

Clearlogin - Help Desk Challenge

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Overview

The Help Desk Challenge feature is an additional security layer that allows your support team to verify an end-user by using a call-and-response process. When an end-user contacts your support team the support team can verify the identity of the end-user via a passphrase or a question and answer, which is stored in the user's profile.

Enable Help Desk Challenge

- Sign into the **Clearlogin Admin Console**: <https://admin.clearlogin.com>
- In the left navigation bar, browse to: **Security > Passwords**
- In the **Help Desk Challenge** section, choose one of the following, and **Save** your changes:

Disabled	The help desk challenge feature is disabled.
Question and Answer	The help desk challenge feature is enabled, and the challenge method is a question and answer .
Passphrase Only	The help desk challenge feature is enabled, and the challenge method is a passphrase .

Help Desk Challenge

- ☒ Disabled
- ☐ Question and Answer
- ☐ Passphrase Only



When **Help Desk Challenge** is turned on, users will be prompted to configure their question /answer combination or passphrase.

End-User Experience

The **Question and Answer** method will appear like this to users. They can access their challenge settings from the **My Settings** page in the Clearlogin user portal.

Help Desk Challenge

Question

What's your TV series?

Answer

.....



Answer Confirmation

.....



SAVE

The **Passphrase** method will appear like this to users. They can access their challenge settings from the **My Settings** page in the Clearlogin user portal.

Update Help Desk Challenge

Passphrase

.....



Passphrase Confirmation

.....



CLOSE SAVE

Verify the Challenge

To verify a user with Help Desk Challenge:

- Sign into the Clearlogin admin portal: <https://admin.clearlogin.com>
- Browse to **User Profiles** and search for the user's profile.
- Click on the **Edit** button for the user profile and scroll down to the **Help Desk Challenge** section.
- Click on the eyeball icon to view the user's challenge details.
- If needed, you can update the user's challenge details.

Help Desk Challenge

Question

Answer

Confirm Answer

Update Help Desk Challenge

Help Desk Challenge

Passphrase

Confirm Passphrase

Update Help Desk Challenge

