Password Reset

Entrust Datacard's Password Reset Module significantly reduces the overall volume of help desk service requests by enabling end users to reset their own passwords. The solution offers automated user notification and places intuitive selfservice capabilities in the hands of the user.

As the standard for application and service delivery rapidly shifts, users are forced to remember more passwords. On top of that, password policies demand complex compositions and frequent changes. In consequence of this development users forget their passwords – or come up with less than secure systems to keep track of them. This development produces both a very unfortunate security risk and an economic headache.

While enterprise environments today demand solutions that will help increase productivity, strengthen security and improve the service delivery for the end user, the reality proves a little different. In fact, password reset requests can be quite a burden for the help desks and IT departments at large. Statistics suggest that as much as 20-50 percent of all help desk calls, are related to password problems.

Entrust Datacard addresses this by offering a secure and highly convenient self-service password reset functionality.

Password Reset is required if a user has forgotten their password, their password has expired or they've been locked out of their system maliciously.

Often however users are not made aware of the problem and will just experience the frustration of not being able to log in. After a while most users contact the help desk to resolve the problem.

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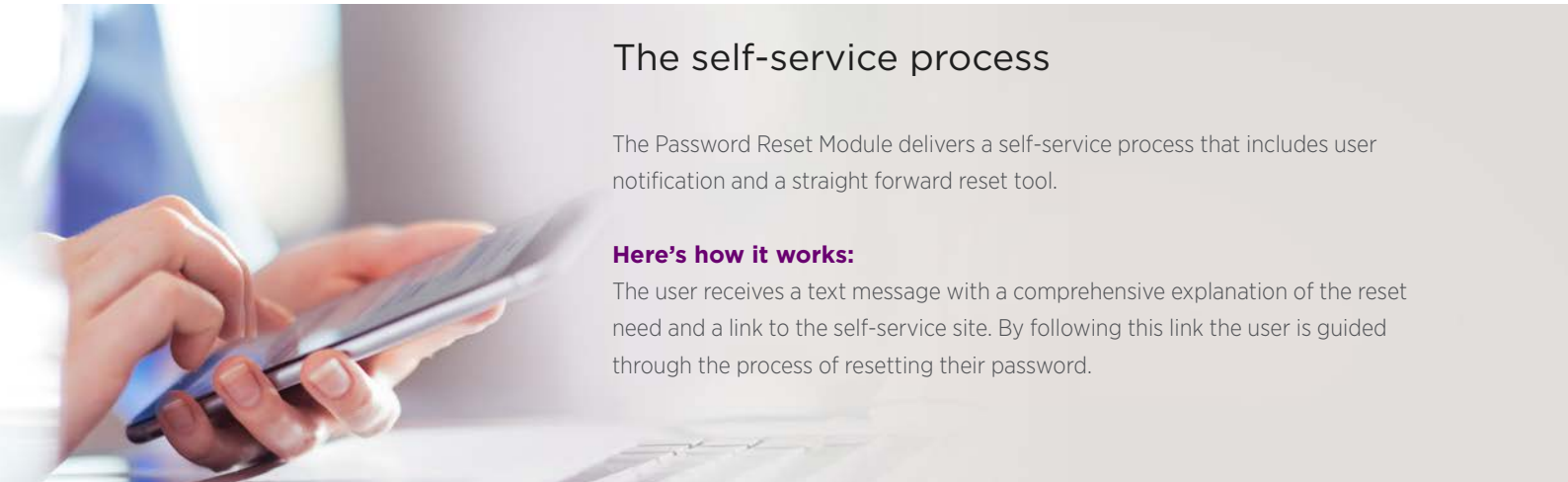
The self-service process

The Password Reset Module delivers a self-service process that includes user notification and a straight forward reset tool.

Here's how it works:
The user receives a text message with a comprehensive explanation of the reset need and a link to the self-service site. By following this link the user is guided through the process of resetting their password.

Key benefits

Get the user back online
Automated user notification ensures that the user quickly realizes the need to reset their password and guides the user to the self-service site to fix the problem.

Reduce help desk requests
By empowering users to take action themselves the burden on the help desk is reduced, allowing them to focus resources on more "high priority" tasks.

Convenient user experience
Provides users with a straight forward and reassuring process for verifying their identities and resetting passwords in Active Directory.

Zero footprint
Password Reset Module is installed and maintained centrally, which makes it easy to roll out leaving zero footprint.

Entrust Datacard™