

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 be 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 Password Center 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 answers 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 on a remote computer, a web page is available.

Password Center 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?

Password Center is a web-based portal that allows end users 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 chooses 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 Password Center 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

BENEFITS

Integrated with GroupID Self Service

Your users are already going to Self-Service to manage their Active Directory identity information and groups; while there, they can manage their profile questions. This way you can be sure they will remember them once enrolled.

From an administrator point of view, your Self-Service and Password Center configurations are all in the same intuitive MMC interface.

Easy to install

GroupID Password Center is designed to be easy on the infrastructure. Installation and configuration can be done in less than a day and much of the configuration is shared with other GroupID modules. Once configured, enrollment notifications and group policy (GPO) are automated and encourage 100% participation.

No more help desk calls!

Over a third of help desk calls are forgotten passwords and locked-out accounts. That is expensive. Reduce those calls by giving your users the tools to help themselves.

Password policy more stringent than Active Directory

This doesn't have to be turned on, but you have the ability to enforce a stricter password complexity policy than Active Directory itself offers. The problem with complex passwords is that users forget them, but that isn't a problem anymore, you have Password Center! Your users can just reset them!

Multiple identity stores

Many of our clients want stricter question formats for highly privileged users or for executives with confidential access. This is easy to accomplish with multiple identity stores configurable by OU or domain.

Flexible question format

No one size fits all. When configuring your authentication questions, you have multiple options on how many questions to ask, types of answers, case sensitivity, and more.

Client software or web access

Client software is distributed by group policy to all machines to enable the forgotten password link on the login screen. This allows users who forget their passwords or are locked out to easily solve this from their machine. There is also an option for web access to allow users to reset their passwords through a simple web page.

Multiple authentication options

Not all users will enroll right away but you want to stop the help desk calls immediately. You can turn on another authentication option (one time only if you wish) to authenticate them against a private attribute in Active Directory (SSN, employee ID, or possibly something confidential in some other attributes).

Enrollment notifications

Self-service password reset is useless if users don't enroll so Password Center gives many options for notifying and harassing users until they enroll. Helpful reports are available upon login to the admin console to see just how well your users are doing. If you don't like the looks of the report, send out a manual notification blast to all non-enrolled users on top of the automated reminders that you configure.

System Requirements

Recommended Hardware

- x64 Processor / Intel Pentium IV (2.4 GHz or higher)
- 8 GB of RAM (for up to 250,000 objects in the directory)
- 1024 MB hard drive space (for installation only)

Space requirement is relative to the provider's data size growth for Elasticsearch data.

Supported Microsoft Windows Servers

- Windows Server 2012 Standard, Datacenter
- Windows Server 2016 Standard, Datacenter
- Windows Server 2019 Standard, Datacenter

Supported Microsoft Exchange Servers

- Microsoft Exchange Server 2010
- Microsoft Exchange Server 2013
- Microsoft Exchange Server 2016
- Microsoft Exchange Server 2019

Supported Database Servers

- Microsoft SQL Server 2008
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012
- Microsoft SQL Server 2014
- Microsoft SQL Server 2016
- Microsoft SQL Server 2017
- Microsoft SQL Server 2019

Supported Browsers

- Microsoft Edge
- Internet Explorer
- Safari
- Google Chrome
- Mozilla Firefox