

— SELF-SERVICE PASSWORD RESET 2.0

Your IT team should not be resetting passwords.

Liberate your IT service desk. Empower all users with secure access, right at their fingertips. Instantly unlock or reset account via face ecognition, finger prints biometrics, SMS, TOTP.

1M+Resets &
Unlocks Handled**26K+**

Users

5+Enterprise
Clients**0**IT Tickets for
Self-password Reset

THE PROBLEM

The most common IT ticket is also the most avoidable one.

01 Manual resets over a call have no real identity verification.

Anyone who knows an employee's name can request a reset. No MFA. No audit trail. A compliance gap hiding in plain sight.

02 40% of IT helpdesk tickets are password resets.

The most common ticket is also the most preventable one. Every call is a cost, a delay and a distraction from higher-value work.

03 A locked-out employee at 2am has no self-service option.

They wait until the next business day or escalate to an on-call administrator. Half a working day lost per incident.

WHAT ESII SSPR DOES

Four capabilities. One outcome: zero helpdesk calls for password issues.



MFA on Every Action

OTP via SMS, face recognition, Fingerprint biometrics, email or TOTP verifies identity before every reset and unlock. No bypass possible.



Full Audit Trail

Every reset, unlock and failed attempt logged with timestamp and user identity for compliance.



Self-Service Password Reset

Employees reset forgotten passwords from any browser, any device, without calling IT support.



Account Unlock

Locked accounts unlocked instantly after MFA verification. No escalation. No wait time.

HOW IT WORKS

Three steps. No IT involvement.

1

User opens the SSPR portal

Accessible from any browser. No VPN required. No client software. No helpdesk call needed to initiate. Available 24 hours, 7 days a week.

2

One-time enrollment. Unlimited hassle-free resets.

Enroll once with biometrics (Face recognition, fingerprints), SMS, or TOTP - then reuse the same steps every time you reset, with zero headaches.

3

Password reset or account unlocked

New password set directly in Active Directory or Non - AD. Account unlocked. Action logged in the audit trail. User back at work in under two minutes.

KEY FEATURES

Built for enterprise scale. Deployed in days.

Web-Based, No Installation

Runs on any browser. Deployable on Windows IIS or Linux. No endpoint software to manage or update.

AD, Hybrid AD and Entra ID

Works across on-premises AD, Hybrid AD and Microsoft Entra ID. No architectural changes required.

Role-Based Access Control

IT admins, department admins and end users each operate within clearly defined permission boundaries..

End-to-End Encryption

All sensitive data encrypted at rest and in transit. No credentials exposed at any point in the reset process.

Admin Dashboard

Real-time visibility into reset volumes, failed attempts and system events across the organisation.

Flexible MFA Providers

OTP via 2Factor, Twilio, Textbelt or any compatible SMS and email gateway. No vendor lock-in.

AI-Driven Assistance

The secure AI agent seamlessly handles FAQs, targets active directory or non-AD resets, and clears locked virtual terminals and business applications automatically in real time through a simple conversational interface.

App-Free Mobile Experience

Built as a Progressive Web App (PWA) to give users a mobile app experience straight from their browser. No app store downloads, hassle-free access the moment they get locked out.

Hardened Biometric Security

Secure, passwordless identity verification via advanced Face Recognition and Fingerprint scanning. Frictionless user experience with maximum security.

Dynamic OTP Verification

High-security, time-based OTPs sent flawlessly via any preferred SMS gateway or authenticator app to verify identity in real time.

Unified Multi-Domain Connectivity

Seamlessly unifies multiple Active Directory domains across your global infrastructure, eliminating the headache of fragmented networks.

Streamlined SaaS Integration

Bridges the gap between on-premises infrastructure and the cloud by integrating effortlessly with your SaaS applications and IAM systems.

Legacy App Compatibility

Stop leaving your older systems behind. The platform synchronises with legacy infrastructure that lacks modern APIs, by connecting directly to the source database.

Intuitive User Guide

The platform features intuitive, step-by-step user guides for seamless account recovery, while giving IT administrators the power to dynamically update application support details.

Disclaimer: SMS - Leverage existing gateway investments or procure separately.

Biometrics: Client must provide biometric-ready hardware (cameras/readers).

WHERE ORGANISATIONS DEPLOY SSPR FIRST

Immediate impact. Measurable from day one.

COMPLIANCE-DRIVEN ENVIRONMENTS

Audit-ready logs on every identity event

Every reset and unlock carries a verification status, timestamp and user record. Compliance reports generated on demand from the admin dashboard.

SHIFT-BASED OPERATIONS

After-hours lockouts resolved without escalation

Manufacturing, logistics and healthcare operations running round the clock resolve lockouts at any hour without waking an administrator.

LARGE ENTERPRISE

Cut helpdesk volume by 30 to 40 percent

Organisations with 1000-plus employees see a measurable reduction in IT helpdesk tickets within weeks of going live. ROI visible in the first month.

REMOTE AND DISTRIBUTED TEAMS

Self-service for employees anywhere

Remote employees reset from any device and any location. No dependency on the corporate network or VPN connection.

INTEGRATIONS AND PLATFORM SUPPORT

Azure AD

Hybrid Active Directory

Microsoft Active Directory

Microsoft Entra ID

2Factor

Twilio

Textbelt

Windows IIS

Linux Web Server

See SSPR live in your environment.

We demo against your AD setup.
No data sharing required.

[Book a Demo →](#)

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