PC Solutions

You get the best ...

Forgot Password?

Enter New Password

Reset

Now manage passwords with ease using

SELF SERVICE PASSWORD RESET PORTAL (SSPR)

Does your company's IT helpdesk always remain flooded with calls? Are most of the requests repetitive in nature? A survey conducted among helpdesk and IT employees revealed a problem common across organizations.

- Organizations with 500+ employees receive around 100 helpdesk calls every week
- Around 50% of these calls are password reset requests by employees
- Respondents confessed that these requests significantly increase their workload

WHY THE FREQUENT PASSWORD RESETS?

Too Many Passwords

Most employees have to use different passwords to gain access to different platforms. Keeping track of so many passwords can often be difficult.

Password Expiration

Many organizations have mandatory password reset policies, and failure to reset within the stipulated time frame causes employee to seek the assistance of the helpdesk almost regularly.

Complex Passwords

Organizations often require complex passwords as standard security policy, leading to frequent password reset requests, as employees are more likely to forget difficult passwords.

HOW DOES THIS IMPACT YOU?

Frequent password reset requests to the IT helpdesk cause several complications:

Security Issues

Till the password is not reset and provided to the appropriate person, the account remains vulnerable to security threats.

Time Loss

The helpdesk receives multiple requests every day. By the time the helpdesk addresses the password reset request, a lot of valuable employee time may have been lost

Productivity Loss

An employee can't work till he/she gets access to the account. The more time it takes to reset the password, the more overall productivity will suffer.

OUR SOLUTION

PC Solutions' Self Service Password Reset Portal (SSPR) offers an efficient and effective solution to these challenges. It is a web based tool that allows employees to reset their passwords on their own, completely eliminating helpdesk's involvement in the process.

SSPR'S THREE MAIN COMPONENTS

Password Reset Policy Configuration Portal	It allows the administrator to control over the different aspects of password reset policy in the Azure Management Portal.
User Registration Portal	User can self-register for the password reset functionality through a web portal.
User Password Reset Portal	Once registered, users can register their passwords independently in accordance with the administrator configured password reset policy. SSPR also includes the functionality of sending users One-Time Passwords (OTPs) to register mobile numbers and Email IDs to increase user convenience and address administrator security concerns.

BUSINESS BENEFITS OF SELF SERVICE PASSWORD RESET PORTAL (SSPR)

Cost Effective

- It minimizes employee downtime and reduces bottlenecks in the IT structure
- A cloud based solution, it reduces hardware, software and server cost
- It reduces manual efforts and dependencies on the IT helpdesk

Accessible

- It enables end users to reset their passwords on their own
- It improves end user experience through its ON-THE-GO access feature

Secure

- It enables efficient compliance of security and privacy practices
- It ensures that only the account holder is able to reset the password

By increasing employee productivity and IT helpdesk availability for critical technical issue and reducing downtime, PC Solutions' Self Service Password Reset Portal (SSPR) offers a safe, reliable and cost-effective solution for IT bottlenecks.