SERVICE DESK AUTOMATION AI™
PASSWORDLESS & PASSWORD GOVERNANCE PILLAR 4

AVATIER LOGIN RESET

Secure Account Recovery at the Windows & Mac Login Screen

Eliminate the #1 cause of help desk calls while reducing downtime across your organization.

Why It Matters

Windows & Mac lockouts remain the #1 source of IT frustration, spiking after vacations and weekends. Avatier Login Reset eliminates those calls by embedding secure, MFA-verified self-service recovery right into the Windows & Mac login screen.

Users regain access in seconds — no tickets, no downtime — turning every lockout into a zero-trust success story.

How It Works

Avatier Login Reset installs a secure Windows credential provider that adds a self-service "Unlock & Reset" option directly to the login screen and monitors users that are not enrolled to ensure enrollment.

When users face a lockout or expired password or attempts to change their password with Ctrl-Alt-Del, they're redirected to Avatier's multilingual, MFA-enforced password portal to verify identity, reset credentials, and update cached passwords — all without signing in or calling IT.
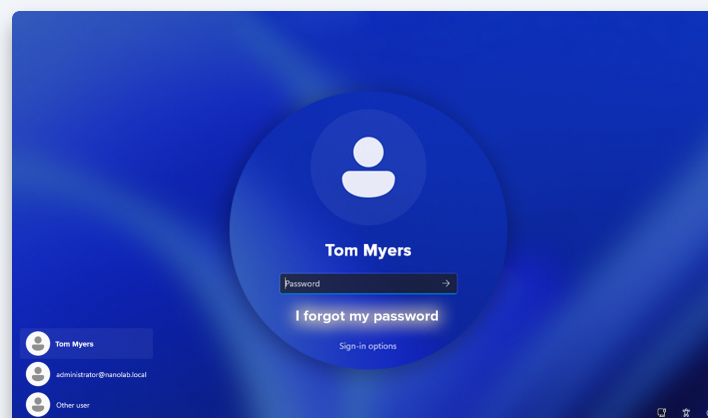
Avatier Login Reset integrates with any user provisioning platform to provide passwordless onboarding for new users.

Patent Pending Innovations

Patent Pending Innovation	Outcome
Ctrl+Alt+Del Intercept for Seamless Password & UX	Sequence during a reset and redirects users to the Avatier Password Portal, delivering a consistent, branded login & password policy experience 1across the enterprise.
Automatic Enrollment & MFA Activation	During login, Avatier can detect when a user isn't enrolled in Password Management or MFA and automatically guide them through the enrollment process—closing adoption gaps before they reach IT.
Provisioning via Secure Identity Lookup	Avatier enables new users to securely provision accounts before ever logging in by leveraging the Forgot Password option. The system performs a user lookup in a protected HR-linked question feed (e.g., hire date, manager name) and, once verified, allows the user to set their first password—without IT intervention or pre-staged credentials.

In short:
Avatier Login Reset transforms Windows itself into a zero-trust identity gateway—one that verifies, enrolls, and provisions users natively, securely, and automatically.

Key Advantages & Benefits

Avatier Login Reset provides unique advantages that differentiate it from other solutions.

Advantage	Key Benefit	Why It Matters
★ Windows & Mac	24x7 Account Recovery	Avatier keeps your entire workforce productive and reduces operational downtime across Windows and Mac environments.
★ Forced Enrollment	Consistent Security Policy	Guarantees universal adoption of security controls without manual oversight. CISOs gain full compliance coverage; CIOs gain simplicity; CEOs gain assurance that policy is reality, not aspiration.
★ Unified Reset Experience	Multilingual & Consistent	Redirects the Ctrl+Alt+Del reset sequence to Avatier's branded password portal, ensuring every user—on any device, in any region—follows the same intuitive, multilingual reset process.
Cache Credential Update	Seamless Resolution	Eliminates secondary lockouts and repeated calls, ensuring employees can immediately return to work — a direct boost to efficiency and customer responsiveness.
★ Passwordless Provisioning	Streamlined Onboarding	Accelerates onboarding for new hires and contractors, reduces IT workload, and enables secure, same-day productivity for every new employee — even in remote settings.
Workstation Support	Lowers Operational Costs	Works with Active Directory only joined, Entra ID only joined & hybrid workstations.

Top 10 Use Cases

1. Unlock Account - Regain access when locked out before login.
2. Reset Password - Change expired or forgotten passwords pre-login.
3. First-Time Login - Access systems initially without a password.
4. Proactive Password Change - Update passwords as a security precaution.
5. Cache Credential Update - Automatically updates cached credentials.
6. Security Enforcement - Forces MFA and password management enrollment.
7. Check Account Status - Verify account details without logging in.
8. Consistent User Experience - Provides unified reset across the organization.
9. Virtual Environment Support - Works with Citrix and Microsoft Virtual Machines.
10. Dark Web Monitoring - Check if passwords have been compromised.

Perfect For These Environments & Use Cases

Avatier Login Reset is essential for any organization using Microsoft Windows that wants to maximize productivity and minimize IT support costs.

Environment	Why It's Ideal
Enterprises of All Sizes	Eliminates the most frequent help desk tickets, significantly reducing support costs and user downtime.
Remote & Hybrid Workforces	Provides secure account recovery for distributed users who may not have immediate access to IT support.
High-Security Organizations	Enforces MFA and security compliance at the most critical access point—the initial login.
Citrix & VDI Environments	Integrates seamlessly with virtual desktop infrastructures to maintain consistent recovery capabilities.
High-Turnover Workplaces	Simplifies account management for contractors, temporary staff, and seasonal employees.

Frequently Asked Questions

1. If I have a password reset solution, why do I need Login Reset?
Without Login Reset, users cannot securely unlock their account or change their password at the Microsoft Windows login screen before network login. This gap forces them to call the help desk, undermining your self-service investment.

2. How is Login Reset secure?
Avatier Login Reset uses a secure, controlled browser that connects exclusively to Avatier's verified account unlock portal. Users cannot access other websites or use keyboard shortcuts to bypass security controls.

3. Does Avatier Login Reset work with Entra ID joined computers?
Yes. Avatier Login Reset works with Active Directory joined, Hybrid, and Entra ID joined computers.

4. How is Avatier Login Reset licensed and priced?
Avatier Password Management is licensed per enrolled user. Avatier Login Reset is included at no additional cost with that purchase.

5. Does Avatier Login Reset support all MFA and FIDO2 solutions?
Yes, Avatier supports integration with all leading MFA and FIDO2 solutions.

6. Is there support for adaptive authentication?
Yes. Avatier includes adaptive authentication policies based on geo-location, user, group, or organizational unit memberships, which can be combined with other MFA technologies at no extra cost.

7. Can Avatier Login Reset be used for passwordless login to Windows and Mac?
Yes, the solution supports this capability. Advanced passwordless login features are sold separately. Contact Avatier for specific pricing.

8. How does "Forgot Password" work for new users without a password?
It enables secure onboarding by verifying new users against protected HR data (e.g., hire date) before allowing them to set their first password - no IT intervention required.

9. What if a computer is offline during a login reset?
An internet connection is required for the secure verification process. Offline users would need to contact the help desk for assistance.

10. How does cached credential updating work?
After a successful password reset, the solution automatically updates local cached credentials to prevent secondary lockouts when working offline.

Turning the Login Screen into a Zero-Trust Gateway

Avatier Login Reset transforms Windows and Mac login screens into zero-trust self-service gateways, enabling MFA-verified password recovery, automatic enrollment, and passwordless provisioning right where access begins.

It eliminates lockouts—the #1 cause of help-desk calls—while enforcing consistent security policies, cutting IT costs, and keeping global workforces productive 24×7.

Fortify your front line—make every login a verified gateway, not a vulnerability.

Contact Avatier to see Login Reset in action

www.avatier.com