

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 end users
- 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, computer users in the workplace 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 many businesses function, it's easy for end users 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 users to get locked out. System and application lockouts cause frustration among employees, and lead to lots of password-reset calls to IT Helpdesks. These lockout scenarios often occur in business environments, making password reset calls a persistent and costly nuisance for IT teams and employees.

Preserve Productivity, Eliminate Frustration

Imprivata OneSign Self-Service Password Management lets 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 end users 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 employees, 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 organization's security policies.

Simplify Self Service, Reduce Reset Calls

Imprivata OneSign Self-Service Password Management enables users 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 employees, 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 end users 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 an organization's network resources and business information.

The Imprivata OneSign Administrator sets verification thresholds for the identities of users or groups of users in accordance with the organization's 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, end users enroll by providing 'shared secret' information in the form of a personalized question-and-answer list. The organization's Imprivata OneSign Administrator compiles these questions and manages them in a centralized Imprivata OneSign repository.

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

This Imprivata OneSign module also helps avoid Helpdesk involvement when users lose or forget their proximity cards. When an employee leaves their proximity card at home, for example, he or she 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 businesses make better use of the space in their work areas. They also lower an organization's power consumption, support costs, and IT management requirements. With their growing popularity and presence in many different verticals, 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

With more than two million users, Imprivata is the leading provider of authentication and access management solutions. By strengthening user authentication, streamlining application access and simplifying compliance reporting across multiple computing environments, customers realize improved workflows, increased security and compliance with government regulations. Imprivata has received numerous product awards and top review ratings from leading industry publications and analysts, including a Strong Positive rating in Gartner's latest ESSO Marketscope report.

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