

Understanding & Enabling the Alert Types



By Spark Care

Silver Shield uses different alert types to help you respond quickly and appropriately.

To make sure you never miss a critical event, check that your notifications are toggled on in the app settings. This ensures each alert type is clearly displayed on your device.

SILVER SHIELD
Knowledge Hub

APP USER GUIDES



 hello@spark-care.co.uk

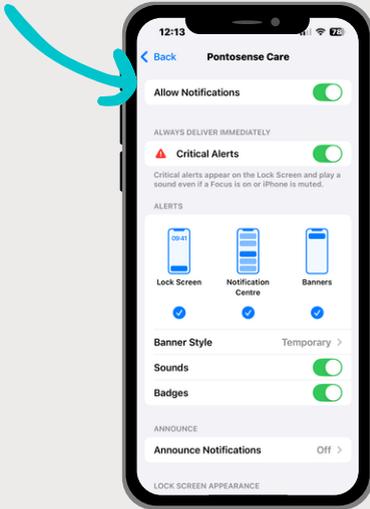
 01635 019608

 spark-care.co.uk

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

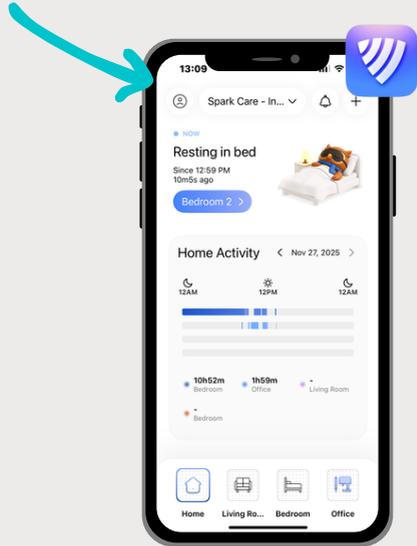
1. Enable App Notifications

To receive alerts from Pontosense Care, ensure notifications are turned on in your phone's settings for the app.

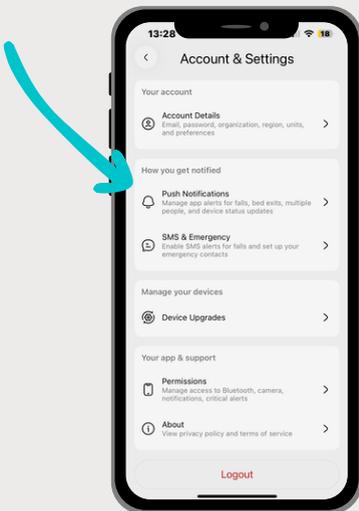


2. Open the App & go to Settings

Identified by the Person icon in the top left corner.



3. Go to 'Push Notifications'



4. Toggle each alert type on or off according to your preferences.

