

# Self-service account recovery

Microsoft Entra Verified ID

## Account recovery and password resets are time-consuming for everyone.

With a solution that uses Microsoft Entra Verified ID to easily create and verify identity credentials, your users can become empowered to manage their account and password recovery themselves using self-service—saving IT teams time and resources and getting users back to work faster.



## Benefits

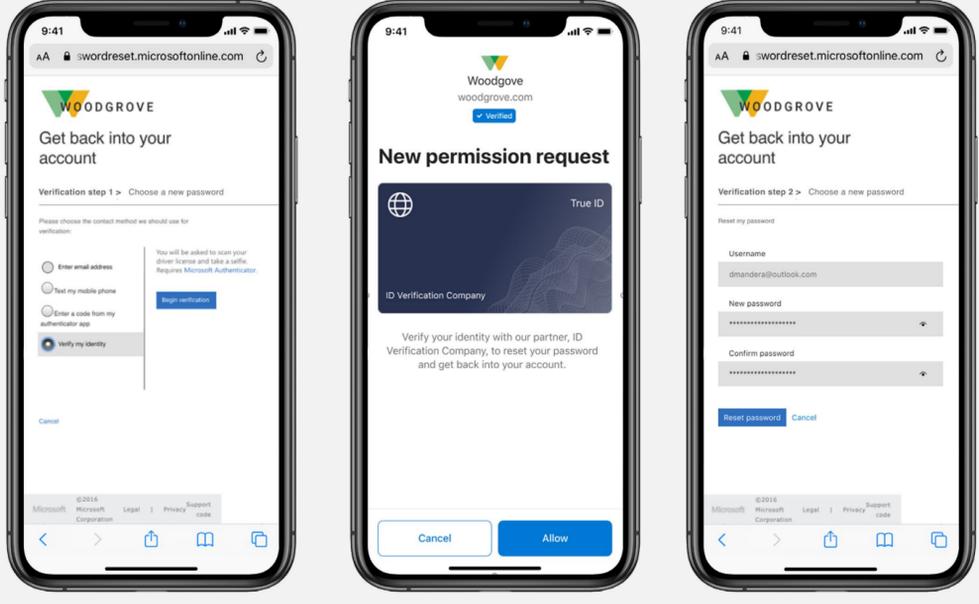
Verified ID allows you to reduce support phone calls and security questions with a secure, straightforward process to verify identity. Some of the organizational benefits of verifiable credentials include:

- **Reduction in help desk calls and approval fatigue.** Give users control over their own digital identity to alleviate IT troubleshooting pipelines related to account and password recovery.
- **Faster self-service account recovery and password reset.** Reduce the amount of time employees spend resetting passwords and managing their accounts to save your organization valuable time and money.
- **Immediate visibility of status change.** Keep systems secure with easily managed status changes, such as expiration or credential revocation, visible to all partners and verifiers. This leaves individuals in control of their data even if they no longer have access to your network.



## How it works

Verified ID can help people regain access to their locked accounts quickly, without revealing personal information over the phone or in person. The example below illustrates how an employee or customer of the fictitious company Woodgrove could request proof of identity with a verifiable credential. When the account holder chooses “Verify my identity,” a permission request arrives in their digital wallet to verify that specific microcredentials (for example, name, address, and birth date) verified by the fictitious ID verification company True ID match the person’s record at Woodgrove. The person can choose to allow this verification, which allows Woodgrove to trigger a password reset based on security policies.

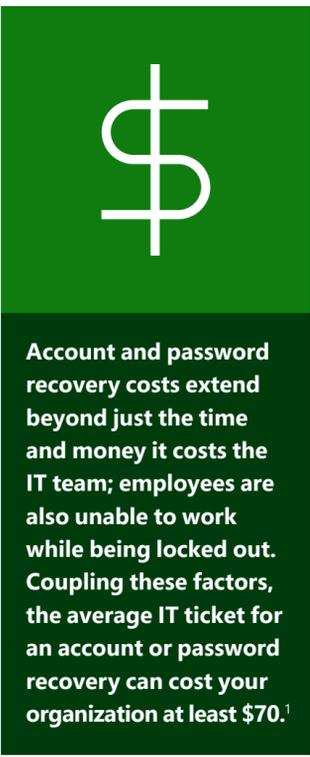


Example of verifiable credentials in use to confirm a person’s identity to reinstate account access.

## Sample scenarios for self-service account recovery

Here are a few examples of how self-service account recovery could be streamlined into modern workflows.

- **Ransomware or password compromise**
  - An account becomes blocked due to a malicious attack against the user.
  - The user can present the verified credential issued by their workplace to re-enable their account.
- **An employee leaves your organization**
  - When an employee leaves a position within your organization, a termination date is recorded on their workplace credentials.
    - The termination date on their credentials prevents them from accessing the system further.
    - In some cases, the employee may be granted alumni status, enabling access to certain benefits or resources.
  - The employee retains proof of employment dates, job titles, and more for verification by others.



## Next steps

Continue your digital identity journey and get started in minutes! Explore these resources to learn more about verifiable credentials.

- [Learn more about Microsoft Entra Verified ID](#)
- Download the [datasheet](#)

**Microsoft Entra**  
Secure access for a connected world

[microsoft.com/entra](https://microsoft.com/entra)

<sup>1</sup> InfoSecurity Group, *Password Management: Getting Down to Business*  
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