

Secure SSPR and SSAR with HYPR Affirm

The Self-Service Paradox

Up to 50% of IT help desk tickets are for password resets and account lockouts; and at \$70 each they are a costly drain on company resources. The obvious solution is Self-Service Password Reset (SSPR) and Self-Service Account Recovery (SSAR), promising to empower users and free up your IT team.

However, to securely enable self-service, you must first verify the user's identity. Traditional SSPR and SSAR solutions rely on fundamentally broken verification methods:

- **Insecure Security Questions:** Answers are easily found through social engineering.
- **Interceptible One-Time Passcodes (OTP):** SMS and email are prime targets for SIM swapping and phishing.
- **Vulnerable Authenticator Apps:** These are susceptible to "push bombing" attacks and fail when a user loses or replaces their device.

These weaknesses turn your help desk's biggest cost center into your organization's biggest security hole, making account takeover (ATO) not a matter of if, but when.

Key Benefits of HYPR Affirm for SSPR and SSAR:

- **Reduce Account Takeover Risk:**
Defeat modern threats like deepfakes and AI-driven social engineering. HYPR replaces vulnerable OTPs and security questions with secure, multi-factor IDV.
- **Drastically Cut Operational Costs:**
Slash password reset and account recovery tickets by up to 95% to eliminate costly manual help desk interventions.
- **Provide a Frictionless Recovery Experience:**
Enable fast, guided verification with a fully self-service experience and a dedicated Help Desk Console for complex agent-assisted cases.



HYPR Affirm: Secure Self-Service That Solves the Paradox

When a user is locked out, HYPR Affirm initiates a simple, fast, and ultra-secure verification flow that legacy systems can't match.

How It Works:

- 1. User Initiates Recovery:** The user starts the SSPR or SSAR process from their login screen or service portal.
- 2. Multi-Factor IDV with HYPR Affirm:** The user is prompted to scan a government-issued photo ID (like a driver's license or passport) with their device's camera. HYPR then prompts for a quick selfie, performing a certified liveness check to prove the user is physically present and prevent deepfake attacks.
- 3. Secure the Account:** Once verified the user is allowed to immediately complete their credential reset or account recovery.
- 4. The Outcome:** This process not only resolves the immediate issue but also establishes a trusted, phishing-resistant credential for ongoing authentication.

Secure Your Organization with Confidence

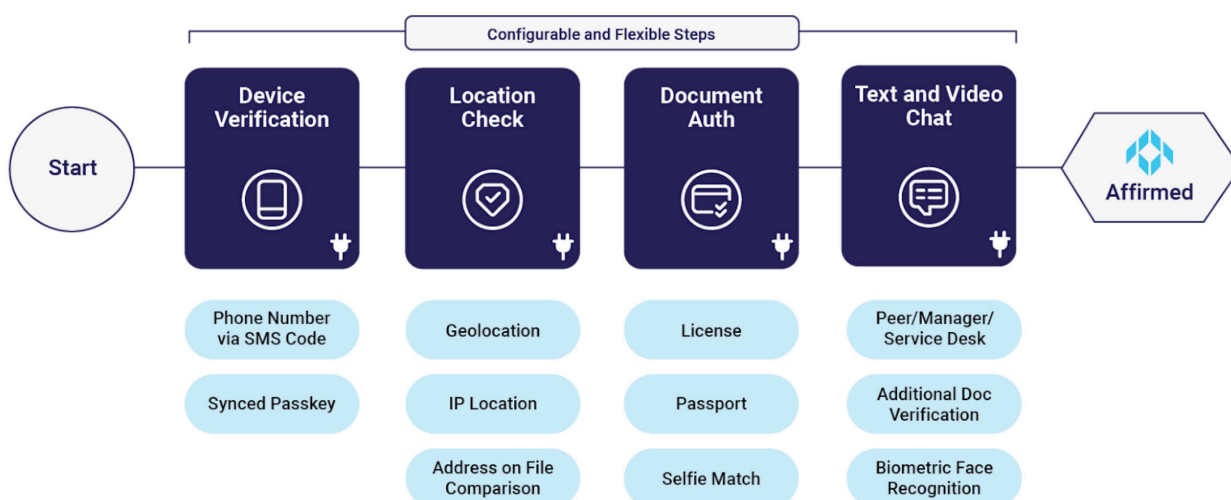
To discuss how HYPR Affirm can modernize and strengthen your self-service password reset, please contact us at hypr.com/contact.

About HYPR

HYPR, the leader in passwordless identity assurance, delivers comprehensive identity security by unifying phishing-resistant passwordless authentication, adaptive risk mitigation, and automated identity verification.

Trusted by top organizations including two of the four largest US banks, HYPR ensures secure and seamless user experiences and protects complex environments globally.

HYPR Affirm User Flow



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