Self-service password management by Imprivata

Solve password management problems

Benefits

- 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

Self-service password management lets organisations eliminate password reset headaches with more effective password management.

Overall, Imprivata 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, 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 Administrator sets verification thresholds for the identities of users or groups of users in accordance with the organisation's security policies.

Simplify self service, reduce reset calls

The Imprivata self-service password management solution 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 personalised 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, 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 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 minimises opportunities for socially engineered, unauthorised access to an organisation's network resources and business information.

The Imprivata Administrator sets verification thresholds for the identities of users or groups of users in accordance with the organisation's security policies. In addition, all user-driven primary password reset events are logged by Imprivata, enabling Imprivata solutions 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 personalised question-and-answer list. The organisation's Imprivata Administrator compiles these questions and manages them in a centralised 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 organisation's login dialogue screens. These customisable 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 customised to the functional and branding requirements of their business. Branded portals provide users with a familiar and trustworthy password reset experience.

This Imprivata 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 organisation'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. Self-service password management by Imprivata supports a wide range of thin and zero client devices from major vendors including Dell, HP, IGEL and Samsung.

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About Imprivata

Imprivata, the healthcare IT security company, enables healthcare globally to access, communicate, and transact patient information, securely and conveniently. The Imprivata platform addresses critical compliance and security challenges while improving productivity and the patient experience.

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