

Matrix42 Marketplace Products

Remote Password Reset

Offer secure password reset functionality to service desk and end-users.

Description

The App **Remote Password Reset** offers the possibility to a user who forgot a password to apply for a new temporary password by contacting the service-desk via phone or email. After correctly answering three individualized questions, a workflow will reset the password with a temporary one and send it to the user per mail. The answers are checked internally by the App and are invisible for service-desk members. In the App deployment a workflow is provided that can be used as a template to create the customer workflow that will perform the actual password reset in conformance with the customer's infrastructure.



- Greater **security** for the service-desk operator by ascertaining the identity of the password requester.
- **Convenient** reset mechanism for the respective user who forgot a password.
- **Fast** resolution of a situation where the password needs to be reset in one or many systems.

Additional information

Platform	Digital Workspace Platform (DWP)
Digital Workspace Platform (DWP) Compatibility	8.1, 9.0, 9.1
Version	1.0
License metric	Per Installation

Manufacturer	Matrix42 AG
Contract type	Subscription
Product link	https://marketplace.matrix42.com/product/remote-password-reset/