



## CREALOG PASSWORD RESET

### 24/7 AVAILABILITY FOR SECURE ACCESS

If an employee forgets the password for logging into his or her IT work environment, or enters it incorrectly several times, all it takes to resume work is a phone call. Using a CreaLog VoiceBot, the caller can easily unlock or reset his or her password via CreaLog Password Reset (PWR) and generate a new password. And all this automatically on their own, even on weekends and outside the service hours of the IT helpdesk!

#### ADDITIONAL OPTIONS

In addition to a simple password reset, numerous additional options are available: from single sign-on for various applications and databases to biometric identification of the caller, which provides additional security and enables 2-factor authentication. In corporate networks, a direct password reset in the credential provider screen is also available, for example in the Windows logon window.

For existing CreaLog customers, the PWR software module is integrated into the CreaLog platform, usually without additional hardware costs.

For new customers, CreaLog Password Reset is available as a stand-alone system: it can be extended by numerous other CreaLog solutions, making it an excellent low-cost entry into the VoiceBot and Voice Portal world.

#### GUIDED UNLOCKING OR RESETTING

If the user password has been entered incorrectly several times in the authorization system (credential provider), access is blocked for the time being. In the telephone dialog with the VoiceBot, employees then have two options:

If the correct password is still remembered, access will be unlocked again and the user can immediately log in with the previous password.

### VOICE BIOMETRICS FOR MORE SECURITY

Authentication via voice biometrics is considered particularly secure, since a person's voice is as unique as his or her fingerprint.

The employees legitimize themselves by calling the PWR system via a comparison with their previously generated biometric voiceprint (voice ID). If the caller's voice is identical to the stored Voice ID, the password reset is initiated.

In conjunction with the reset PIN for the PWR system, this results in a 2-factor authentication, which provides additional security.

If the employee has completely forgotten his password, he/she can request a new password in the VoiceBot dialog after authentication with a reset PIN (password reset). The system first generates a one-time alphanumeric password and stores it in the user directory service (e.g. Microsoft Active Directory). This temporary password is then read out to the caller, several times if necessary. He/she thus logs in once in the usual way, but is then immediately prompted to change the password and has to set a new personal password.

In addition to a mere password reset, the VoiceBot can also reset blocked remote applications in the dialog. (e.g. Citrix sessions)

## PASSWORD RESET SOLUTIONS FOR GREATER PRODUCTIVITY

Whether CreaLog PWR is used as a module by existing customers or as a stand-alone system by new customers, PWR is a user-friendly solution and helps boost productivity. After all, it is very easy for employees to reset their passwords without waiting, in dialog with the CreaLog VoiceBot 24/7 and in compliance with all security requirements. Companies with employees who mainly work from home office particularly appreciate the convenient CreaLog PWR solutions.

## CONCLUSION

Many companies avoid productivity losses and noticeably relieve the IT help desk with the intelligent, voice-based and automated CreaLog PWR solutions.

## QUICKLY AND SECURELY TO THE RESET PASSWORD

To use the CreaLog password reset solution (PWR), employees register in the system in two steps.

- First, they call the password reset dialog and identify themselves by entering the last four digits of their user ID. The system determines the registration status for the PWR in the company's user data directory service via LDAP (Lightweight Directory Access Protocol). If the person is not yet registered for password reset, the system generates a temporary, six-digit reset PIN and sends it to the associated, internal email address.
- Finally, the employee calls the VoiceBot again and identifies himself or herself with the user ID and the temporary reset PIN. Now the temporary reset PIN is changed in the dialog to a self-selected, six-digit reset PIN. This is stored in the user data directory service and the registration is completed.



The information in this document does not constitute a binding offer. It is subject to revision at any time.

## FLEXIBLE SOLUTION WITH ADDITIONAL RESET OPTIONS

In corporate networks, a direct password reset in the credential provider screen is available, e.g. in the Windows logon window.

Users then receive their temporary password via SMS, for example.

For this process a VoiceBot dialog is not necessary.

Another option for password reset is to request supervisors to generate a temporary password for employees for a one-time reset.

### GERMANY

#### MUNICH

Frankfurter Ring 211  
80807 München

#### FRANKFURT

Letzter Hasenpfad 64  
60598 Frankfurt / Main

Phone: +49 89 324656-0

### AUSTRIA

#### VIENNA

Simmeringer Hauptstraße 24  
1110 Wien  
Phone: +43 1 74040-640

[info@crealog.com](mailto:info@crealog.com)  
[www.crealog.com](http://www.crealog.com)