



Account Reset Console Provides Secure Self-Service Password Resets for School District

The Problem

Rolf Traichel faced a common dilemma: too much to do, too little time. More specifically, as IT Manager of Medicine Hat Catholic Board of Education, Rolf was faced with two problems:

- There are 3000 students spread out over 11 schools. The students would often forget their password. Every time a student would forget a password, he/she would need to call the Help Desk. The Help Desk then would give the student a new password, which the student would use to log-in and reset to a password of his/her choosing. There are a few too many hurdles in this equation, and each hurdle equates to time that the student is not able to log-in and do work; thus, problem number one.
- Likewise, every minute the Help Desk devotes to changing passwords for K-12 students is a minute that could have been spent doing something of higher priority; thus problem number two.

The Solution

When it comes to killing two birds with one stone, Rolf says that he'll be first in line to recommend Account Reset Console, "This tool reduces the amount of work flow interruption because the student is able to continue in two to three minutes without having to call the help desk. Having Account Reset Console definitely increased productivity. The time that the student can't access the network has reduced dramatically."

Using Account Reset Console, Rolf is able to allocate power to teachers, giving them the ability to reset passwords for their class, thus reducing the need for Help Desk involvement. As Rolf points out, having the teachers reset passwords is not only beneficial for the Help Desk, but for the students as well, "Often times a student will be doing research on a computer and won't be able to log in or will be logged out. The teacher is able to bring up a web page right on the spot and reset the student's account. In about two or three minutes, the student is good to go and we lose no time for Help Desk calls."

There are other tools on the market that present themselves as competitors to Account Reset Console. Upon comparison, one

Profile: Medicine Hat

Medicine Hat Catholic Board of Education oversees a private K-12 school district with approximately 3000 students across 11 institutions.
www.mhcbe.ab.ca

The Problem

Expired or forgotten passwords restricted student access to the network and inundated the help desk with reset requests.

The Solution

Lieberman Software's Account Reset Console was deployed throughout the district's Windows enterprise.

The Result

Efficiently managed account credentials increase productivity and reduce downtime.

will quickly realize that there are characteristics of Account Reset Console that the tools disguised as competition can't come close to. For Rolf, that characteristic was the web functionality, "The fact that the tool is available from any browser without requiring any special administration tool was my selling point."

There are some features of the tool that one must be an Account Reset Console user to fully comprehend the value of. From a user perspective, Rolf testified, "The tool itself is extremely fast and simple to use. You simply give it some credentials, tell the tool the account that you want to reset, and boom, you're done! When it comes to the web functionality of the tool, well, I have nothing but good things to say."

About Lieberman Software Corporation

Lieberman Software Corporation provides advanced systems management solutions that reduce the cost and complexity of administering the Windows enterprise. By automating time intensive security, server, and workstation maintenance tasks, Lieberman Software increases control over the Windows infrastructure, delivering improved productivity, performance, and audit-ready



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Rolf Traichel | IT Manager, Medicine Hat

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