

# Password Reset

DATASHEET (iSecurity Suite Authentication & Authorization)



## Effortless, Self service Password Reset

One of the biggest time- and money!- wasters for any organization is resetting user's passwords. Numerous surveys suggest that the time lost for this activity is up to 40 minutes for each password, and that as many as 50% of the help desk calls are for password resets.

Organizations addressing the sensitive issue of how to best manage IBM i user passwords can now empower their users to reset their own passwords with minimal effort or exposure.

## iSecurity Password Reset makes it Safe and Simple

With all the personal information available in Facebook, LinkedIn, and unofficial web resources, private questions are not as safe as they once were.

- iSecurity Password Reset, part of the iSecurity suite, is a unique product, designed on the principle that restoring sensitive information such as passwords without disclosure of verification questions entered by the user is more secure than any other solution against hackers.
- The outcome is a Time-based One-time Password (TOTP), providing users with a limited time window to set their own passwords
- Secured by three levels of authentication -- personal identification, verification by intermediate one-time code, and only then personal questions

## Web Interface

iSecurity Password Reset features a user-friendly, Web-based GUI in addition to the traditional green-screen interface.

The diagram illustrates the transition from a traditional green-screen interface to a modern web-based GUI for the iSecurity Self Service Password-Reset. A blue arrow points from the green-screen interface on the left to the web-based GUI on the right.

**Green-Screen Interface (Left):**

**RAZ-LEE**  
iSecurity Self Service Password-Reset

Password Reset will automatically send you a new personal password after you provide correct responses to your personal identification accordance with your organization's preferred method (email, .. etc.).  
Use Password Reset only to identify yourself and request a new personal password; other uses are not allowed as they may breach your a criminal offence.  
Appropriate measures may be taken against those found misusing the product.

ID. number

User

Birthday date

**Web-Based GUI (Right):**

**RAZ-LEE**  
iSecurity Self Service Password-Reset

Your user  
RIM

Date & Time  
2018-08-30-03:08:56

An E-mail has been sent to you, containing a verification code.  
Please copy the verification string from the mail to the field below.

Verification code

Copy the verification code from the E-mail, press Enter.

## Key Features

- Self-guided or assisted authentication process
- User self-enrolment by web or green interface
- Web-based password change comes as part of the product
- Multiple languages with auto-selection as per the requesting user
- Different verification policies for different groups of users such as agents and managers
- Reduces password reset requests to the helpdesk by more than 90%, even in times of emergency

## Following the standard in password handling

With User satisfaction on our mind, IBM i must keep up with the standard in password handling

- Can either Enable user, Display a new password or Send a new password
- Full Web-based and 5250 solutions, each including
  - Self registration (with auto demand)
  - Self entering personal question
  - Regular password change
- Multiple languages
- To prevent personal questions the procedure can be:
  - Initial identification
  - Verification pin code sent by Email/SMS (or half-half)

## Self-Service password reset and user enablement

After a user creates a password profile for self-authentication, which can be edited at any time, the user can reset the password alone or request assistance from the help desk.

iSecurity Password Reset provides a complete solution secured by three levels of authentication

- Personal identification
- Verification by intermediate one-time code
- Personal questions

## Multi Factor Authentication

iSecurity Multi Factor Authentication is a powerful solution to enable Secure Sign On.

Its also part of the iSecurity Password Reset Solution to ensure the person changing the password is who claims it is before continue with the process.

## Let's Get Started

Schedule your Demo to keep your IBM i passwords and users protected with iSecurity Password Reset.