

The logo for Eclipse AUXC COMPANY, featuring the word "eclipse" in a stylized font with a red vertical bar to its left, and "AUXC COMPANY" in a smaller font below it.The logo for e5, consisting of a blue "e" and a gold "5" in a bold, sans-serif font.

“Self Service” Password Re-set

All organisations are under pressure to do more with less and the burden on system administration staff seems to increase as a paradox. One area that can reduce queries to system administration staff for manual password reset, is to deploy a new, optional “self service” process whereby users can safely and securely re-set their own password on those occasions where they are struggling to log in because they have forgotten their password.

This solution is available as an alternative to deploying single sign on options that are already available with the e5 application and applies where sites are using e5 authentication.

Many sites choose to employ e5 authentication to the application because of its strengths and flexibility. (Whether using the extended security options available or not). The challenge with employing strong security authentication though is that infrequent users typically forget their authentication passwords and therefore contact the system administration help desk to resolve the problem. This behaviour tends to repeat itself and of course if the site has chosen to employ a strong password paradigm is exacerbated as a result. This typically frustrates the end user, wasting not only their valuable time, but also that of the system administration staff who have to resolve the issue.

This module is a new licensable option, quickly configurable through policy controls and providing immediate savings in staff time and a rapid return on investment.

Business benefits:

- Increased staff productivity – both end user and system administration staff
- Contributes to increased control and compliance
- Allows strong security authentication policies to be deployed whilst reducing the lost productivity
- Reduced process cost
- Can remove staff frustration.

Features include:

- System controls provides flexible set up options
- Site configuration of the number and type of alternative security questions
- Available for both the e5 web user interface and portlet applications
- Function is distributed to end users to maintain their answers to the alternative authentication security questions
- Additional email controls
- Controls on the number of attempts to answer that are legitimate.

Deploying alternative authentication

The solution is quick and easy to deploy with controls to allow sites to define their own alternative

authentication questions that will challenge the user to prove their identity prior to allowing password re-set. The user's themselves will then initially set up their specific answers to the security questions once the new policy is in place.

Random question selection

The questions asked of the user will be randomly selected from those defined within controls. This includes an ability to select the number of questions asked of the user, and how many of those they must answer correctly to be considered authenticated.

Control through further email checks

Assuming the user correctly proves their identity by successfully answering the alternative security questions, an email will be sent to the address registered against their user identifier telling them that their password has been re-set and that it will need to be changed the next time they log in. This provides a further control that the password re-set function has been legitimately used.

If the attempt to re-set the password is unsuccessful, because the user has not answered the questions correctly, an email will be sent notifying them that someone has unsuccessfully tried to access their e5 user log in details.

Eclipse and e5

Delivering intelligent solutions with old-fashioned service

e5's multi cross platform engineering technology coupled with leading edge Java frameworks running on databases such as DB2, Oracle and SQL server, has resulted in a robust, scalable open architecture. Thin client technology means that all of the application is accessible from a suitable machine equipped with a browser and the java run time executable.

e5 is owned and implemented by Eclipse. At Eclipse our philosophy is simple. We deliver the right solution with the highest levels of service. This is part of our 'client for life philosophy'. Once your solution is implemented, we maintain a strong on-going business relationship, with 24 x 7 support and a range of value - added services to ensure your e5 solution is remains reliable and effective in your business.

Summary

The e5 "self service" password re-set function helps reduce the burden of system administration and allows organisations to employ strong methods of user authentication while reducing wasted time as a consequence of those methods.

Empowering your staff to intuitively re-set their own password will reduce the frustration they feel as a consequence of the decision to deploy strong authentication policies. It achieves a balance between the correct level of security and user access without increasing risk.

For more information, contact Eclipse

1300 660 471

www.eclipsecomputing.com.au



0800 472 962

www.eclipsecomputing.co.nz



The e5™ trademark is the property of Eclipse.

Microsoft™, Microsoft SQL Server™ and Microsoft SharePoint™ are registered trademarks of Microsoft Corporation