

Configuring PERS Alerts



By Spark Care

The PERS (Personal Emergency Response System) feature sends real-time text message alerts to designated emergency contacts. When a fall is detected, contacts are instantly notified through text message, without needing to install the Pontosense Care app. This allows caregivers to stay informed and take action quickly, wherever they are.

SILVER SHIELD
Knowledge Hub

APP USER GUIDES



 hello@spark-care.co.uk

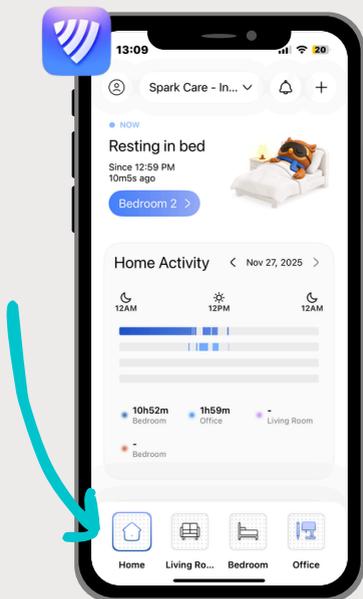
 01635 019608

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 The Old Granary, Harepath Farm,
Burbage, Marlborough, Wiltshire, SN8 3BT

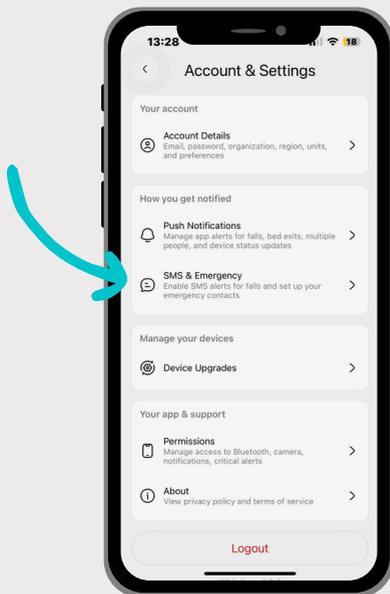
1. Open Account & Settings

Tap the Person icon in the top left corner.



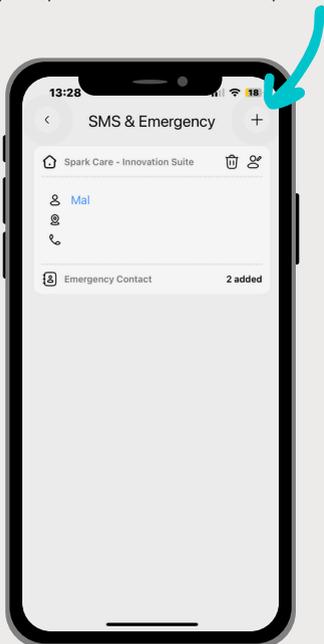
2. Navigate to SMS & Emergency

Tap this button to view the current plan(s) and to create a new one.



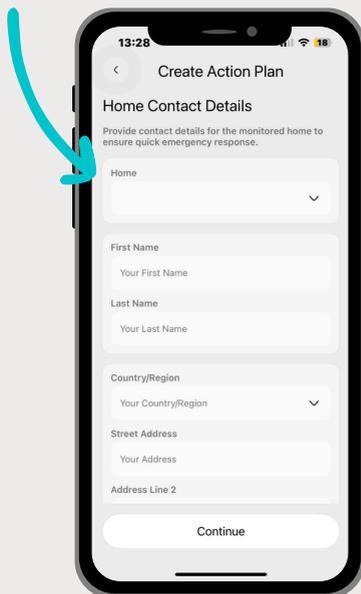
3. Create a New Action Plan

Tap the plus button to start a new plan.



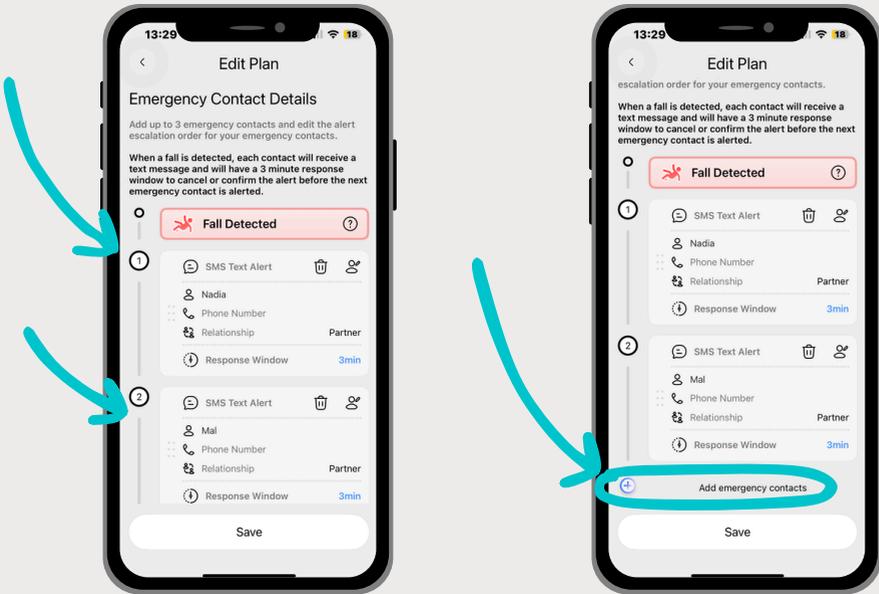
4. Enter Resident Contact Details

Input the home contact information of the resident you're monitoring.



5. Add Emergency Contacts

Enter up to 3 emergency contacts.
You can customize the alert escalation order. Each contact will have a 3-minute window to respond before the alert moves to the next contact.



6. Save the Plan

Tap Save to confirm your alert action plan settings.

