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 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 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.

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