



## The ADSelfService Difference

Stands out with its highest success rate in solving mankind's most common problem ever since computerization – the password reset ticket and user profile building.

### ADSelfService Plus is a 4-in-1 turnkey solution

**Password Self-Service:** Enables end-users to reset their passwords without IT helpdesk's help.

**Self-Service AD Update:** Helps end-users update directory information by themselves.

**Password Expiry Notifier:** Intimates users of an impending password expiry, a feature especially useful for out-of-network users such as VPN users.

**People Search:** A search box through which users can locate their peers' contact info.

“ADSelfService Plus had the right mix of functionalities that we're looking for, especially self update.”

-- Mike Green  
IT Services Project Manager,  
Rentokil Initial (Australia).

**ManageEngine ADSelfService Plus** has a proven record of providing effective and safe IT Self-Service solution, which has helped several businesses worldwide to save the IT overhead spent towards password reset tickets and user profiling.

Based on a thorough research, ADSelfService Plus understands what it takes to be a successful IT self-service solution. Right from "quick user adoption" to "investment realization", everything is taken care of.

Try it for free for a month (or get extended trial), check out firsthand how it helps you save IT overhead.

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## Password Self-Service

Empowers end-users to authenticate themselves through a web portal / their computers' logon screen, and reset their forgotten Windows password without calling IT helpdesk!

**Highly Secure! ADSelfService Plus provides "SMS/Email" based identity verification system! And for the following reasons has a higher success rate:**

**Inbuilt tools to help in quick deployment of the self-service solution**

**Various password self-service options to choose from**

**Features to prevent re-emergence of password reset tickets**

### Features & Benefits:

**Strong Authentication System:** Besides challenge questions, ADSelfService Plus offers highly secure SMS/Email based Identity Verification.

**Easily Customizable UI:** Customize as your organization's end-user would prefer it. Or, integrate the solution with your Intranet! Ensure users are comfortable using the solution.

**Portal based password reset:** If implemented over the net, users can reset their passwords from wherever internet is available! (Useful for out-of-network users.)

**ADSelfService Plus GINA/CP:** With this, users can reset their passwords even from their locked-out workstation! It gives the plain Windows logon prompt a "Forgot Password?" button!

**Inbuilt License Management:** This is first of its kind! Since the product is licensed per user, this option allows you to manage licenses, save money and prevent re-emergence of password reset tickets.

**Tighter Security:** Well-researched features to ward off all possible attacks on password self-service, for example, challenge answer guessing via social media research.

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**“We chose ManageEngine ADSelfService Plus, because it provided the much needed 'password self service' tool at the right price, crucial for our 24/7 city administration. The deployment is extremely simple, and very cost effective, and we have had some very good success with the product.”**

-- Jason Poort, Systems Engineer, City of Grand Rapids, U.S.A

## Self-Service AD Update

Enables end-users to update their profiles on Active Directory without the intervention of IT helpdesk! What's more! Profiles would be up-to-date and accurate, as the ownership of the information is in the hands of users themselves.

### What you will gain from Self-Service AD Update:

**Rightful use of knowledge-based resources:** The expertise of tech-savvy IT helpdesk or IT department will not be wasted on clerical activities such as updating user data on Active Directory.

**Out-of-premises users can update their info over internet:** Since this application can be deployed over internet easily, out-of-premises users can update their information on your organization's Active Directory from any place that has access to internet.

### Features & Benefits:

**Drag n Drop Customizable:** Drag-n-drop GUI elements and build an interface (within a few minutes) through which users can update their info!

**Greater Control:** Choose from a wide range of form elements and construct an interface through which you can absolutely control & regulate user input.

**Accuracy and Uniformity:** Ability to construct pre-populated textboxes, or default-value loaded dropdowns, or radio buttons renders user input accurate and uniform.

**Mandate User Input:** Freedom from incomplete user profile! Mandate any field that you feel should never go unfilled.

**Subliminal & Effective Hints:** Offer hints on how to fill in data right in the textboxes (perhaps the most effective way to get a user input data as you desire) or offer hint anchors.

**Dynamic Value Update:** The tray from which user can choose his manager updates itself automatically to reflect the latest "Managers" in Active Directory.

**Instant Custom Attributes:** When default AD supplied attributes are not sufficient, create attributes that suit your needs: For instance, Employee ID or Employee Type.

**Profile Photo Update:** Users can upload their photographs on Active Directory through ADSelfService Plus Self-Service AD Update.

Majority of organizations or institutions has its Active Directory in one place and user base scattered across different locations. So, they suffer the most when it comes to handling user data. To make matters worse, sometimes the traffic through the revolving door is so high that user data management becomes hard. All this can be conveniently resolved by allowing end-users to update their information on Active Directory on their own. And that's what ADSelfService Plus offers.

## Password Expiry Notifier

This feature searches Active Directory for user accounts whose passwords are about to expire and emails the account-owners a notification recommending password change.

### Why “Password Expiry Notifier” is so important?

While Windows offers a similar notification system, which prompts a user to change his/her about-to-expire password upon interactive logon, there is no such provision for out-of-premises users (such as VPN users or Outlook Web Access users). But with ADSelfService Plus’ Password Expiry Notifier, it is possible to notify such users of their password expiry.

### Features & Benefits:

**Customizable Reminders:** You can customize the reminder messages as you desire.

**Selective Reminders:** You can choose whom to remind. For e.g., you can opt to set up reminders only for an OU full of remote users and leave out the rest.

**Phased & Imperative Reminders:** Not all users heed the very first reminder and change their passwords in advance. Some tend to postpone till last moment. Therefore the system allows you to set up multiple reminders with different levels of severity.

**Delivery Notifications:** The system promptly sends in reports about the delivery of these reminders to your inbox.

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## People Search

An extensive search option, adequately supplied with customizable search criteria, using which users can locate their peers’ contact information. Integrates with your web portal or intranet easily! Safest way to turn your AD into your organization’s white pages – be it offline or online!

### Features & Benefits:

**Customizable Search Criteria:** Users can customize the search criteria.

**Comprehensive Search:** Ability to view important and complete contact details including Photo, Hierarchy, Full Name, email id, address, department etc.

**Adequate Search Operators:** Very useful when the search key is limited.

**Good News for Admin:** Administrators can search for AD attributes such as “ObjectGUID”, etc. No more typing in long search queries in AD explorer!