

**Customer:**

Nevada Joint Union High School  
District, California

**Web Site:**

<http://www.nuhsd.org>

**Number of Users:** 10,000

**Industry:** Education

**Solution:**

Identity Management

**Products:**

[NetWrix Password Manager](#)  
[Password Expiration Notifier](#)

**Vendor:**

NetWrix Corporation  
Phone: 888-638-9749  
Web Site: [www.netwrix.com](http://www.netwrix.com)

**Customer Profile:**

The Nevada Joint Union High School District is an awardwinning school district with state and national honors for academic and vocational excellence. The mission of the Nevada Joint Union High School District is to provide all students with the educational opportunities that will empower them to reach their full potential and prepare them for work and lifelong learning.

## Low Cost Password Management in California Public Schools

“Installing Password Manager along with Password Expiration Notifier reduced our number of password reset helpdesk requests.” - Jeanine Atkins, Systems and Network Coordinator, Nevada Joint Union High School District, CA

Nevada Joint Union High School was the service provider for multiple schools of Nevada County in California, and thus, was responsible for providing each feeder school, and their teachers, with Active Directory access to the student information center. To ensure security, all teachers within the network, including those not at Nevada Joint Union High School, were required to reset their passwords every 90 days. To cut down on the helpdesk time allotted to account lockouts and password management issues, Nevada Joint High School decided to begin searching for a solution that would allow for selfservice password administration.

### Challenge: Providing Efficient Password Management for Multiple Schools Within Separate Domains

Password management can be a painstaking endeavor that requires significant time and manpower. Strict password policies that require regular password changes often result in forgotten passwords, account lockouts and various other issues. For Nevada Joint Union High School, which mandated that all teachers change their passwords every 90 days, however, the task of password management and support had become overwhelming. The responsibility for several Active Directory feeder schools, all of which had their own domains, was the cause of excessive, yet unavoidable password management helpdesk calls at Nevada Joint Union High School. Because the feeder schools were not part of Nevada Joint Union’s domain, they did not have the ability to make the required password changes via the computer, and instead, had to call the helpdesk to make the necessary resets. Consequently, the school’s IT department was spending too much time dealing with password management issues, and as a result, began looking for a solution that would enable self-service password management for all

# NETWRIX CUSTOMER CASE STUDY

teachers, regardless of domain.

“We didn’t have the man hours to babysit a product, so we knew that we needed something that was low maintenance,” said Atkins. “We needed something that would reduce the number of helpdesk calls, but wouldn’t require too much of our time.”

## Solution: NetWrix Password Manager and Expiration Notifier

That’s when the Nevada Joint Union High School IT department turned to the NetWrix solution. As an eligible recipient of the State of California’s K-12 Ed-Tech Voucher program—which awards technology funding to any K-12 public school in California that offers discounted lunch to at least 40 percent of its students—the Nevada County school had the opportunity to choose from a wide variety of companies and solutions to solve its password management issues. After reviewing their options, the IT department landed on the NetWrix Password Manager and the Password Expiration Notifier.

“We chose to go with NetWrix because the setup was easy and it didn’t involve a lot of maintenance,” Atkins said. “Setting up the web portal was easy and it works great.”

The [NetWrix Password Manager](#) allows teachers to reset forgotten passwords, troubleshoot account lockouts and unlock their accounts manually, through a webbased, self-service portal. The question-and-answer security system allows teachers to adhere to strict password policies right from the computer. As a result, off-location teachers no longer have to call the helpdesk to reset their passwords, and the IT department can spend its time supporting other issues.

The Nevada Joint Union supplemented the Password Manager with the Password Expiration Notifier, a tool that automatically checks all users within a specified

domain or OU, identifying and warning those whose passwords are set to expire within a pre-determined amount of days. As a result, teachers know exactly when the 90-day password change requirement is approaching, and account lockouts rarely result from password expirations.

“Installing Password Manager along with Password Expiration Notifier significantly reduced our number of password reset helpdesk requests,” Atkins said. “We also have less people locked out of their accounts because of expired passwords.”

## Conclusion:

Password management and support had long been a thorn in the side of Nevada Joint Union High School. The school’s previous administration technique placed an excessive burden on the helpdesk, and when the State of California’s K-12 Ed-Tech Voucher program offered the funding necessary to resolve the issue, the IT department selected to go with the NetWrix Password Manager and Password Expiration Notifier. Together, by way of self-service administration and timely password-expiration reminders, the two solutions have reduced the number of password management helpdesk calls and password lockouts resulting from password expirations.

The K-12 Ed-Tech Voucher offers the same opportunity to any California public school that serves discounted lunch to at least 40 percent of its students, and can be used to purchase software that will aid in effective password management.

## About NetWrix Corporation

Established in 2006, NetWrix Corporation provides innovative and cost-effective solutions that simplify and automate the management of Windows networks. With in-depth knowledge and experience managing Windows environments of all sizes, the company delivers solutions to meet complicated business requirements while fulfilling the best expectations of IT professionals.