Training

Certero Passworks

This course is a practical, hands-on session covering the full setup and configuration of Passworks. Passworks allows for a reduction in the volume of calls being made to the service desk by allowing users to reset their Active Directory password safely and securely. Passworks is an easy-to-use self-service Active Directory password reset solution that will help you to significantly reduce costs associated with resetting Windows Active Directory passwords.

Attendee Prerequisites

- Experience of using web browser-based applications would be an advantage
- Experience Resting AD Passwords would be preferred

Agenda

- Certero Platform overview
- Overview
- Active Directory Connector
- Global Settings
- User Registration
- Administration
- Users
- History
- Dashboards & Reporting

Benefits of Attending

- Learn about the features and capabilities of Certero Passworks
- Understand more about the user experience from registration to password resets
- Gain a deeper understand of how Passworks integrates with your Active Directory
- Learn about the configuration options available so you can align Passworks to the needs of your organization
- Increase productivity by quickly accessing the information important to your role
- Understand the high levels of automation available within the solution including alerting and reporting

Who Should Attend

This course is aimed at staff that will be responsible for or security password resets. Typically:

- Security Personnel
- Active Directory Administrators
- IT technician
- IT Help Desk Personnel