

# Frequently Asked Questions



## Course Overview

Use Frequently Asked Questions to find answers to common questions.

This guide provides instructions on how to handle support requests, manage system adjustments, and troubleshoot hardware using the CorrecTek Spark system.

## Use This Guide When

- Interested in making changes to templates or workflows in Spark
- Determining how to change a password
- Facing hardware issues or needing general helpdesk assistance

## What You'll Be Able to Do

- Request system, template, or report changes
- Locate information for changing a password
- Seek assistance with hardware issues

# Frequently Asked Questions



## Topics Covered

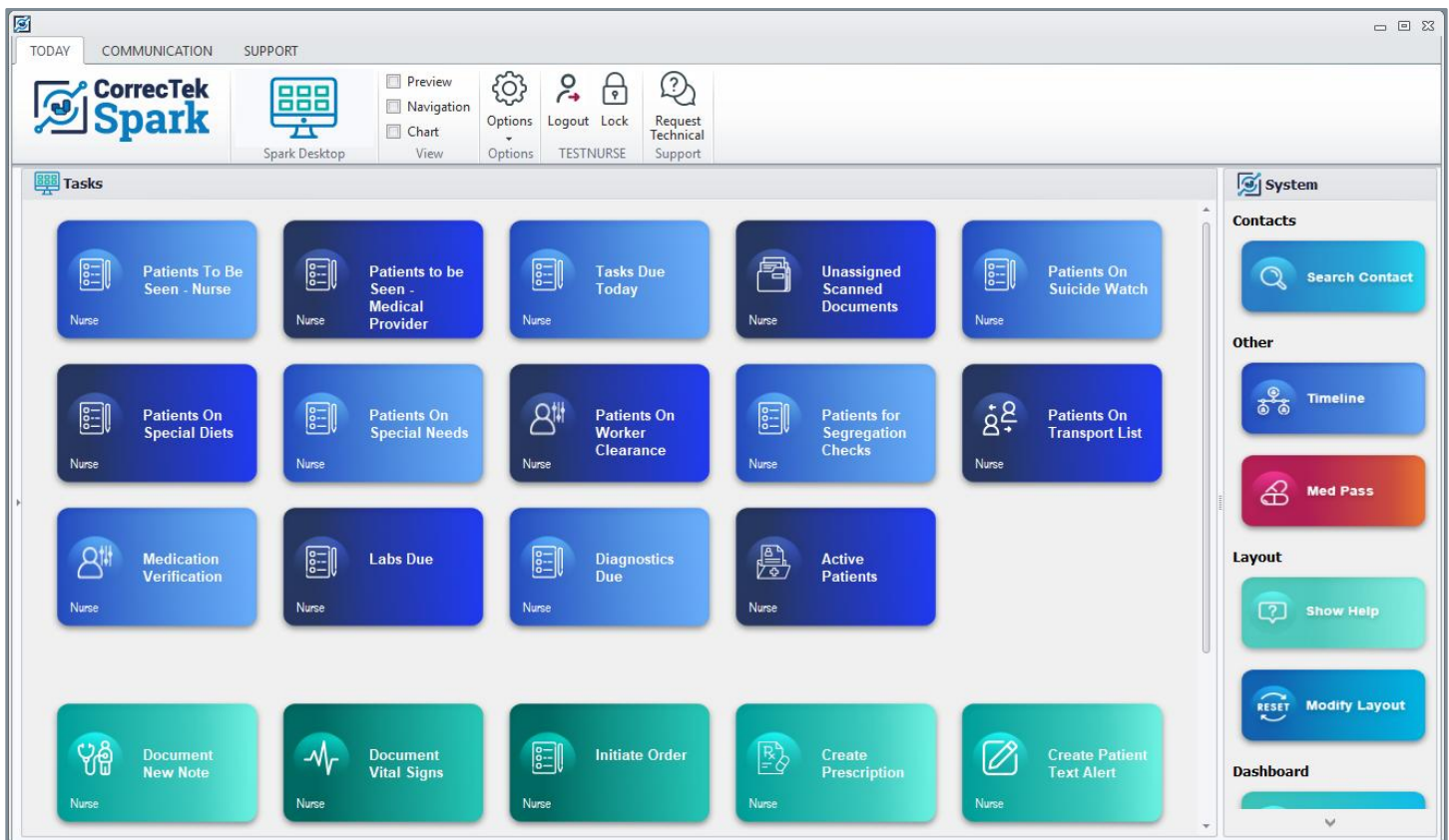
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# Frequently Asked Questions



## Spark Desktop

The Spark Desktop is a tool that is designed to give users access to their daily workflow and communicate to other users at the touch of a button.



## Requesting Changes

**Can I make changes to a report, template, workflow, etc.?**

All requests for database changes, including reports, templates, and documents, must be approved by an on-site administrator and submitted to CorrecTek support by the administrator.

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## Change a Password

### How do I change a password?

For security purposes, the CorrecTek helpdesk will not alter passwords for end users. All password changes must be made on-site by either the user or a facility system administrator.

**Changes to other passwords** (e.g., Windows, websites, hosting applications, etc.) should be directed to the appropriate party, such as the facility's local IT, host provider, or other vendor(s).

## Hardware Issues

### What if I am experiencing hardware issues?

Hardware issues, including printers, scanners, barcode readers, fingerprint readers, etc., should be directed to the facility's IT department.

## General Assistance

### What if I need general assistance with the system?

If you need assistance from the CorrecTek helpdesk regarding a specific entry on a patient, please do not make any changes to the item (order, prescription, encounter, etc.) until you have received a response from a CorrecTek Client Services team member.

Contact our Client Services team at:

- 866.438.3671 (Select Option 2, then Option 3)
- [ctsupport@correctek.com](mailto:ctsupport@correctek.com)

# Frequently Asked Questions



## Not Listed

**My question/concern is not listed.**

If you haven't found the answer to your question in this FAQ, explore our comprehensive eLearning library for further assistance and system navigation guidance.

## Related Courses

- [Reset Password](#)
- [ADMIN-Reset Password](#)