INI IDReset™ Use Case

Securely reset passwords and unlock Active Directory accounts

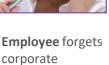**Employee** forgets corporate network password

INI IDReset™ asks caller for unique network user ID

Employee speaks answers to personal challenge questions to verify identity

INI IDReset™ generates new secure password and unlocks user network account

Employee uses new password to log in

OUTCOMES:

Improved productivity

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Increased data security

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Reduced helpdesk costs

SCENARIO: Employee forgets network password and calls the company IT helpdesk for assistance.

CHALLENGE: Stringent password policies result in more forgotten passwords and more calls to the helpdesk. Security is compromised when support staff has access to private user data.

SOLUTION: IDReset allows the employee to reset a password without the help of an agent and get back to work more quickly.

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Customer Experience Solutions