


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 leading the path in innovative information technology and end-user interface services for U.S. hospitals and health systems. The company helps healthcare organizations leverage emerging digital technologies to improve the quality of healthcare delivery and clinical outcomes. **For more information call us at (877) 700-8324 or visit our website at www.caretech.com.**