



**AUTHTAKE**

PassKiosk

# PASSWORD RESET

p a s s w o r d   s e l f - s e r v i c e

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RESET PASSWORDS  
VIA SMS  
VIA WEB PANEL  
VIA ADMIN PANEL

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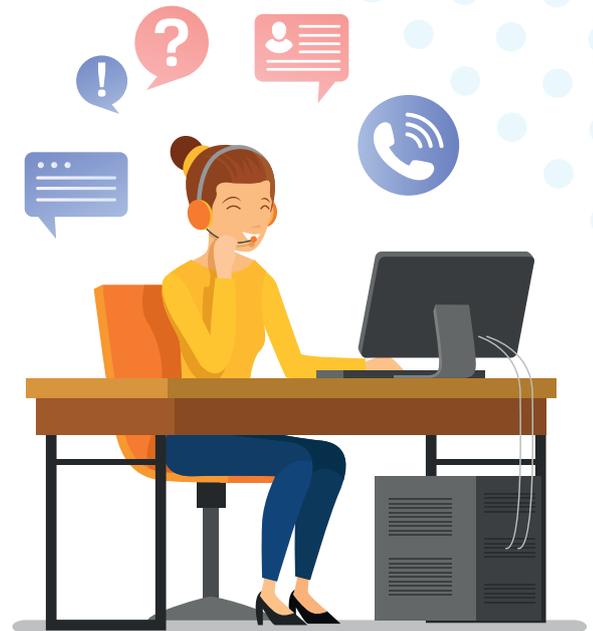
## PassKiosk Password Reset

AuthTake PassKiosk enables users to perform their operations such as password reset or unlocked account by themselves via SMS and web panel without the need for a help desk. allows them to do.

It also enables IT administrators and help desk staff to open users' locked accounts and reset their passwords.

According to statistics, 30% of help desk calls are related to password transactions. PassKiosk allows users to do these things on their own, allowing the help desk to reduce the associated costs.

PassKiosk aims to increase productivity by reducing the workload of help desk employees and reducing the time users spend making calls.



## PassKiosk General Features

It allows users to reset their passwords on Active Directory, LDAP, Oracle, MS SQL Server, Postgre SQL.

Allows determining a password policy and setting the frequency of password change for the passwords to be set by the users.

TR Identity Number etc. next to the word "PASSWORD" in the SMS. the information willingly provides additional security measures.

It enables the database to be reset according to the SMS content to be selected.

It allows users to update their phone numbers through the portal.

Allows limitations to daily password reset requests.

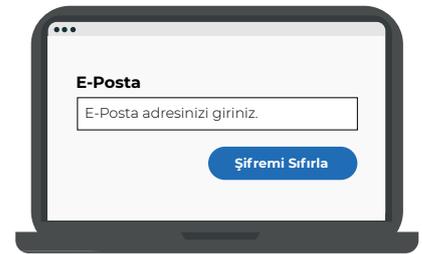
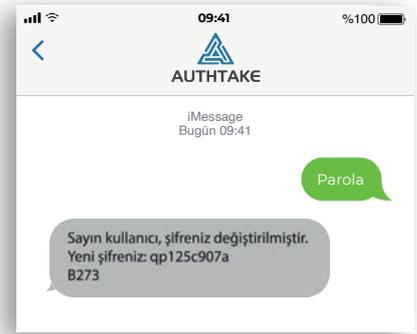
Specifically, the user allows the password reset feature to be activated / deactivated via SMS.

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Various reports can be accessed about who, when and in what way the operations related to passwords are performed.

## How to Use?

- ◆ No matter where the user is, he can unlock the account and reset his password by writing and sending a "password" to the number determined by the institution via SMS.
- ◆ Click on the "forgot my password" option on the user web panel;
  - By answering the security question it has determined
  - By entering the verification code sent to your phone,
  - By creating a one-time password from the AuthTake mobile app



can reset his password / unlock account.

As only one of the methods mentioned in the password reset process can be used, increasing the security level Both methods can be used in combination.

## Use for Helpdesk

PassKiosk, Self Service Password Reset solution enables users to perform password transactions themselves, as well as allow authorized IT specialists or help desk personnel to perform transactions related to users' passwords when needed.

Through the PassKiosk portal, you can call the relevant users through their Name, Surname, User Name, Phone Number, and if they change their password, the new password is sent to the user's phone via SMS. In the meantime, the help desk person will never be able to see the new password.



### DAILY ACCESS

A user has to enter a password 12 times a day on average.

### NUMBER OF ACCOUNTS

Each user has an average of 25 accounts that require password entry.

### HELPDESK

30% of help desk calls are related to password transactions.

### PERMANENT PASSWORDS

38% of users have passwords that never expire.



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