Navigating the PontoSense Care App Dashboard: As an Admin

A detailed guide by Spark Care

Whether you're overseeing a single care home or a portfolio of services, visibility is everything.
The Workspace dashboard in the PontoSense Care App gives you a clear, centralised view of what's happening across every connected location. From detected falls to device performance, you can quickly spot alerts, view resident status, and monitor trends in real time - all from one streamlined interface.
It's the bird's-eye view that lets you stay ahead of risk, support your teams, and make data-led decisions, with confidence.

👇 Here's what your workspace view looks like when you log in:
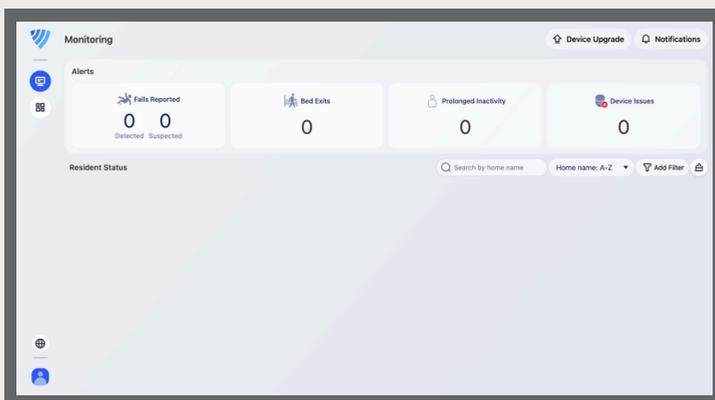
hello@spark-care.co.uk
01635 019608
spark-care.co.uk
The Old Granary, Harepath Farm, Burbage, Marlborough, Wiltshire, SN8 3BT

Getting Started: Head to the Workspace

To begin managing your homes and devices across multiple sites, click the "Manage" icon on the left-hand navigation bar. This takes you into the Workspace view, where you'll see a full overview of all connected locations under your account.

Once you click into the Manage Workspace view using the "Manage" icon, you'll land on this System Management screen.
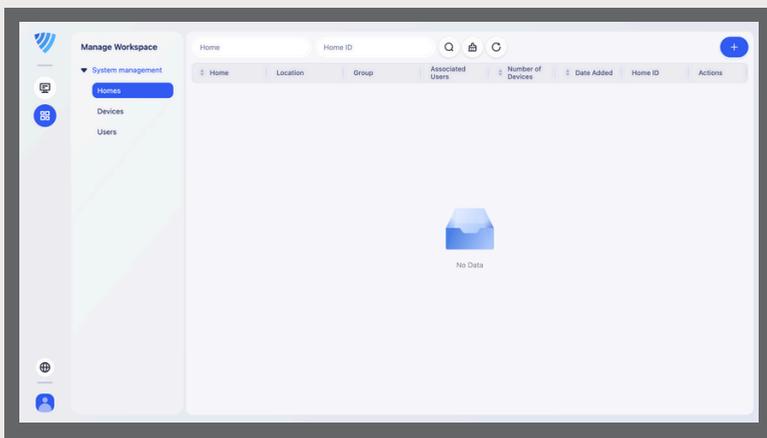
This is your central hub for admin control. From this screen, you can:

🏠 Add or manage homes across your organisation

👤 Assign groups, locations and user access for each home

📟 View associated users and devices at a glance

👥 Click into devices or users via the left-hand menu to manage hardware and permissions

🏠 Homes Overview

The Homes section is where you manage all the care settings connected to your Silver Shield system. Each "home" represents a physical location or service using the technology. From here, you can view key details like location, assigned user groups, and how many devices are active at each site.

This is your starting point for overseeing multiple services, adding new homes, or checking which team members are linked to which site. Whether you're managing one setting or a whole group, this section helps you stay organised and in control.

Search, Clear, and Refresh: Quick Navigation Tools

At the top-right of the Homes view in your Workspace, you'll find three helpful icons designed to keep your data manageable and up to date:
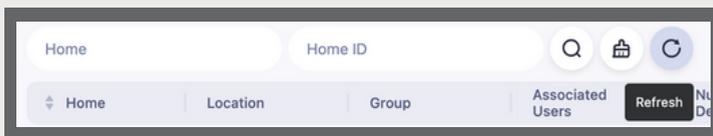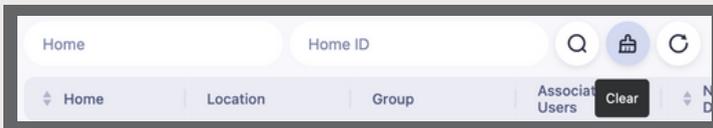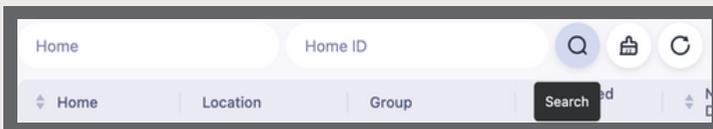
Adding a New Home

Add New Home

Name ⓘ

> Please input

Location (optional) ⓘ

> ✐ Add Location

Groups (optional) ⓘ

> ✐ Set Group

Users ⓘ

> ☐ Admin

> Cancel　　　　**Add**

To add a new care setting to your Silver Shield network, click the blue plus (+) icon in the top-right corner of the Homes tab. This opens the Add New Home window, where you can enter key details:

Name (required):
Give the home a clear and recognisable name, such as "Willow Court" or "Ashfield Unit."

Location (optional):
Add a physical address or location tag to help identify where the service is based.

Groups (optional):
Organise homes into groups if you're managing multiple sites (e.g. by region or provider name).

Users:
Assign existing admin users to this home to give them access and oversight.

Once you've completed the fields, click Add to create the new home. This step is essential before assigning devices or monitoring alerts for that location.
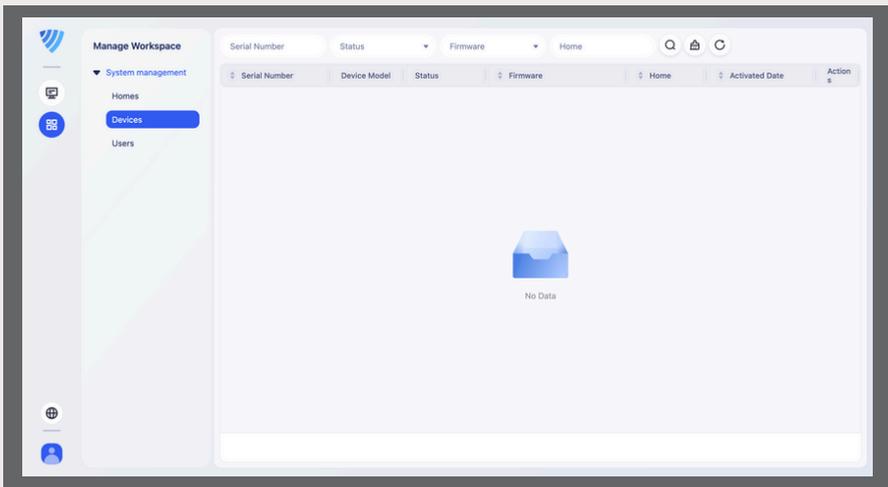
Devices Overview

The Devices section gives you a centralised view of all the Silver Shield devices connected across your homes. From here, administrators can view, filter, and manage every device by serial number, status, firmware version, and assigned location.

Whether you're checking which units are active, confirming firmware versions, or preparing for a site visit, this panel keeps everything organised and accessible. It's your go-to area for system visibility and hardware tracking - ideal for group-wide management or troubleshooting across multiple sites.

Spark Care

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In the Devices section of the PontoSense Admin Workspace, the top bar offers several powerful filters that help you manage your estate of Silver Shield devices efficiently. These filters make it easy to pinpoint specific devices by their operational status or software version at a glance.

Status: This dropdown allows you to filter devices based on whether they are:

🌐 Online – currently connected and actively monitoring.

📶 Offline – not connected, possibly due to power or network issues.

⚠️ Error – experiencing a technical issue that requires attention.
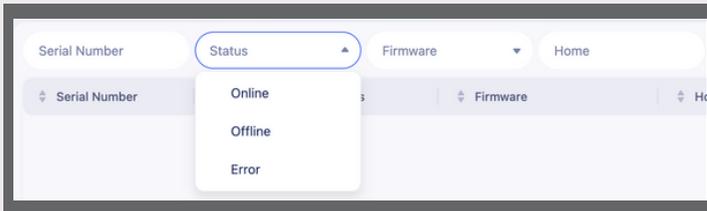
**Firmware**: Use this filter to track the upgrade status of each device:

📟 Up-to-date – running the latest software version.

🆕 New Available – a new version is ready and waiting to be installed.

⚙️ Upgrading – currently in the process of updating.

✋ Upgrade Failed – the last attempt to update was unsuccessful and may need to be retried.
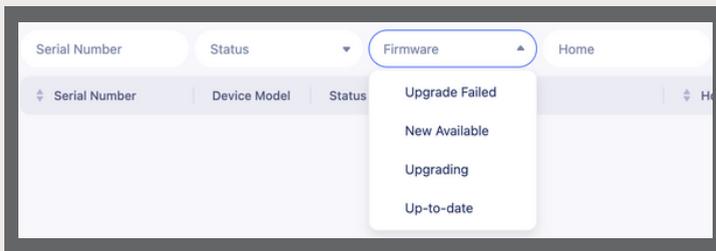
Users Overview

The Users view within the PontoSense Admin Workspace is your central hub for managing user access and permissions across your organisation. This section provides a clear overview of all registered accounts, including usernames, email addresses, registration status, and associated Home IDs.
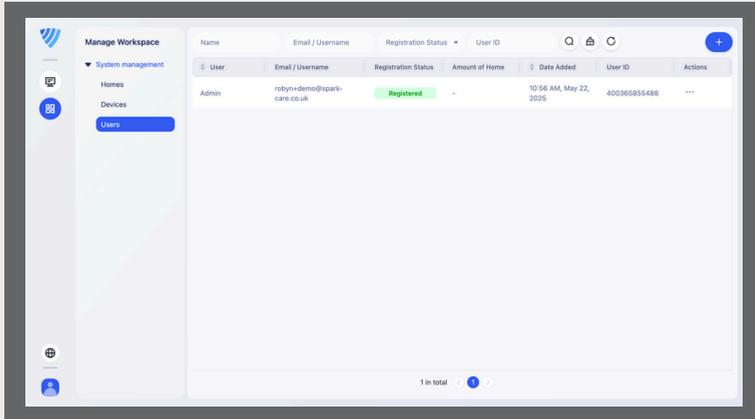
Whether you're onboarding a new team member or reviewing current access levels, this view helps you stay in control of who can access the system and what actions they can perform. From here, you can:

- View and verify user details at a glance.

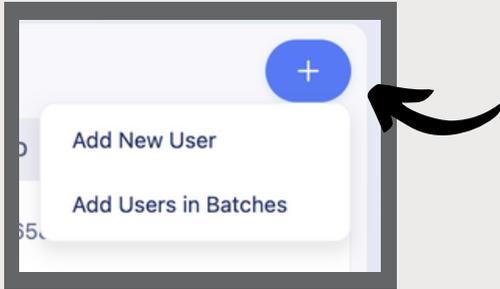- Filter by registration status to see who has or hasn't activated their account.

- Search quickly using name, email or user ID fields.

- Access actions via the three-dot menu to update or manage permissions.

Adding a New User

Adding new users in the Users view is quick and flexible, giving you control over individual and bulk onboarding.

Click the blue plus button in the top-right corner to access two options:

Add New User: Ideal for creating a single user profile. You'll enter basic details such as name and email, and assign them a role or associated home.

Add Users in Batches: Perfect for adding multiple team members at once, such as during initial setup or when rolling out Silver Shield to new services. This method helps streamline admin time and ensures consistent access for larger teams.

This makes it simple to scale your team access while maintaining oversight of who's in the system.

You're all set to get the most out of your Silver Shield system!