



# AD Password Reset

Tech sheet



# Pointsharp AD Password Reset

Remove the burden from your helpdesk and save money by allowing your users to reset their Active Directory password 24/7 with self-service. It also allow the user to unlock a locked AD account.

## Save time and money

Forgotten passwords cost an organization a lot of time and money. Gartner estimates that 20% to 50% of all help desk tickets are related to password reset. And each individual password reset costs on average \$70, regarding Forrester Research.\* In addition the users lose productivity if the process of resetting the password is slow and complex. There's a lot of money and time to save with a solution for Password Reset.

## Easy

Pointsharp AD Password Reset is web based and works on desktop, tablets and mobile devices. It can be linked within the Pointsharp Login App to ensure that it is easy accessible by the user.

## Secure

Pointsharp AD Password Reset is secure by design and protected by multi-factor authentication. This protects the organization from social engineering attacks when a helpdesk is not allowed to reset passwords.

## Benefits with Password Reset

### Challenge

Unnecessary complex management of passwords adds to cost and security concerns.

### Solution

Deploy Pointsharp AD Password Reset raises the security of passwords and add to ease of use for the end users.



\* <https://www.infosecurity-magazine.com/webinars/password-management-getting/>

# Ease of use

## Security with ease of use

To ensure the security of Password Reset it's protected by multi-factor authentication, a security question combined with a second factor.

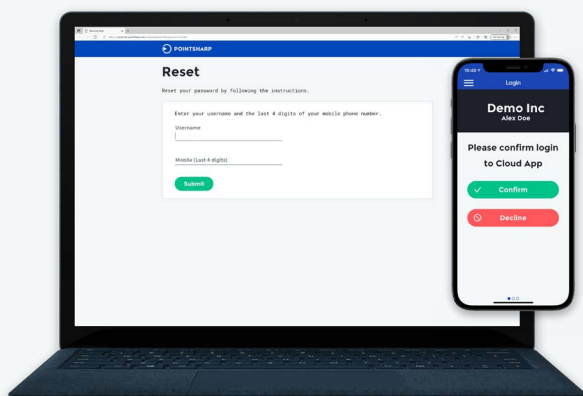
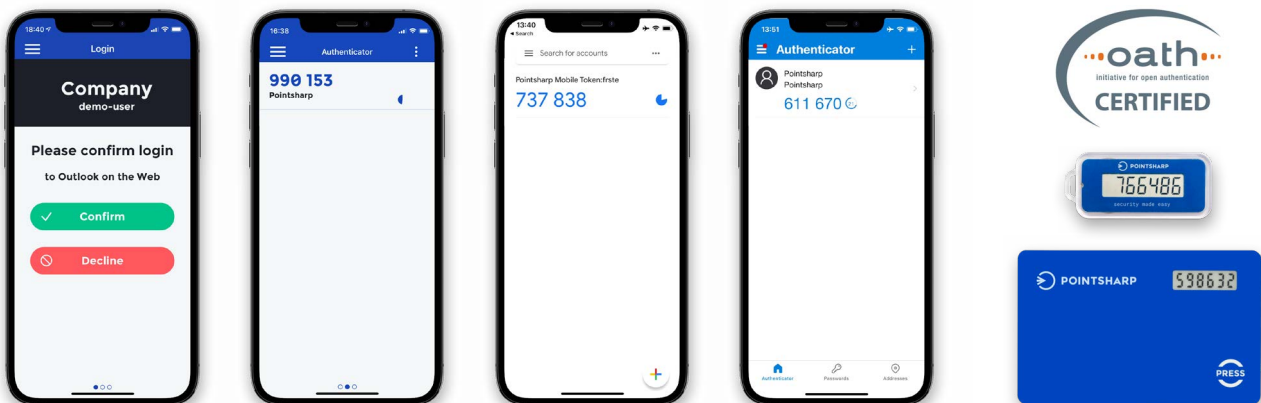
### Security Question

The user respond to a security question mapped to an attribute of choice on the user profile in AD. E.g. last 4 digits on the mobile number.

### Second Factor

Any of following methods can be used as a second factor:

- Pointsharp Login App with One-Time Password (Authenticator or Push Notification).
- Google Authenticator with One-Time Password.
- SMS with One-Time Password.
- Hardware Token with One-Time Password.



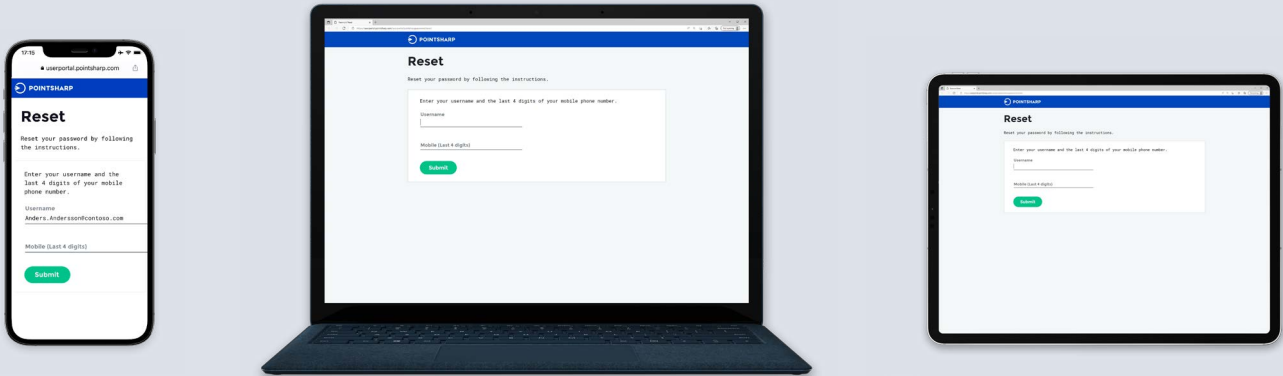
## Pointsharp AD Password Reset

User interface is web based and can be hosted on the IIS on the Pointsharp ID server or any other IIS server. The interface can be made available to users on the Internet by publishing it with Pointsharp Security Gateway (add-on) or any 3rd party reverse proxy.

Technically the password reset process is performed on the Pointsharp ID server which after successful update the Active Directory with the new password as well as unlock the user account if locked.

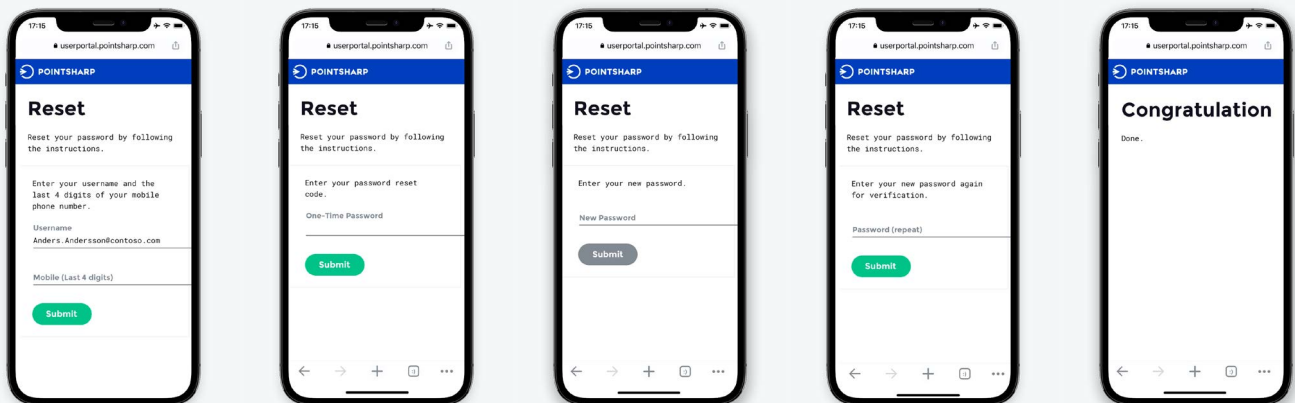
## All devices

Pointsharp AD Password Reset is web based and works on desktop, tablets and mobile devices.



## User experience

The user visit the Password Reset web URL or find it through the Pointsharp Login App.



1

2

3

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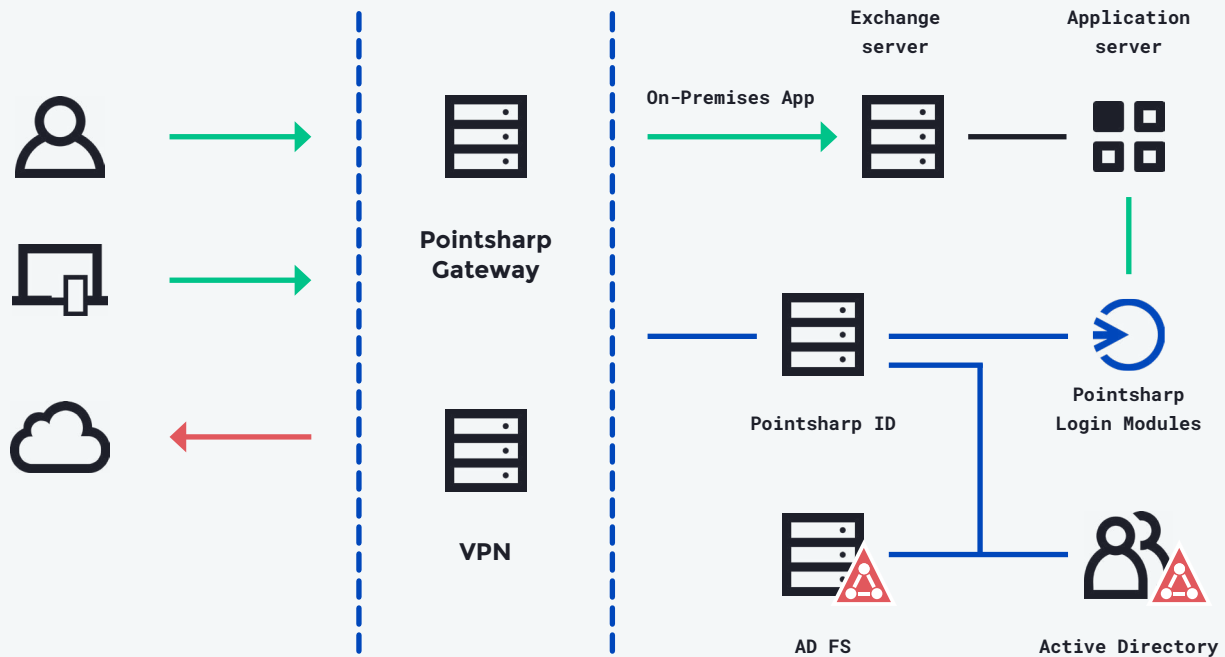
1. User states username and answer to a secret question.
2. Second step the user confirm with the Pointsharp Login App or enter a One-Time Password.

3. The user set a new Windows password.
4. The user confirm the password.

# Technical Overview

Pointsharp provide software that run on Windows Servers, with the choice of deploying in your on-premises or cloud infrastructure. A non-redundant deployment exist of two instances, the internal Pointsharp ID and the

Pointsharp Gateway placed on a DMZ. It's a split security design that meet Enterprise security requirements. Redundancy is easily achieved by multiplying the servers.



## Pointsharp ID

- Authentication Server
- Read users from Active Directory (or LDAPv3)
- Store user information in Pointsharp User Storage (can be same AD). Encrypted with AES-256.
- Auditing information stored in SQL-Express or 3rd party SQL-database.
- Hosting User Portal, Admin Portal, App Portal, Password Reset\* and other web interfaces. Can be separated.
- APIs – RADIUS | Web Service | Power Shell

## Pointsharp Gateway

- Pointsharp Security Gateway\*
- Authentication Proxy for Pointsharp Login App
- Runs on Microsoft IIS.

Pointsharp is a European cybersecurity company that enable organizations to secure data, identities and access in a user friendly way. Because we believe easy to use security solutions lays the foundation for a modern digital workplace.

We deliver European made software and services that are made to support even the highest security and regulatory demands of large enterprise organizations and governmental institutions.

Our customers can be all around the world, often in markets requiring extra high levels of security, like the financial, governmental, industrial and defense sectors.

You can find our HQ in Stockholm, Sweden but we also have offices in Germany and the Netherlands.

**Pointsharp – Security made easy**

**Contact us for more  
information or a demo**

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