

# SecurPassword



Enabling remote, self-service password reset

## No more helpdesk calls!

SecurPassword allows users to leverage their existing personal devices, alongside a pre-enrolled series of secret questions to prove their identity, to reset their domain password in realtime.\*

## Tokenless® two-factor authentication meets self-help password reset

Users are increasingly expected to change their passwords on a more frequent basis, to something more complex. This often leads to confusion or lost passwords and places a burden on the IT help-desk; the larger the organisation, the greater the burden.

A forgotten password doesn't just mean helping a user reset, it also involves identifying the user is who they say they are. By introducing a self-service, two-factor authentication process the user takes responsibility for the process and is able to resolve their password issue without involving the helpdesk.

Users are able to connect to an automated, self-help web page, or via their logon GINA, to reset their password following a two-factor authentication process that combines a pre-enrolled secret question alongside their authentication device of choice. As an alternative to the pre-enrolled secret questions, users can be prompted to supply information such as their employee number, or other information stored within the existing user repository.

Once authentication is complete, the user is prompted to enter a new password that complies with the password regulations laid down by the organisation. SecurPassword then resets the password in real-time.

Many organisations are realising a rapid return on their investment in SecurPassword with some seeing a 100% reduction in helpdesk requests to reset passwords.

### Key Features

SecurPassword is available as an on-premise software solution or as a hosted service from your MSP

- Passwords are reset via tokenless two-factor authentication
- Use your mobile phone to prove your identity before resetting
- Notification of password expiry is delivered via SMS
- Save up to 90% of on-going helpdesk-based password resets
- Automatically deploy users via LDAP group membership
- Remote password reset via browser
- Local password reset at point of logon
- Fixed annual cost on a pay-per-user basis with no hidden extras

### Authentication Options



**SMS:** Pre-Load, Real-Time Flash, 3 Codes or Periodic

**Smart Phone Soft Token:** Android, Apple, Blackberry, Microsoft

**OneSwipe:** Log-in via QR scan

**Desktop Soft Token:** PC or Mac

**Voice Call:** Mobile or Landline

**Email:** Pre-Load, Real-Time, 3 Codes or Periodic

\* Users have a single profile that can only be active on one device at a time

## Putting the user in control

We believe users should be able to choose any personal device to be their authentication token, whether it's their mobile phone, tablet, laptop or even their desk phone. Users should be able to seamlessly move their single identity between these devices without leaving their identity behind on obsolete technology.

## A world without hardware tokens

Hardware tokens, first seen over 30 years ago, are preventing the mass uptake of two factor authentication as they are expensive to deploy and run and do not scale easily. Users cannot be expected to carry a different hardware token for every business they log on to – office, bank etc. Clearly, using an existing personal device such as a mobile phone is the answer.

As the original inventors of Tokenless® authentication, our goal is to continue to design innovative solutions that take advantage of users' personal devices and resolve issues that have prevented adoption such as SMS delays, no phone signal or synchronisation problems.

## Elegantly Simple

We believe the logon process should be as simple as possible, that thousands of users can be deployed at the click of a button whilst maintaining strong security. Our designs leverage existing infrastructure, such as Active Directory as the central database, to create simple, elegant solutions.

## Authenticate your way

SecurEnvoy are the original pioneers in two-factor, Tokenless® authentication. Our innovative solutions provide convenient, secure authentication at a fraction of the cost of token-based alternatives and have been deployed to thousands of users worldwide.

