**SERVICE DESK AUTOMATION AI™**
**PASSWORDLESS & PASSWORD GOVERNANCE PILLAR 2**

# AVATIER PASSWORD PORTAL

## The Universal Password Portal:  Empower Everyone, Secure Everything.

Through MFA verification and universal UX integration (web, mobile, Teams, Outlook, IVR), Avatier transforms the most common IT pain point into a seamless, zero-trust experience.

## Why It Matters

Passwords haven't disappeared — they've just gone deeper into the enterprise stack, buried inside Active Directory, Entra ID, and legacy systems that still power the business. Avatier Password Portal solves what "passwordless" platforms can't: getting employees securely back to work, instantly, without waiting on IT. Through a unified, multilingual self-service experience, Avatier lets users reset or unlock their accounts anywhere — web, mobile, Teams, Outlook, or even via AI voice in a call center — all MFA-verified and logged for compliance. The result is a zero-ticket service model where users resolve access issues in seconds, productivity surges, and IT overhead drops.

For CIOs, it's the fastest path to hybrid passwordless adoption. For CISOs, it's a zero-trust control point that audits every credential event. For CFOs, it means lower costs and higher uptime. And for CHROs and COOs, it's a frictionless, employee-first experience that drives adoption across every department, location, and language. By blending human accessibility with AI automation, Avatier transforms identity management from an operational burden into a competitive advantage — simple, secure, and scalable by design.

**"Great design is invisible — it just works." — Nelson Cicchitto, Avatier CEO**

## How It Works

When an employee forgets a password or gets locked out, Avatier Password Portal verifies their identity using multi-factor authentication (MFA) before allowing any change. Users can start from anywhere — a web browser, mobile app, Microsoft Teams, Outlook, or even through Avatier's multilingual AI voice assistant. The portal confirms identity through existing MFA providers like Microsoft or Duo, or via Avatier's patent-pending Identity Challenge Card™, which provides secure, deviceless authentication even in high-security or offline environments.
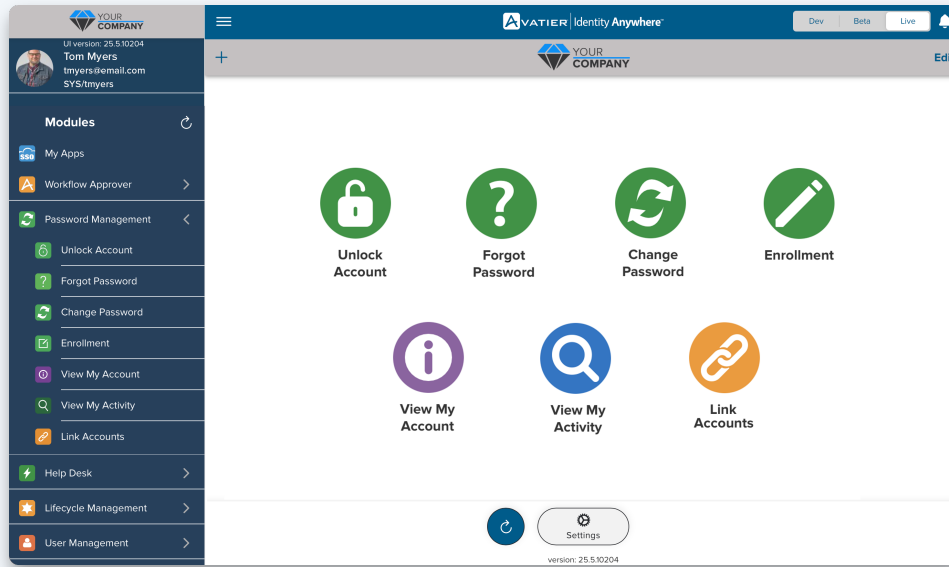
Once verified, Avatier enforces the organization's password and security policies through the Password Firewall™, ensuring the new password isn't weak, reused, or found in any known breach database. The system then securely updates credentials across Active Directory, Entra ID, and connected systems, logging every step for audit and compliance. In under a minute, users regain access without contacting IT — delivering a zero-trust, zero-wait-time password recovery experience that reduces cost, increases security, and gets people back to work instantly.

### The Universal UX: Access Everywhere

| Platform | Access Method | Key Benefit |
|---|---|---|
| Web & Mobile | Any modern browser or mobile device | Access from any modern browser or mobile device. |
| Microsoft Ecosystem | Teams, Outlook, or Copilot | Reset directly from Teams, Outlook, or Copilot. |
| AI Voice UX | Call center IVR systems | Multilingual, AI-powered voice agents in your call center. |
| Legacy IVR | Traditional touch-tone IVR | Full support for traditional touch-tone systems. |
| Identity Challenge Card | Printed grid card (offline) | Deviceless MFA for factories, field ops, and secure facilities. |

Avatier eliminates the excuses for not using self-service by meeting users where they already work — turning every interaction into a zero-trust verified event. Empower users to help themselves — securely. Every self-service reset is MFA-verified, audited, and breach-protected.

**Avatier Secure Self-Service Password Management**

Enroll, reset passwords, or unlock accounts without calling the help desk

# Key Advantages & Benefits

Every Help Desk interaction becomes MFA-enforced, auditable, and compliant — stopping social engineering where it starts.

| Advantage | Key Benefit | Why It Matters |
|---|---|---|
| ★ **Universal UX** | 24/7 self-service from any platform | Avatier's Universal UX lets every employee manage identity securely anywhere, on any device—driving adoption, productivity, and stronger security. |
| ★ **Multilingual AI Voice** | Zero-hold-time call center resets | Transforms call centers from cost centers into automated, MFA-verified security layers. |
| ★ **Have I Been Pwned Integration** | Real-time breached password protection | Automatically blocks known compromised passwords, strengthening your security baseline. |
| ★ **Identity Challenge Card** | Deviceless MFA for 100% coverage | Provides air-gapped authentication where mobile devices are banned or impractical. |
| ★ **Low-Code Branding** | Consistent corporate experience | Builds user trust and adoption with familiar branding — no coding required. |
| ★ **Granular Delegation** | Per-function user control | Enables precise access control for reset, unlock, and view functions across your organization. |
| ★ **Advanced Password Policies** | NIST 800-63-3 compliance | Enforces the most granular password rules in the market with real-time user feedback. |
| ★ **Real-Time Account Visibility** | Instant status checking | Shows users their lockout, expiration, and password status before they contact IT. |

## Top 10 Use Cases

1. Eliminate Help Desk Tickets - Users reset or unlock accounts instantly without IT.
2. Enforce MFA Enrollment - Automatically require MFA verification and policy compliance.
3. Block Compromised Passwords - Real-time checking against breach databases.
4. Ensure Access Anywhere - Reset capabilities outside corporate networks or VPN.
5. First-Time Login - New hires authenticate and set credentials without IT.
6. Universal User Experience - Unified workflows across all platforms and devices.
7. Automate Call Center Resets - AI voice agents handle resets with zero hold time.
8. Real-Time Account Visibility - Users view lockout status before contacting IT.
9. Update Cached Credentials - Synchronize local passwords when off-network.
10. Global Workforce Support - Consistent experience in 34 languages worldwide.

## Perfect For These Scenarios

Avatier Self-Service Reset is essential for any organization that wants to empower users, reduce IT costs, and enforce security consistently.

| Scenario | Why It's Critical |
|---|---|
| Remote & Hybrid Workforces | Provides secure access recovery for users who cannot visit the help desk in person. |
| Global Enterprises | Multilingual support in 34 languages ensures consistent security and experience worldwide. |
| Regulated Industries | Meets SOC 2, ISO 27001, NIST, GDPR, and HIPAA requirements with full audit trails. |
| Cost-Conscious IT Departments | Reduces the single largest category of help desk tickets, delivering clear ROI. |
| MFA Scaling Organizations | Provides seamless fallback and deviceless options for 100% MFA adoption. |

## Frequently Asked Questions

**1. What is Avatier Self-Service Reset?**

Avatier Self-Service Reset is a secure, universal portal that allows users to reset passwords or unlock accounts without calling the help desk. It extends across web, mobile, Teams, Outlook, and call center IVRs with built-in MFA enforcement.

**2. How does it reduce help desk tickets?**

By allowing employees to reset or unlock accounts through multiple channels — reducing password tickets by up to 70%.

**3. What makes it more secure than other SSPR solutions?**

It integrates with your existing MFA provider, uses adaptive authentication policies, and checks all passwords against the Have I Been Pwned database.

**4. What systems does it work with?**

It works with cloud and on-premises systems including Active Directory, Entra ID, major SaaS applications, and legacy systems.

**5. Can we customize the user experience?**

Yes. The portal is fully brandable with your company's logo, colors, and messaging without coding. Advanced REST APIs allow deeper integration.

**6. What measurable value does it provide?**

- Up to 70% reduction in help desk password tickets

- 100% MFA enforcement for self-service resets

- Immediate audit readiness for SOC 2 / ISO 27001

- Zero successful social-engineering resets

**7. What's required for deployment?**

A lightweight connector within your network, integration with your identity source, and your existing MFA provider. Most customers deploy in under one day.

**8. How does the Identity Challenge Card provide deviceless MFA?**

A printed grid card generates one-time passcodes for secure authentication where mobile devices are prohibited.

**9. How many languages does the AI Voice UX support?**

The AI voice system supports 34 languages for automated, zero-hold-time password resets.

**10. How does the portal integrate with the Microsoft Ecosystem?**

Users can reset passwords directly within Microsoft Teams, Outlook, and Copilot without leaving their workflow.

## Reimagining Workforce Rest: AI-Driven Self-Service & Call Center Automation

Avatier Self-Service Reset completes the user-centric layer of Avatier's Five Pillars strategy by merging AI automation and human accessibility into a single, frictionless recovery experience.

It empowers employees, contractors, and customers to restore access instantly—through a multilingual, MFA-enforced portal or a SIP-aware AI Digital Assistant that integrates seamlessly with your call center to provide zero-hold-time password recovery.

By transforming password resets into zero-trust, MFA-verified interactions, Avatier not only eliminates downtime and improves employee productivity—it augments your service desk with an intelligent digital workforce that operates 24×7 in 34 languages.

The result: a stronger, more efficient enterprise where access recovery becomes both a strategic advantage and a competitive differentiator.

## Eliminate Password Help Desk Tickets and Empower Your Users

Contact Avatier to see Self-Service Reset in action

www.avatier.com