

# Offsite Forgotten Password Reset for CA Identity Manager



## What It Does

When a user forgets the domain password used to login to a Windows computer, the Credential Provider of CA Identity Manager allows the user to reset the password using the Forgotten Password Reset self-service at Windows logon screen. However, this is only available if the computer has access to the self-service web application which is often protected inside a corporate network.

The *Offsite Forgotten Password Reset for CA Identity Manager* packaged work product enhances the Credential Provider of CA Identity Manager with the ability to reset forgotten passwords from outside of a corporate network by establishing a secured connection to the corporate network at the Windows logon screen.

## Benefits That Deliver Value

- Improved productivity
- Lower helpdesk cost
- Customer satisfaction
- Reliability and Security

## How It Works

The *CA Offsite Forgotten Password Reset for CA Identity Manager* consists of a Network Manager and a WiFi Manager both of which are Windows applications. It also utilizes the components of the Credential Provider of CA Identity Manager.

The Network Manager is positioned between the Credential Provider and Forgotten Password Reset self-service web application of CA Identity Manager to facilitate the establishment of a secured connection from user's computer to a corporate network when the computer is offsite. The Network Manager utilizes available network connectivity including WiFi hotspots. It supports most commonly used VPN clients and automates the process of authentication and authorization of internet and VPN access.

The WiFi Manager manages WiFi connections when there is no wired connectivity.

## Technical Prerequisites

A list of technical prerequisites for this packaged work product can be found at [CA Support online](#). This is a central repository that will help you identify CA Technologies product compatibility with operating systems, other third-party software products, as well as with certification standards and regulations. **Contact** your CA Services representative for further assistance with purchasing this component.