

ADSelfService Plus

is an integrated self-service password management and **multi-factor authentication (MFA)** solution for **Active Directory and cloud applications**.



Give end users the right amount of independence and eliminate more than a quarter of your help desk tickets.

Highlights

- Empower end users to perform password reset and account unlock without compromising on security.
- Employ MFA to secure endpoint logins, cloud application logins, and self-service password reset and account unlock.
- Give end users one identity to easily access all their enterprise applications through single sign-on and password sync.
- Deliver fully customizable and automated password and account expiration notifications periodically to end users.
- Enforce a multi-platform, granular password policy with customizable rules, including the dictionary rule and Have I Been Pwned integration.
- Allow end users to update their personal details in AD and perform comprehensive corporate directory searches.

The Challenge

A day in the life of your organization's IT help desk technician can be extremely taxing, especially when they have to deal with recurring password reset and account unlock tickets that constitute over 40 percent of the help desk ticket pool. The fact that you have to incur about \$30 for every password related ticket is alarming and would eventually take a toll on the organization's productivity and progress. What you need is a reliable tool to help you tide over this potential mess.

Introducing ADSelfService Plus

A secure and robust web based self-service solution, ADSelfService Plus reduces the most critical of help desk tickets by enabling your employees to reset their password and unlock their account. ADSelfService Plus also unifies user identities and serves as a single portal for logging into all enterprise cloud applications thereby enhancing user experience.

“ADSelfService Plus is a tool that we consider indispensable. It is the right tool for the job. Any company that relies on Active Directory authentication with password expiry will benefit from using it.”

Chris Jackson

Systems administrator, TXP Corporation

Core features

Password management and security

- **Password self-service:** Empower end users to perform secure password reset and account unlock without help desk intervention.
- **Password expiration notification:** Remind employees (including remote and VPN users) about their impending password expiration via SMS, email, or push notifications.
- **Password policy enforcer:** Customize fine-grained password policies at the organizational unit and group level for different users across multiple platforms.

Multi-factor authentication

- **MFA for endpoints:** Fortify Windows, macOS, Linux, VPN, and OWA logins with MFA by choosing from over 18 methods including biometric and time-based one-time passcode (TOTP) apps.
- **MFA for cloud applications:** Secure users' cloud application logins using MFA.

List of authentication methods supported by ADSelfService Plus:

Security question and answer	SMS and email verification
Biometric verification	Google Authenticator
Microsoft Authenticator	Duo Security
RSA SecurID	Push notifications
QR code-based authentication	SAML authentication
AD security questions	YubiKey Authenticator
Smart Card authentication	TOTPs
Zoho OneAuth TOTP	Custom TOTP

AD self-service

- **Directory self-update:** Maintain accurate and up-to-date directory information by allowing end users to update their own attributes, such as their email, mobile phone, and photo, in AD.
- **Corporate or employee directory search:** Enable employees to easily search for users, contacts, or groups in your organization.
- **Email group subscription:** Define group subscription policies and allow users to opt in or opt out of selected distribution groups when their role changes, all without having to go to the help desk.

One identity

- **Enterprise single sign-on:** Integrate cloud applications with your enterprise's Windows AD to give users the convenience of accessing any application by logging in just once with their AD credentials.
- **Real-time Password Synchronizer:** Synchronize AD passwords with enterprise applications in real time and enable users to switch smoothly between various cloud services and on-premises systems with a single password.

Features that make our product even more secure:

- **Conditional access:** Create conditional access policies to control user access to the network and data
- **Predefined reports:** Run audit reports to keep track of every self-service action
- **Integrations:** Integrate with help desk software that supports workflow approval
- **Mobile app:** Perform self-service actions on the go using the mobile application



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Specifications:

Processor: Core i3 | RAM: 4GB | Disk Space: 20GB

Supported platforms: Windows Server 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012, Windows Server 2008 R2, Windows Server 2008, Windows Server 2003, Windows Server 2000, Windows 10, Windows 8.1, Windows 8, Windows 7, and Windows Vista and Windows XP

Supported browsers: Internet Explorer 9 and above; Firefox 4 and above; Chrome 10 and above; Microsoft Edge

Supported databases: PostgreSQL (default), MS SQL, MySQL

Contact us at:

Website: www.adselfserviceplus.com

Live demo: demo.adselfserviceplus.com

Sales questions: sales@manageengine.com

Tech support: support@adselfserviceplus.com

Toll-free: +1.844.245.1104