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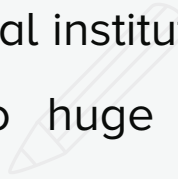
Tackling password
management challenges in
educational institutions



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Educational institutions have to cope with a dynamic environment. Every passing year brings a lot of changes, and IT admins have to stay on top of their organization's password and information management despite the huge flow of students and staff. With many regulations governing how educational institutions operate, even a small mishap could lead to huge costs and unnecessary loss of productivity.



Below is a list of password-related issues academic institutions face, as well as suggestions on how to solve them.



1 Forgotten passwords and account lockouts

Once vacation is over, many students and faculty members struggle to recall their passwords. After several incorrect login attempts, they'll likely be locked out of their accounts. As a result, IT help desks at educational institutions often face huge spikes in password reset tickets just after school breaks. This sudden influx in password resets impacts the productivity of both the help desk and the users who can't access their accounts.

Solution: Secure end user self-password reset and account unlock

ADSelfService Plus lets end users reset or change their Active Directory passwords themselves without depending on the help desk; they can even unlock their account. Users are given the right to reset their account password or unlock their account after ADSelfService Plus validates the user's identity through a security question, a verification code sent through SMS or email, Google Authenticator, or another authentication method. Administrators can choose any or all of the authentication methods for password self-service and free the help desk from mundane password-related service calls.

2 Password and account expiration

Many IT departments struggle with reminding users about their expiring passwords and accounts. Unfortunately, one reminder seldom gets the job done, and admins have to send users multiple password or account expiration reminders at scheduled intervals to ensure they update their information. IT admins at educational institutions have the unique challenge of dealing with password and account expiration and scheduled breaks. Students and staff will seldom update their passwords and accounts during their vacation, so admins have to remind users about their password and account expiration well in advance. Otherwise, admins will find themselves with a pile of expired passwords and accounts when classes resume, on top of the already giant heap of password reset requests.

Solution: Account or password expiration notifier

With ADSelfService Plus' notification feature, administrators can send users multiple notifications at scheduled intervals and remind individuals about their soon to expire accounts or passwords. Admins can customize the reminder content accordingly.

3 Updating user information

Every academic year brings with it a new set of students and faculty. Gathering basic user data from all of these end users manually or through an online form, and then updating it later in Active Directory, is a roundabout way for administrators to get the job done. Automating these kinds of simple tasks can do a world of good for administrators' productivity.

Solution: Attribute self-update

Users can simply log in to ADSelfService Plus with their Active Directory credentials and update their basic information, like email address and phone number. Students can even update custom attributes like their emergency contact or major. Administrators can also set modification rules to make sure information is updated correctly; for example, admins can decide that a change in the department field will automatically update the manager attribute. The approval workflow mechanism in ADSelfService Plus gives admins a way to reject or approve changes made by users.

4 Email group subscriptions

Both students and faculty members often find themselves emailing or calling the help desk to request access to certain email groups, like department newsletters or alumni groups. The sheer number of groups and the frequency in which user roles change in educational institutions makes updating email group subscriptions an arduous task for administrators.

Solution: Self-service group subscription

With ADSelfService Plus, users can subscribe to email groups themselves without depending on the IT help desk. They can opt-in or opt-out of selected distribution groups, provided they satisfy the group subscription policies prescribed by IT administrators.

5 Too many passwords

Students access multiple applications to complete their schoolwork, which means they're forced to remember a huge number of passwords. As a result, they either mix up their application passwords or resort to unsafe password storage mechanisms like writing down their passwords or reusing them for multiple applications. Administrators have to find a way to keep the network safe while also not interfering with user productivity.

Solution: Single sign-on support for over 100 applications

Administrators can enable easy and secure one-click access to over 100 applications through ADSelfService Plus' single sign-on (SSO) feature. They can even restrict access to certain applications based on the users' OU or group membership.

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ADSelfService Plus is an integrated Active Directory self-service password management and SSO solution. It offers password self-service, password expiration reminders, a self-service directory updater, a multi-platform password synchronizer, and SSO for cloud applications. ADSelfService Plus supports IT help desks by reducing password reset tickets and spares end users the frustration caused by downtime.

<https://www.manageengine.com/products/self-service-password>.

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