

Active Directory Password Reset



GroupID
Password Center

Nearly one third of all help desk calls are password related. Complex passwords are required to keep your network infrastructure secure but there is a real cost to that security. End users forget their complex passwords! You have two choices, give them a phone number to call to reset their password at an exorbitant cost to the IT department or give them self service.

GroupID Password Center solves this problem with a seamless and configurable password reset solution. Give end users multiple places to reset their forgotten password or unlock their account and you can reduce these help desk calls without losing any of the security peace of mind that your complex password requirements bring.

Configurable password reset solution gives extra security

Password policies can be ramped up on the spectrum from easy to remember to so complex that it is impossible to remember. This should true for your password reset solution as well. Password Center has been designed to easily fit the environment you are running. From something as simple as the number of questions asked to authenticate to increasing a level of password complexity even stricter than Active Directory requires, Password Center gives the administrator options.

It is simple to roll out and simple to administer. Configuration is done in the GroupID MMC and is completely integrated with GroupID Self Service for a seamless management experience.

Save users and IT time

GroupID PasswordCenter increases productivity for both IT and the business. Users should never lose productive time to forgotten passwords. And they should not spend the organization's money calling the help desk for something so easy to fix.

A simple enrollment process will prompt the user to pick questions and unique answer to authenticate who they are when they reset their password. A simple client is installed on each machine using Group Policy so that they are prompted for "forgotten password" when trying to sign in. If they are at a remote computer, a web page is available.

PasswordCenter is one of those ROI producing solutions that your users install once and is available at all times. This saves IT both time and money. Reducing help desk calls is the first goal of an effective IT organization so that resources can be best utilized strategically. Password reset questions are the number one cause of help desk calls, eliminate those and you are on the path to productivity.

How Does GroupID Password Center Do It?

PasswordCenter is a web-based portal that allows an end user to authenticate themselves in the case of a forgotten or lost password or even a lockout. The user authenticates themselves against the set of questions and answers that were given during enrollment and then choose a new password that meets or exceeds the current AD password requirements.

The simple to use MMC administrative interface allows IT to create multiple identity portals, manage enrollments, notifications, passwords and enrollment questions in one easy to use administrative portal. There are multiple levels of administration so the help desk can manage user passwords but not change password complexities for example. Or you might find it easier to have the help desk manage their chores through the web based front end. One of the main advantages that PasswordCenter has is that it is the same intuitive interface for your end users as our GroupID Self Service portal.

*It took me less than 2 weeks to
get everyone enrolled and using*

Password Center.

*Once set up, we immediately saw
a significant 40% drop in help
desk calls.*

*Active Directory Administrator
Large accounting firm*

