



Speed Access



Enable Business



Extended Enterprise



## Windows® Password Reset featuring *In-the-Flow*™ Access • First Confidence-Based User Identity Verification Engine • Easy to Deploy • A First Step to Strong Authentication

### v-GO® Self-Service Password Reset™

Sound security practices dictate that it is essential to verify a user identity before allowing password reset or unlocking accounts. Yet, without a self-service function, securely resetting passwords for Windows consumes help desk resources and delays access users need to get their jobs done.

v-GO Self-Service Password Reset provides users with a fast, secure way to regain access to their computer by automating Windows password reset. Users can reset their password or unlock their Windows account directly from their locked out workstation, so that they can get to their applications within seconds - without having to pick up the telephone or go to another workstation.

### Improve Operational Efficiency, Reduce Costs

v-GO Self-Service Password Reset eliminates help-desk calls and costs associated with password reset. Up to 30 percent of all helpdesk calls are password-reset requests, on average taking 20 minutes to resolve and costing more than \$20 per call says market research firm, Gartner Group.

v-GO Self-Service Password Reset exclusive In-The-Flow technology provides unparalleled usability, enabling users to enroll, reset passwords, and unlock accounts on their own in seconds.

### Increase Adoption with *In-the-Flow*™ Access

Because helpdesk calls are costly and current password reset processes unproductive, an increasing number of organizations have evaluated self-help tools. However, many tools are inconvenient to use because they cannot be accessed from the computer on which the user is currently locked out.

v-GO Self-Service Password Reset's In-The-Flow technology seamlessly and securely includes the enrollment and password-reset process into the Windows logon, providing users with a simple enrollment, reset, and unlock process where and when they need it. This easy to use process dramatically increases user adoption of the password reset tool, resulting in less time spent on resetting passwords and unlocking accounts

### How It Works

#### *Confidence-Based User Identity Verification Engine*

v-GO Self-Service Password Reset uses a question-and-answer process to initiate a reset. Users enroll by answering a series of meaningful and specific reset questions. When employees need to reset their password, they are prompted to "re-answer" the reset questions. v-GO Self-Service Password Reset delivers well-constructed questions requiring personal, unforgettable answers.

If the user answers a sufficient number of questions correctly a minimum confidence score is reached and the system allows a password reset or account unlock. Failure to attain a preset confidence score results in a denial.

v-GO Self-Service Password Reset's unique identity verification engine reduces the number of false negatives from users who forget answers or type them incorrectly. Properly selected and weighted questions significantly reduce the risk of intrusions through social engineering or lucky guesses. For the user, it means resetting a password or unlocking accounts in seconds, without having to call the helpdesk and potentially waiting for a callback. For administrators, it means the added security of sound and sustainable password policies and practices.

### Easy to Deploy

Deploying v-GO Self-Service Password Reset is a simple two-part process: 1) administrator setup and 2) user enrollment. It starts with an administrator logging on to the intuitive Management Console to configure the Enrollment Interview and Reset Quiz. Users enroll by answering a one-time online Enrollment Interview.

## v-GO Self-Service Password Reset

v-GO SSPR delivers a secure, and easy-to-use, easy-to-administer, self-service password-reset solution for the Windows environment. It encourages enrollment and adoption by providing a convenient means for the user to access the reset process without assistance.

### User Set-up and Enrollment Options

- Simple, configurable Web-based question-and-answer process
- In-the-flow, automatic initiation at the Windows system logon that provides easy access, encourages enrollment and, as an option, enforces enrollment

### v-GO SSPR System Access

- Addresses “the last password” in a v-GO SSO deployment and “the first password” in the user’s day
- Simple Web-based access for end users and administrators
- In-the-flow user access when Windows access is denied at system startup. Provides easy recovery at the most logical point, such as when the user tries to log on, increasing likelihood of usage

### User Authentication

- Configurable question-and-answer process
  - Administrative control over questions
  - Support for role/group-specific challenge questions
  - Ability to control response expectations, such as format (mmddyyyy, ##-##-####), answer length, and case sensitivity
- Unique scoring model provides high security while reducing false negatives
  - Highly secure, flexible, more closely representative of real-world helpdesk-based identity verification
  - Recognition that some questions are more secure than others and that not all errors and memory lapses should default to helpdesk calls
  - Confidence based on the users answering a sufficient number of the right questions correctly to reach a verification threshold: The Confidence Score
  - Answers can be validated against one or more external data sources

### Reset

- Windows (or AD) domain password via Internet Explorer browser
- In-the-flow support on Windows 2000, Windows XP, Windows Server 2003, and Microsoft Vista Business Edition
- Supports remote authentication, such as for Terminal Services, Citrix MetaFrame® software, and Citrix MetaFrame Password Manager, with the standard Microsoft Windows GINA

### Administration

- Simple, Web-based interface and MMC plug-in support for all domains in your environment
- Configurable user interface
- Configurable backend repository for storing questions and encrypted enrollment answers (Microsoft Active Directory, Microsoft ADAM, Microsoft SQL 2000, Oracle Database v10g or later)
- Scoring model-based control that reduces false negatives while maintaining security
- External Validation API
- Reports for Active Users, Enrolled Users, User Enrollment Status, Enrollment Score, Password Resets (completed, cancelled, or failed with score), log of IP address where all resets or attempts occurred
- Detailed technical documentation to assist administrator to set up and manage user authentication securely

### Deployment

- Utilizes Windows Installer technology
- Deploys using most deployment tools, such as SMS, Tivoli, Zenworks, and Novadigm

### Security and Reliability

- User’s answers are stored by the v-GO SSPR server as a salted SHA-1 hash
- User’s answers are never stored in the clear and never on the user’s client
- SSL guarantees protection of all communication
- Fault tolerance is based on Microsoft Internet Information Server and Active Directory settings

### System Requirements

#### v-GO SSPR Client

- RAM and Processor:  
Minimum: 256 MB RAM and 550 MHz Processor  
Recommended: 512 MB RAM and 1 GHz Processor
- Internet Explorer 6.0/7.0
- Windows 2000 (SP4), Windows XP (SP2+), Windows Server 2003, and Windows Vista Business Edition

#### v-GO SSPR Server

- RAM and Processor  
Minimum: 512 MB RAM and 733 MHz processor  
Recommended: 1 GB RAM and 1.6 GHz processor
- Windows 2000 Server (SP4), Windows Server 2003
- Microsoft Internet Information Server 5.0/6.0
- Microsoft .NET 2.0
- Microsoft Active Directory®, Microsoft ADAM, Microsoft SQL 2000, or Oracle Database v10g or later



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