

## Instructions for Closing Prior SPARQ Sessions

A user cannot log into SPARQ while a prior session using the same account is still open. In that situation, the user may close the prior session by using the link provided in the following message:

**You are attempting to create a new session while the prior session is still open. If you would like to close the prior session, [click here](#).**



The screenshot shows the SPARQ Login interface. At the top left is the U.S. Department of Labor logo and text: "U.S. Department of Labor Employment & Training Administration". At the top right is the "SPARQ" logo and "SCSEP PERFORMANCE AND RESULTS QPR SYSTEM". Below the logo is "SPARQ Login" and "LOGIN | HELP". The main content area features a faded image of a group of people. Below the image are two input fields: "User ID:" with the text "test" and "Password:". A "LOGIN" button is positioned below the password field. Below the button, an error message is displayed: "There was an error logging you in to SPARQ. Concurrent user login is restricted. [More information...](#)". Below this, a larger message reads: "You are attempting to create a new session while the prior session is still open. If you would like to close the prior session, [click here](#). (Note: you will need to re-enter your credentials.)". At the bottom, a link for "Forgot your password?" is provided. The footer contains "SCSEP on the Web" and "SPARQ v6.3 9/26/2013".

The SPARQ Login screen will be refreshed, and the user will be able to log in.

The user will then receive an e-mail from [SPARQ-Support@dol.gov](mailto:SPARQ-Support@dol.gov) with the subject line "SPARQ session closed by user after concurrent login attempt." That e-mail will contain the following message:

*There was an attempt at a concurrent login using User ID <Sample User ID>, and the prior session for that account was closed. If you did not close the prior session, please contact BCT at [help@scsep-help.com](mailto:help@scsep-help.com).*

As indicated in the e-mail referenced above, any user who receives this message but did not close the session should contact BCT immediately so the improper use of the account can be investigated.