

Password Self Service

Reduces costs, frustration and support calls

Overview

Many organizations have challenges with users who have forgotten their passwords. With PhenixID Password Self Service (PPSS), users can easily reset a forgotten password or change an existing one. All password resets and changes will be audited for later inspection.

Flexible

By offering different methods to identify the user, the authentication process to prove the user's authenticity is both secure and easy to use. Password reset is available for users via web browser or mobile app.

Reduce cost and frustration

Employees often lose productivity and get frustrated in the process of getting help with a forgotten password. Support teams have trouble validating the authenticity of the user. Reducing forgotten password calls reduce costs and relieves support staff.

Easy to use and deploy

PhenixID Password Self Service (PPSS) allows the user to easily and securely change or restore a forgotten password. Just download, install and follow a simple wizard to integrate PPSS in your existing infrastructure.

phenixid.se/try-it

PhenixID - Provider of secure identity and authentication solutions

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Web Browser or Mobile App

PhenixID Password Self Service (PPSS) offers two ways to reset a forgotten password:

- Mobile App - users simply tap "password reset" on their mobile phone
- Web Browser - users are given several choices to prove their identity

PPSS also supports password change at any time.

Several methods supported

PhenixID Password Self Service supports several methods to help users easily prove their identity securely and easily:

- One-time passwords (OTP) delivered via SMS, Voice or Email. (PhenixID also provides a message gateway service for delivering SMS and Voice)
- Generate OTPs via mobile app or hardware token
- Generate temporary OTPs to consultants or to employees that have lost or forgot their token device
- Secret questions and answers
- Use smart cards/x.509 certificates
- Third-party authentication methods
- Have user prove their identity in external organization user store
- Reset password using mobile app. (PhenixID One Touch)

Reset the password in all user stores

By integrating PhenixID Password Self Service (PPSS) with PhenixID Identity Provisioning (PIP), you can change the password in several user stores instead of only one.

PIP supports updating user stores on-premise or in the cloud.
For more information about PIP, phenixid.se/identity-provisioning

Password reset through mobile app

Using PhenixID One Touch, a user can easily reset a forgotten password just by tapping "Reset password" using the app. The user does not need to remember a URL to the Password Reset web page, they just need to remember using the app to reset their forgotten password.

Uses existing infrastructure and resources

PPSS does not include any user store. Both login of the user and updates of the password is done directly in the user store used by your organization. PPSS and PIP includes several user store connectors to easily integrate to your existing user stores.

Reduce cost

Since users can reset their passwords themselves without any support or service desk assistance, this will reduce cost of your organization considerably. The time users spend waiting for assistance can also be very costly since they cannot perform their day-to-day work.

Prove user identity using an external user store

PPSS supports users proving their identity through an external organization user store. For example, if a user forget his/her password in a customer application, he/she can use its own organizations user store credentials to reset the forgotten password.

Third-party authentication methods

PPSS can use an external third-party authentication provider to prove the authenticity of the user. For example, with EIDAS, users that forgot their passwords in applications hosted by an organization/party/country can verify their identity against a local authentication provider.

Delegated password reset or change

Using PhenixID Identity Manager (PIM) you can easily create delegated administrators, for examples support staff or managers, to reset a forgotten password for a user.

Platforms

Runs on Windows and Linux.

Audit

All user reset and change activity can be audited for later inspection.

Quick deployment

Installation of PhenixID Password Self Service is simple and quick and involves clicking the download link and following a wizard.

Customization

Change logo and text to match your organization's look and feel. Even though there are many features in PPSS you can configure it to work just the way you like.

Why PhenixID?

We are a Swedish company based in Stockholm.

Our focus is to create applications that solves customer challenges while at the same time keep the cost at a low level. All our products are built on open standards.

All methods for delivering one-time passwords are included in the license. Technical training is available at request.

Third line support, with highly experienced technicians.

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