

Request Technical Support



Course Overview

Issues with the Correctek Spark system may occasionally require help from Technical Support. Support can assist with error messages, system performance concerns, or features that are not working as expected.

This guide walks you through how to request help using the Request Technical Support option on the Spark desktop.

Use This Guide When

- Experiencing an issue with the Correctek Spark software
- Receiving an error message
- Assistance from Technical Support is required

What You'll Be Able to Do

- Access the Request Technical Support option
- Locate the Technical Support phone number
- Start a remote support session
- Submit a support ticket online

Request Technical Support



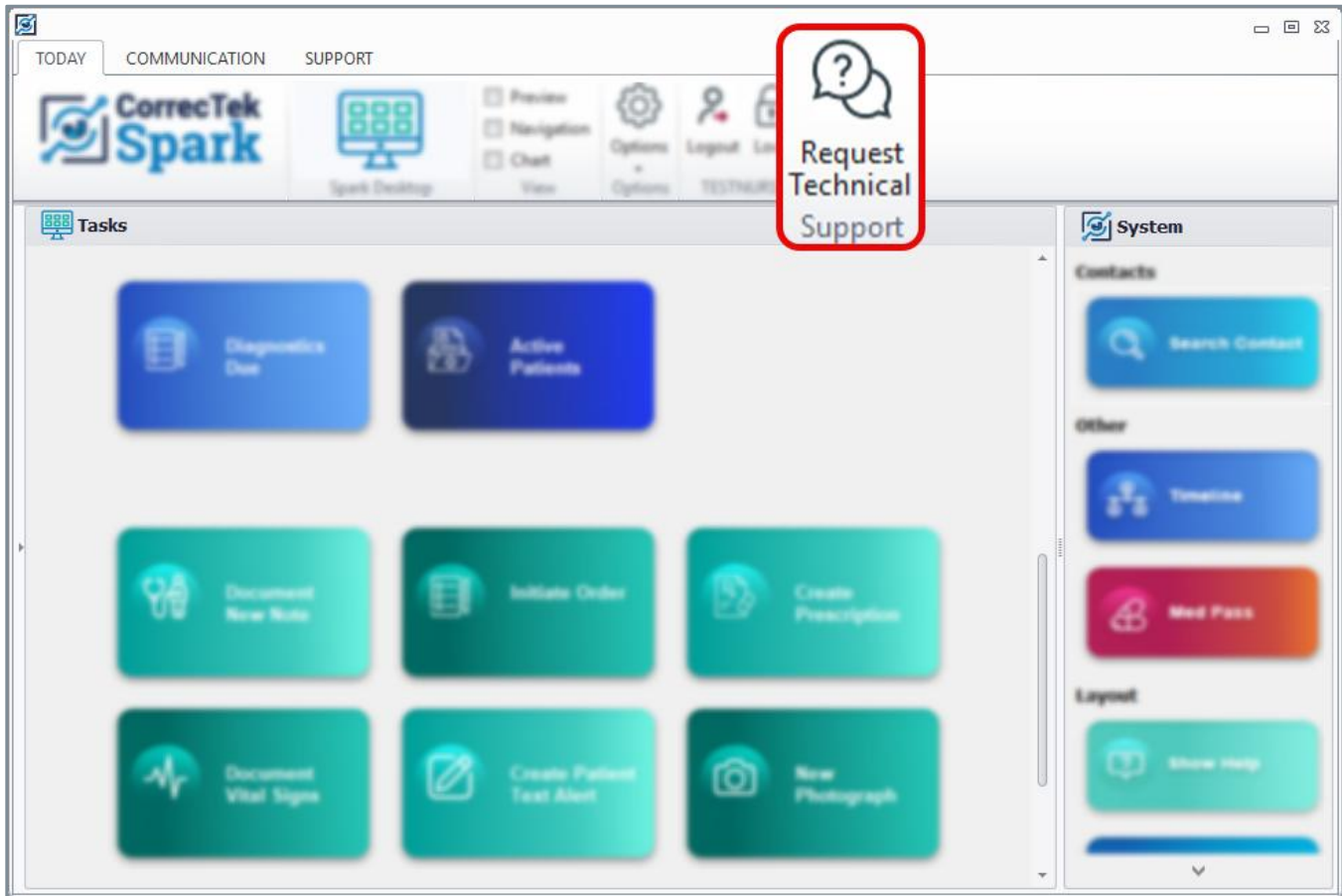
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Request Technical Support

Spark Desktop

From the Spark Desktop, click **Request Technical Support**.



About Correctek

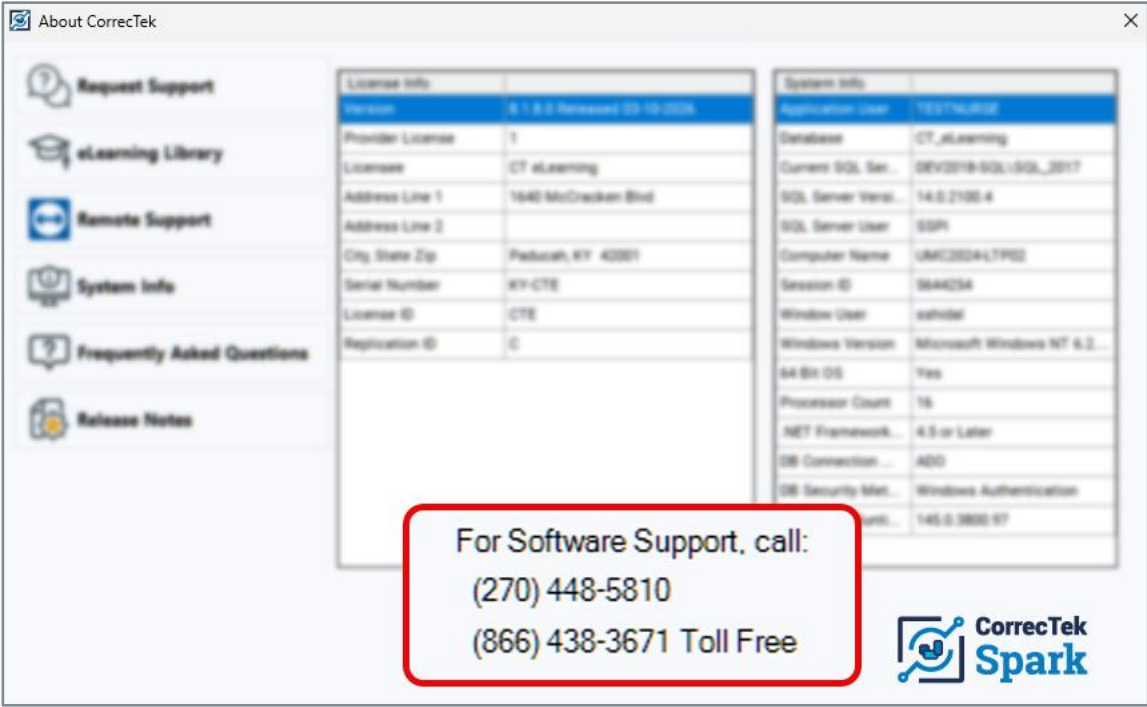
The **About Correctek** window opens.

From this window, Technical Support can be contacted using the options below.

Request Technical Support

Call Technical Support

Use the phone numbers displayed in the About CorrecTek window.



The 'About CorrecTek' window displays a sidebar with navigation links: Request Support, eLearning Library, Remote Support, System Info, Frequently Asked Questions, and Release Notes. The main content area is divided into two tables: 'License Info' and 'System Info'.

License Info	
Version	8.1.8.0 Released 05-10-2024
Provider License	1
Licensee	CT eLearning
Address Line 1	1640 McCracken Blvd
Address Line 2	
City/State/Zip	Pedulah, KY 40301
Serial Number	KY-CTE
License ID	CTE
Replication ID	C

System Info	
Application User	TESTUSER02
Database	CT_eLearning
Current SQL Ser...	DEV2018-SQL\SOL_2017
SQL Server Versi...	14.0.2108.4
SQL Server User	SSPI
Computer Name	UMC2024-LTP02
Session ID	5644254
Window User	safoal
Windows Version	Microsoft Windows NT 6.2...
64 Bit OS	Yes
Processor Count	16
.NET Framework	4.5 or Later
DB Connection	ADO
DB Security Met...	Windows Authentication
Port	143.0.3800.97

For Software Support, call:
(270) 448-5810
(866) 438-3671 Toll Free

 CorrecTek
Spark

Start a Remote Support Session

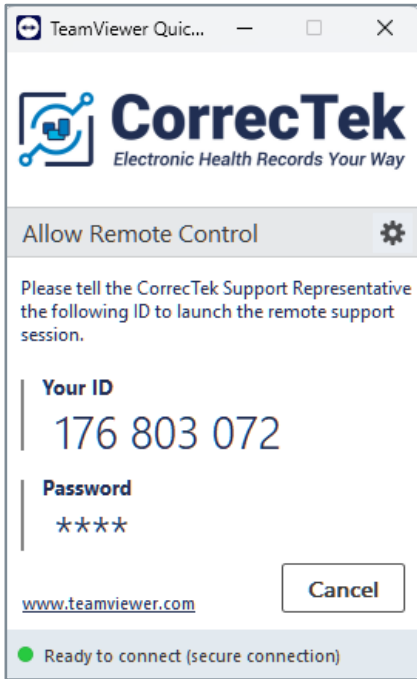
After contacting support, click **Remote Support** when prompted.



The 'About CorrecTek' window is shown with the 'Remote Support' button in the sidebar highlighted by a red box. The button features a blue icon with a white double-headed arrow and the text 'Remote Support'.

Request Technical Support

Provide the **Your ID** number displayed in the Remote Support window.



TeamViewer QuickConnect

Correctek
Electronic Health Records Your Way

Allow Remote Control

Please tell the Correctek Support Representative the following ID to launch the remote support session.

Your ID
176 803 072

Password

www.teamviewer.com

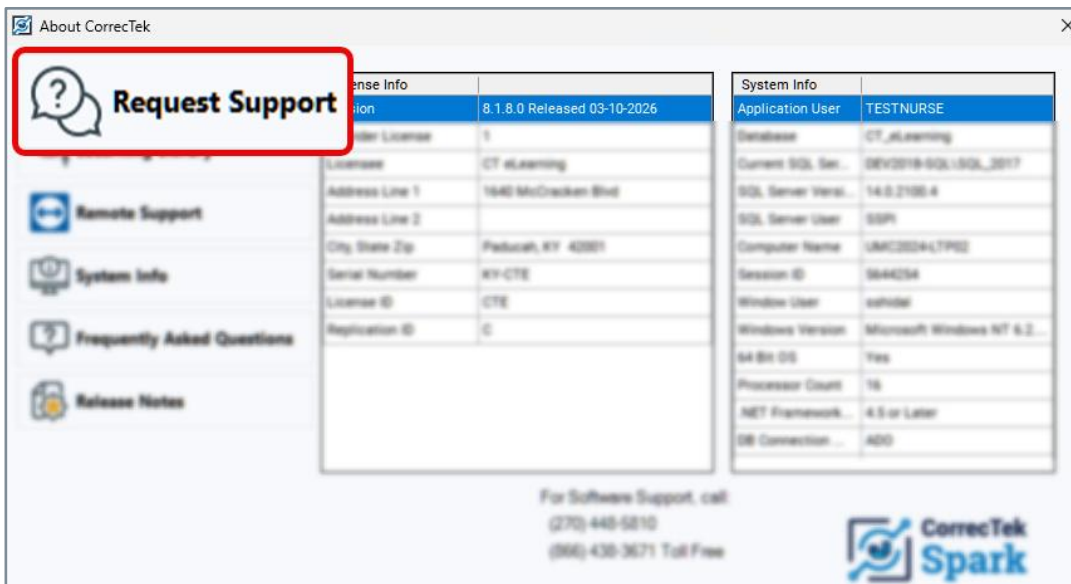
Cancel

Ready to connect (secure connection)

When the session is complete, click **X** to close the window.

Submit a Support Ticket

Click **Request Support**.



About Correctek

Request Support

Remote Support

System Info

Frequently Asked Questions

Release Notes

License Info		System Info	
Version	8.1.8.0 Released 03-10-2026	Application User	TESTNURSE
Order License	1	Database	CT_eLearning
License	CT_eLearning	Current SQL Ser...	DEV2019-SQL/SQL_2017
Address Line 1	1640 McCracken Blvd	SQL Server Versi...	14.0.2100.4
Address Line 2		SQL Server User	SSPI
City, State Zip	Pedulah, KY 40361	Computer Name	UMC2024LTP02
Serial Number	KY-CTE	Session ID	5646254
License ID	CTE	Window User	vshodor
Replication ID	C	Windows Version	Microsoft Windows NT 6.2...
		64 Bit OS	Yes
		Processor Count	16
		.NET Framework	4.5 or Later
		DB Connection	ADO

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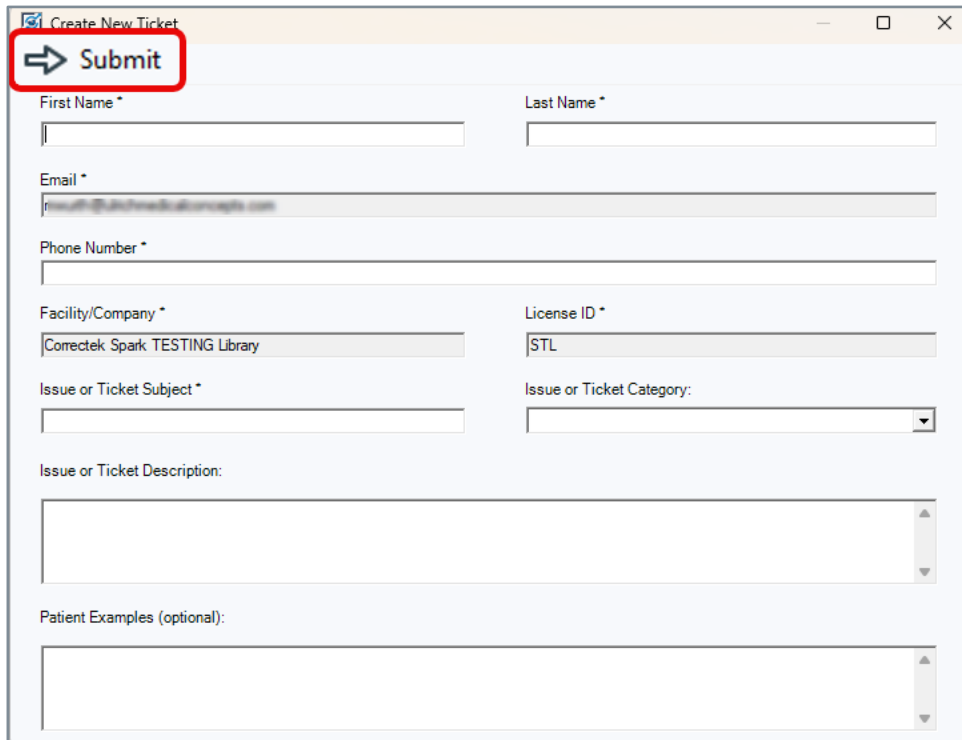
Correctek Spark

The Create New Ticket screen will open.

Request Technical Support

Enter all required fields marked with an asterisk (*).

Click **Submit**.



The 'Create New Ticket' window contains the following fields and controls:

- Submit**: A button with a right-pointing arrow, highlighted with a red box.
- First Name ***: Text input field.
- Last Name ***: Text input field.
- Email ***: Text input field with the placeholder text 'mroff@ctehomeducation.com'.
- Phone Number ***: Text input field.
- Facility/Company ***: Text input field with the value 'Correctek Spark TESTING Library'.
- License ID ***: Text input field with the value 'STL'.
- Issue or Ticket Subject ***: Text input field.
- Issue or Ticket Category:**: A dropdown menu.
- Issue or Ticket Description:**: A large text area.
- Patient Examples (optional):**: A text area.

The system returns to the About Correctek window.

Click **X** to close the window and return to the Spark Desktop.



The 'About Correctek' window displays system information and navigation links. A red box highlights the close button (X) in the top right corner.

Navigation Links:

- Request Support
- eLearning Library
- Remote Support
- System Info
- Frequently Asked Questions
- Release Notes

License Info:

Field	Value
Version	8.1.8.2 Released 05-10-2024
Provider License	1
License	CT eLearning
Address Line 1	1640 McCracken Blvd
Address Line 2	
City, State, Zip	Pedro, KY 40361
Serial Number	KY-CTE
License ID	CTE
Application ID	C

System Info:

Field	Value
Application User	1921764002
Database	CT_eLearning
Current SQL Ser.	DEV2019-SQL-1-SQL_2017
SQL Server Ver.	14.0.2108.4
SQL Server User	SSPI
Computer Name	UAC2024LTP02
Session ID	5646254
Window User	wholde
Windows Version	Microsoft Windows NT 6.2...
64 Bit OS	Yes
Processor Count	16
.NET Framework	4.5 or Later

Contact Information:

For Software Support, call
(270) 440-5810
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Correctek Spark

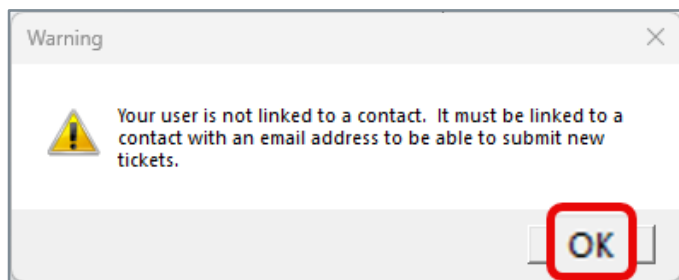
For more information, see the [About Correctek](#) reference.

Request Technical Support

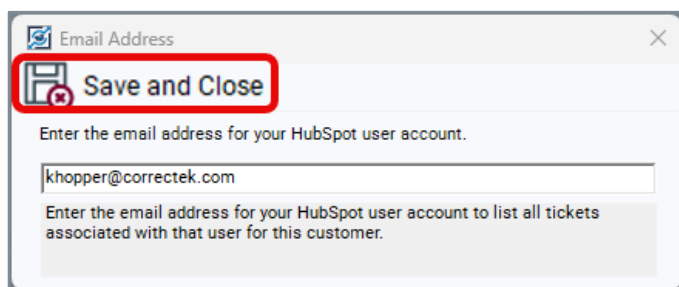
Troubleshooting Request Support Errors

Common troubleshooting issues when selecting **Request Support**.

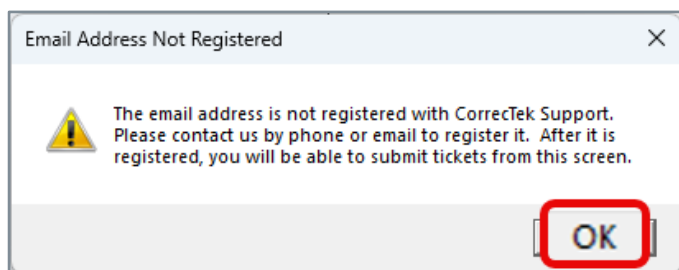
User Not Linked – This error appears when the user attempts to create a ticket, but there is no contact linked to their user account. Click **OK** to clear the prompt, then contact a facility administrator or contact Technical Support for assistance.



No Email Address – If the user does not have an email address in Correctek, the following screen will open. Enter the desired email address, then click **Save and Close**.



Email Not Registered – If the user does not have a registered email address in Correctek, the following screen will open. Click **OK**. Contact Technical Support to register.

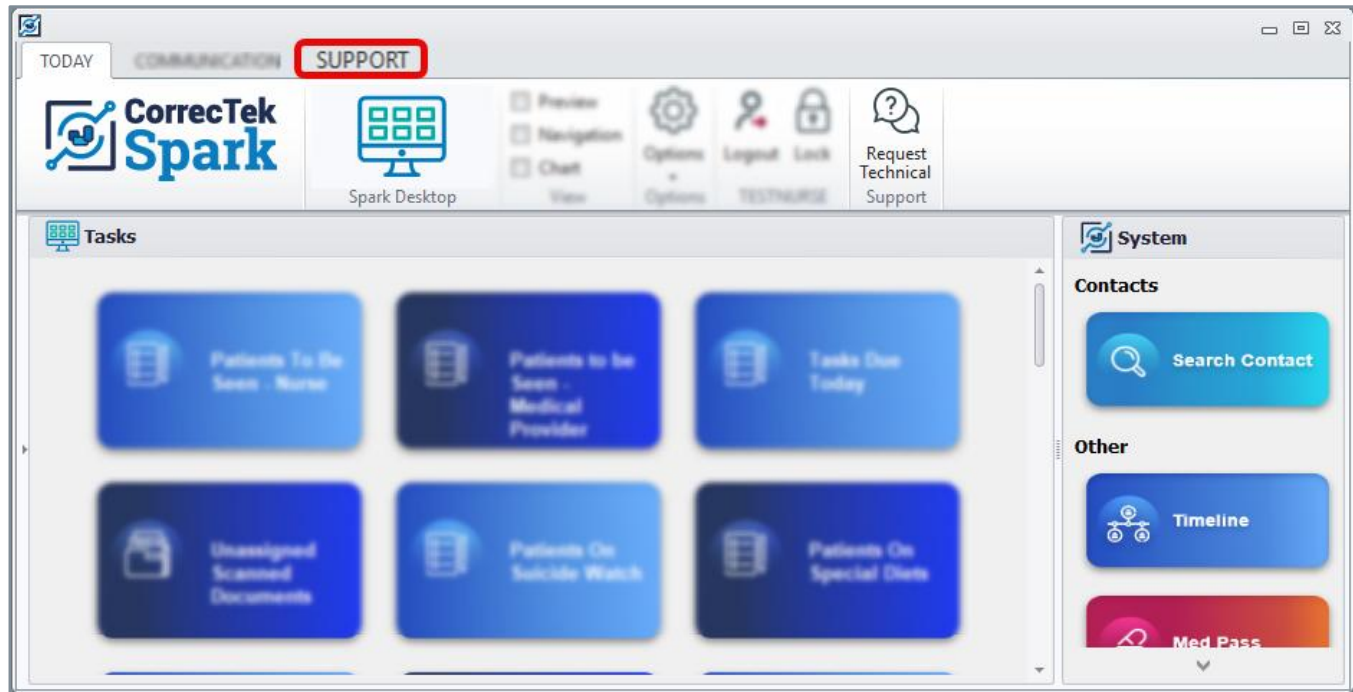


| Tip: Technical Support via phone is available 24 hours a day by calling (866) 438-3671, Option 2, or by emailing **ctsupport@correctek.com**. New tickets can be accepted at any time via email but are only monitored 8am – 5pm CST Monday through Friday.

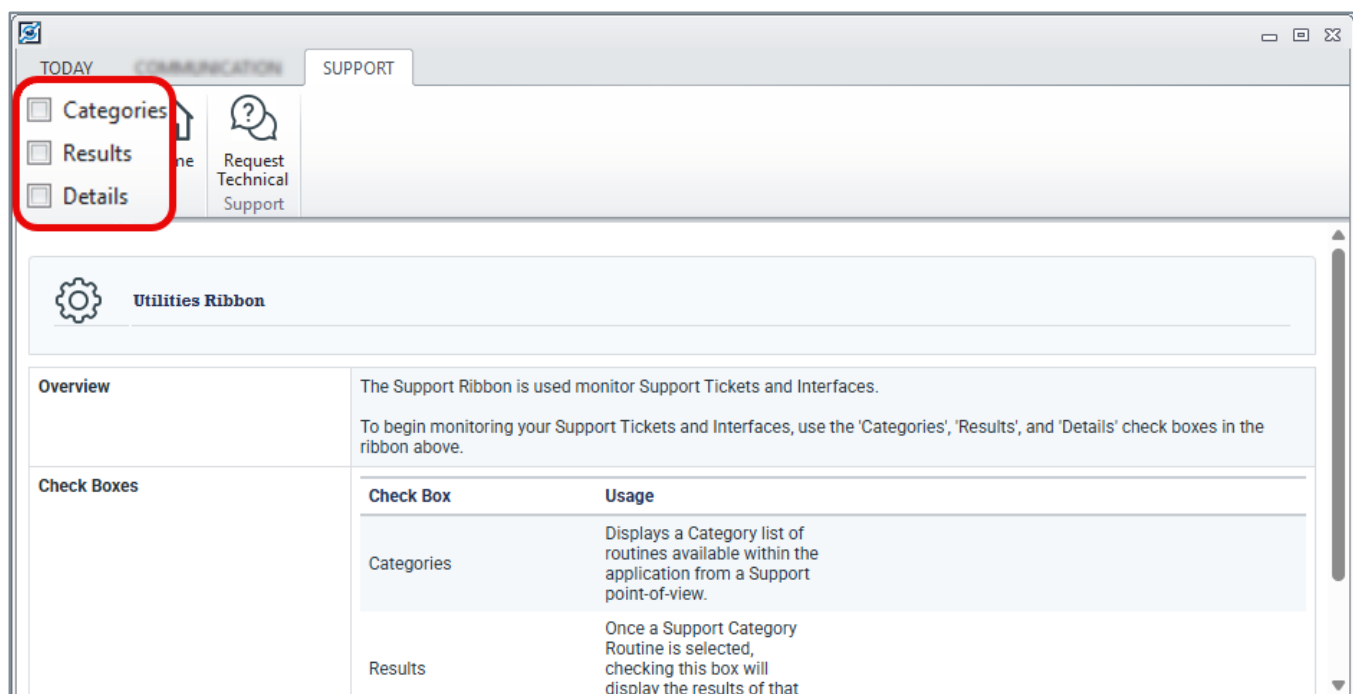
Request Technical Support

Reviewing Support Responses

Report responses can be viewed by selecting the **Support** tab.



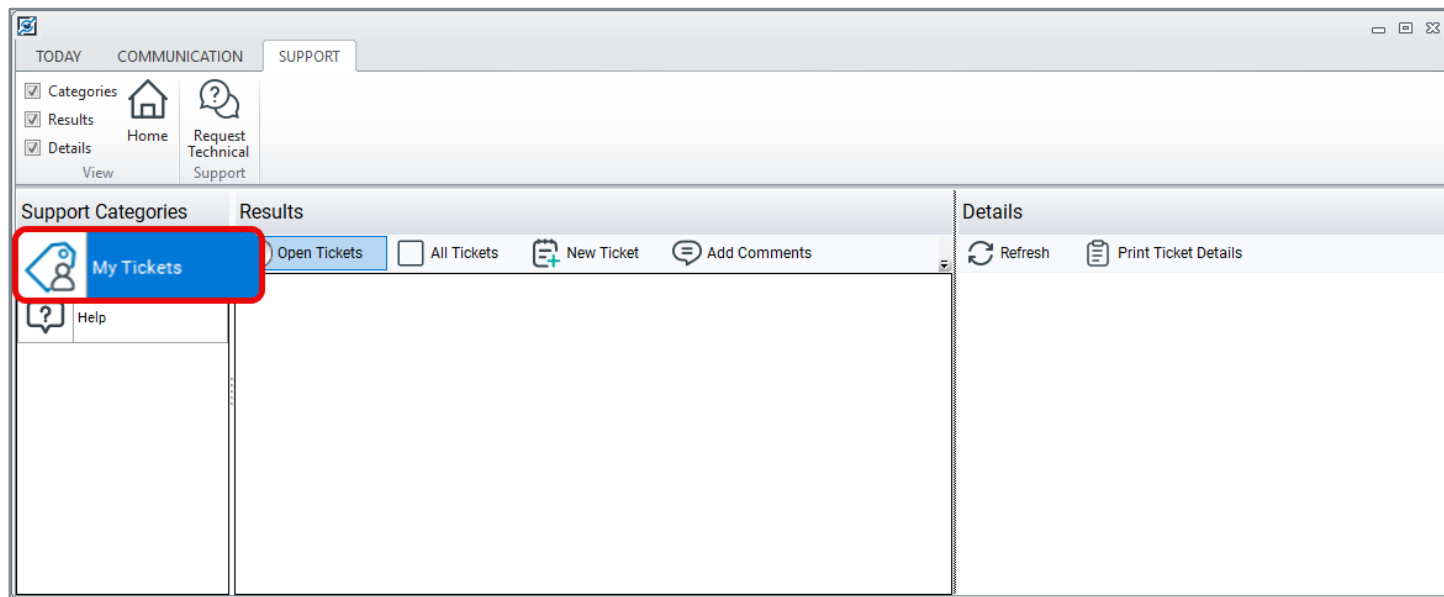
In the **View** section, select **Categories**, **Results** and **Details**.



Request Technical Support



Select **My Tickets** to view tickets.



Tickets appear in the **Results**. Highlight a ticket from the results list to review the ticket information in the **Details**.

For more information, see Support reference.

References

About CorrectTek

eLearning Library: Opens the library in a separate browser.

System Information: Displays the user's system information such as operating system, system manufacturer and system model.

Frequently Asked Questions: Opens the Frequently Asked Questions webpage in a separate browser window.

Release Notes: Opens CorrectTek Spark release notes.

Return to the [About CorrectTek](#) section.

Request Technical Support



Support

Results

☒ Open Tickets ☐ All Tickets  New Ticket  Add Comments  Add Attachment  Print Ticket List  Export  Refresh Tickets

Open Tickets – Displays open tickets.

All Tickets – Displays all tickets.

New Ticket – Creates a new ticket.

Add Comments – Adds comments to a ticket.

Add Attachment – Add an attachment to a ticket.

Print Ticket List – Prints the list of tickets.

Export – Exports the ticket list.

Refresh Tickets – Refreshes the list.

Details

 Refresh  Print Ticket Details

Refresh – Refreshes the Details.

Print Ticket Details – Prints the details of the ticket.

Return to Reviewing Support Responses.