

## What is Self Service Portal?

Self Service Portal is a secure, web-based, end-user password reset management program. This software helps domain users to perform self service password reset, self service account unlock and employee self update of personal details(e.g telephone numbers,etc) in Microsoft Windows Active Directory. Administrators find it easy to automate password resets, account unlocks while managing optimizing the expenses associated with helpdesk calls.

## What Problems does it Solve?

Analysts state that 30% of helpdesk queries are related to password reset management and account lockout. Self Service Portal reduces the most critical password tickets which consumes a substantial amount of help desk time by rendering a secure, reliable and robust web based self service solution to the end user. The end user can manage his passwords by himself and also update his personal details in Active Directory with ease. The program also provides security while password resets through an enrollment and identity verification questionnaire.

## Self Service Portal holds the following list of features:

### Key Features

- ▶ SELF SERVICE PASSWORD RESET
- ▶ MANAGE ACCOUNT UNLOCK.
- ▶ PASSWORD / ACCOUNT EXPIRY NOTIFICATION TO USERS.
- ▶ PASSWORD SYNCHRONIZER.
- ▶ UPDATE PERSONAL INFORMATION ON AD.
- ▶ EMPLOYEE DIRECTORY SEARCH.

### Add-on Features

- ▶ ACTIVE DIRECTORY CHANGE PASSWORD.
- ▶ MOBILE PASSWORD MANAGEMENT.
- ▶ WINLOGON(CTRL+ALT+DEL) PASSWORD RESET.
- ▶ MULTI-FACTOR AUTHENTICATION.
- ▶ PASSWORD POLICY ENFORCER.
- ▶ MAIL GROUP SUBSCRIPTION.

## Benefits

- ▶ REDUCE CRITICAL PASSWORD TICKETS.
- ▶ MINIMIZE HELPDESK TIME AND WORKLOAD.
- ▶ IDENTITY VERIFICATION VIA SMS/E-MAIL BASED TWO-FACTOR AUTHENTICATION.
- ▶ GENERATE USER LIST AND ACCOUNT STATUS REPORTS.
- ▶ ADDRESS IDENTITY MANAGEMENT PASSWORD CHALLENGES USING SELF SERVICE.

## Features of Self Service Password Management

- ▶ SELF RESET PASSWORD
- ▶ SELF UNLOCK ACCOUNT
- ▶ IPASSWORD/ ACCOUNT EXPIRY NOTIFICATION
- ▶ REAL-TIME PASSWORD SYNCHRONIZER
- ▶ MOBILE PASSWORD MANAGEMENT
- ▶ PASSWORD SELF-SERVICE LOGIN AGENTS
- ▶ SELF DIRECTORY UPDATE
- ▶ EMAIL GROUP SUBSCRIPTION
- ▶ CORPORATE / EMPLOYEE DIRECTORY SEARCH
- ▶ CHANGE PASSWORD
- ▶ HELP DESK ASSISTED SELF SERVICE
- ▶ REDUCE HELPDESK TICKETS
- ▶ PASSWORD POLICY ENFORCER
- ▶ MULTI-FACTOR AUTHENTICATION
- ▶ AUTOMATIC PASSWORD RESET/ ACCOUNT UNLOCK
- ▶ REPORTS AND EMAIL NOTIFICATIONS
- ▶ SECURITY CENTER