

Suspending a User



Course Overview

When a user leaves the facility, access Maintain Users to suspend their system profile.

Suspending a user is the best practice when a user leaves the facility. This method keeps all their historical clinical documentation intact while blocking their access to the system.

This guide explains how to suspend users in CorrecTek Spark.

Use This Guide When

- An employee leaves the facility or separates from employment, and access needs to be suspended
- System access needs to be immediately revoked for an active account.
- Re-establishing or reactivating a previously suspended user access

What You'll Be Able to Do

- Access Maintain Users
- Suspend an active user account securely
- Re-establish system access and clear account blocks

Suspending a User



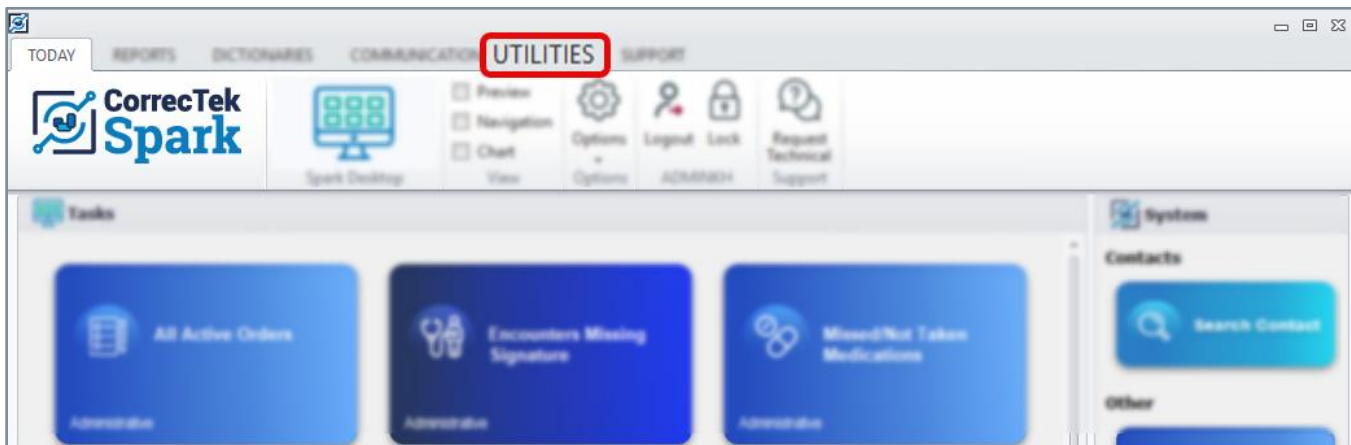
Topics Covered

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Suspending a User

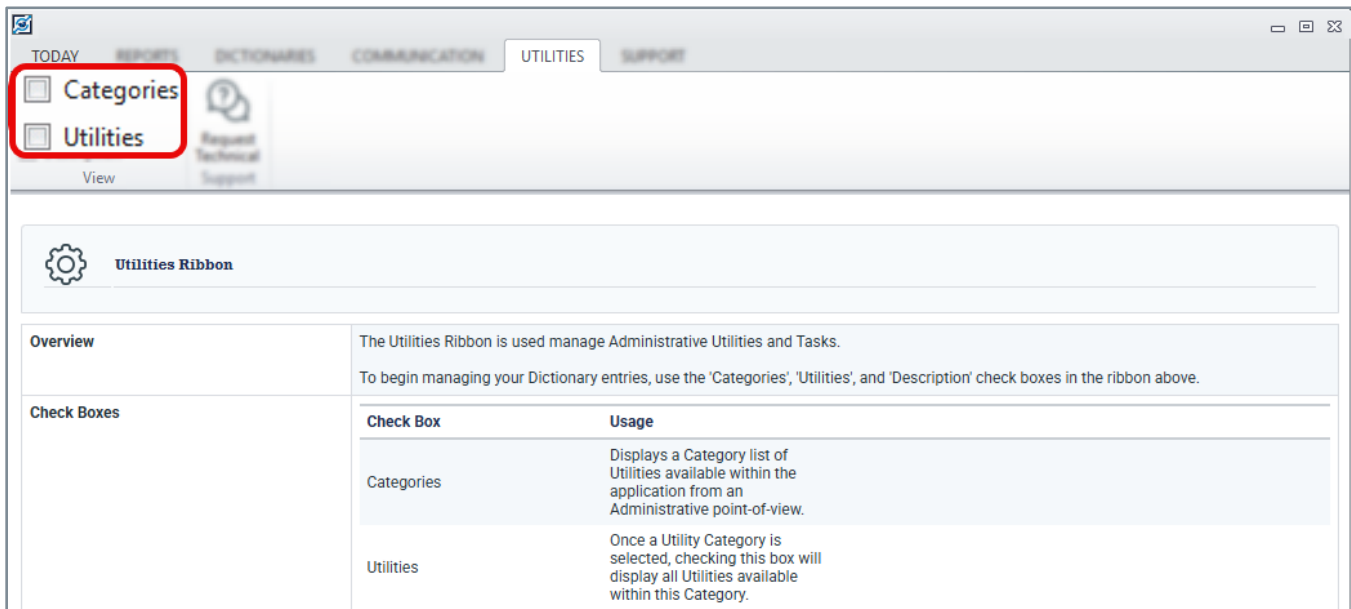
Spark Desktop

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



Utilities

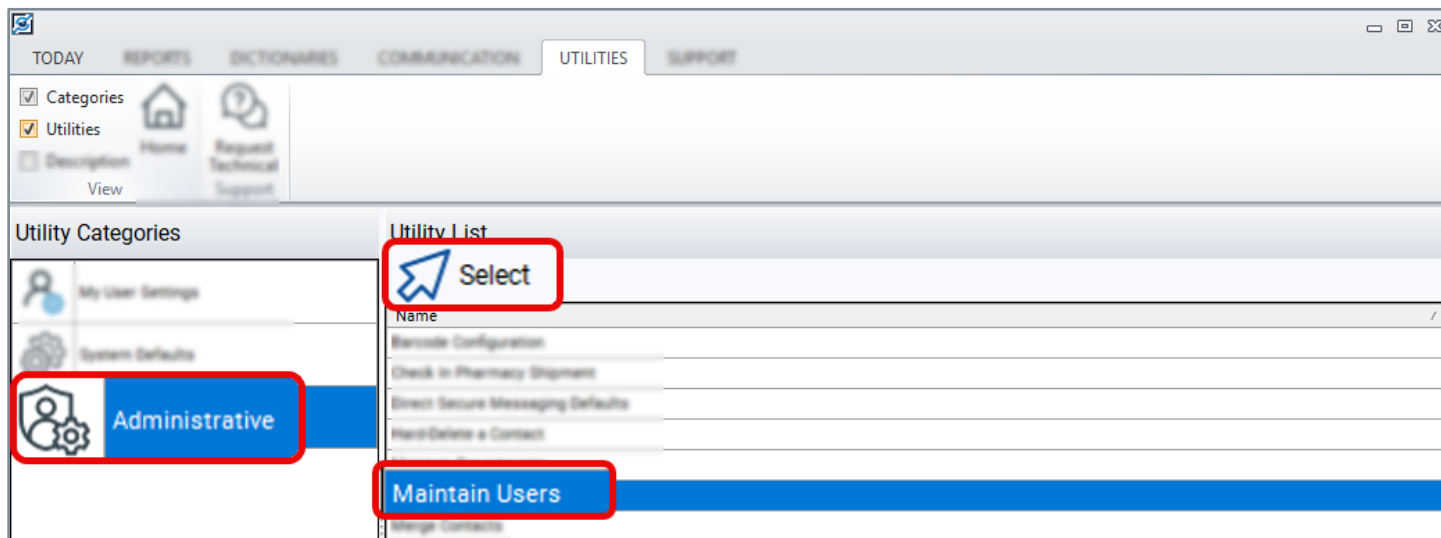
Select **Categories** and **Utilities** from the sub-menu options.



Suspending a User

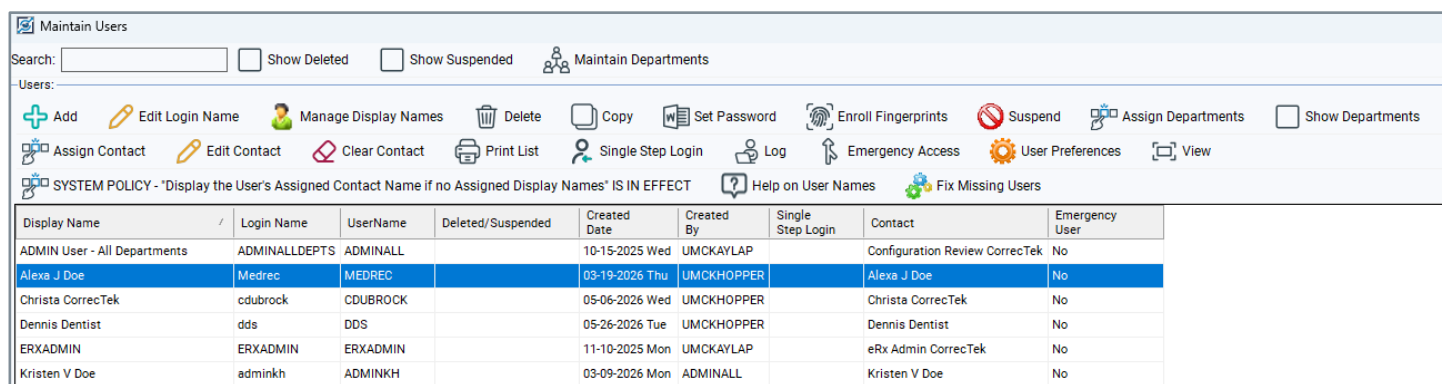
Select **Administrative**, then **Maintain Users**.

Click **Select**.



Maintain Users

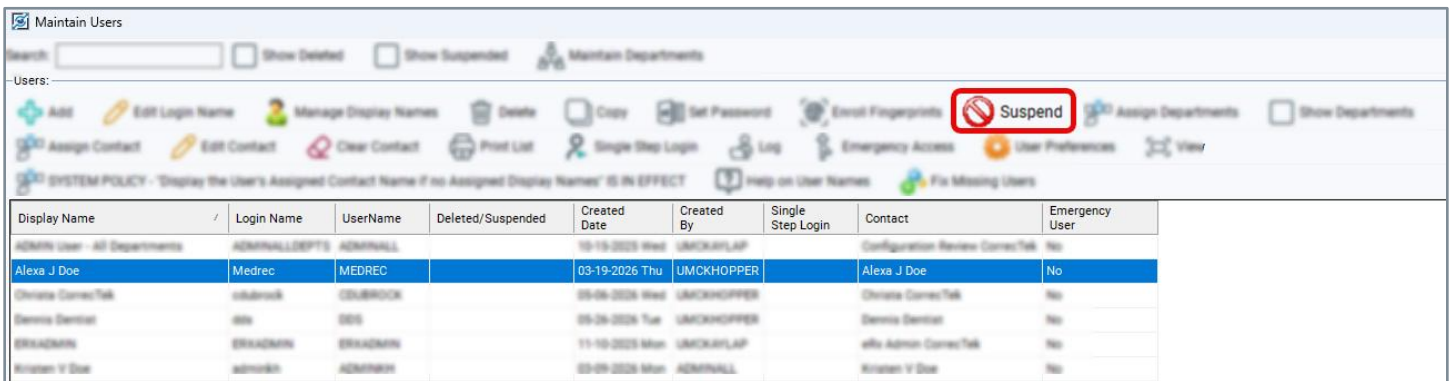
The **Maintain Users** screen opens.



Suspending a User

Suspending a User

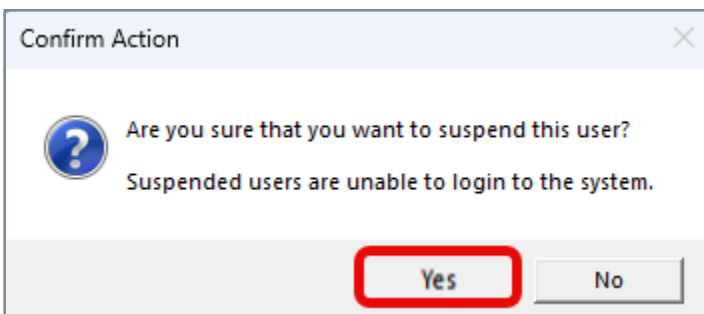
To suspend a user, highlight the user in the list, then click **Suspend**.



The screenshot shows the 'Maintain Users' interface. At the top, there is a search bar and several checkboxes: 'Show Deleted', 'Show Suspended', and 'Maintain Departments'. Below these are various action buttons for user management, including 'Add', 'Edit Login Name', 'Manage Display Names', 'Delete', 'Copy', 'Set Password', 'Enroll Fingerprint', 'Suspend' (highlighted with a red box), 'Assign Departments', 'Show Departments', 'Assign Contact', 'Edit Contact', 'Clear Contact', 'Print List', 'Single Step Login', 'Log', 'Emergency Access', 'User Preferences', and 'View'. A system policy message is displayed: 'SYSTEM POLICY - "Display the User's Assigned Contact Name if no Assigned Display Names" IS IN EFFECT'. 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	ADMINALLDEPT'S	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	chubrock	CHUBROCK		05-06-2026 Wed	UMCKHOPPER		Christa CorrecTek	No
Denise Dentist	den	DEN		05-26-2026 Tue	UMCKHOPPER		Denise Dentist	No
ERADMIN	ERADMIN	ERADMIN		11-10-2025 Mon	UMCKAYLAP		er Admin CorrecTek	No
Kristen V Doe	adminin	ADMININ		03-09-2026 Mon	ADMINALL		Kristen V Doe	No

A verification dialog box will appear. Click **Yes** to confirm the account suspension.



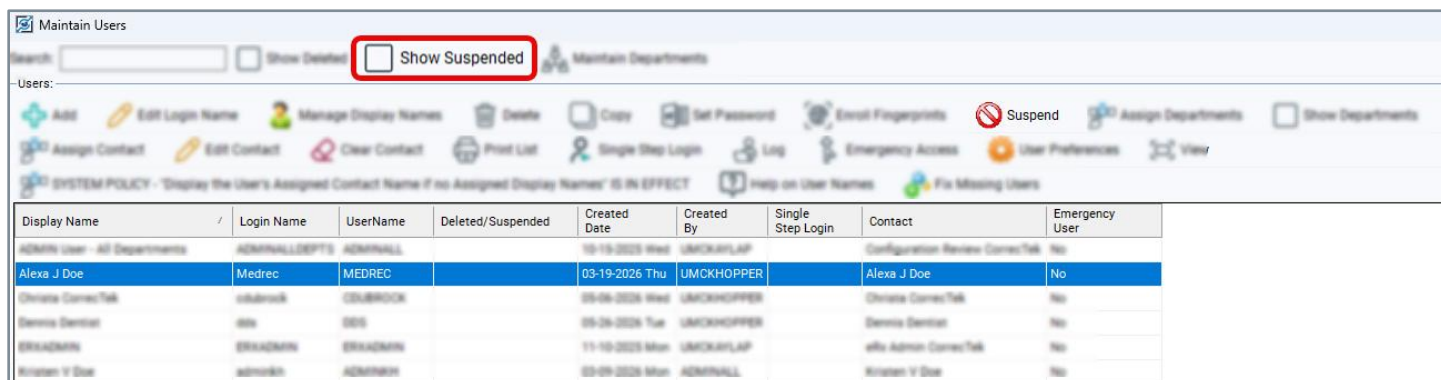
The screenshot shows a 'Confirm Action' dialog box. It contains a question mark icon and the text: 'Are you sure that you want to suspend this user? Suspended users are unable to login to the system.' At the bottom, there are two buttons: 'Yes' (highlighted with a red box) and 'No'.

The user is now deactivated. Their system credentials will no longer function, but their name, electronic signatures, and historical chart notes are preserved within the patient records database.

Suspending a User

Re-Establish Access

If a user's access has been suspended, and it is necessary to re-establish access for the user, select **Show Suspended**.



Maintain Users

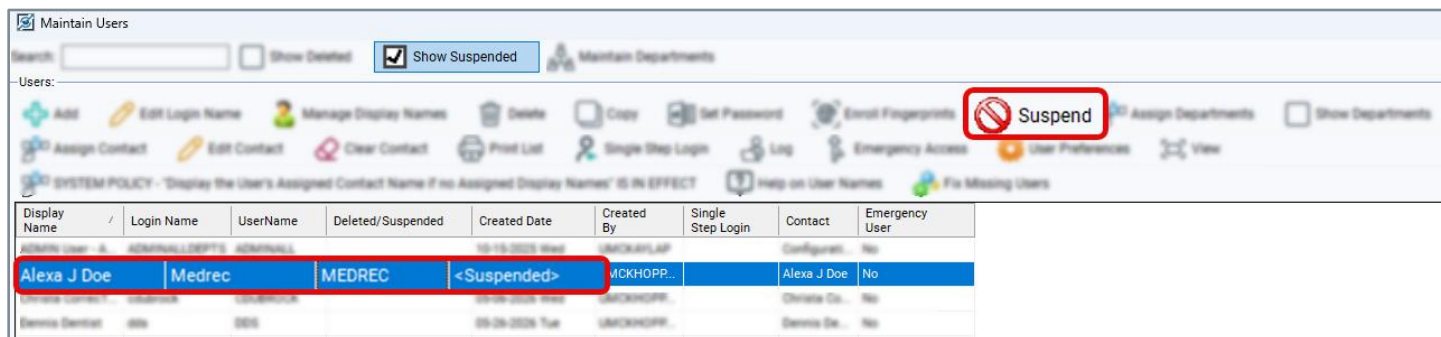
Search: ☐ Show Deleted ☐ **Show Suspended** 

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 Name" 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	ADMINALLDEPT	ADMINALL		10-15-2025 Wed	UMCKHOPPER		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 Denton	ddt	DDT		05-26-2026 Tue	UMCKHOPPER		Dennis Denton	No
BRANDMAN	BRANDMAN	BRANDMAN		11-10-2025 Mon	UMCKHOPPER		ella Admin CorrecTek	No
Winters V Doe	admonin	ADMININ		03-09-2026 Mon	ADMINALL		Winters V Doe	No

Highlight the suspended user, then click **Suspend**.



Maintain Users

Search: ☐ Show Deleted ☒ **Show Suspended** 

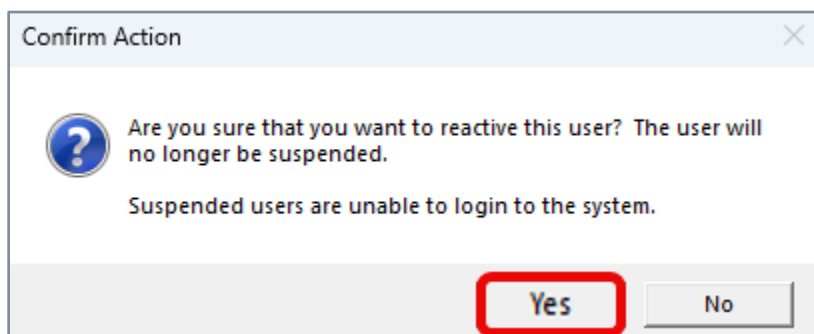
Users:

 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 Name" 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	ADMINALLDEPT	ADMINALL		10-15-2025 Wed	UMCKHOPPER		Configuration Review CorrecTek	No
Alexa J Doe	Medrec	MEDREC	<Suspended>	03-19-2026 Thu	UMCKHOPPER		Alexa J Doe	No
Christa CorrecTek	cdubrock	CDUBROCK		05-06-2026 Wed	UMCKHOPPER		Christa CorrecTek	No
Dennis Denton	ddt	DDT		05-26-2026 Tue	UMCKHOPPER		Dennis Denton	No

For more information regarding buttons on this screen, see [Maintain Users](#) reference.

A verification prompt will display. Select **Yes** to confirm that you want to restore active status.



Confirm Action

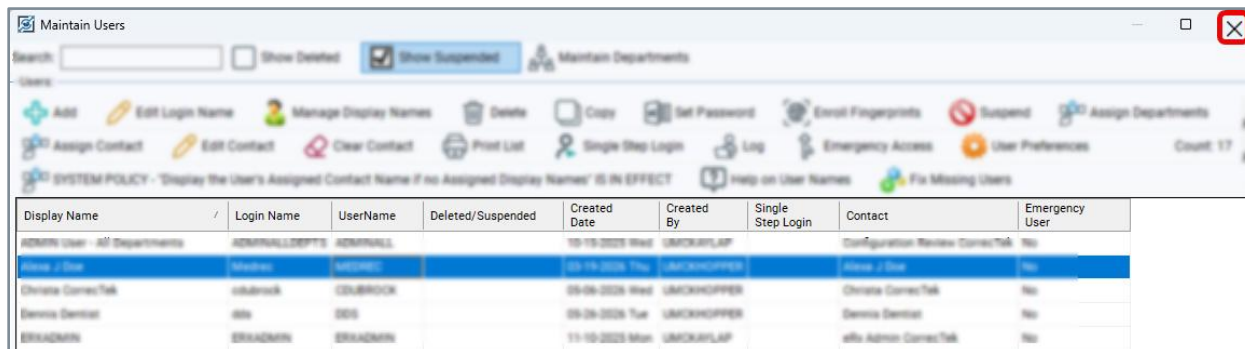
Are you sure that you want to reactive this user? The user will no longer be suspended.

Suspended users are unable to login to the system.

Yes No

Suspending a User

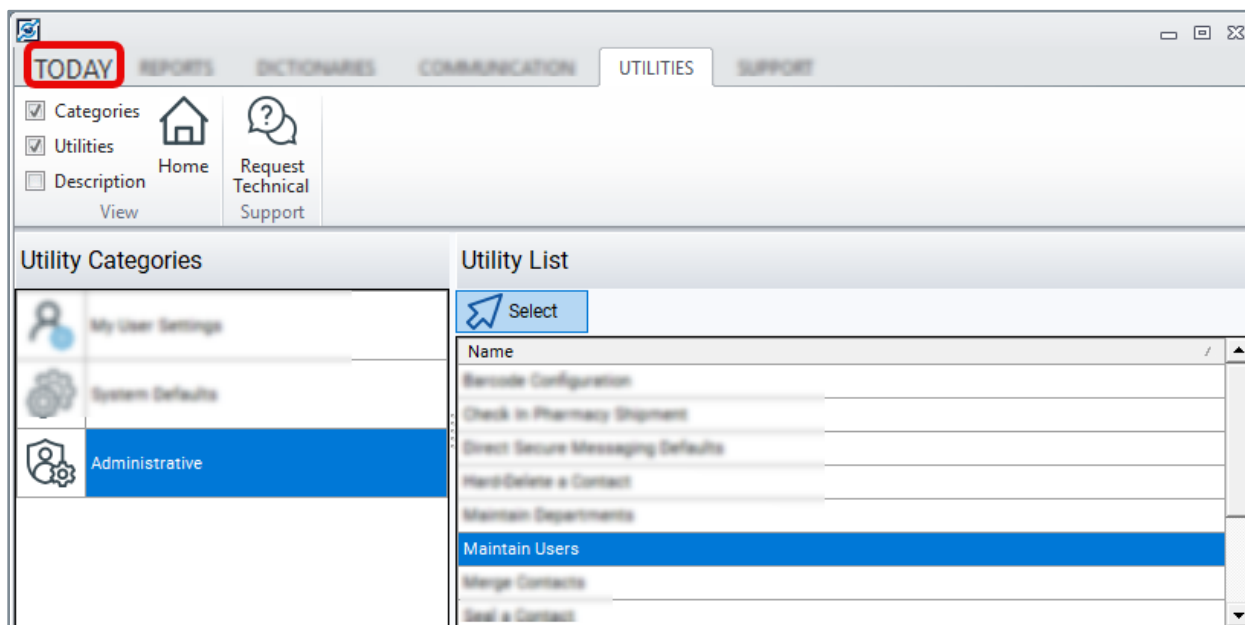
When finished, click **X** to close the Maintain Users screen.



Display Name	Login Name	UserName	Deleted/Suspended	Created Date	Created By	Single Step Login	Contact	Emergency User
ADMIN User - All Departments	ADMINALLDEPTS	ADMINALL		10-10-2025 Wed	UNCKHOPPER		Configuration Review CorrecTek	No
Kline, J. Don	Mednet	MEINREC		05-15-2026 Thu	UNCKHOPPER		Kline, J. Don	No
Christie CorrecTek	cdubrock	CDUBROCK		05-06-2026 Wed	UNCKHOPPER		Christie CorrecTek	No
Denise Denicot	ddc	DDC		05-06-2026 Tue	UNCKHOPPER		Denise Denicot	No
BRADWIN	BRADWIN	BRADWIN		11-10-2025 Mon	UNCKHOPPER		Wife Admin CorrecTek	No

Return to Spark Desktop

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



TODAY
REPORTS
DICTIONARIES
COMMUNICATION
UTILITIES
SUPPORT

☒ Categories
☒ Utilities
☐ Description

Home
Request Technical Support

Utility Categories

My User Settings
System Defaults
Administrative

Utility List

Select
Name
Barcode Configuration
Check in Pharmacy Shipment
Direct Secure Messaging Defaults
Hard Delete a Contact
Maintain Departments
Maintain Users
Merge Contacts
Send a Contact

Related Courses

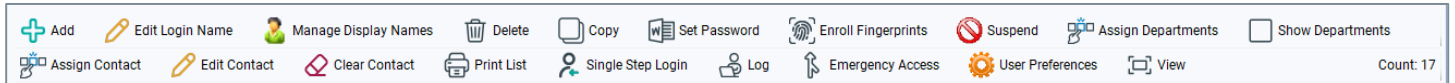
- [Maintain Users](#)

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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.

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

Suspending a User



User Preferences: Sets the user's preferences.

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

[Return to Re-Establish Access.](#)