

General Information

Provide a short description of the product:

ADSelfService Plus is a software solution that helps users reset their passwords/unlock accounts – without the intervention of IT helpdesk. Consequently, it spares your organization the perils of password reset tickets, such as increased IT helpdesk operating cost; time and effort spent on password reset tickets; and so on. It also allows “Ctrl+Alt+Del(GINA/CP)” password reset.

Not just password self-service, ADSelfService Plus also offers **AD Self Update** and an effective **Corporate Directory Search**.

[Note: AD Self Update and Corporate Directory Search are bonus features and come at no extra cost.

AD Self Update: Using ADSelfService Plus, end users can also update their personal information into Active Directory without the help of IT administrators.

For example, a user, who changed his mobile phone number recently, can update it in the AD by himself. This way the corporate directory stays up-to-date and accurate.]

What is the mode of operation? How does it achieve the proposed solution?

Since it allows users to reset their forgotten passwords/unlock locked-out accounts, ADSelfService Plus slashes the password reset tickets and also an organization’s expenditure towards IT helpdesk drastically.

ADSelfService Plus uses “**challenge questions**” as secondary authentication. In this system, users enroll with the product by answering certain questions. These questions elicit responses which are easily memorable to them but hard for others to guess. IT administrators of your organizations have the full right to define/modify existing questions/ enforce tougher challenge questions.

Whenever a user requests for password reset or account unlock, he or she is asked the same questions as in enrollment phase. Correct answers establish the user as a legitimate member of a domain and therefore fetch the right to password self-service. Service is denied for wrong answers and account is blocked if the user exhausts the limit for authentication failure.

For more information on how ADSelfService Plus builds an alternate identity for an end-user and how it resets passwords safely, please read the attached document titled “[Password Reset Process](#)”.

A successful password self-service software MUST provide features to:

- a. Facilitate deployment (as there is a data gathering phase which requires end-user response).
- b. Regulate user input during enrollment. (Users should not be allowed to provide unsophisticated responses to challenge questions.)
- c. Prevention of incidents.
- d. Enhance security.
- e. Prevent re-emergence of password reset tickets/ augment return on investment. (There are several factors that will reanimate password reset tickets despite deployment of password solution. **ADSelfService Plus is the only software which concentrates on this issue and solves it).**

ADSelfService offers all these features and more. It leaves nothing to chance.

Proof:

Deployment efficiency:

Installation:

Installing ADSelfService Plus is so easy that even a fifth-grader can install it! It hardly takes a few minutes. (Download from <http://www.manageengine.com/products/self-service-password/download.html?features> and try installing the software. 30-day trial free.)

Deployment facilitators:

Without the completion of enrollment (described above) phase, users cannot use the product completely. That is they will not be able to avail themselves of the password self-service but will be able to use “Corporate Directory Search” and “AD Self Update”.

To prevent end-user action determining deployment, ADSelfService Plus provides two “Deployment Facilitators ” – auto enrollment and forced enrollment.

- **Auto Enrollment:** Administrators can automatically enroll the domain’s end-users.
- **Forced Enrollment:** Alternatively, administrators can force the end-users to enroll too.
- **Enrollment Notifications:** Administrators can email end users reminding them to enroll with the product.

With these provisions, ADSelfService Plus ensures that the product is up and running in no time.

User input regulation:

ADSelfService Plus prevents users from providing unsophisticated answers to challenge questions:

- It prevents users from using any part of the challenge question in their answers.
- It also prevents users from providing the same answers to multiple questions.

Incident Prevention:

Apart from users who forget their passwords, there is another source of password reset tickets: users who remember passwords well but forget to change them before they expire!

ADSelfService Plus offers “**Soon-to-expire**” **password reset notifications**, which will prompt users to change their passwords before they expire. This feature nips the problem in the bud.

Security:

FEATURES	Security concerns addressed/ Threats thwarted
Block Users	Brute force attacks, bot-based attacks, low-level research attacks, man-in-the-middle attacks.
CAPTCHA	Bot-based attacks
Mandatory Challenge Questions	To ensure end user has in his profile tough-to-guess challenge questions.
Displaying Challenge Questions one by one	To prevent giving hackers a head-start in a brute force attacks.
Administrator defined questions	To prevent users from selecting/defining easy questions.
Prevent users from modifying challenge questions	
Restrict Inactive Users	To prevent inactive accounts from being exploited by hackers or disgruntled ex-employees.

Features to prevent re-emergence of password reset tickets:

Despite deployment of self-service password reset solutions, an organization’s helpdesk might still receive password reset tickets for reasons galore. ADSelfService Plus addresses this area pretty well with

the help of two first-of-its kind features: **Restrict Inactive Users and Licensed User Reports/Management**. Take a look at the following factors:

- a. In an organization, there will always be replacements; old employees quit, new workforce gets recruited, and it is a never-ending cycle, even if the organization does not suffer from employee turnover.
- b. Inactive (stale) user accounts.
- c. Employee turnover.
- d. Educational institutions, such as high school/college, where students pass out in 3 or 4 years, or even quit, or take break from studies and rejoin later. Some educational institutions want to maintain inactive licenses for student the last stated reason!

With all these factors claiming license space that can be given to new arrivals, password reset tickets will only creep up.

However, in the case of ADSelfService Plus, two features “Restrict Inactive Users and Licensed Users Report/Management” allow you to manage license effectively. From time to time, you can reclaim licenses from inactive users and let new users use them. This also prevents you from buying extra licenses. These two features also ensure high ROI.

Factors that make the product stand out:

- a. ADSelfService Plus offers the triple advantage of **password self-service**, **AD Update** and an **Corporate Directory** search. Despite the variety it offers, the product (standard version) still costs \$595 for 500 users (volume discount available)!
- b. **ADSelfService Plus GINA/CP (Ctrl+Alt+Del password reset)**: This feature removes the last bit of dependency in password self-service – the need to borrow someone’s computer or use a kiosk for password reset! Instead, users can reset passwords/unlock accounts by pressing “**Ctrl+Alt+Del**”!
- c. ADSelfService Plus rolls all the necessary features that make an effective password self-service solution. For example, it offers “**Soon-to-expire password notification**” along with the product. However, there are several software products in the market that have made this feature a supplementary purchase.
- d. ADSelfService Plus is the only self-service password reset software in the market that allows its client to manage product licenses. It has even introduced two **first-of-their-kind** features for this purpose: Restrict Inactive Users and Licensed Users Report & Management. Organizations with a humungous number of users or educational institutions where user-base is volatile.
- e. Since end-users play a role in their secondary identity creation, ADSelfService Plus offers a variety of security features to prevent identity theft.

In short, ADSelfService Plus is safe, secure and efficient password self-service software. At the same time, it is pocket friendly.

The feature set provided in this document is proof to the fact that ADSelfService Plus provides “end-to-end” care to the process of password self-service.

FEATURES	ADSELFERVICE PLUS	Comments
Web based software	✓	
Self Reset Password	✓	
Employee Search	✓	
Global access	✓	
Identity verification and establishment based on Security Questions (challenge questions)	✓	
Strong encryption for security answers	✓	
Self Unlock Account	✓	
Change Password	✓	
Configuring Alerts (email notifications and soon-to-expire password reminders)	✓	
Self Update	✓	
Provision to notify users about impending password expiry	✓	
Options to choose desired language	✓	
Single sign-on	✓	

Resetting passwords right at Windows logon prompt	✓	
Scalability	✓	
Multiple domain and OS support	✓	
Dashboard view of main components of the software	✓	
Provision to find inactive users and free their space in license count	✓	Restrict Inactive Users is a first-of-its-kind feature in this industry.
Force users to register with the product	✓	
Prompt users to register through email reminders	✓	
Performing bulk updates of Security Questions and Answers	✓	
Configuration of security question list	✓	
Prevent users from modifying security questions	✓	
Automatic Password Reset	✓	
Customize the logo on password reset software (you can include your company logo too)	✓	
Locked-out user report	✓	
Soon-to-expire passwords report	✓	
Password-expired user report	✓	
Enrolled user report	✓	
Un-enrolled user report	✓	
‘Password reset’ audit report	✓	
‘Self unlock’ audit report	✓	
Self update audit report	✓	
Provision to track users (by their IP) and actions performed by them	✓	
Security Q&A encryption	✓	

using irreversible hashing algorithm		
Lock out users who fail security question and answer authentication	✓	
Hide security answers	✓	
Captcha (word verification image) on password reset and unlock pages	✓	
Option to run as a secure SSL connection	✓	
Features to govern user's input during enrollment	✓	<p>The product offers features to:</p> <p>a. Prevent users from providing the same answers to multiple challenge questions.</p> <p>b. Prevent users from using any part of the question in their answers.</p>
Email Notifications upon successful password reset/account unlock	✓	
Ability to block accounts upon failing challenge question based authentication	✓	This feature prevents brute force attacks.
Ability to build a product interface using drag-and-drop approach	✓	At present, this facility is available only for the Self Update section of the product.
Ability to regulate user input during Self Update	✓	<p>The administrators can now provide more than text boxes during self-update.</p> <p>With the help of combo boxes, drop-down menu, he can regulate the user input.</p>

		<p>Usually users tend to skip certain fields during filling the corporate directory information. But now administrators have the ability to force them to fill important fields.</p> <p>Administrators can also provide help cards in the self update interface.</p>
Report about the users who fail product's secondary authentication	✓	