

Case Study

Camden County Schools

About Camden County Schools

Camden County School uses PortalGuard to integrate Windows and Chromebook logins with self-service password reset capabilities for Students, Faculty, and Staff.

Specific Pain Points

Students, Faculty, and Staff needed a method to enable Active Directory password reset that would not require local IT Help Desk involvement.

Due to the integration of Chromebooks for student access, the Active Directory password was also leveraged for system access, increasing the need for simple, secure password reset.

Existing Challenge

Camden County Schools issued its students Chromebooks, a popular, low cost notebook commonly used in the education field. Camden County Schools is a large district, with over 8,000 students and 3,000 faculty and staff members in the district. With so many passwords being created and quite a few inevitably forgotten, password reset quickly became the bane of the help desk. Using Google Apps Directory Sync (GADS) and Google Apps Password Sync (GAPS), Camden County was able to leverage the local AD password for initial login to the Chromebooks, but this still presented an issue when passwords needed to be reset by end-users on the go.

Camden County Schools recognized the need for a self-service solution for students and staff members – allowing the district to reduce the workload on the IT department and make worrying about forgetting passwords a problem of the past.

The PortalGuard Resolution

Increasing Usability with Self-Service

PortalGuard was installed as an on premise self-service password reset solution for Camden County Schools. With PortalGuard in place, students and staff are now able to reset forgotten Active Directory passwords with ease – without needing to call, visit, or otherwise engage the It Help Desk.



Customer Profile

Industry:

K-12 Education

11,000+ Users

Location:

Georgia

Top Applications Used:

Active Directory, GAPS, GADS, Google Apps for Education

When a student or staff member needs to reset their password, they simply click the “Forgot password?” link on the PortalGuard login screen. Camden County requires either the use of a One Time Passcode (OTP) or Challenge Answers (KBA) in order to complete the process. Once this authentication check has been successfully completed, the end-user is able to reset the forgotten password.

Before PortalGuard, students or faculty were required to contact the help desk via phone or in person to reset forgotten or expired passwords – two options which can be very time consuming and lack a sense of true security. With PortalGuard, two of Camden County School’s biggest authentication hurdles were overcome – providing simple and secure password reset to all end-users at any level of the education hierarchy.

Technical Integration

Before self-service password reset was even rolled out, IT administrators were able to configure password policies to match the specific standards set by the Camden County School District. PortalGuard provides administrators with the ability to configure every aspect of password policies: from password complexity requirements, to the number of challenge questions and answers that must be provided and OTP complexity settings.

Now that PortalGuard has been configured and deployed, when users use self-service password reset, PortalGuard requires them to either answer the set number of challenge questions OR enter a randomly generated OTP that is sent to their phone or e-mail address. The user then creates a new password that must meet the defined settings in the PortalGuard security policy before it is fully reset. Once a user meets those requirements, the password is then reset and updated in Active Directory. Due to local integration with GAPS and GADS, the new password that is set through PortalGuard is automatically synchronized with the local Google Domain to provide consistent authentication to both Windows and Chromebook machines.

Potential Future

PortalGuard also provides the ability to use its built-in Identity Provider (IdP) for Identity Federation to Google. Using PortalGuard federation allows for the usage of self-service password reset, but can also enforce self-service password enrollment directly into the Chromebook login – providing end-users with various self-service password management options directly from the initial screen. While GADS and GAPS will synchronize accounts and passwords with Active Directory, password reset functionality is not present via the default Chromebook login interface.

Additional Resources

[Centralized Self-Service Password Reset Tech Brief](#)

[Configurable Password Management Tech Brief](#)

[Get out of the Password Reset Business - Webinar](#)

PortalGuard is a cybersecurity authentication package that delivers a full set of features in a single, fully customizable solution. PortalGuard provides single sign-on (SSO), self-service password reset (SSPR), two-factor authentication (2FA), and over 130 other features to ensure that each campus is equipped with the tools needed to face any authentication challenge.