

Self-Service Password Portal

Active Directory self-service portal

Studies show that 30% of Helpdesk queries are related to password reset management as users tend to forget their passwords often. This consumes a substantial amount of Helpdesk time working on most critical password tickets.

To remedy this situation, DoIT needed to reduce this time by rendering a secure, reliable and robust web-based self-service solution to the end user. The solution thus helps end users to change their password if they use a PC or a laptop that is not domain-joined and even reset their password if the password is forgotten.

Allowing end users to reset their password carries a certain amount of risk, as it increases the possibility of an attack from a malicious user. To ensure that only the intended users are allowed access to the self-service password reset/change, users need to prove their identity.

To do this, we added a layer of security that consists of a verification code. During a password reset event, the end user is asked to provide a mobile number or an external email address (live, Gmail, Yahoo mail etc..) to receive the verification code.

