

Break Glass



Ideal User

- > IT admins or third-party consultants
- > Require one-off or emergency admin access

Overview

This User Guide covers the Break Glass Account feature: our Microsoft LAPS replacement which provisions a temporary, one-time-use, local administrator account on the desired endpoint - be that on a domain, Azure AD, or stand-alone.

When to Use the Feature

This feature is ideal in emergency situations such as when the domain trust relationship is broken and needs to be reconnected using an administrator account.

It can also be used to safely provision Just-In-Time administrator accounts for specific purposes, e.g., providing server access to consultants without giving them domain-wide permissions at any point in time, or allowing other users who don't have account credentials to log in to an endpoint for servicing or other one-off tasks.

How to Use the Feature

To log in to a Break Glass Account, an IT admin/Admin By Request Portal user will provide you with one-time-use credentials. This may be via SMS, email, or in person. You then need to activate the Break Glass Account using one of the following three methods:

How to Use the Feature (cont.)

- > **Restart:** Restart the device, then wait approximately 30 seconds for the account to be created. Your IT admin will receive a notification when the account is ready, and it will appear in the bottom-left of the Windows log on screen along with the other accounts available on that endpoint.
- > **Other User:** If enabled, you can select *Other User* in the Windows log in screen and type the generated Break Glass Account Username and Password into the fields. This may fail on the first attempt; if so, wait 10 seconds and then try again.
- > **Invoke About:** A third method to activate the account is by logging in to another account on the endpoint, selecting the Admin By Request icon from your Tray Tools, and clicking the *About* item from the menu.

Once logged in to the Break Glass Account, you have administrator privileges to undertake elevated tasks within the predetermined Expiry time (displayed on the built-in screensaver). The account is terminated permanently when you log out, or when the Expiry time is reached - whichever comes sooner.

Why is it Needed?

TO IMPROVE SECURITY ✓

Admin rights to a device are sought-after by cyber criminals as they provide a much greater degree of access and the ability to cause the most damage. With Admin By request, you only obtain Admin rights when you need them - minimizing the attack window and decreasing the risk of account compromise.

TO INCREASE PRODUCTIVITY ✓

As a regular user, you likely faced the issue of needing to provide Admin credentials to undertake elevated activity, such as software installs. With Admin By Request, you can use your own credentials. Your IT Admins will no longer be tied up entering their details for you, and you won't have to waste valuable time waiting for them to do so.

About Admin By Request

Admin By Request is an application designed to protect your computer and network by providing you with temporary administrative access only when you absolutely need it. When you do need to do something on your device that requires elevated privileges, you can use the application to obtain this access.