certero Passworks®
Self Service Password Reset

certero®
for certain for sure

Reduce calls to the service desk by allowing users to reset their passwords safely and securely:

- *Make significant financial savings on associated labor costs*
- *Report and compare the number of times passwords are reset, either as a self-service action or by an administrator*
- *Multi-lingual support and runs on the AssetStudio platform*

Benefits

- ✓ **Reduce IT service desk costs**

- ✓ **Decrease user downtime due to forgotten passwords**

- ✓ **Easy-to-use and administer**

- ✓ **Users can reset password from the Windows or Mac OS X login screen**

- ✓ **Administered from any modern Web browser**

- ✓ **Easily customizable**

Save time and reduce costs with Passworks

On average password reset requests make up to 10 - 30% of all help desk calls: a significant overhead on the service desk.

Passworks is an easy-to-use self-service Active Directory password reset solution that will help you to significantly reduce the costs associated with resetting Windows Active Directory and Mac OS X passwords. Users can reset their own password securely and continue working, lowering user downtime and freeing up valuable help desk resources.
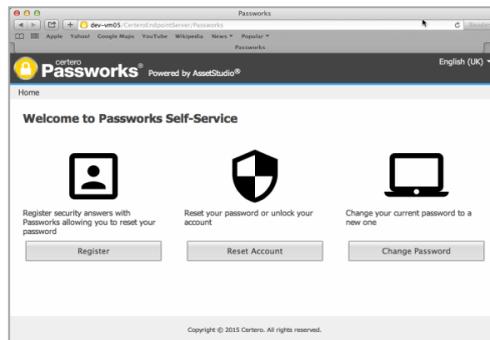
Easy-to-use and administer

Passworks can be administered using any modern Web-browser. Administrators can define user registration and reset policies, configure alerting options and manage, deploy and configure the Passworks client, all from a simple-to-use Web console. Through a simple change to the Login screen, users can quickly launch the Passworks Wizard and reset their password.

A number of password reset tools require that users access a Web interface to reset their password. With Passworks users can reset their password from the Windows or Mac OS X Login Screen without having to use another PC or Mac. Using a simple challenge/response technique of users picking and answering a series of questions, they can reset their Active Directory password securely without having to contact the service desk.

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About Certero

Certero is a vendor and supplier of products and solutions for: Software Asset Management (SAM), Software License Optimization and Entitlement (SLOE) and IT Asset Management (ITAM). Complimented by tailored services, our mission is to provide the best solutions that work individually and holistically together, seamlessly and optimally on a single platform

Key features

SMARTLINK
Passworks SMARTLINK is an alternative way for users to launch the Passworks Reset Wizard at the Windows or Mac OS X Login screen. SMARTLINK mode uses a customized image in the corner of the login screen. It overcomes problems with 3rd party components that do not support GINA/Credential Provider chaining such as the Novell Client or McAfee Safeboot.

Customization
Passworks comes with 20 sample questions that you can add to or edit. Registration and reset options such as the number of questions required and the number of attempts allowed can be set according to your company's policy. A number of sample email templates are provided which can be changed to suit your requirements. Information such as the affected user or the device on which a password reset was performed can easily be inserted into all alerts.

Security
All user responses are stored in the database using FIPS compliant SHA 256 encryption, meaning that no one can find out what answers a user may have entered. In addition, all communication between client applications and the Web server is encrypted, meaning data is undetectable even by packet sniffers.

Auditing
Every action in Passworks is audited so when a password is reset, the computer name and IP address from which the attempt was made is logged in the database. The end user is also sent an email alerting them of the password change, asking them to contact the service desk immediately if they did not do it themselves. These messages are fully customizable within Passworks and can be tailored to your requirements.

Multi-lingual
Passworks enables users to select and interact with the solution in their own language, from a single installation.

Schedule a demo or book your free 30 day trial today

Contact us
Find out more
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