

# certero Passworks®

## Self Service Password Management

Is an easy to use self-service password reset solution for Windows that significantly reduces costs and improves service for end users

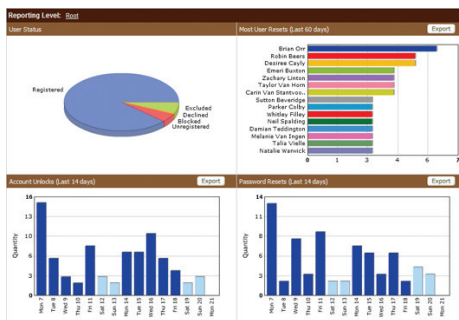
## Reduce Calls to the Service Desk and improve service to users with Passworks®

With Passworks® organisations can now address the age old problem of lost productivity by allowing users to reset their passwords safely and securely

### The Challenge

On average password reset requests make up to 10 –30 per cent of all help desk calls, with each request costing from £31 - £90 in labour costs (1). Many of these calls are from users who have forgotten their Windows password and are unable to logon to their PC. Unless they can speak to a representative quickly and identify themselves they could be without a computer and unable to work for a significant period of time.

(1) Password reset: Self-Service That You Will Love (Gartner Research Note T-15-6454)



### About Passworks®

Certero Passworks® is an easy to use self-service solution that will help you significantly reduce the costs associated with resetting Windows passwords. Users can securely reset their own password and continue working, lowering user downtime and freeing up valuable helpdesk resources.

Certero Passworks® utilises Web 2.0 technologies and can be administered using any modern web-browser.

Administrators can define user registration & 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 Windows Login screen, users can quickly launch the Passworks® Wizard and reset their password.

### Key Features

- Active Directory integration with any number of domains
- Full auditing of all password resets either by self service or administrators
- Add/Edit/Delete questions that your users can choose from during registration
- Configure the number of questions you want your users to answer
- Self Service web reset. Allows users to reset domain passwords using a web browser
- Set the number of allowed attempts before users are blocked
- Reset user passwords through the web interface just like the 'AD Users and Computers Snap-in', without delegation of 'Account Operator' or 'Domain Admin' privileges
- Comprehensive alerting to both users and/or administrators
- View password reset reports by organisational unit
- Advanced client-push technology for easy deployment
- Answers stored using one-way encryption
- Works with third party encryption software
- Compatible with all Windows versions from 2000 upwards including server operating systems and 64-bit versions of Windows
- Reset password securely from the Windows Login screen – no need to use a different PC
- Register once from any PC
- Enforces existing company password policies, e.g. Password length, complexity & history
- Fully encrypted Client/Server communication
- Display your logo on the Windows XP Login Screen

### Key Benefits

- Save thousands of pounds on associated password reset costs
- Reduce the number of calls in to your service desk and free up valuable resources
- Report and compare the number of times passwords are reset either as self service or by an administrator



A number of password reset tools require that users access a web interface to reset their password. With Certero Passworks® users can reset their password from the Windows Login Screen without having to use another PC. Using a simple challenge/response technique of users picking and answering a series of questions, users can securely reset their Windows password without having to contact your service desk.



## Customisation

Certero 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.

## Smartlink

Passworks® SMARTLINK is an alternative way for users to launch the Passworks® Reset Wizard at the Windows Login screen. Smartlink mode uses a customised image in the top right-hand corner of the Windows login screen instead of the normal button that is added to the Windows GINA or Credential Provider in Windows Vista/7. Smartlink was created to overcome problems with 3rd party components do not support GINA/Credential Provider chaining such as the Novell Client or McAfee Safeboot.



## Security

All user responses are stored in the database using secure, one-way, MD5 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



Certero Products are Compatible with Windows® 7 and have been tested to meet all of the technical requirements to be Compatible with Windows® 7.

## Auditing

What happens if someone guesses a user's answers and successfully resets their password? 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 customisable within Passworks® and can be tailored to your requirements.

## About Certero

Certero is a specialist software vendor of Software Asset Management and PC Power Management solutions. Headquartered in the UK with offices in Australia and South Africa Certero delivers innovative solutions to help organisations remove complex processes to drive efficiencies in their IT investments.

Certero customers are drawn from across the public and private sector and our solutions have enabled organisations to cut CO2 emissions and save thousands on licensing expenditure

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