

Granting Emergency Access



Course Overview

Use Maintain Users to grant temporary emergency access to users when administrative privileges are required.

This guide explains how to grant and revoke emergency access in CorrecTek Spark.

Use This Guide When

- Emergency access needs to be granted to a non-admin user
- Emergency access needs to be revoked

What You'll Be Able to Do

- Grant emergency access to a user
- Revoke emergency access from a user

Granting Emergency Access



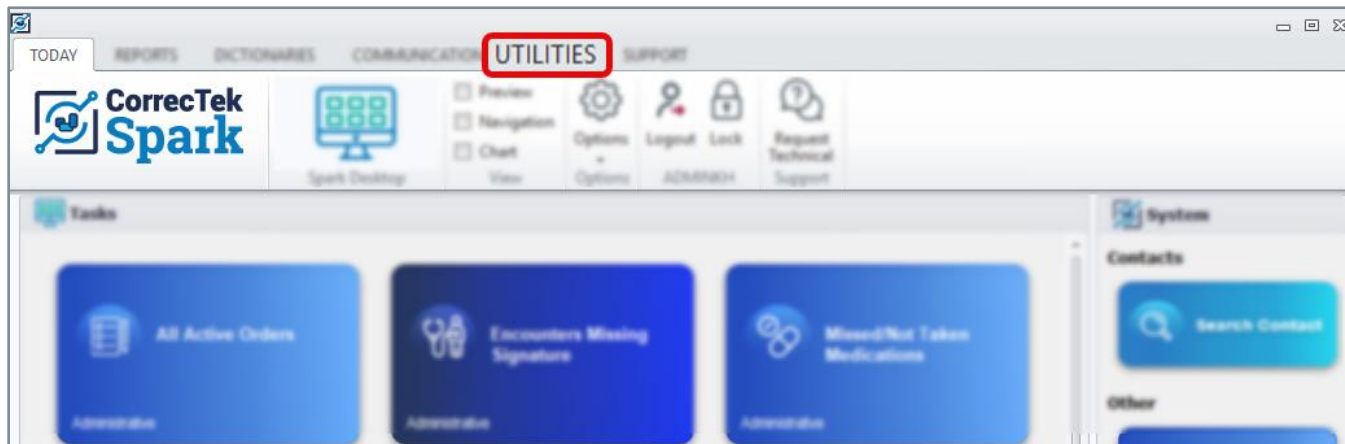
Topics Covered

- Course Overview 1
- Use This Guide When..... 1
- What You'll Be Able to Do 1
- Spark Desktop 3
- Utilities 3
- Granting Emergency Access 5
- Revoking Emergency Access 6
- Return to Spark Desktop..... 7
- Related Courses 7
- References..... 8

Granting Emergency Access

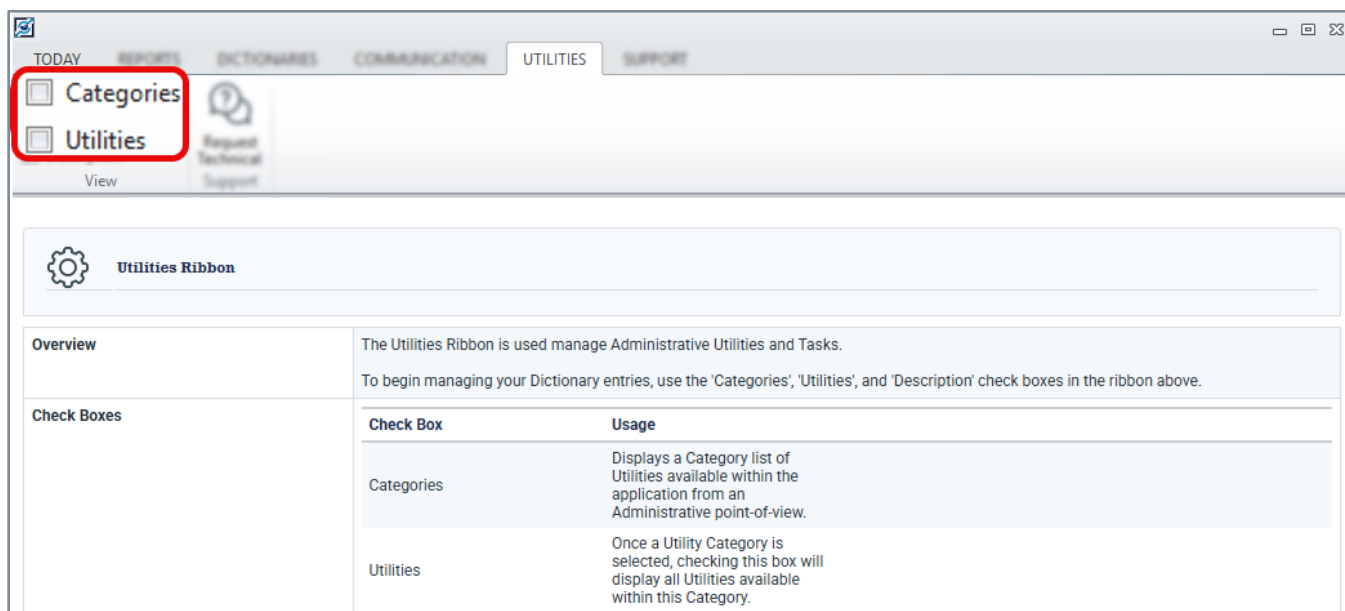
Spark Desktop

From the Spark Desktop, click **Utilities**.



Utilities

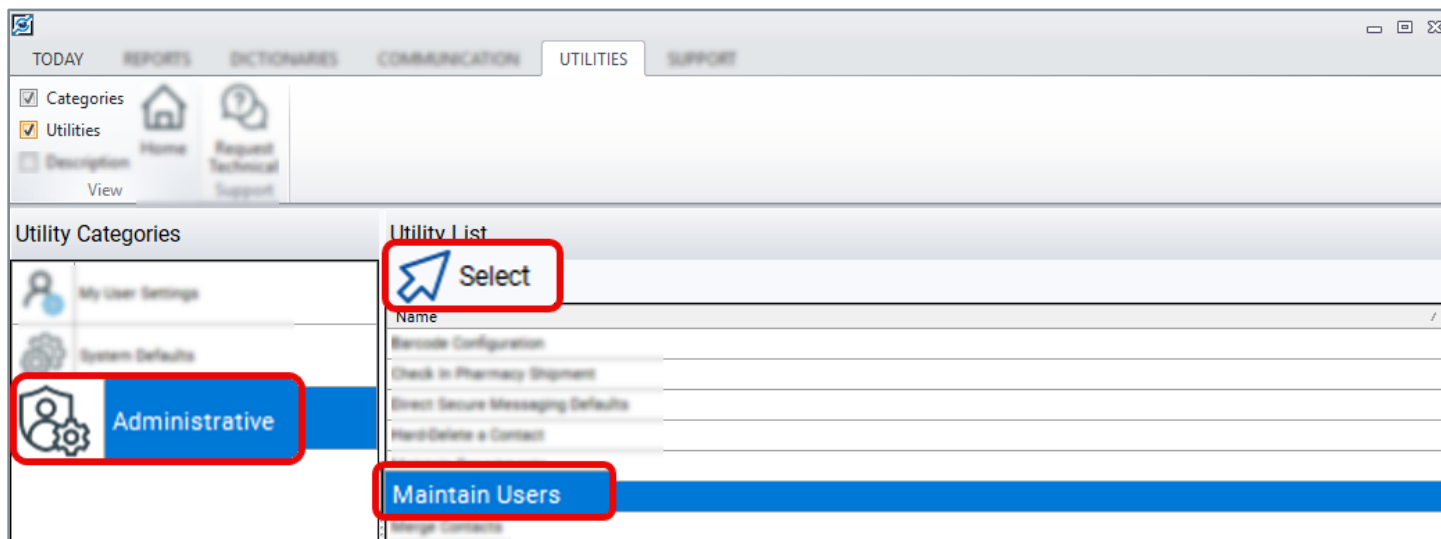
Select **Categories** and **Utilities** from the sub-menu layout.



Granting Emergency Access

Select **Administrative**, then **Maintain Users**.

Click **Select**.



Maintain Users

The **Maintain Users** screen opens.

Maintain Users

Search:

Show Deleted

Show Suspended

Maintain Departments

Users:

Add

Edit Login Name

Manage Display Names

Delete

Copy

Set Password

Enroll Fingerprints

Suspend

Assign Departments

Show Departments

Assign Contact

Edit Contact

Clear Contact

Print List

Single Step Login

Log

Emergency Access

User Preferences

View

SYSTEM POLICY - "Display the User's Assigned Contact Name if no Assigned Display Names" IS IN EFFECT

Help on User Names

Fix Missing Users

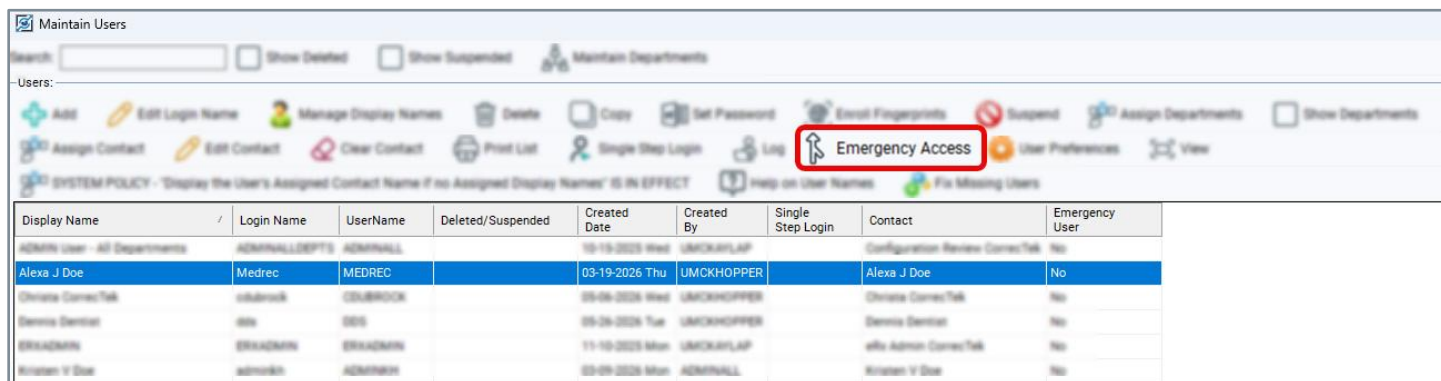
Display Name	Login Name	UserName	Deleted/Suspended	Created Date	Created By	Single Step Login	Contact	Emergency User
ADMIN User - All Departments	ADMINALLDEPTS	ADMINALL		10-15-2025 Wed	UMCKAYLAP		Configuration Review Correctek	No
Alexa J Doe	Medrec	MEDREC		03-19-2026 Thu	UMCKHOPPER		Alexa J Doe	No
Christa Correctek	cdubrock	CDUBROCK		05-06-2026 Wed	UMCKHOPPER		Christa Correctek	No
Dennis Dentist	dds	DDS		05-26-2026 Tue	UMCKHOPPER		Dennis Dentist	No
ERXADMIN	ERXADMIN	ERXADMIN		11-10-2025 Mon	UMCKAYLAP		eRx Admin Correctek	No
Kristen V Doe	adminkh	ADMINKH		03-09-2026 Mon	ADMINALL		Kristen V Doe	No

Granting Emergency Access

Granting Emergency Access

Use this procedure to immediately elevate a user's system permissions during an operational emergency.

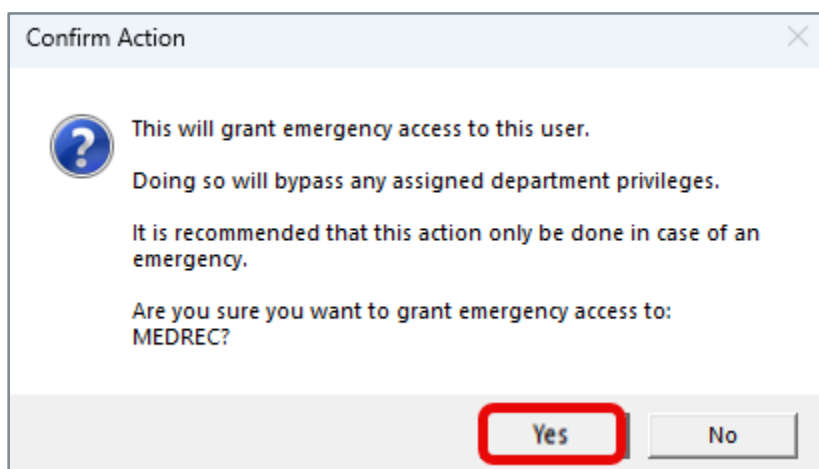
Highlight the user in the list then click **Emergency Access**.



The screenshot shows the 'Maintain Users' window. The toolbar contains various icons for user management. The 'Emergency Access' icon, which shows a person with a lightning bolt, is highlighted with a red rectangular box.

Display Name	Login Name	UserName	Deleted/Suspended	Created Date	Created By	Single Step Login	Contact	Emergency User
ADMIN User - All Departments	ADMINALLDEPT'S	ADMINALL		10-15-2025 Wed	UMCKHOPPER		Configuration Review CorrecTek	No
Alexa J Doe	Medrec	MEDREC		03-19-2026 Thu	UMCKHOPPER		Alexa J Doe	No
Christie CorrecTek	cdubrock	CDUBROCK		05-06-2026 Wed	UMCKHOPPER		Christie CorrecTek	No
Dennis Denton	dd	DD		05-26-2026 Tue	UMCKHOPPER		Dennis Denton	No
ERKADAMN	ERKADAMN	ERKADAMN		11-10-2025 Mon	UMCKHOPPER		efix Admin CorrecTek	No
Kristen V Doe	adminvkn	ADMINVKN		03-09-2026 Mon	ADMINALL		Kristen V Doe	No

A verification prompt will open. Click **Yes** to grant the user Emergency Access.



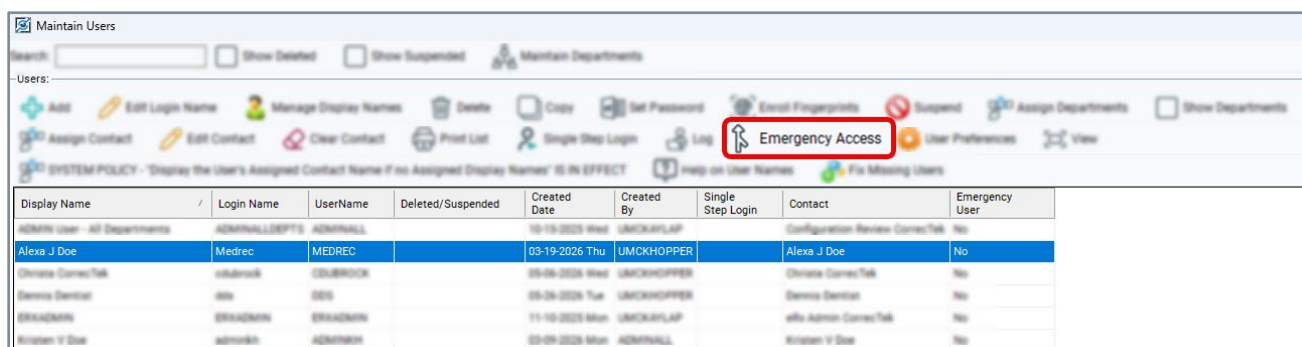
The screenshot shows a 'Confirm Action' dialog box. It contains a question mark icon and the following text: 'This will grant emergency access to this user. Doing so will bypass any assigned department privileges. It is recommended that this action only be done in case of an emergency. Are you sure you want to grant emergency access to: MEDREC?'. At the bottom, there are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red rectangular box.

The user now has temporary administrative privileges. These advanced permissions will remain active until the Emergency Access toggle is manually turned off.

Granting Emergency Access

Revoking Emergency Access

Use this procedure immediately after an emergency event concludes to restore normal system security boundaries. Highlight the user in the list, then click **Emergency Access** (this button acts as an on/off toggle).

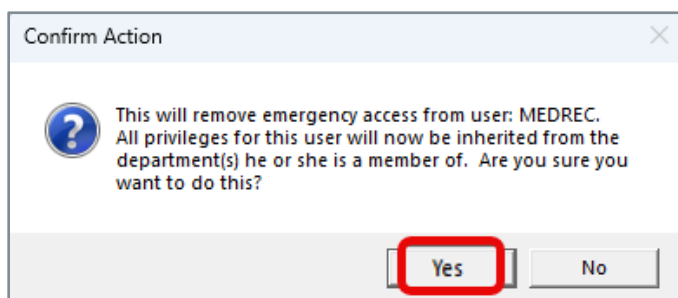


The screenshot shows the 'Maintain Users' interface. At the top, there are search and filter options. Below these are various action buttons for user management. The 'Emergency Access' button is highlighted with a red box. Below the buttons is a table of users.

Display Name	Login Name	UserName	Deleted/Suspended	Created Date	Created By	Single Step Login	Contact	Emergency User
ADMIN User - All Departments	ADMINALLDEPTS	ADMINALL		10-10-2023 Wed	UMCKHOPPER		Configuration Review ConnectTalk	No
Alexa J Doe	Medrec	MEDREC		03-19-2026 Thu	UMCKHOPPER		Alexa J Doe	No
Christine ConnectTalk	colubrock	COLUBROCK		05-06-2024 Wed	UMCKHOPPER		Christine ConnectTalk	No
Denissa Denissat	den	DENIS		05-24-2024 Tue	UMCKHOPPER		Denissa Denissat	No
BRADADMIN	BRADADMIN	BRADADMIN		11-10-2023 Mon	UMCKHOPPER		alex Admin ConnectTalk	No
Kristen V Star	ADMIN08H	ADMIN08H		03-09-2024 Mon	ADMINALL		Kristen V Star	No

For more information regarding buttons on this screen, see Maintain Users reference.

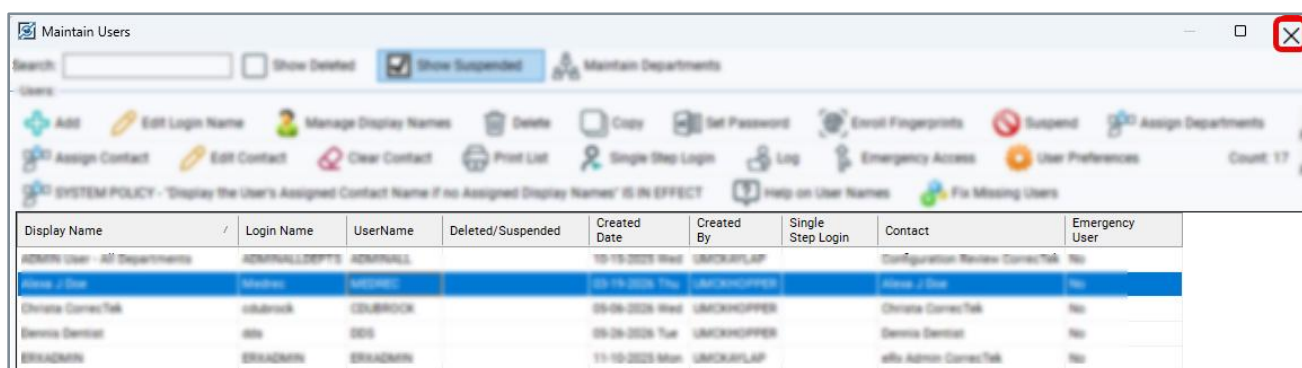
A confirmation dialog box will appear on the screen. Click **Yes** to proceed with revoking access.



The screenshot shows a 'Confirm Action' dialog box. It contains a question mark icon and the following text: 'This will remove emergency access from user: MEDREC. All privileges for this user will now be inherited from the department(s) he or she is a member of. Are you sure you want to do this?'. At the bottom, there are two buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red box.

This user's account instantly drops back to its original restricted security roles.

When modifications are complete, click **X** to close the Maintain Users screen.

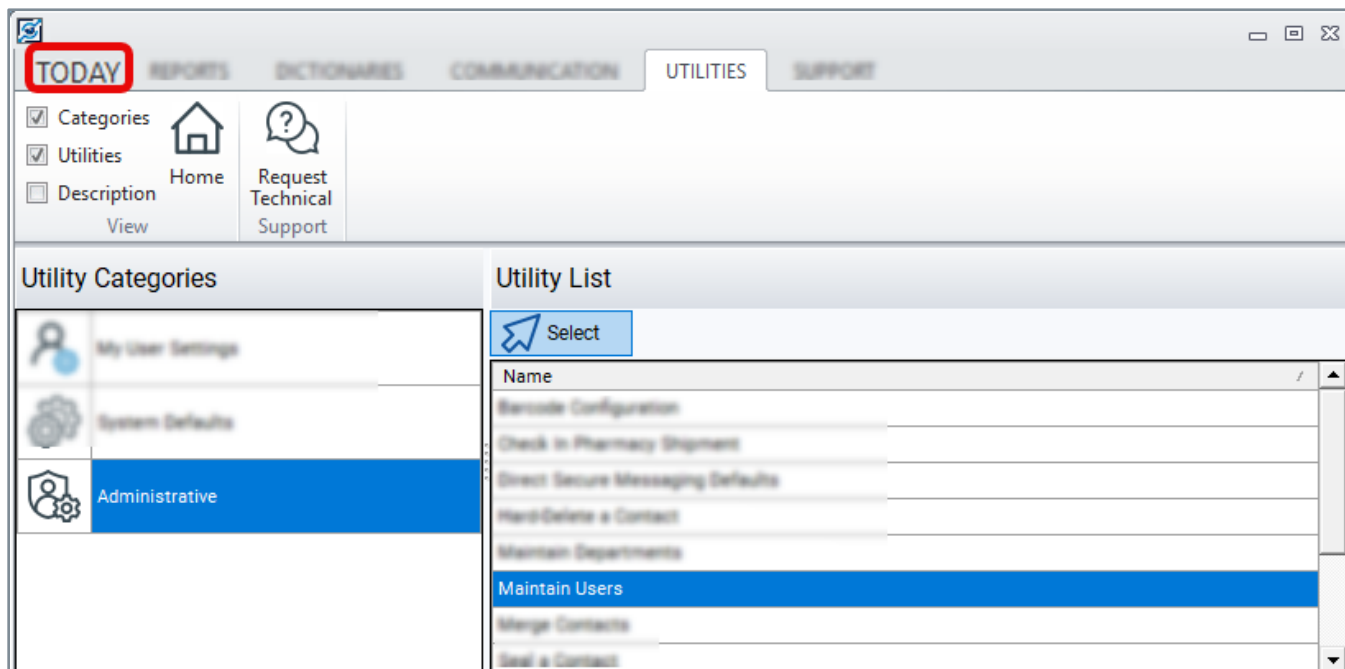


The screenshot shows the 'Maintain Users' interface, identical to the one above. The window's title bar is visible at the top, and the close button (X) is highlighted with a red box.

Granting Emergency Access

Return to Spark Desktop

Click **TODAY** to return to the Spark Desktop.



Related Courses

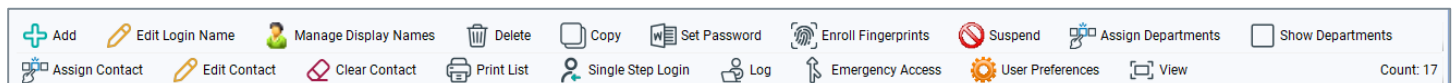
- [Maintain Users](#)

Granting Emergency Access



References

Maintain Users



Add: Adds a new user.

Edit Login Name: Edits the user's login name.

Manage Display Names: Manages the name that displays in CorrecTek and allows users to select a time frame for each name.

Delete: Deletes the selected user. This should only be done if a user is entered in error or can't be modified.

Copy: Copies the selected user.

Set Password: Resets the password.

Enroll Fingerprints: Enrolls the user's fingerprints.

Suspend: Suspends the user from the system. This is the best practice to use when a user leaves the facility.

Assign Departments: Assigns departments to a user.

Show Departments: Displays a list of departments each user is assigned to.

Assign Contact: Assigns a contact.

Edit Contact: Edits the associated contact record.

Clear Contact: Removes the contact associated with the user.

Print List: Prints the list of users.

Single Step Login: Creates a Single Step Login that is used in conjunction with the user's Windows username.

Log: Displays the user's activity log.

Granting Emergency Access



Emergency Access: Grants or revokes emergency access for the selected user.

User Preferences: Sets the user's preferences.

View: Opens a record of the user's information.

[Return to Revoking Emergency Access.](#)