

Resetting Your Password



By Spark Care

Forgot your password? Follow these quick steps to reset it through the Pontosense Care app.

SILVER SHIELD
Knowledge Hub

APP USER GUIDES



 hello@spark-care.co.uk

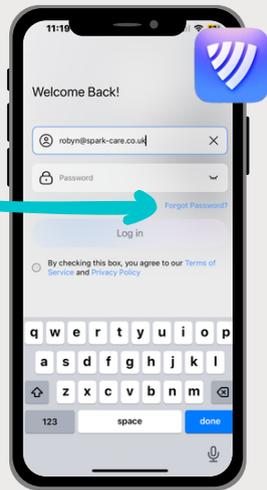
 01635 019608

 spark-care.co.uk

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

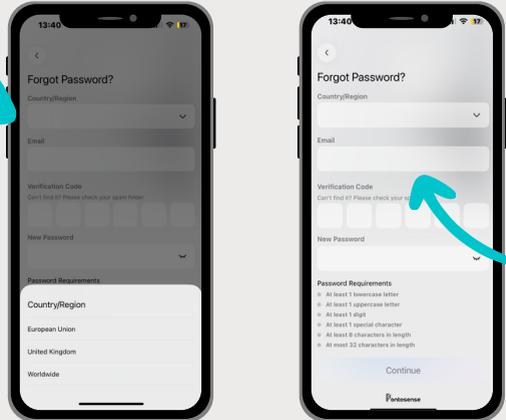
1. Open the Pontosense Care app

On the login screen, tap Forgot Password?



2. Enter your email & choose your country/region

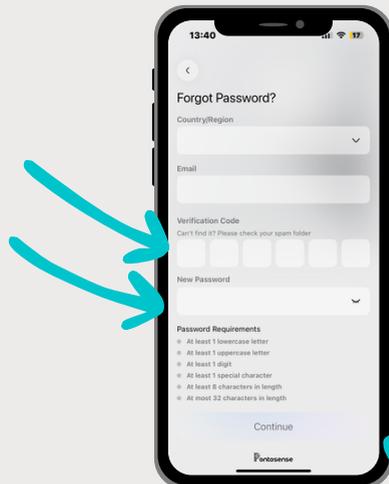
Type the email associated with your account and tap Send to receive a one-time verification code.



3. Check your inbox

Look for an email with the subject line: "Your one-time verification code".

4. ⚠️ Don't see it? Check your spam or junk folder.



5. Reset your password

Enter the verification code in the app and set a new password.