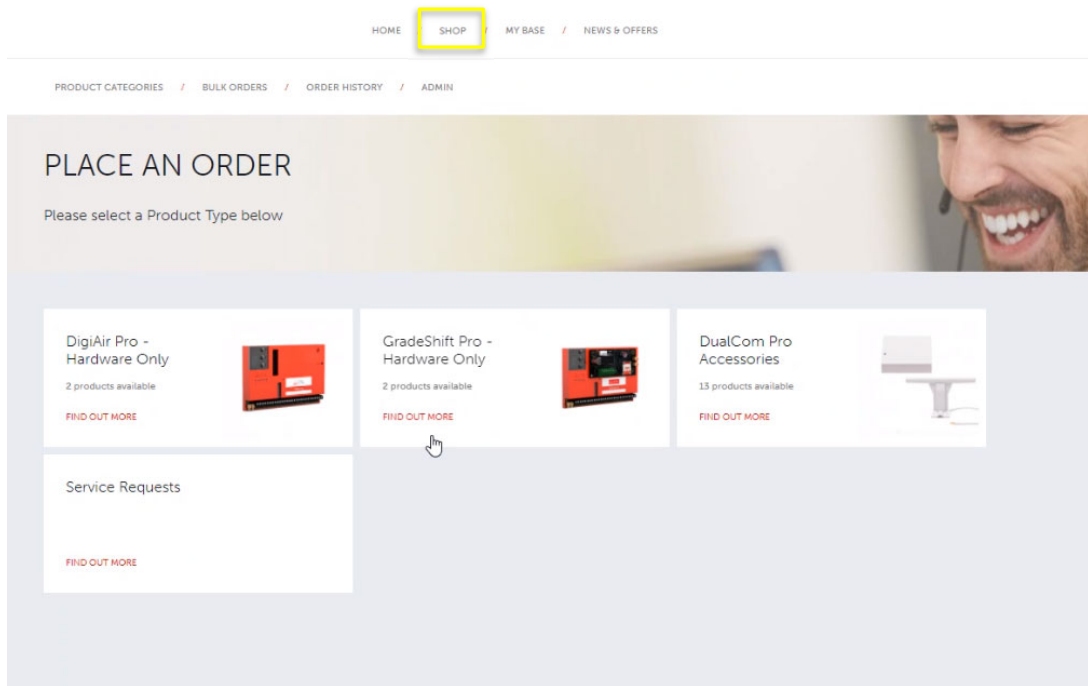
App Enter one time code from your authenticator app to the box below

One-time code

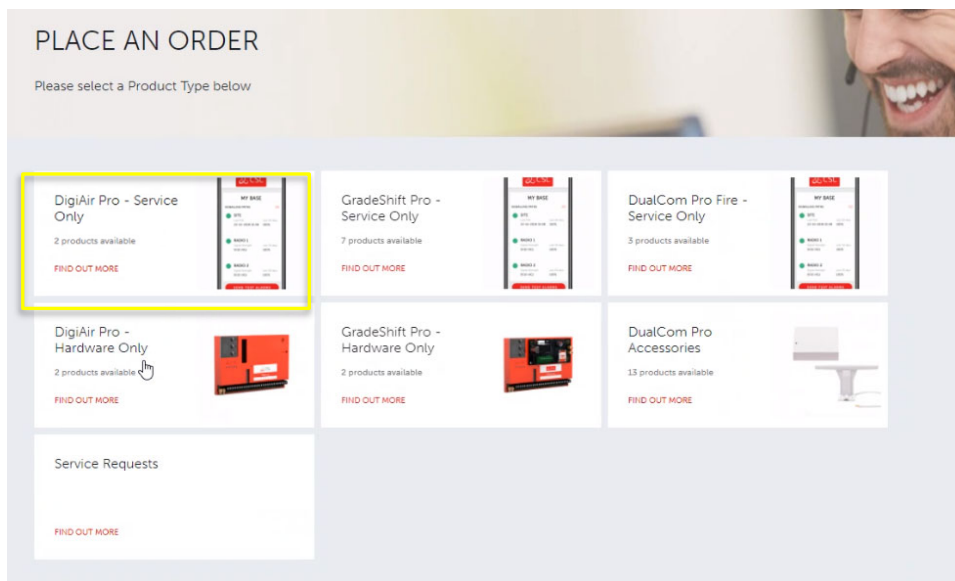
Don't have an authenticator app? Select one of the options below

Email

Step 3: Once logged into CSL Live, click on shop on the top ribbon.



Step 4: Select the relevant service that you want to order.



Step 5: From here, you can select the required quantity and then select add, this will add the items into your basket ready to checkout.

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PRODUCT CATEGORIES / BULK ORDERS / ORDER HISTORY / ADMIN

GradeShift Pro - Service Only

VIEW BASKET

Service Only bundles for GradeShift Pro, including airtime and remote access via the My Base App

SKU	DESCRIPTION	UNIT PRICE	QUANTITY	
CS.53.SLR4	DP4 - LAN + Radio (Service Only)	€0.00	<input type="text"/>	ADD
CS.53.SRR3	DP3 - Radio + Radio (Service Only)	€0.00	<input type="text"/>	ADD
CS.53.SLR3	DP3 - LAN + Radio (Service Only)	€0.00	<input type="text"/>	ADD
CS.53.SRR2	DP2 - Radio + Radio (Service Only)	€0.00	<input type="text" value="2"/>	ADD
CS.53.SLR2	DP2 - LAN + Radio (Service Only)	€0.00	<input type="text"/>	ADD
CS.53.SRR1	DP1 - Radio + Radio (Service Only)	€0.00	<input type="text"/>	ADD
CS.53.SLR1	DP1 - LAN + Radio (Service Only)	€0.00	<input type="text"/>	ADD

Step 6: You will then be taken to your checkout basket, from here you can add in any site details given to you by the Installer.

Your Basket

ADD ITEMS

SKU	DESCRIPTION	QUANTITY	
CS.53.SRR2	GradeShift Pro - DP2 - Radio + Radio (Service Only)	2	EDIT DETAILS REMOVE Details Missing

CHECKOUT

Step 7: Add any relevant site address details in the boxes should the Installer wish to see this information on My Base. Then select save, followed by checkout.

PRODUCT CATEGORIES / BULK ORDERS / ORDER HISTORY / ADMIN

Your Basket

ADD ITEMS

SKU	DESCRIPTION	QUANTITY	
CS.53.SRR4	GradeShift Pro - DP4 - Radio + Radio (Service Only)	2	REMOVE Details Missing

Search Address
Start typing your address..

Site Address City Postcode Country
Address City Postcode United Kingdom

REMOVE DETAILS

Search Address
Start typing your address..

Site Address City Postcode Country
Address City Postcode United Kingdom

REMOVE DETAILS

SAVE DETAILS CANCEL

CHECKOUT

Step 8: The search tool requires the exact spelling and format of the Postcode or Company Name, as it appears on our database. Please try variations of these if you are unable to find your result on an initial search. If you are still unable to find what you are looking for, please contact your Account Manager.

Delivery details

BASKET

Please select the relevant Installer Company for your order using the search option below.
If you are unable to find the Installer Company, please contact CSL via sales@csl-group.com

FIND INSTALLER

Search by Postcode or Company Name

SEARCH

Kelly InstallerR [1002537]
Salamander Quay West Park Ln Harefield
Uxbridge
UB9 6NZ
United Kingdom

SELECT INSTALLER

Step 9: You can leave the default shipping and carrier address (as these are only relevant for hardware. Carrier price will always show as €0.00). Order reference is a free text field, where the Control Centre can include a reference of their choosing.

The screenshot shows a form with two main sections: 'INSTALLER NAME' and 'SHIPPING ADDRESS'. Under 'INSTALLER NAME', the text 'Kelly InstallerR' is displayed. Under 'SHIPPING ADDRESS', there are input fields for 'Company' (filled with 'Kelly InstallerR'), 'Address 1*' (filled with 'Salamander Quay West Park LnHl'), 'Address 2' (empty), 'City*' (filled with 'Uxbridge'), 'Postcode*' (filled with 'UB9 6NZ'), and 'Country*' (filled with 'United Kingdom'). Below these is a text area for 'Add any special instructions and contact name/mobile number'. Further down, there are fields for 'ORDER REFERENCE*' (empty), 'CSL QUOTE REF' (filled with 'CQR Code'), and an 'APPLY CQR CODE' button. A 'SELECT CARRIAGE*' dropdown menu is also present. At the bottom, a green 'REVIEW ORDER' button is highlighted with a yellow border.

Step 10: Once on the order summary page, you can check over the details of the order. If all is correct, click the *'I agree to have read and accepted the T&C's'*, if you are happy with the T&Cs of the order. After this, click place order.

The screenshot displays the 'Your order summary' page. At the top right is an 'EDIT ITEMS' button. Below is a table with columns 'SKU', 'DESCRIPTION', and 'QUANTITY'. The table contains one row: SKU 'CS53.SRR2', Description 'GradeShift Pro - DP2 - Radio + Radio (Service Only)', and Quantity '2'. To the right of this row are 'EDIT DETAILS' and 'REMOVE' buttons, and a 'Details Missing' icon. Below the table is a 'DELIVERY DETAILS' section with an 'EDIT DELIVERY' button. This section contains a table with fields: 'INSTALLER' (Kelly InstallerR), 'ADDRESS' (Kelly InstallerR, Salamander Quay West Park LnHarefield, Uxbridge, UB9 6NZ, United Kingdom), 'CARRIAGE' (Next Day Delivery Before 9AM), 'CUSTOMER ORDER REF' (12345), and 'SPECIAL INSTRUCTIONS'. At the bottom right, a summary shows 'Sub total' and 'Delivery' both at '€0.00', and a bolded 'Total cost' of '€0.00'. A note below states '* VAT will be added on invoice (if applicable)'. At the very bottom, there is a checkbox for 'I agree to have read and accepted the T&C's' (highlighted with a yellow box) and a green 'PLACE ORDER' button (also highlighted with a yellow border).

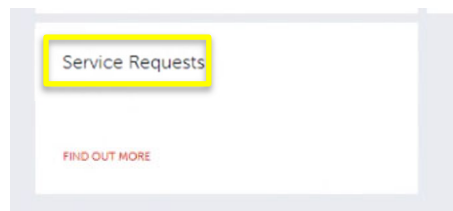
Step 11: After clicking on "Place order", a new screen will open and the connection ID will appear after about 60 seconds. You will also receive a confirmation email of your order, which will include a link to the portal which contains your connection ID. This will need to be given to the Installer if they are linking the hardware.

You have now completed the order.

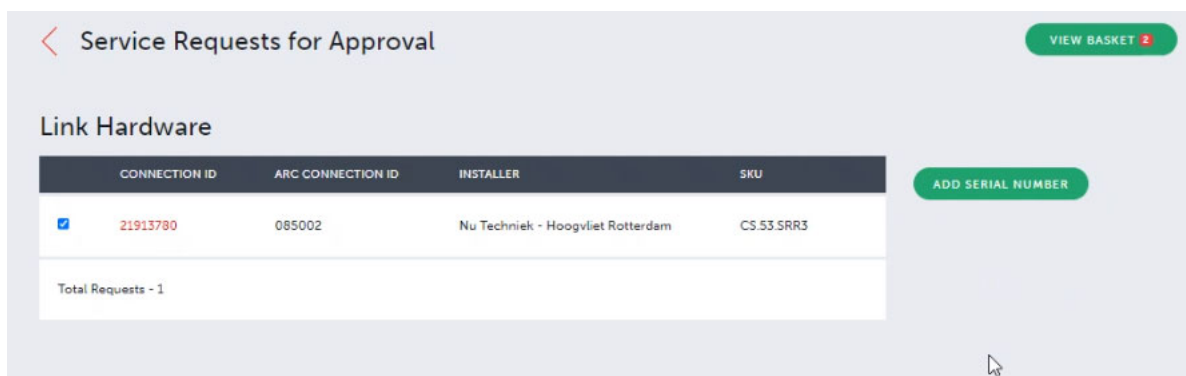
If the ARC is linking the hardware, then follow the below steps

Step 1: Once you have ordered the service, you can then go onto to the [CSL Live Shop](#), then go to Service Requests.

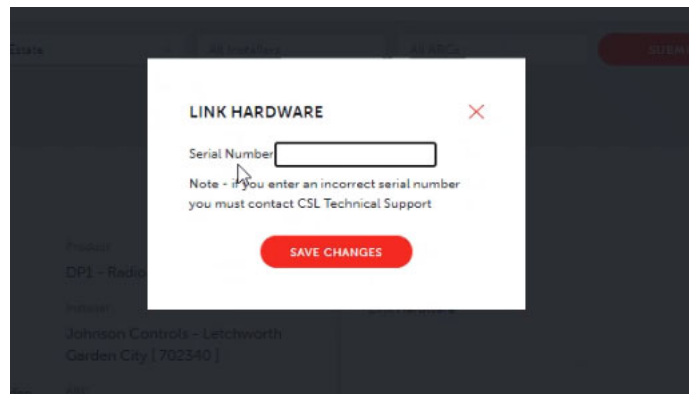
HOME / SHOP / MY BASE / NEWS & OFFERS



Step 2: Any hardware that is waiting to be linked will be found here; these are ordered by product. You will need to find the relevant connection ID for your order. Click the tick button and add the serial number (you should have received this from the Installer).



Step 3: You will be presented with the below screen. Populate this with the serial number of the unit, then click save changes.



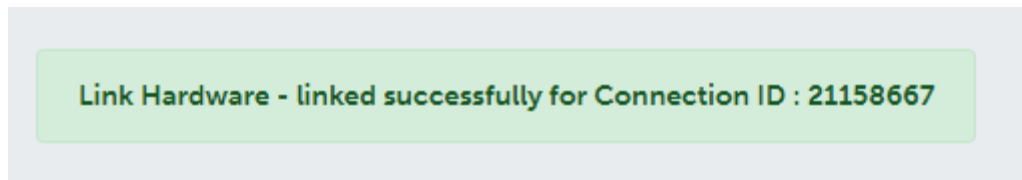
LINK HARDWARE

Serial Number

Note - if you enter an incorrect serial number you must contact CSL Technical Support

SAVE CHANGES

Step 4: If successful, a green banner will pop up.



Step 5: If there is a problem, details regarding the issue will appear in a pop-up box.

You have now linked the hardware