



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

It happens all the time. A user tries to log into a corporate network but can't remember his or her Windows password when prompted and is locked out of everything. Lock outs cost money because the user can't work and has to call the company's helpdesk to reset the password. As much as 30 percent of all helpdesk calls are password-reset requests, on average taking 20 minutes to resolve and costing more than \$23 on helpdesk costs alone, says market research firm Gartner.

v-GO Self-Service Password Reset (v-GO SSPR), eliminates those costs for the most frequently forgotten password—the Windows password. v-GO SSPR employs our exclusive *In-the-Flow* technology, which provides unparalleled usability to let users enroll and reset passwords on their own in minutes. The result: lower costs and higher productivity.

v-GO SSPR integrates seamlessly with v-GO Single Sign-On (v-GO SSO), which eliminates the need for users to use all but their Windows password for sign-on to any application. v-GO SSPR extends the benefits of single sign-on by eliminating the need to call a helpdesk when users forget this last password they need to remember.

v-GO SSPR completes the circle of eliminating helpdesk calls for password reset.

In-the-Flow™ Access Secures Enrollment and Password Reset

Because helpdesk calls are costly, many organizations have evaluated self-reset solutions. They discovered some serious shortcomings; these solutions typically require users to learn and follow a new process and find another logged-on computer to reset their passwords—which often causes them to call the helpdesk anyway.

Users of v-GO SSPR have to do neither. Our exclusive *In-The-Flow* technology seamlessly and securely integrates the enrollment and password-reset process into the Windows logon flow, providing a simple enrollment and reset process where users need and expect it—at the Windows logon prompt on their computer. The upshot is that employees actually enroll and use the solution.

First Confidence-Based User Identity Verification Engine

v-GO SSPR uses a question-and-answer process to initiate a reset. When your employees enroll, they have to answer a set of questions that are meaningful and specific to them. When they need to reset their password, they will be presented a Reset Quiz, where they have to supply their answers again. v-GO SSPR's Confidence Based Verification resolves one of the major problems with the typical "one strike and you are out" approach to Self Service Reset—lots of false negatives from users who forgot an answer or typed incorrectly. With v-GO SSPR, users can recover from a minor mistake and still reset their password. For administrators, this means the security of sound password policy without unnecessary helpdesk calls.

The administrator presets a Confidence Score... if the user answers a sufficient number of questions correctly and reaches this score, the system allows a password reset. Failure to reach this score results in a password reset denial. Some questions are more secure than others, depending on how difficult it is for a third party to obtain the right answer. For example, someone's date-of-birth is easier to find out than the first name of someone's first love. v-GO SSPR allows the administrator to give different point scores to right answers, depending on this difficulty. However, when someone gives the wrong answer to an easy question, that could raise a significant red flag. While the correct answer to the user's middle name would yield a small positive score, the wrong answer should yield a large negative score, making it difficult, if not impossible, to reach the Confidence Score.

Easy to Deploy

Putting v-GO SSPR to work is a simple process consisting of setup by the administrator followed by user enrollment. v-GO SSPR uses an intuitive Management Console to configure the Enrollment Interview and Reset Quiz. The administrator inputs question text, scoring values, and the Confidence Score limit that complies with the organization's security policies. Administrators may add or modify questions as needed to maintain appropriate security levels, and the Console keeps an audit of enrollment/reset activity and status. During a one-time Enrollment Interview the user answers the questions that will randomly appear during the Reset Quiz.

The First Step in Strong Authentication

Many companies are evaluating or implementing strong authentication technologies, such as smart cards or biometrics. When deployed with v-GO SSO, those technologies secure access to all network applications and resources, including logon to Windows. But when the authenticator is not available, for example because the user misplaced the smart card, the fallback is usually the Windows password for log on. As users probably cannot remember that password, v-GO SSPR enables them to pick a new Windows password and be on their way in less than a minute. With v-GO SSO and v-GO SSPR, companies pave the way for a seamless and efficient deployment of strong authentication.

v-GO Self-Service Password Reset

v-GO SSPR delivers a secure and easy to use and administer self-service password-reset solution for the Windows password. It encourages enrollment and adoption as it provides a convenient means for accessing the reset process.

User Set-up & Enrollment Options:

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

v-Go SSPR System Access:

- Simple Web-based access for end-users and administrators
- In-the-flow user access when Windows access is denied at system start-up, which provides easy recovery at the most logical point, i.e., when the user tries to log on, increasing likelihood of usage

User Authentication:

- Configurable question-and-answer process
 - Administrative control over questions
 - Supports 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 user's 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 (and/or AD) domain password for Windows 95®, Windows 98®, Windows NT®, Windows 2000, Windows XP and Windows Server 2003™– addressing “the last password” in a v-GO SSO deployment and “the first password” in the user's day
- Any authenticator relying on Microsoft Windows GINA such as Terminal Services, Citrix's MetaFrame® software and Citrix MetaFrame Password Manager

Administration:

- Simple Web-based interface and MMC plug-in support
- 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, Enrollment Score, Password Resets completed/cancelled/or failed with score, log of IP addresses where all Resets or attempts occurred, User Enrollment Status
- Best practices guides and quick-start documentation that assist administrator to securely set up and manage user authentication

Security & Reliability:

- User's answers are stored on the SSPR server as a salted SHA-1 hash
- User's answers are never stored in the clear and never on the user's client
- All communication supports protection through SSL
- Fault tolerance is based on Microsoft Internet Information Server and Active Directory settings

System Requirements

v-GO SSPR Client Requirements:

General Access Minimum Requirements

- Windows 95, Windows 98, Windows NT 4.0 SP6a, Windows 2000, Windows XP, Windows Server 2003
- Internet Explorer 5.5 SP2 or later

In-the-Flow Minimum Requirements

- Windows 2000, Windows XP, Windows Server 2003
- Internet Explorer 5.5 SP2 or later

v-GO SSPR Server Requirements:

- Windows 2000 Server, Windows Server 2003
- Microsoft Internet Information Server 5.0 or 6.0
- Microsoft .NET 2.0
- Microsoft Active Directory®, Microsoft ADAM, Microsoft SQL 2000, Oracle Database v10g or later