


5 Advantages to Using Courion Password Reset on Your Hospital Help Desk

Simple password reset requests are the most common calls to any hospital help desk, often averaging 20-30% of all calls. They can tie up analysts who could be resolving more complicated issues. Using Courion automated password reset from CareTech Solutions can result in significant savings. Here's how:

- 1. Increased security** using custom challenge questions preset for each user
- 2. Time (and thereby cost) savings** mean that your staff will never wait in a queue to complete a password reset
- 3. Synchronized reset** of a password across all key or most frequently used applications
- 4. Ease of use** through a simple phone call or visit to a Web page
- 5. Courion Application updates** are all handled by CareTech

When you no longer need highly trained help desk analysts to complete a common routine task, Courion automated password reset from CareTech Solutions simply makes financial sense.

 CareTech Solutions is an IT and Web products and services provider for U.S. hospitals and health systems. We create value for clients through customized IT solutions that contribute to improving the patient experience while lowering healthcare costs. **For more information call us at (877) 700-8324 or visit our website at www.caretech.com.**