

# Account Reset Console Provides Secure Self-Service Password Reset Solution for Private School District

Rolf Traichel, Director of Technology for Medicine Hat Catholic Board of Education, faced a number of challenges common to most IT professionals. Fundamentally Traichel found that he simply had too much to do in too little time.

A particular challenge that took increasing time away from more strategic projects was password administration for more than 3,000 K-12 students at the organization's 10 school campuses. Students frequently forgot their passwords, and each time this happened the individual would call the Help Desk, the Help Desk would issue temporary credentials, and the student would log in and set a new password. This process not only diverted students away from study time, but also took a disproportionate number of IT staff hours to perform on a daily basis.

## The Solution

Traichel began researching Windows password reset tools. Looking for ways to increase productivity and reduce student downtime, he also wanted a web-based solution that did not require a local install or admin console and would help him easily create 3,000 user accounts every fall.

Traichel's search led him to Lieberman Software's Account Reset Console (ARC), a tool that lets delegated users reset their own passwords and unlock their own accounts through the Windows Logon page or a web interface, without involving the IT staff.

"The fact that the tool is available from any browser without requiring special administration tools was my selling point," he said.

### Customer Profile

Medicine Hat Catholic Board of Education oversees a private K-12 school district with approximately 3,000 students across 10 institutions. [www.mhcbe.ab.ca](http://www.mhcbe.ab.ca)

### Situation

Expired and forgotten passwords restricted student access to the network and inundated the Help Desk with reset requests.

### Solution

Account Reset Console was deployed throughout Windows machines on the school district's network.

### Result

Efficiently managed user account credentials increase productivity, reduce downtime and eliminate stale accounts.

With Account Reset Console, Traichel began allocating power to teachers, giving them the ability to quickly reset passwords for their students and reducing the need for Help Desk involvement.

Traichel pointed out that having the teachers reset passwords is not only beneficial for the Help Desk, but for the students as well, "Often times a student will be doing research on a computer and won't be able to log in or will be locked out. The teacher is able to bring up a web page right on the spot and reset the student's account. The student is good to go in about two or three minutes and we lose no time on Help Desk calls."

Students are also able to reset their own passwords at any time, from any web-enabled device, even from outside the school. The students must correctly answer verification questions to prove their identities prior to changing passwords. To prevent potential brute force attacks, the IT group is alerted to multiple self-verification failures.

“One of the unique aspects of IT in K-12 schools is that you deal with a lot of creative students with time on their hands,” Traichel said. “Some of these kids can figure out how to log into other students’ accounts. But with Account Reset Console’s alerts and audits of user account activity we’re secured against these types of attacks.”

Other Account Reset Console security benefits include reports that notify users and systems administrators about passwords that are about to expire, and the ability to automatically scan user accounts and disable stale accounts that belonged to former employees and students.

## The Result

Account Reset Console has been running on the Medicine Hat Board of Education network for several years now, and the time savings and productivity benefits continue to grow.

“This tool reduces work flow interruption because the student is able to continue working without needing to call the Help Desk,” Traichel said. “Having Account Reset Console definitely increases productivity. The amount of time that the students are able to access the network has increased dramatically.”

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“Account Reset Console is extremely fast and simple to use. You simply give it some credentials, tell the tool the account that you want to reset, and boom - you’re done.”

## About Lieberman Software Corporation

Lieberman Software provides privileged identity management and security management solutions to more than 1000 customers worldwide, including 40 percent of the Fortune 50. By automatically discovering and managing privileged accounts everywhere on the network, Lieberman Software helps secure access to sensitive systems and data, thereby reducing internal and external security vulnerabilities, improving IT productivity and helping ensure regulatory compliance. The company developed the first solution for the privileged identity management space, and its products continue to lead this market in features and functionality. Lieberman Software is headquartered in Los Angeles, CA with an office in Austin, TX and channel partners throughout the world. For more information, visit [www.liebsoft.com](http://www.liebsoft.com).