

Grant Users Secure, Self-Service Password Resets

Reduce Help Desk Workloads and Improve User Account Security

KEY FEATURES

Self-service Resets

Users can reset or unlock their own accounts without Help Desk interaction.

Help Desk Resets

Help Desk staff can reset or unlock user accounts without IT administrator involvement.

Delegated Users

IT controls which users have access to the application.

Verify Identities

Users validate their identities against a relational database prior to resetting accounts.

Automatic Alerts

Users are notified about passwords set to expire.

Stale Accounts

Locate and disable expired, stale or unknown accounts.

Mandate Resets

Require users to reset changed passwords at their next logon.

Scheduled Reports

Generate regular reports on user account activity.

Audited Access

Search and examine a full audit trail of password changes by date or user.

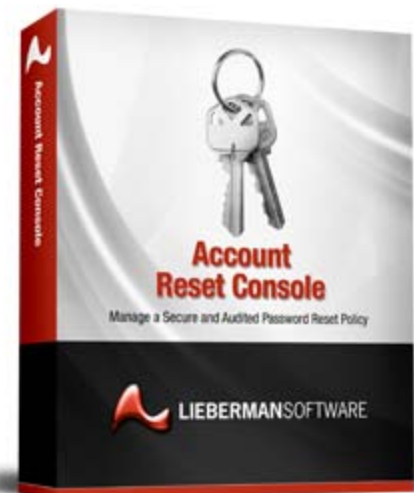
Reset Options

Change passwords via a secure web site, the Windows logon page or mobile devices.

The increasing number of passwords required to safely access systems and applications creates an additional burden to already overwhelmed IT groups. Windows administrators who manage many users can be inundated with requests to reset forgotten and expiring passwords. Organizations suffer from the wasted time and reduced productivity of employees who are locked out of critical systems, while IT is forced to dedicate resources to manually reset user accounts. Without effective password management controls, organizations can suffer from non-compliance with security audits, data breaches and increased IT expenses.

Account Reset Console Is Your Solution

Account Reset Console™ permits users to reset or unlock their own accounts in a secure, audited and delegated manner. Passwords can be reset through users' own Windows logon screen (CTRL-ALT-DEL) or through any web browser. Users confirm their identities against a set of relational databases and then update their passwords without IT involvement. This web-based tool resolves one of the most common problems encountered by IT groups in large organizations — users losing access to systems because of forgotten or expired passwords. Account Reset Console works with all Microsoft Windows Active Directory types and does not require agents or services to operate. It interfaces with any SQL-capable database and can integrate with an organization's existing HR databases, so user enrollment is not required. All major web browsers are supported in the web interface.



Try It Free

A fully functional trial version of Account Reset Console is available for download. The trial lets you manage 100 users for 30 days.

www.liebsoft.com/arcdemo



Productivity

By permitting delegated users to change their own passwords, **downtime can be significantly minimized** and high productivity levels maintained. Up to 30 percent of all IT service desk calls pertain to password issues¹, suggesting that delegating password reset operations to end users would **lower the costs and workload of IT departments**, and **reduce 24/7 dependence on the Help Desk**.

Security

Account Reset Console helps strengthen the security of the IT infrastructure by **alerting users and systems administrators about expiring passwords, requiring identity verification prior to changing passwords and forcing users to reset recently changed passwords** during the next logon. The tool can also automatically scan all user accounts and **disable the inactive or stale accounts** it identifies. This prevents unknown accounts from being exploited to gain unauthorized access to sensitive company resources.

Compliance and Oversight

Strengthening password security also helps organizations meet regulatory compliance regulations. Most industries now face **compliance requirements** that include **periodic password changes, auditable access trails and strict controls for users with access to internal data**. Account Reset Console lets organizations maintain compliance with these standards. Oversight control is provided through the tool's auditable logs. Successful and failed logons and password change requests are recorded to a central database. Scheduled and on-demand reports alert senior management and IT about account issues in the network, including seeing which users are not yet enrolled in the program.

"ACCOUNT RESET CONSOLE CREATES AN AUDIT TRAIL OF PASSWORD CHANGES AND CAN IDENTIFY AND CLOSE POTENTIAL SECURITY BREACHES BY AUTOMATICALLY DISABLING ACCOUNTS THAT ARE NO LONGER IN USE."

— **BLAKE ENO**
PRODUCT EDITOR
WINDOWS IT PRO

Account Reset Console Can Help You:

- **Free up your Help Desk from password reset requests**
- **Locate and disable stale user accounts**
- **See an audit trail of users' password changes**
- **Easily know when end-users' passwords are expiring**
- **Prevent users from being locked out for extended periods of time**



Users Click a Link to Reset Their Passwords



¹ Addressing IT Self-Service Myths and Realities for Successful Implementations, July 26, 2010, David M. Coyle and Jarod Greene, Gartner