

Password Reset

One-Click Secure Access to Different Applications to Deliver Enhanced Student Experience.

Self-Service Password Reset Tool

BlackBeltHelp's Password Reset tool is a web-based application that provides an easy-to-implement, yet highly secure password management solution. As a responsive web application, it can be used on a favorite device, including desktop or mobile, enabling users to self-manage their password security profile by setting up recovery emails and security questions.



PASSWORD RESET - FEATURES

Seamless Integration

Our IVR-based password reset tool seamlessly integrates with the campus active directory or SSO provider, ensuring a hassle-free experience.

24/7 Accessibility

Users can reset their passwords around the clock, providing flexibility and convenience for both students and staff.

Automated Self-Service

Promotes self-service, reducing the need for human intervention.

Multi-factor Authentication

Enhance security with multi-factor authentication to verify user identity during password reset, reducing unauthorized access.

Quick Resolution

Significantly reduces the time to resolve password issues, getting users back to work or study faster.



BENEFITS OF HAVING PASSWORD RESET

Cost Savings

Reduced human intervention lowers operational costs.

Security Enhancement

Multi-factor authentication strengthens data protection, reducing the risk of security breaches.

Efficiency

Faster resolution times result in better productivity and less downtime for users.

Resource Allocation

Staff can focus on more critical tasks, improving overall productivity.

User Satisfaction

Enhanced services lead to happier users, contributing to the institution's reputation.



Competitive Advantage

Implementing advanced self-service tools demonstrates the institution's commitment to innovation and excellence, attracting students and staff.

SINGLE SIGN-ON



With BlackBeltHelp Single Sign-On, you can ramp up secure access to applications by giving your users one Single Sign-On password. This is a sure way to put an end to practices such as writing passwords on sticky notes or storing them in spreadsheets, which is a huge security risk. With BlackBeltHelp Single Sign-On, you can achieve:

- ✔ **Uniformity Across Multiple Applications** - Help your users save time and effort by giving them the same sign on access to multiple applications.
- ✔ **Single Point Entry** - Standardize the interface and deliver a consistent user experience by giving them a single point of entry to all the applications.
- ✔ **Flexible Integration** - Achieve standard-based authentication through the platform's ability to support common authentication standards like SAML, CAS, and more.

BLACKBELTHELP SSO FEATURES

- ✔ **Self-Service Single Sign-On:** Whether it is branding or adding applications, get it all done through the BlackBeltHelp self-service portal.
- ✔ **In-Built App Suite:** Salesforce, Box, Banner, ADP, Dropbox & more – 1-click access to literally every app you need at work.
- ✔ **Role-Based Access Control:** Give the right set of privileges to the right employee & manage them centrally.
- ✔ **Pay-As-You-Go Licensing:** You pay only for active users and not 'all users'.
- ✔ **Security Pit-Stop:** Centralized global logout control & visibility into who's using what (app).
- ✔ **Limiting App Usage:** Maintain a fair app usage policy to optimize your resources & cut costs.



"BlackBeltHelp is the leading provider of CCaaS and AI-powered CX Engagement Solutions for students, faculty, and staff.

Our CX Solutions and Human Cloud Network empower Higher Education Institutions to extend their support services across campus, improving the student experience and ultimately increasing enrollment and retention."

- **Anthony R. Humphreys**, President, BlackBeltHelp

**Request a live demo to see our
Password Reset tool in action!**

