

## Active Directory Self-Service Password Reset for Your Users

AD-PWR empowers employees to help themselves when they misplace or forget their network password. It delivers self-service functionality that enables clinicians to quickly get back to their patients, and allows the Help Desk/IT Services to focus on technical support rather than answering password reset phone calls. **AD-PWR:**

### Empowers Users

AD-PWR enables users to help themselves by:

- Offering them the ability to reset their own password when they forget it
- Allowing them to unlock their account if they accidentally lock it trying to login
- Easing their frustration when they run into password problems

### Helps the Help Desk

AD-PWR gives Help Desk/IT Services personnel precious time back by:

- Automating the reset process for users through Active Directory
- Decreasing Help Desk/ IT Services calls

### Utilizes Active Directory

Active Directory is the heart of AD-PWR and provides valuable functionality by:

- Controlling which users can access self-service password reset

### How It Works for Users

1. Users enroll in AD-PWR one time. During enrollment, they select and answer three (3) security questions.
2. Users who forget their passwords or lock their accounts can access AD-PWR through a browser on a kiosk-type workstation.
3. Users authenticate by providing their username and answering two (2) of the security questions they chose during enrollment. If either answer is incorrect, their account is disabled and they must call the Help Desk. If both are correct, the user can reset the password (and unlock their account).

### eXactACCESS with AD-PWR

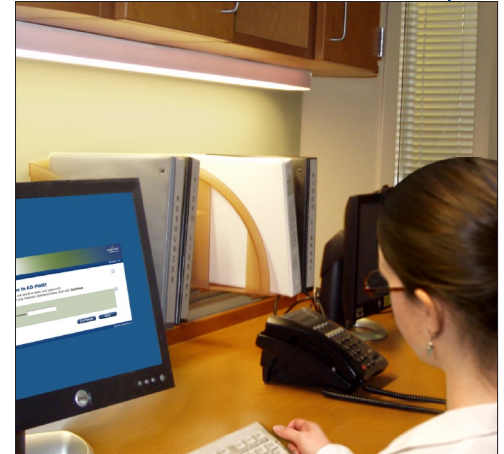
Combining the eXactACCESS ("XA") Single Sign-On solution with AD-PWR creates a complete user password management solution (application and AD passwords) along with a powerful clinical workflow solution designed specifically for hospitals. XA simplifies the lives of clinicians by creating only one username and password to remember; AD-PWR allows them the flexibility to manage that one password by themselves without Help Desk assistance.

For more information, please contact:

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*"AD-PWR is easy and intuitive for our clinicians to use"*

*"AD-PWR has certainly reduced the number of calls to our Help Desk"*

*"HealthCast is the only vendor of the dozens we work with that 'walks the walk' on customer service"*