

Turn official changes into timely action.

A practical guide to opportunities, the CQC Live Directory, Roadworks JobGuard, private pipeline notes, research links, CSV exports, email digests and account controls.

1. MONITOR	See official business and operational changes in one customer workspace.
2. RESEARCH	Use source evidence, public contact fields, Google and Companies House shortcuts.
3. ACT	Save a lead, record contact details and notes, then export a clean sales list.

Customer portal

<https://fleetstart.digidentai.com/customer>

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Choose the right dashboard

Each area answers a different question. Start with the outcome you need, then use the matching dashboard. This prevents a live directory, a new sales trigger and an operational warning from being treated as the same thing.

Dashboard	What it is	When to use it
Opportunities / FleetStart Radar	Scored licence, fleet-capacity and operating-centre changes from official Traffic Commissioner publications.	Use for daily or weekly prospecting. Verify the source, research the operator and save a next action.
CQC Live Directory / CQC Start Signals	The directory is the latest monitored location baseline. CQC signals are only genuine additions or removals detected after that baseline.	Use the directory for care-sector market mapping. Use change signals when you need a timely reason to research or contact a provider.
Roadworks JobGuard	An operational matcher between your saved jobs and live DfT Street Manager events. It is not a prospect list.	Use before field work or customer attendance. Add the job postcode, dates and radius, then review only matched access risks.
Saved pipeline	Your private lead statuses, researched business contacts, notes and next actions.	Use during follow-up and sales reviews so an opportunity does not disappear after the first check.
Account and billing	Subscription status plus Daily, Weekly or Portal-only digest controls, score threshold and trigger focus.	Use when changing delivery preferences, resetting access or managing subscription renewal.

What an empty view means

FleetStart: no records match the selected filters. **CQC:** a Healthy card with no change rows means the baseline is live but nothing new was detected. **JobGuard:** no warning means there is no saved job, no date-and-distance overlap, or no qualifying live event.

Start here: your first 10 minutes

The portal is an early-warning and prioritisation workspace. It does not replace your CRM and it does not promise that every signal becomes a sale. It helps you see a credible public trigger early, understand why it matters and decide what to do next.

1	Check live source status Read the three product cards first. They show health, records monitored and the latest synchronisation time.
2	Choose the right workflow Use Opportunities for FleetStart sales triggers, CQC Live Directory for care-sector research, or JobGuard for saved-job access risks.
3	Review change opportunities Filter by product, trigger, score, pipeline state or search term. Open the official source before contacting an organisation.
4	Research the organisation Use the website and public contact fields when available. Otherwise use the Google and Companies House shortcuts.
5	Save the next action Choose Saved, Contacted, Qualified, Won or Dismissed. Add a contact, public business details and a private note.
6	Export when needed Export the filtered opportunity view or saved pipeline as CSV for a CRM, spreadsheet or sales review.

Important distinction

A live directory is not the same as a new change signal. CQC can be actively monitoring thousands of locations while the CQC opportunity filter remains empty because nothing has changed since the baseline.

FleetStart Radar: finding a sales opportunity

FleetStart Radar is the primary sales-prospecting workflow. It turns newly published operator-licence, fleet-capacity and operating-centre activity into scored opportunities. Use it when starting a prospecting session or when a digest tells you that relevant new records are available.

Recommended FleetStart routine

Open Opportunities, set your minimum score and trigger filter, read Why now, verify the official publication, research the organisation, then save a status and next action. A higher score helps prioritise attention but does not guarantee that the operator will buy.

Each opportunity combines official source evidence with practical sales guidance. Treat the guidance as a starting point and verify public information before outreach.

Portal field	How to use it
Organisation and location	Confirm the correct legal or operating entity and whether the location is in your service area.
Trigger and dates	The source date is when the change was published. Detected time shows when FleetStart stored it.
Score	A higher score means a stronger or more immediate trigger. It is a prioritisation aid, not a credit or purchase-intent guarantee.
Why now	A plain-English description of the public change that gives you a relevant reason to make contact.
Recommended decision-maker	A role suggestion, or a published director where the official source names one.
Website and public contact	Public details from the source or details your team records privately after research.
Suggested approach	A concise opening angle tied to the trigger. Personalise it to your product and the organisation.
Official source	Open and verify this evidence before acting, exporting or entering information into another system.

A simple sales routine

Unreviewed -> Saved -> Contacted -> Qualified -> Won or Dismissed. Record the next action in the private note. Keep personal data to the minimum needed for legitimate business use.

Example

A fleet expansion signal names seven vehicles and seven trailers at a new or enlarged operating centre. A telematics supplier can research the published director, verify the company, then reference the expansion when asking who owns telematics and compliance decisions.

CQC Start Signals

CQC Start Signals monitors the official CQC Syndication API for additions and removals. The first successful run creates a baseline. Existing locations are not falsely labelled as newly opened.

What an empty CQC opportunity view means

If the product card says Healthy and shows a monitored record count, the service is working. An empty opportunity table means no new CQC additions or removals have been detected since the baseline.

Using the CQC Live Directory

1	Choose directory or change alert Use the directory to map the current care market. Use CQC change signals only when you need newly detected additions or removals.
2	Open CQC Live Directory Use the customer navigation or the Browse live directory action on the CQC status card.
3	Search Enter an organisation name, postcode or CQC location ID. Results are drawn from the latest monitored baseline.
4	Verify Open the CQC record. Use Google and Companies House to locate the provider website and public business contact details.
5	Act carefully A directory result is current monitored data, not proof that the location is new. Use change alerts for time-sensitive outreach.

Who may find CQC signals useful?

Care software, staffing, training, insurance, equipment, estates, waste, compliance and professional-service suppliers. Choose an outreach reason that is genuinely relevant to the provider and the detected change.

Roadworks JobGuard

JobGuard is an operational risk tool rather than a prospect list. It compares customer jobs against incoming DfT Street Manager roadworks and highlights date and distance overlaps.

1	Add a job Open Roadworks JobGuard and enter a recognisable job name, valid postcode, start date, end date and monitoring radius.
2	Wait for real events The source card explains whether DfT feed registration is pending or live. The portal never invents roadworks.
3	Review matched risks Check the road name, distance, dates, traffic-management type, authority and risk score.
4	Take operational action Warn the job owner, change the route or arrival time, confirm access with the client, or reschedule where appropriate.
5	Maintain the job list Remove completed or cancelled jobs so the risk view stays focused.

Why no Roadworks opportunities may appear

There must be both a saved customer job and a real Street Manager event that overlaps its dates and radius. While DfT registration is pending, jobs can be entered but live event matches will remain at zero.

Recommended owner

JobGuard is most useful to an operations manager, scheduler, dispatcher, site manager or service coordinator who can change plans before a team travels.

Digests, account controls and exports

Portal access is available whenever your subscription entitlement is active.

Control	What happens
Email digest	Choose Daily, Weekly or Portal only. Delivery is capped at one digest per selected period, and the portal remains available at any time.
Score and trigger focus	Set a minimum score and choose all relevant triggers or one specific FleetStart, CQC-change or matched JobGuard trigger for email delivery.
CSV export	The enriched export includes organisation, location, trigger, contact fields, decision-maker guidance, notes, status, research URLs and official source.
Password reset	Use Forgot password on the sign-in page. The one-hour link is single-use and previous sessions are signed out after a reset.
Monthly cancellation	Cancels future monthly renewal. Access normally continues through the current paid period.
Annual cancellation	Cancels the next annual renewal. The annual collection is taken once per year and access continues through the paid annual term.
Payment status	GoCardless will manage subscription collection when billing is activated. Bank details are not stored in the FleetStart portal.

Email is a reminder, not the product

The portal remains the complete source of truth. Open it at any time for current health, all opportunities, private pipeline notes, the CQC directory and JobGuard jobs.

Frequently asked questions

Why is a product tab empty when its source card says Healthy?

Healthy means the source check succeeded. Opportunity rows appear only for qualifying changes. CQC baseline locations belong in the directory. Roadworks risks appear inside JobGuard only after a saved job matches a live event.

Which dashboard should I open first?

For sales prospecting, start with Opportunities and FleetStart Radar. For care-sector market mapping, open the CQC Live Directory. For travel or site-access risk around scheduled work, add the job in Roadworks JobGuard. Use Saved pipeline for follow-up.

Are website, email and telephone details guaranteed?

No. Official publications often omit direct contact details. The portal shows what is genuinely available, provides public research shortcuts and lets your team save public business contact details privately.

What does the opportunity score mean?

It ranks the commercial strength or operational urgency of a detected trigger. It is not a guarantee of buying intent, financial standing, regulatory status or sales outcome.

Can I contact every organisation shown?

You are responsible for lawful, relevant outreach. Verify the source, use appropriate business contact channels, respect opt-outs and comply with UK GDPR, PECR and any sector rules. The portal is not legal advice.

Can I export the data?

Yes, within your subscription and for your organisation's internal business use. Do not resell, publish, scrape or systematically redistribute the service or its data.

How often will I receive email?

Only when email delivery is enabled for your account. Choose Daily, Weekly or Portal only, and the service sends no more than one digest per selected period. Trigger focus and minimum score control which qualifying updates are included.

Frequently asked questions, continued

Why can a CQC name appear more than once?

Separate CQC location IDs can share a trading name or postcode. Use the location ID and official CQC record to identify the correct registration.

What should I put in a private note?

Record a concise next action, public business contact and outcome. Avoid unnecessary personal data, sensitive data or speculative claims.

What if an official source is wrong or unavailable?

Do not rely on the portal alone for a material decision. Recheck the official record later and contact support if a source or signal appears incorrect.

How do I cancel?

Open Account and billing, then Manage subscription. Monthly cancellation stops future monthly renewal. Annual cancellation stops the next annual renewal while preserving access through the paid term.

Where can I get support?

Email digidentAI@proton.me with your account email, organisation and a clear description of the issue. Do not email passwords or bank details.

Useful links

Customer portal: <https://fleetstart.digidentai.com/customer>

Roadworks JobGuard: <https://fleetstart.digidentai.com/customer/jobguard>

Terms: <https://fleetstart.digidentai.com/terms>

Privacy: <https://fleetstart.digidentai.com/privacy>

Support: digidentAI@proton.me

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