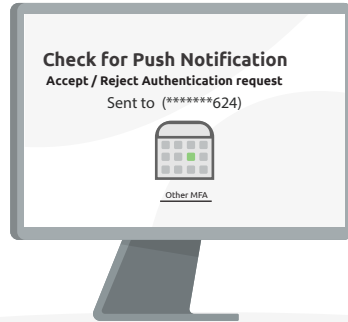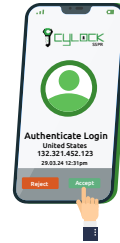# CyLock SSPR

Self Service Password Reset (SSPR)

Change / Reset password   **Ask for Multifactor Authentication**   **Set New Password**

Need for Self Service Password Reset (SSPR) Solution

In the constantly evolving digital realm, passwords have become ubiquitous, demanded by every application, website, and device for user authentication. Properly implemented, passwords offer a security layer, but the challenge lies in the overwhelming number of passwords users must remember due to complex rules and frequent change requirements. To alleviate this burden, many organizations deliberately reduce password strength requirements and also opt to the use a single Active Directory (AD) password for both internal systems and various applications, including Software as a Service (SaaS) and legacy applications. This strategy, however, introduces security challenges and complexities, especially when administrators need to reset passwords centrally, for many users. This necessitates the need for Self Service Password Reset (SSPR) solution.

CyLock SSPR

One of the primary challenges organizations face is the high volume of password-related support requests, consuming valuable IT resources and hindering overall efficiency. The rise of remote work, the intricate interplay between security and user convenience underscores the critical need for Self-Service Password Reset (SSPR) solutions. These tools not only fortify password management within local systems but also address the complexities arising from the multitude of passwords users must manage across a spectrum of applications, striking a delicate balance between security and user convenience.

CyLock SSPR, a user-friendly and secure application developed by Cybernexa for effortless deployment in managing network passwords. This self-service solution empowers users to reset their network passwords and unlock their accounts independently, eliminating the need for helpdesk assistance. System administrators have the flexibility to customize security questions, and enforce strong password policies, ensuring compliance with security requirements. Newly generated passwords and unlocked accounts become instantly available, allowing users to maintain uninterrupted productivity with immediate access to their systems and applications.

CyLock SSPR Capabilities & Features:

Self-Service Portal:
An easy to use secured self-service portal that can be used by end users to unlock their account and reset/modify their passwords without IT support. End users can self-register themselves for self-service password management.

User Management:
Automatically synchronize data from Active Directory, OpenLDAP, FreeIPA and other LDAPs into SSPR database for user provisioning and de-provisioning. Import data to SSPR database when synchronization is not possible. Authenticate users against AD/LDAP during account unlock and reset / modify password.

Password & GRID PIN settings:
Pre-configured and customizable password / GRID PIN policies ensures a strong defence against brute force and dictionary attacks, providing a robust and adaptive security framework for your organization.

Strong application controls:
The SSPR portal allows for controlling and securing user access, authentication modes and enforces password policy settings. These configurations can be done on an organization or user level depending upon the requirements.

Effortless deployment and configuration:
CyLock SSPR can be easily deployed and configured in your organizations on premise environment with integration to AD / LDAP services. Solution updates and security patches can be applied seamlessly.

Auditing & Reporting:
Fine grained auditing and real-time data reports enable IT administrators to gain more comprehensive insights, promptly investigate and address any issues.

Adaptive MFA:
On top of strong password policies, organizations can enable secure MFA during password reset /modify and account unlock. With multiple built-in MFA options, administrators can configure and trigger an MFA based on their risk requirements.

The table below lists the authentication types and the security options supported during SSPR

AUTHENTICATION

MODE	TYPE	SECURITY			MOBILE DEVICES	INTERNET IN MOBILE
Online	Push	Push	Biometric	PIN	Required	Required
Online	QR		Biometric	PIN	Required	Required
Offline	CR OTP		PIN	Biometric	Required	Not-Required
Offline	CR-OTP (SMS)		PIN	Biometric	Required	Not-Required
Offline	CR-OTP (mail)		PIN	Biometric	Required	Not-Required
Offline	TOTP	None			Required	Not-Required
Offline	GRID		PIN		Not-Required	Not-Required
Offline	POTP (SMS)	None			Not-Required	Not-Required
Offline	POTP (mail)	None			Not-Required	Not-Required

Legend:

- ONLINE
- OFFLINE
- REQUIRED
- NOT-REQUIRED

Benefits of CyLock SSPR

01 User Empowerment:
Empower users to independently reset or recover their passwords without relying on IT support, enhancing user autonomy and reducing helpdesk requests.

02 Increased Productivity:
By enabling users to quickly and easily handle password-related issues, our solution increases productivity, minimizing downtime associated with forgotten passwords.

03 Saves Time for IT:
Reduces the volume of password-related support tickets, leading to cost savings as IT support teams can allocate resources more efficiently, focusing on more complex issues.

04 Enhanced Security:
Implementation of secure identity verification methods with our built-in MFA strengthens the overall security posture by ensuring that only authorized users can reset passwords.

05 Centralized Management:
Centralized management, allowing administrators to oversee and control password-related activities across the organization, enhancing security and compliance.

06 Compliance Adherence:
Assist organizations in meeting compliance requirements by providing audit trails, reporting capabilities, and enforcing password policies to align with security standards.

07 Reduced Password Fatigue:
Simplified password reset process, help reduce password fatigue among users, who may otherwise struggle with remembering complex passwords for multiple systems and applications.

08 Highly Configurable:
Allow organizations to configure authentication methods, challenge questions, and password policies, catering to specific security and user experience requirements.

09 Immediate Access Restoration:
Users regain access to their accounts and systems instantly after a successful password reset, minimizing disruptions and ensuring continuous workflow.

Summary

CyLock SSPR addresses security concerns, reduces IT support burdens, enhances user experience, and aligns with the evolving needs of modern workplaces, making it a crucial component for any organization.

To learn more about our product and how it can secure your applications, talk to our support team.

CyLock MFA Options
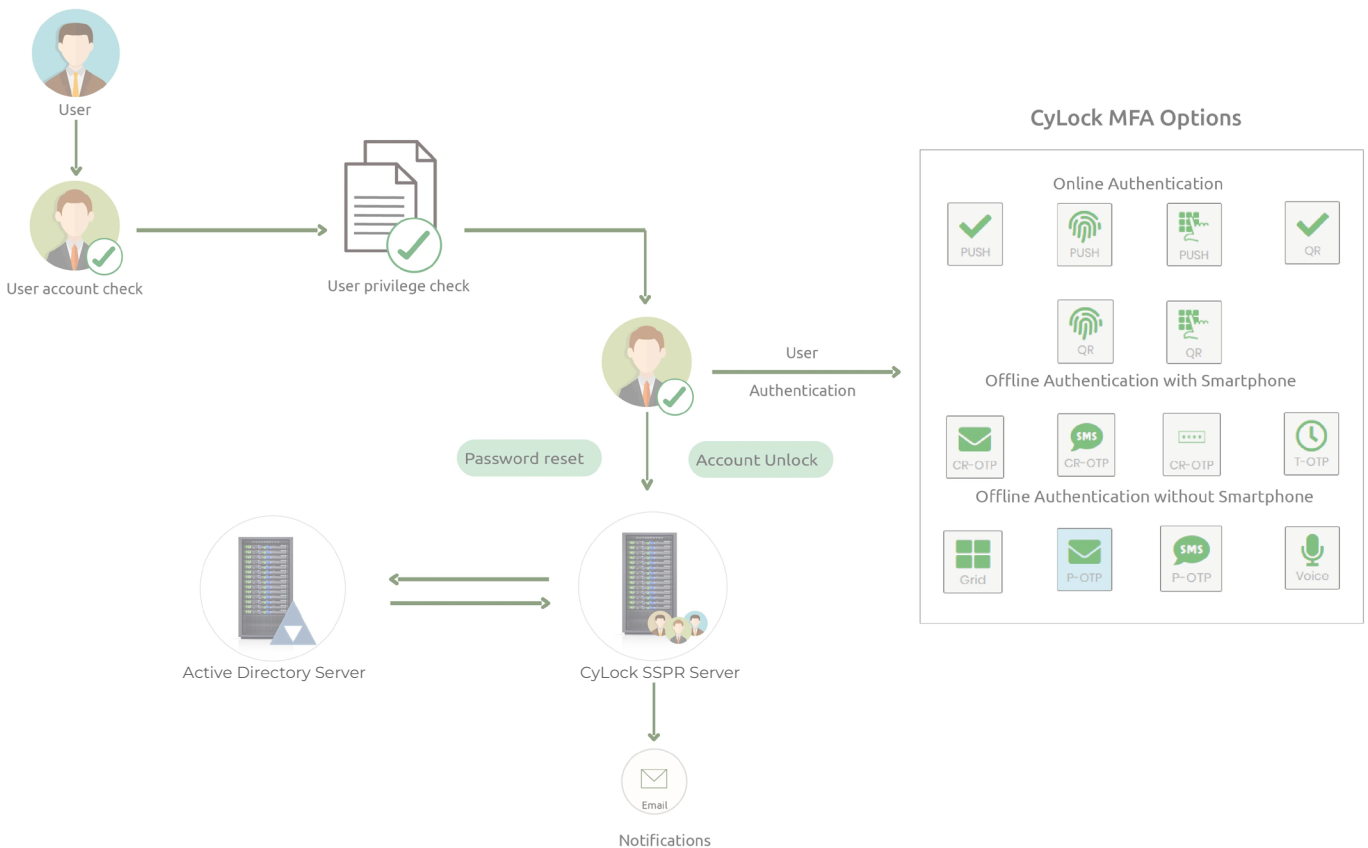
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