SPECOPS URESET
Datasheet

ABOUT SPECOPS Specops Software is the leading provider of password management and authentication solutions. Specops protects your business data by blocking weak passwords and securing user authentication. Every day thousands of organizations use Specops Software to protect business data. For more information, please visit specopssoft.com

SPECOPS URESET

Specops uReset lifts the burden from the IT service desk by enabling end users to address common Active Directory password management tasks including forgotten passwords, locked-out accounts, and password resets and changes. With a flexible MFA engine designed to support all kinds of users, uReset ensures that organizations can enable their users to reset passwords themselves from any location, device, or browser – on or off VPN.

Enrolling with uReset is simple. Guide users to their enrollment using configurable reminders and notifications. To guarantee adoption, use the pre-enrollment options (3rd party ID services like Okta or Duo, AD attributes and more) to register users before roll out. If you are using uReset with any other Specops Authentication products, you can extend user enrollments to secure service desk assisted password resets and encryption key recovery. Additionally, customers using Specops uReset with Specops Breached Password Protection will be able to prevent users from selecting a compromised password during the password reset process.

Feature Highlights

FEATURES	SPECOPS URESET	MICROSOFT ENTRA (AZURE AD) SELF-SERVICE PASSWORD RESET
Integration with Entra ID (including MFA enrollments)	Yes	Yes
OOTB 3rd party identity services e.g. Duo Security, Okta, Symantec VIP, PingID	Yes	No (not for reset)
Updates locally cached credentials	Yes (on or off VPN)	No
Compromised password check	Yes, block over 4 billion known compromised passwords (with Breached Password Protection)	No, allows use of leaked password based on scoring algorithm
Securely share password with new hires	Yes (email/text enrollment link)	No
Helpdesk interface	Yes, with Secure Service Desk	No
Enrollment notification	Yes (Email, SMS, balloon tip)	Limited (Email)
Dynamic password policy display	Yes	No, users receive vague guidance

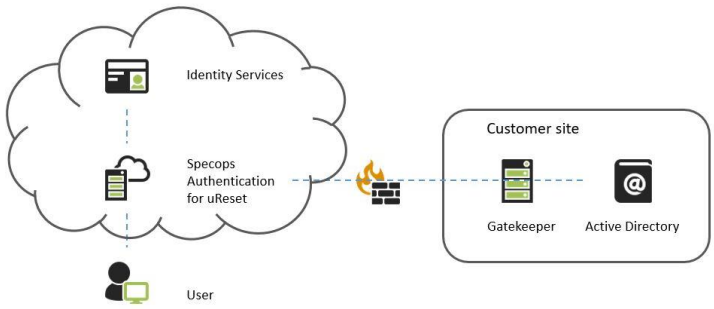
Password Reset Calls Drive Service Desk Cost and Burden

The Gartner Group estimates 40% of calls to the service desk are related to passwords. Forrester Research estimates each call can cost organizations upwards of $70.

How does it work?

Specops uReset is natively integrated with Active Directory. Configuration of the system is done using Group Policy, without introducing added complexity to your environment. This means that no external database is required to store password related information, with user data is stored directly in Active Directory.

Specops uReset consists of the following components and does not require any additional resources in your environment. The authentication engine, web, and identity services are hosted in the cloud.



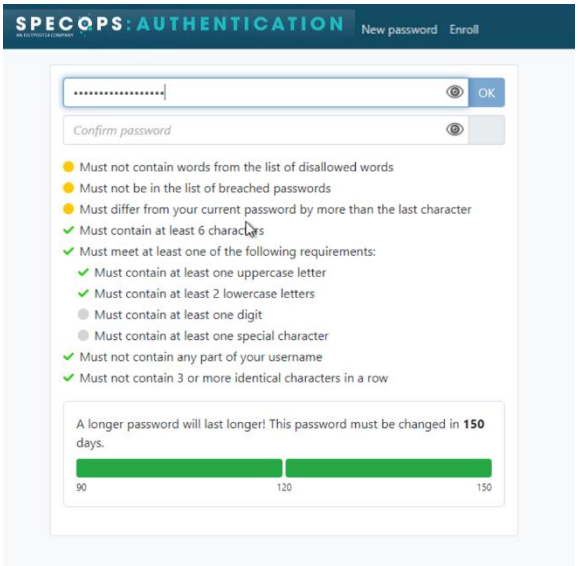
What does it look like?

End user experience

Specops uReset uses a dynamic and customizable password policy rules display to guide users with real-time feedback as they are typing in their new password.

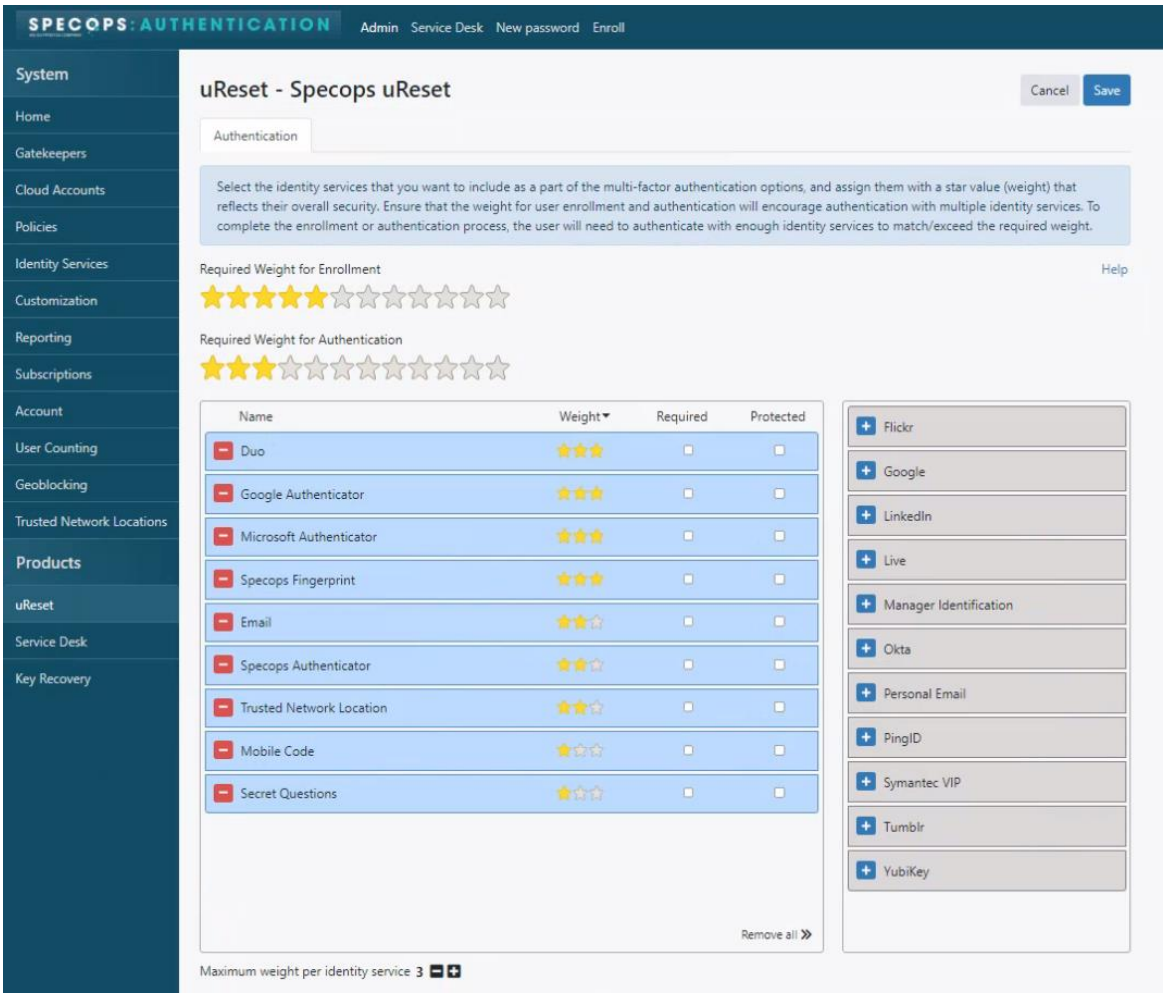
This allows users to self-correct before submitting the new password and ultimately reduce calls to the service desk.

Specops uReset customers using Specops Password Policy can also display length-based password aging and compromised password check feedback.



What does it look like?

Admin Experience



Specops uReset enhances password security by extending multi-factor authentication to self-service password re-sets. There are 20+ identity services available to ensure that you can select the best options for your users.

The 20 identity services enable organizations who are balancing security considerations against the reality of MFA options available for their users to still extend MFA to their users, whether they have their own mobile device or not. Administrators can assign each identity service a trust value, based on their perceived level of security. The trust assignment is managed via stars, as shown in the administrator view above.

The variety of MFA options also means organizations concerned with MFA attacks like MFA bombing or MFA fatigue attacks can require multiple types of ID services including ones that are inherently resistant to an MFA push spam attack like OTP apps, hardware tokens, and more.

How customers are using Specops uReset

Case study highlights

Quickly resetting insecure passwords after ransomware attack

When a group of hackers used weak passwords to carry out a ransomware attack on the municipality of Kalix in Sweden, the municipality worked turned to Specops uReset to quickly remove the risk of still-in-use harvested credentials from the attack. Read more.

Eliminating 150 helpdesk calls in the first month

When Montgomery County Community College saw enrollment and adoption issues with their existing password reset solution, they turned to Specops uReset for easy enrollment and improved end user experience. Read more.

Reducing need for off-hour IT support with employees traveling across time zones

When one manufacturer saw challenges supporting password reset calls from employees that were on the road in different time zones, they sought out Specops uReset to improve productivity and reduce frustration for their IT department. Read more.

Get a Demo of Specops uReset

Interested in seeing how Specops uReset can work in your environment? Click here to set up a demo or trial today.

Gartner Peer Insights™
4.5 (38 Ratings)

Easy, fast to deploy, immediate return of investment.

uReset enables remote workforce to self-reset passwords securely

Easy for users to understand and not difficult to implement in the enterprise.

Our Technology Partners

Our Technology partnerships ensure organizations can confidently extend the value of their existing investments and systems to optimize password security– whether that's extending existing multi-factor authentication investments or extending Microsoft Active Directory functionality. Read more.

Symantec DUO yubico