

# Self Service Password Reset

Allow users to proactively and securely manage their passwords and account information.

## Self Service Password Reset at a Glance:

### ■ Reduces Helpdesk Costs:

Empowering users to reset forgotten or compromised passwords and re-enable locked-out accounts virtually eliminates password-related helpdesk costs and increases user productivity.

### ■ Increases Security:

Self Service Password Reset eliminates the onerous consequences of forgetting passwords by making them easy to reset.

### ■ Integrates with Your Environment:

Self Service Password Reset directly integrates with most enterprise environments that utilize LDAP compliant directories.

Passwords are everywhere. Every application, website and device requires one. Properly implemented, passwords provide a level of security, but complexity rules, frequently-required changes and the number of passwords users must remember is overwhelming.

What's worse, increased password complexity directly correlates to increased helpdesk calls, so many organizations intentionally lower password strength requirements and therefore their security.

## Product Overview

NetIQ® Self Service Password Reset is a simple, secure and easy-to-deploy password self-service application that helps users reset or re-enable their own network passwords, without having to call the helpdesk. System administrators can easily customize challenge questions and ensure new passwords adhere to security requirements with as-you-type password strength enforcement. New passwords and unlocked accounts are effective instantly, so users can stay productive with immediate access to their systems and applications.

Self Service Password Reset increases password security without limiting productivity when a user forgets a password. Further, its large dictionary and password history log help enforce strong password rules, preventing common keywords and shared passwords.

## Capabilities

**Lowers helpdesk costs.** Many organizations estimate half or more of their helpdesk calls are related to passwords. Empowering users to reset forgotten or compromised passwords and re-enable locked-out accounts virtually

eliminates password-related helpdesk costs and increases user productivity.

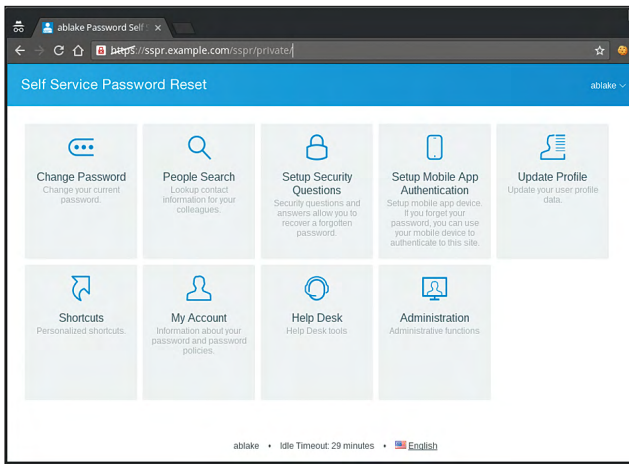
**Increases security.** Frustrated by complex password rules and the loss of productivity causes users to compromise security with workarounds like selecting insecure and easy-to-remember passwords, reusing passwords, and even writing them down on sticky notes. Self Service Password Reset eliminates the onerous consequences of forgetting passwords by making them easy to reset. This allows the IT department to more easily enforce strong password security rules.

**Integrates with your environment.** Self Service Password Reset directly integrates with most enterprise environments that utilize LDAP compliant directories such as Microsoft Active Directory, eDirectory™, and Oracle Directory Server. Self Service Password Reset also supports REST (Representational State Transfer) based services including reading, writing, and delegating challenge-responses; setting up passwords; and reading user status and application health and other functions for maximum integration with other applications.

## Features

**User self-service.** Users can change their existing password or reset a forgotten password, even if their account is locked (if configured). Administrators can also allow users to update their directory attributes. Self Service Password Reset can also be configured to provide account claiming and supports the EU Data Protection initiative (delete me) feature.





**Simple deployment and configuration.** Self Service Password Reset offers multiple



From the Main Menu, users can view or change passwords, profile information, security questions, and shortcuts, as well as view password policies.

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deployment options including a software appliance or using your existing web service environment. The appliance option supports automatic patches and security updates.

Configuration is quick and easy, allowing you to enforce virtually any combination of password rules to ensure compliance with your security policy.

**Native MFA support.** Self Service Password Reset allows one-time tokens sent via text message or generated using Google Authentication for verification, activation and a new password. Self Service Password Reset also integrates directly with Advanced Authentication.

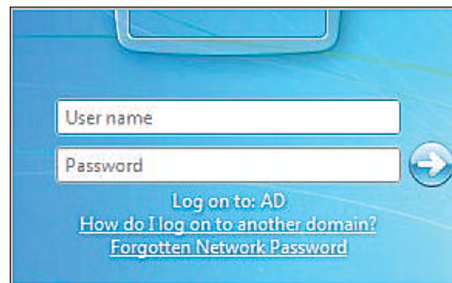
**Captcha support.** The use of Google Captcha prevents unauthorized automated attempts to reset passwords.

**Real-time alerts.** Self Service Password Reset allows administrators to configure and enable real-time alerts for events such as startup, shutdown, configuration modification, intruder attack and fatal events.

**Audit logs.** Self Service Password Reset audits event logs for security and troubleshooting purposes, including user activities and system events. It also forwards audit events to syslog and compatible servers.

### Key Differentiators

You can set up and configure Self Service Password Reset in under an hour. Competitors'



**Figure 2.** Self Service Password Reset integrates with the Windows login screen to allow users to reset forgotten passwords.

solutions, many of which lack the same flexibility and configurability, can take days to fully implement.

Self Service Password Reset includes over 250 configurable settings and display values to meet the needs of even the most complex environments and security requirements. You can configure the solution to allow end users to reset local passwords when they cannot remember their network passwords or are locked out of their computers.

Self Service Password Reset's "forgotten password" feature can be integrated into Microsoft Windows Credential Provider to allow end users the ability to reset their network passwords even if their account is locked.

To learn more about Self Service Password Reset, [go here](#).