

Imprivata OneSign Self-Service Password Management

Solve Password Management Problems

Benefits of Imprivata OneSign® Self-Service Password Management

- Avoid productivity losses, relieve frustration, and increase convenience for clinicians
- Eliminate most password-related Helpdesk calls, free up IT staff
- Lower IT costs and password-related administrative burden
- Improve security and compliance with better password management

Problems with Passwords

To do their jobs effectively, clinicians need to be password savvy. They need to create more passwords, make their passwords more complex, change them more frequently – and, somehow remember and keep track of them all.

With these requirements, and the fast pace and pressure under which clinicians usually work, it's easy for them to forget their passwords, or get confused about which ones to use for different systems and applications.

When passwords are forgotten, it only takes a few wrong guesses for clinicians to get locked out. System and application lock outs cause frustration among care providers, and lead to lots of password-reset calls to hospitals' IT Helpdesks. These lockout scenarios often occur in healthcare environments, making password reset calls a persistent and costly nuisance for hospital IT teams and clinicians.

Preserve Productivity, Eliminate Frustration

Imprivata OneSign Self-Service Password Management lets hospitals and other healthcare delivery organizations eliminate password reset headaches with more effective password management.

Overall, Imprivata OneSign's authentication management and single sign-on capabilities eliminate many password-related barriers to productivity by simplifying and automating password processes. With Imprivata's No Click Access®, users sign in just once, and for the rest of their shift or workday, they gain instant access to their desktops and applications with just the tap of their badge or swipe of their fingerprint.

When clinicians do forget their password, Imprivata OneSign Self-Service Password Management lets them address the problem on their own, by resetting their primary credential quickly and easily. This reset process results in sustained productivity for clinicians, far fewer Helpdesk calls for IT, and much less aggravation for all parties involved.

The Imprivata OneSign Administrator sets verification thresholds for the identities of users or groups of users in accordance with the hospitals security policies.

Simplify Self Service, Reduce Reset Calls

Imprivata OneSign Self-Service Password Management enables clinicians to reset their own primary login credential, view what their current, application-specific single sign-on credentials are, and login via a set of personalized questions. It clears a productivity roadblock for clinicians, enabling a quick, convenient, and secure process that requires no Helpdesk involvement.

By eliminating one of the most common reasons for Helpdesk calls, OneSign's Self-Service Password Management takes all those calls 'off the board'. Lower call volume reduces Helpdesk staffing requirements and costs, and frees up valuable IT resources to work on other important projects.

Improve Security

Imprivata OneSign Self-Service Password Management improves security in several ways. By giving clinicians an easy way to address a forgotten primary credential password, it keeps them from using insecure work-arounds such as 'borrowing' a colleague's password. It also prevents IT from having to get involved with authenticating users over the phone, which minimizes opportunities for socially engineered, unauthorized access to the hospital's network resources and patient information.

The Imprivata OneSign Administrator sets verification thresholds for the identities of users or groups of users in accordance with the hospitals security policies. In addition, all user-driven primary password reset events are logged by Imprivata OneSign, enabling Imprivata Onesign to create an audit trail which enhances security and makes compliance reporting easier.

Self-Service Password Management: A Closer Look

To use this module's capabilities, clinicians enroll by providing 'shared secret' information in the form of a personalized question-and-answer list. The hospital's Imprivata OneSign Administrator compiles these questions and manages them in a centralized Imprivata OneSign repository.

When clinicians do forget their primary credential, they simply click on the dialogue screen link or button, and are automatically prompted through the Q&A and password reset processes.

Users access the password-reset functionality by clicking on links or buttons that are added to the hospital's login dialogue screens. These customizable links or buttons typically contain simple statements, such as "Help me log in" or "Forgot my password." Clinicians and administrators can also access this functionality from a web-based portal that can be fully customized to their hospital's functional and branding requirements. Branded portals provide users with a familiar and trustworthy password reset experience.

This Imprivata OneSign module also helps avoid Helpdesk involvement when clinicians lose or forget their proximity cards. When care providers leave their proximity card at home, for example, they can access their workstation directly by answering their identifying questions. No matter what their typical primary authentication modality may be, they can maintain productivity by accessing systems while resolving issues with their credentials.

Zero and Thin Client Support

With their smaller footprints, thin and zero client devices let hospitals make better use of the space in their patient care areas. They also lower hospitals' power consumption, support costs, and IT management requirements. With their growing popularity and presence in healthcare delivery environments, making password management functionality available from these devices is an essential element of an effective IT operations management strategy. Imprivata OneSign Self-Service Password Management supports a wide range of thin and zero client devices from major vendors including Dell Wyse, HP, and Samsung.

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About Imprivata

Imprivata is a leading provider of authentication and access management solutions for the healthcare industry. Imprivata's single sign-on, authentication management and secure communications solutions enable fast, secure and more efficient access to healthcare information technology systems to address multiple security challenges and improve provider productivity for better focus on patient care.

Over 2 million care providers in more than 1,000 healthcare organizations worldwide rely on Imprivata solutions. Imprivata is the category leader in the 2012 and 2013 Best in KLAS Software & Services Report for SSO, and SSO market share leader according to HIMSS Analytics.

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