

Reset User Password



Course Overview

Users sometimes need to reset their password to access CorrecTek Spark. Passwords may also need to be updated to meet security or facility requirements.

This guide walks you through how to reset a user's password via Maintain Users.

For security reasons, the CorrecTek Helpdesk does not manage user accounts or reset passwords.

Use This Guide When

- Resetting a forgotten password
- Updating a user's password for security purposes
- Changing a user's password to meet facility requirements

What You'll Be Able to Do

- Access Maintain Users
- Reset a user's password

Reset User Password



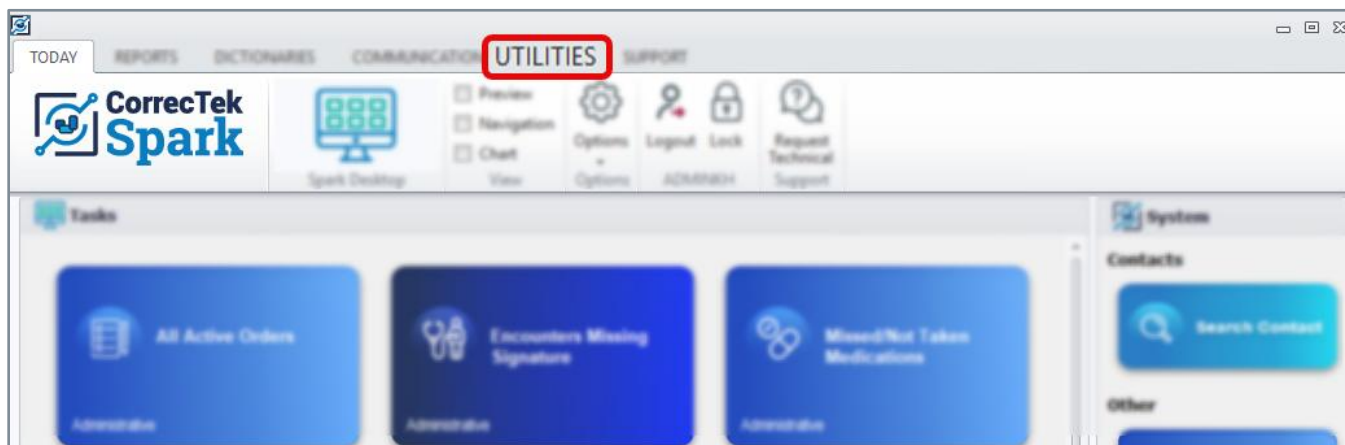
Topics Covered

- Course Overview 1
- Use This Guide When..... 1
- What You’ll Be Able to Do 1
- Spark Desktop 3
- Utilities 3
- Return to Spark Desktop..... 5
- Related Courses 6
- References..... 7

Reset User Password

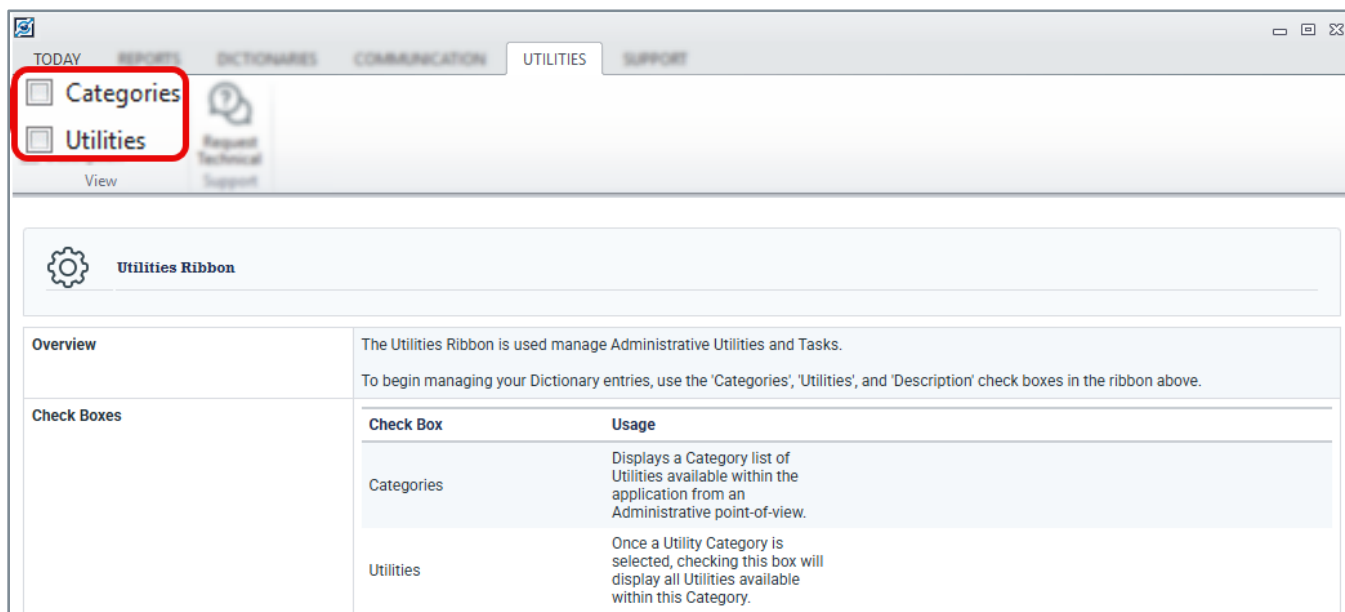
Spark Desktop

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



Utilities

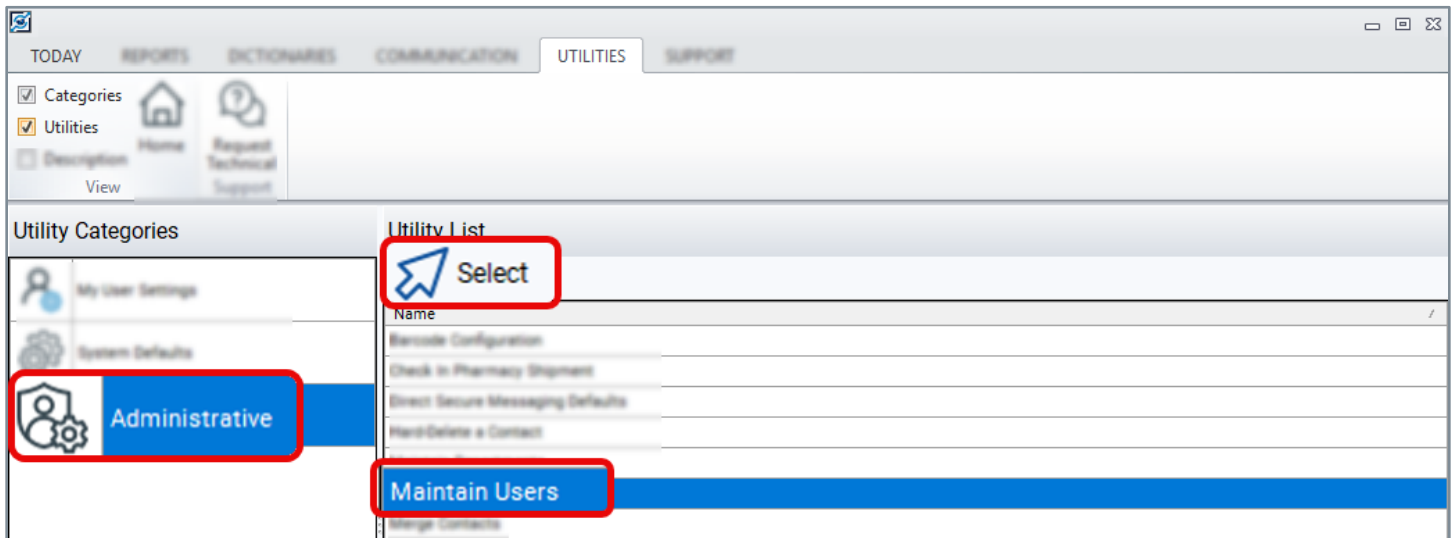
Select **Categories** and **Utilities**.



Reset User Password

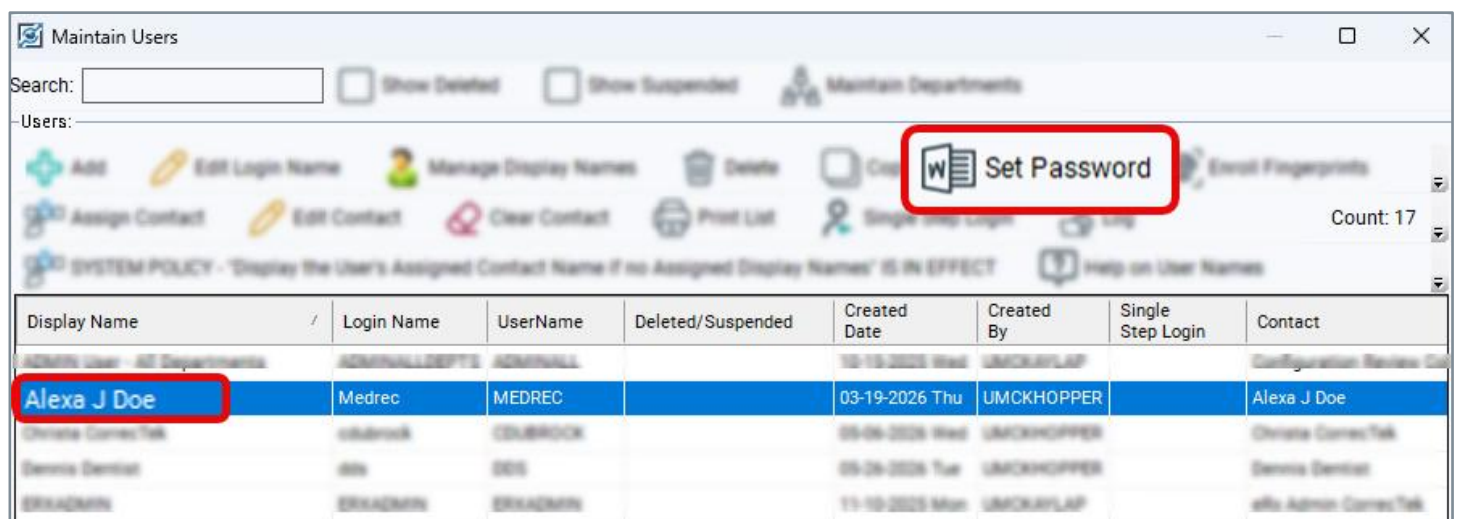
Select **Administrative**, then **Maintain Users**.

Click **Select**.



Reset Password

Select the user then, click **Set Password**.

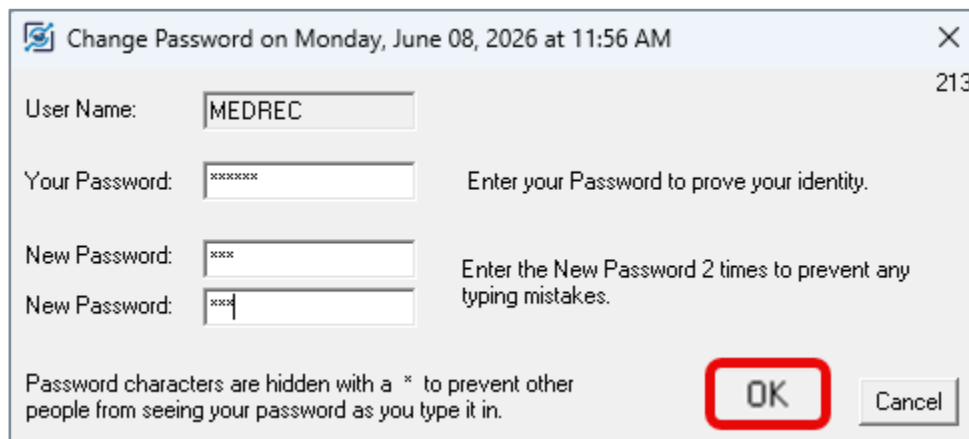


For more information, see [Maintain Users](#) reference.

In the Change Password dialog box:

Reset User Password

- Enter the **Your Password**.
- Enter the **New Password**.
- Re-enter the **New Password**.
- Click **OK**.



Change Password on Monday, June 08, 2026 at 11:56 AM

User Name: MEDREC

Your Password: xxxxxx Enter your Password to prove your identity.

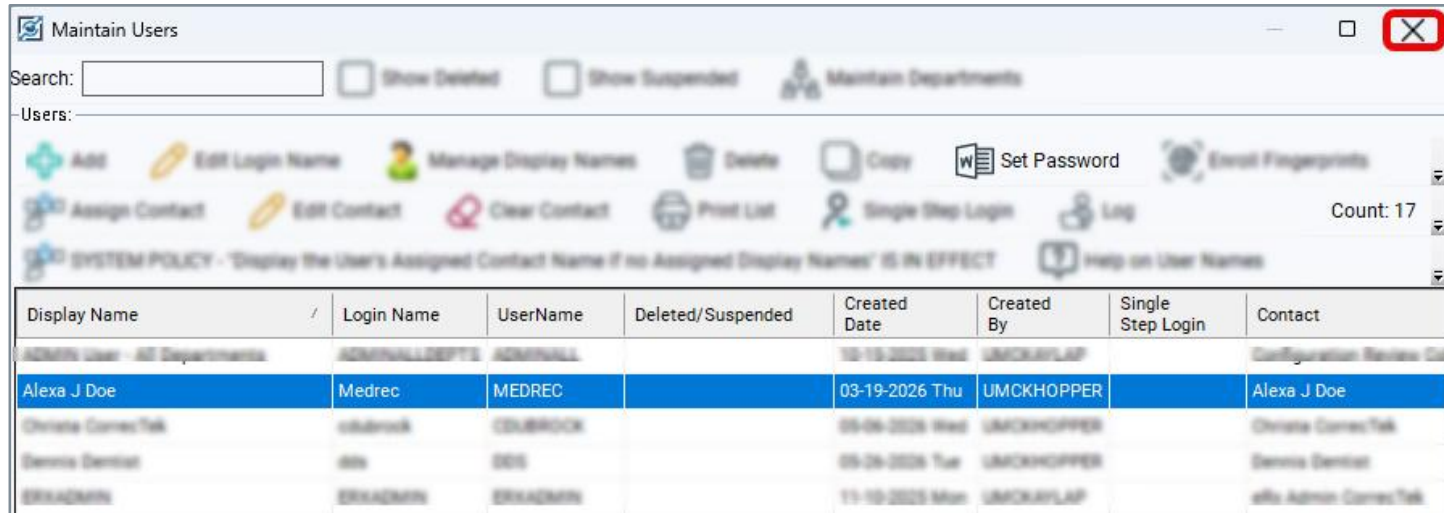
New Password: xxxx Enter the New Password 2 times to prevent any typing mistakes.

New Password: xxxx

Password characters are hidden with a * to prevent other people from seeing your password as you type it in.

OK Cancel

The system returns to Maintain Users. Click **X** to close the screen.



Maintain Users

Search: [] ☐ Show Deleted ☐ Show Suspended

Users:

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

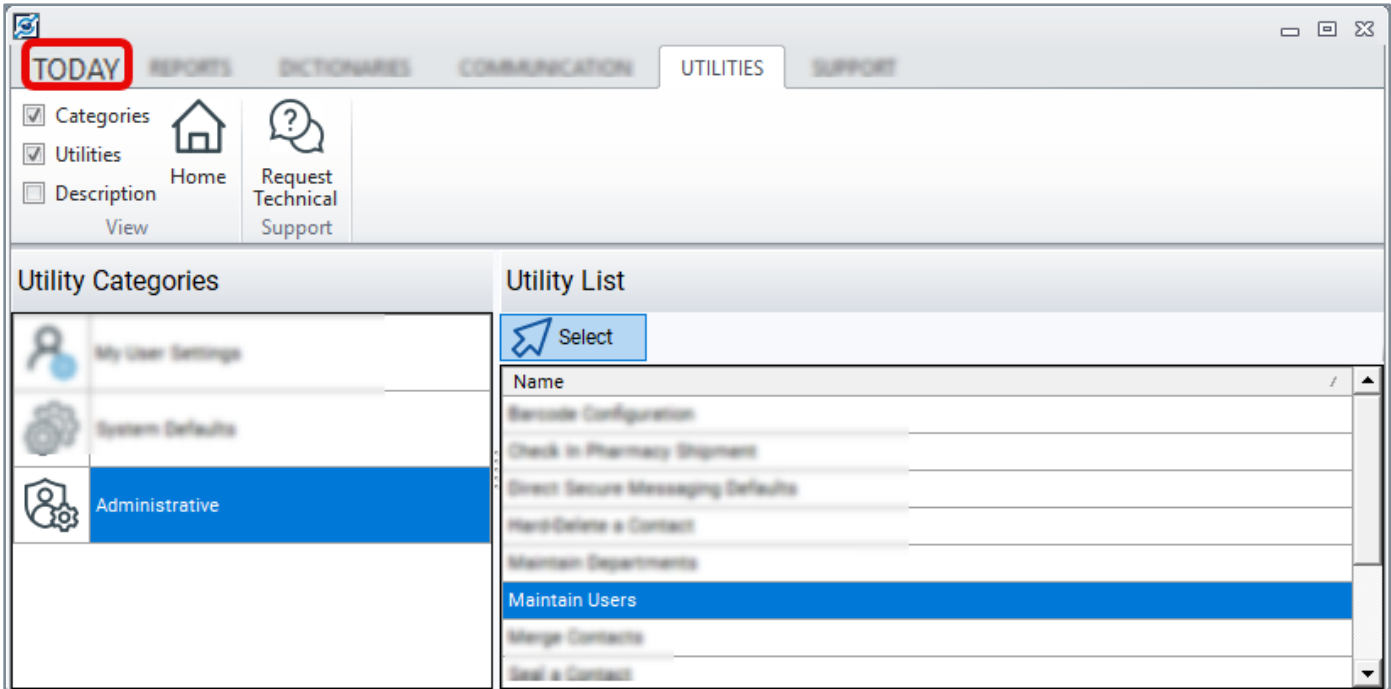
Count: 17

Display Name	Login Name	UserName	Deleted/Suspended	Created Date	Created By	Single Step Login	Contact
ADMIN User - All Departments	ADMINALLDEPT	ADMINALL		10-10-2025 Wed	UMCKHOPPER		Configuration Review Co
Alexa J Doe	Medrec	MEDREC		03-19-2026 Thu	UMCKHOPPER		Alexa J Doe
Christa CorrecTek	colubrock	COLUBROCK		05-06-2026 Wed	UMCKHOPPER		Christa CorrecTek
Dennis Denton	ddn	DDN		05-06-2026 Tue	UMCKHOPPER		Dennis Denton
ERHADMIN	ERHADMIN	ERHADMIN		11-10-2025 Mon	UMCKHOPPER		erh Admin CorrecTek

Return to Spark Desktop

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

Reset User Password



The screenshot shows the CorrecTek eLearning interface. At the top, there is a navigation bar with tabs: TODAY (highlighted with a red box), REPORTS, DICTIONARIES, COMMUNICATION, UTILITIES, and SUPPORT. Below the navigation bar, there are three main sections: Categories (with a checkmark), Utilities (with a checkmark), and Description (with a checkmark). The Utilities section is further divided into Home (with a house icon) and Request Technical Support (with a question mark icon). The main content area is split into two columns. The left column, titled 'Utility Categories', contains three items: My User Settings, System Defaults, and Administrative (which is highlighted in blue). The right column, titled 'Utility List', contains a list of utilities. The first item is 'Maintain Users', which is highlighted in blue. Other items in the list include Barcode Configuration, Check in Pharmacy Shipment, Direct Secure Messaging Defaults, Hard-Delete a Contact, Maintain Departments, Merge Contacts, and Seal a Contact.

Utility Categories	Utility List
My User Settings	Barcode Configuration
System Defaults	Check in Pharmacy Shipment
Administrative	Direct Secure Messaging Defaults
	Hard-Delete a Contact
	Maintain Departments
	Maintain Users
	Merge Contacts
	Seal a Contact

Related Courses

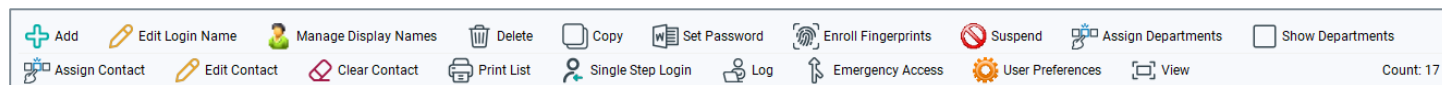
- Maintain Users

Reset User Password



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.

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.

Emergency Access: Grants emergency access to a user.

User Preferences: Sets the user's preferences.

Reset User Password



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

[Return to Reset Password.](#)