ReACT

ENTERPRISE
PASSWORD RESET

ReACT. So your Help Desk doesn't have to.

WELCOME TO ReACT

ReACT is a unique application designed to fully automate the password reset and synchronization process. Designed to work for the entire enterprise, ReACT empowers end users by providing a convenient solution to access their own accounts, allowing them to reset their own password(s) at any time. ReACT is a proven solution that can significantly reduce your Help Desk's calls. Access to ReACT is conveniently available via desktop, smartphones, and tablets.

ReACT provides a trifold solution to any organization: It enforces access management and security protocols, takes a workload off the Help Desk, and provides round-the-clock password reset capabilities.

ReACT eliminates many of the costly issues facing Help Desks, improving staff efficiency and reducing operational costs. With zero learning curve, ReACT is easy to use for end users and administrators.

HOW ReACT WORKS

Resetting a password in ReACT is done in four simple steps: Identification, authentication, system selection, and password creation. For an added layer of security, ReACT can enforce a multi-factor authentication approach.

With an extensive administration portal for displaying live user activity, logging and reporting of all activities, and sending real-time alerts, ReACT delivers a broad overview of all events occurring in the system. ReACT's open architecture also allows for the integration of existing tools already in place for reporting, tracking, and auditing. Help Desk administrators can even establish different tiers of access and roles for separate personnel.

Mishandling password-related issues causes a decrease in productivity, an increase in operational costs, as well as significant security vulnerabilities. With ReACT, you can take an active role in problem management and boost your organization's security protocols at the same time.

ReACT WILL ALLOW YOUR ORGANIZATION TO:

✓ Eliminate password related calls to the Help Desk

✓ Provide 24x7x365 self service password reset capability

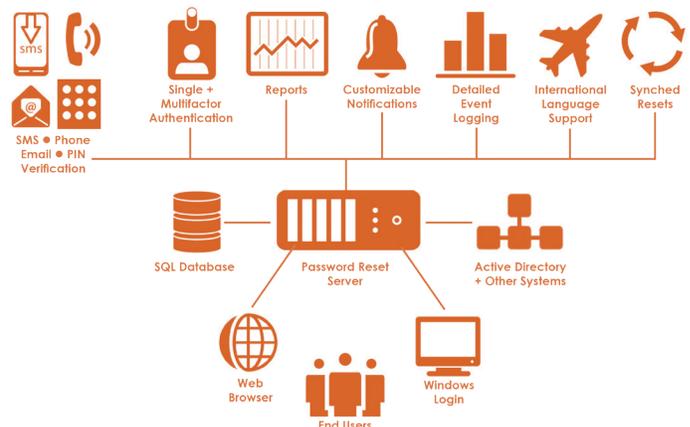✓ Increase security by enforcing a more frequent password reset schedule

ReACT MOBILE APP

End users can update their profiles, reset, and unlock their system accounts. Administrators have the ability to customize the app. Available for iOS and Android.

TRUE ENTERPRISE-WIDE SOLUTION:

Support for virtually all operating systems and applications, including AD, z/OS [RACF, ACF2 and Top Secret], Novell/eDirectory, UNIX/Linux [AIX, HP-UX, Datatel], iSeries/AS400, JD-Edwards, Oracle/SQL, LDAP, Lawson, SAP, CAMS, WFM, Gmail, PeopleSoft, AdvantX, Office 365, and more.

CORE COMPONENTS OF ReACT

ReACT SERVER: Supports all of the ReACT functionality and interfaces with all components. The ReACT Server resides on any Windows Server.

PORTALS: The ReAct web-based portals provide user interfaces for users, help desk, and administration. The Administration portal allows for granular control, ease of use and enhanced configuration options. An exclusive password administration dashboard also provides live user activity.

DATABASE: Contains all of the associations between user IDs, challenge questions, and platforms/systems.

SMS ● Phone Email ● PIN Verification

Single + Multifactor Authentication

Reports

Customizable Notifications

Detailed Event Logging

International Language Support

Synched Resets

SQL Database

Password Reset Server

Active Directory + Other Systems

Web Browser

End Users

Windows Login

FEATURES & BENEFITS:

MODERN USER INTERFACE	Intuitive UI and dynamic alerting and feedback notifications
ACCESSIBLE	Easy access to end users through a web interface, with smart device optimization. ReACT is also 508 compliant, providing accessibility to users with disabilities
MULTIPLE AUTHENTICATION OPTIONS	End users can authenticate to ReACT using over 25 methods of secure authentication, including challenge questions, email (primary and alternate), SMS, image recognition, Active Directory credentials, token/cert PIN, biometrics, Duo, SAML Authentication and RSA. Granular authentication for end users. OTP password reset links and TOTP for quicker authentication – Incorporate OTP password reset link into your existing web applications
FULL CUSTOMIZATION AND INTEGRATION	ReACT can be fully customized to your needs, designed to seamlessly integrate with your company branding and work alongside existing systems already in place
MULTI LANGUAGE SUPPORT	English, French, Italian, Spanish, German, Polish, Russian, Japanese, Chinese, Korean, and many more
CUSTOM REPORTS	Comprehensive reporting console allows users to generate and export activity reports
FAST AND EASY	Users can reset their passwords in four screens or less, with no prior technical knowledge required. One-time password reset links can also be provided to assist users with faster access to their accounts through a single factor or 2FA approach
SELF-SERVICE CUSTOM TILES	Each linking to a different resource for easy access
COMPLIANCY	ReACT can assist with internal, industry and government mandates and regulations, as well as facilitating 90-day password expiration guidelines
SEAMLESS INTEGRATION	API allows quick and simple integration from homegrown solutions, and third-party apps. ReACT can leverage APIs, web services, and many other protocols for integrations into homegrown or third-party apps
CROSS-PLATFORM COMPATIBILITY	Provides support for all operating systems and applications within the enterprise, along with free scripting assistance
CALLER VERIFICATION	Simply verify a user to the help desk for any and all tasks
PREVENT DATA VIOLATIONS	Enforce password expiration, eliminate predictive passwords, prevent recycled passwords, and provide protection via built-in hashing, SSL cryptography, and CAPTCHA integration
MAXIMIZE USER ADOPTION	Pre-populate with existing information, add new users through synchronization, and enact automatic or forced enrollment
AROUND THE CLOCK SUPPORT	Microsoft-certified solution with a continuous development cycle and 24x7x365 US-based technical support
HELP DESK PORTAL	The Help Desk portal allows for in-depth user assistance with password reset, unlocks, and provides a full breakdown of user activity through a verbose dashboard
HELP DESK AUTHENTICATION	Using DUO and RSA Authentication for end users
ADMINISTRATION PORTAL	The Administration portal allows for in-depth control, ease of use and enhanced configuration options. Password Administration Dashboard also provides live user activity. Full audit trail available for auditors
POINT AND CLICK RESOURCE EDITOR	Alleviates the need to modify XML files directly by allowing administrators to quickly and simply change any wording within the Self-Service portal
OFFLINE ACCESS RECOVERY	ReACT's OAR component provides device access to remote users without network access, VPN credentials or Internet connection. Admins can perform user specific maintenance on the users device without accessing the users existing password
NOTIFICATION PANEL	WYSIWYG editor to customize all notifications within ReACT
INTERNATIONAL PHONE SUPPORT	Update phone carrier and/or country codes for SMS record on ReACT ID

TAILORED SOLUTIONS FOR EVERY INDUSTRY

Although ReACT can be used by virtually any organization, there are specific industries that rely heavily on ReACT.

EDUCATION

School, university and college campuses can face extremely high password-related calls at the beginning of each new semester and during off-hours when students do most of their online work.

CORPORATE

Companies with offices and clients in different time zones and locations also face the challenge of adequately staffing their Help Desks around the clock to accommodate password-related calls.

E-COMMERCE

In our expanding digital world where many consumers are favoring online retailers, e-commerce vendors can face a substantial volume of password reset calls related to online accounts.

HEALTHCARE

With hundreds of patients and staff to accommodate, many hospitals need a secure tool to assist them with lowering Help Desk calls to allow staff to focus on patient-led care.

GOVERNMENT

Government agencies have large numbers of people who require data access and highly sensitive data that must be protected according to strict policies.

No matter the industry, every organization has to manage forgotten passwords at some time. For instance, global offices in multiple time zones, diverse staff with varied work schedules, and clients across multiple locations would all benefit from an automated password reset solution. ReACT is therefore designed to assist organizations of any size and specialty. With justified security concerns due to common security breaches, organizations also need to consider their data security seriously.

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