

# Password Reset & Account Recovery

The 1Kosmos solution that supports user self-service and help / service desk workflows



Users often forget passwords or get locked out of their accounts, which typically requires contacting IT support for assistance or access a self-service portal. This not only delays user access but also places a significant burden on IT resources. Additionally, when a password is reset security teams have low assurance as to the identity of the requestor, leaving the door open to bad actors to take over legitimate accounts.

## The 1Kosmos Advantage

1Kosmos is the only standards-based platform that uses a reusable identity for strong and continuous authentication and a passwordless experience. But we understand that in some instances, applications and services cannot support a passwordless experience. So, in use cases where a password is still required, 1Kosmos has an integrated password reset capability that ensures the identity of the user requesting the password reset through an app, appless, or help / service helpdesk workflows.

Additionally, if a user loses a device and requires an account recovery, 1Kosmos has an integrated account recovery option which ensures the requesting user is verified and legitimate before the account recovery is completed.

In both use cases the 1Kosmos platform helps organizations deploy a strong assurance that password reset or an account recovery request are legitimate and meet the requirements of organizational standards, while ensuring that bad actors cannot “gain the system” on behalf of the user to gain access.

If a help/service desk is the preferred workflow, 1Kosmos provides an Identity verification workflow where an agent will initialize an identity verification process, triggering a session sent to the employee's phone number or email address.

When the caller's identity is established, the agent can execute the downstream process for the credential reset, or account recovery thereby maintaining a high level of security through the entire workflow.

**Integrating the 1Kosmos password reset and account recovery capabilities helps organizations ensure the request is performed by a legitimate user**





## 1KOSMOS FEATURES AND BENEFITS

- Integrates into Active Directory, Entra ID, SSO platform or any Enterprise LDAP identity store
- Password resets can require users to prove identity to ensure bad actors can not reset passwords on behalf of the user to then gain access
- Account recovery is quick and easy and can be performed in an app or appless workflow. User will be required to prove identity to ensure bad actors can not request on behalf of a user to gain access
- Users can utilize the self-service option to reset their password through the 1Kosmos BlockID app or user portal
- An identity verification workflow will ensure help / service desk agents reset passwords for legitimate users

### Reasons to consider:

- Easy integration into existing infrastructure
- VPN is not required and, therefore, a perfect solution for a remote workforce
- Ensure password hygiene requirements, set by administrators to meet corporate standards

### Self Service

Users can reset their password or recover their account through an app or appless experience. When users pair their account to their identity at initial identity enrollment, they will use a similar process to recover their account. Additionally, the password reset can be performed from anywhere, not requiring a VPN to reset.

### Help / Service Desk

When a user requests a password reset or account recovery, the agent initiates the ID verification. The user scans a government issued ID and takes a selfie to confirm their identity, after which the helpdesk agent receives a pass or fail notice. Once verified, the agent can proceed with the request, ensuring the legitimacy of the user request.

### Multi-account Management

Within the 1Kosmos BlockID app, users can have multiple accounts or personas. This capability allows users to have different login workflows. Users can reset a password for a singular account vs. all accounts or recover all accounts if a device is lost or stolen. This is completed through the same app used to authenticate improving user experience and is ideal for hybrid environments.

### Implementation

Utilize, fifty out-of-the-box connectors, an open API framework, a flexible SDK, and a quickly deployed verification workflow, to ensure coverage for any password-based platform.

### Password Management

Administrators can ensure new passwords meet corporate standards through a simple configuration in the AdminX Portal.

### About 1Kosmos

©2024 1Kosmos Inc., 1Kosmos enables remote identity verification and passwordless multi-factor authentication for workers, customers and residents to securely transact with digital services. By unifying identity proofing, credential verification and strong authentication, the 1Kosmos platform prevents identity impersonation, account takeover and fraud while delivering frictionless user experiences and preserving the privacy of users' personal information. 1Kosmos performs millions of authentications daily for government agencies and some of the largest banks, telecommunications, higher education and healthcare organizations in the world.