



# STUDENTS CAN RESET THEIR PASSWORDS FROM ANYWHERE WITH SSRPM

Northland International University is a conservative Christian college located in rural North Eastern Wisconsin. What began as a bible institute in 1976 grew to become a university with over 700 students and staff. The mission of Northland is to educate students who will go out around the world and share the gospel.

Northland's focus is to take care of their students' needs and provide them with the highest level of service while training them for their future role in the ministry. To provide them with a high level of service, Northland wanted to find a way to help with password issues that students and staff were facing. The university requires that users change their password every few months. Still, many users ignore the reminder email and get locked out of their accounts, resulting in a large volume of helpdesk password reset-related calls.

Northland decided that they needed a solution to save users and the helpdesk the time and inconvenience it takes to reset a password. The main requirement was a customizable, cost-efficient solution, capable of Active Directory integration.

Tools4ever stood out as a preferred vendor because they were able to meet Northland's conditions and solve their password issues with Self Service Reset Password Manager (SSRPM). "Tools4ever did not require that we purchase more products or services than we needed. We could focus exactly on the problem that we needed to fix, said Adrian Smith, Director of Technology at Northland International University."

## Client

Northland International University

## Challenge

Students and staff often had to contact the helpdesk if they ignored the email telling them it was time to change their password, or when they simply forgot their password.

## Solution

With SSRPM users can now reset their own password after answering a few security questions.

## Products and Connectors

Self Service Reset Password Manager (SSRPM)

## Result

Users can reset their own password from anywhere at any time, freeing the helpdesk to focus on other projects.

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**Adrian Smith**

Director of Technology at Northland International University

Northland decided to implement SSRPM in two phases. First, they used it internally with specific people to try it out and get feedback to confirm that SSRPM met all their needs. After receiving positive feedback, they offered it as an option to all faculty and students at the college.

## Password reset from anywhere

Students at Northland often forgot their passwords during the summer or holiday breaks. Also, many students work at ministries around the United States or abroad and need access to their email, and other information. With SSRPM, they can easily reset their password, even if the helpdesk is not available. They simply answer a few custom security questions and then safely and securely reset their password without having to contact the help desk. “Students are happy that they can reset their own password at any time, even in the middle of the night,” said Smith.

## A more productive IT department

Overall, SSRPM has led to a 50 percent reduction in password resets. “SSRPM makes us more effective because it has allowed us more time to focus on other areas and other projects,” said Smith. The helpdesk no longer has to deal with situations that users can handle by themselves. Smith added, “Students, faculty, and staff can take control over this aspect of their account management, and not feel the stigma of forgetting their password.”

SSRPM has been up and running since it was implemented, resolving password-related issues for several years now. “It has been very pleasant to work with Tools4ever. They have done a great job of being a good partner,” said Smith.

