

University of South Bohemia: Password reset via NIA / Bank iD

The University of South Bohemia in České Budějovice manages more than 15,000 active digital identities. To support this, it uses an IDM solution from Orchitech built on the open-source Wren:IDM platform. Within its complex environment, the university needed a way to streamline and better secure the process of setting and resetting passwords. The answer was to integrate the IDM platform with NIA and Bank iD.



The starting point

A defining feature of the university environment is the large number of new identities added every year. This places significant demands on user account and password management. One of the key challenges was how to deliver temporary passwords to new students securely. The original password management process included several areas that needed improvement:

- **Weak temporary passwords** — because secure delivery was difficult, passwords were generated from personal data, and students were required to change them at first sign-in.
- **A time-consuming process** — when a user forgot their password, they had to contact an administrator in person, by phone, or through the Service Desk, and the password then had to be reset manually.
- **Limited identity verification** — if the user did not appear in person, there was no reliable way to verify their identity.

The solution

After evaluating different options, we choose identity verification through NIA (Czech national electronic identification gateway) and Bank iD (Bank-Verified Identity). The goal was to enable a secure, fully automated process for password setup and reset.

The result was a **self-service password reset** process verified through NIA or Bank iD, creating a federated environment that connects service providers and relying parties (SP/RP) with identity providers (IdP).

An authentication gateway was integrated into the IDM solution:

- **NIA integration** uses the SAML 2.0 protocol, with the university IDM platform acting as the Service Provider (SP).
- **Bank iD integration** uses OpenID Connect, with IDM acting as the Relying Party (RP).

After successful authentication, the requested attributes are passed to IDM, where the user is matched to their identity in the system.

Outcomes

- **Significant reduction in the need for administrators to reset passwords**
Only exceptional cases are handled manually (when user lacks identification via NIA or Bank iD).
- **Acceleration of the password reset process and convenience for users**
Password reset is immediate, available from anywhere, and uses trusted services that users already know.
- **Elimination of the generation of an initial password derived from the user's personal data**
A random password is generated for a new account, which the user resets at the first login.
- **Enhanced security of password management**
Guessable passwords derived from personal data were eliminated, while trusted identity verification enabled strong authentication.

By introducing self-service password reset with verification through NIA / Bank iD, the university achieved stronger security, more efficient IT support, and a better user experience.

About the client

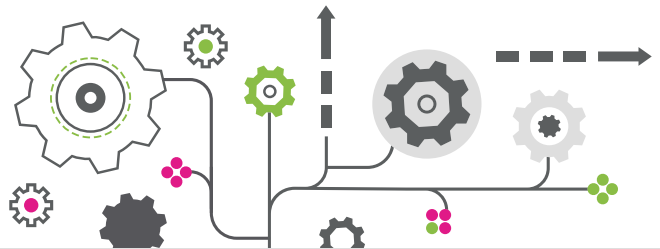
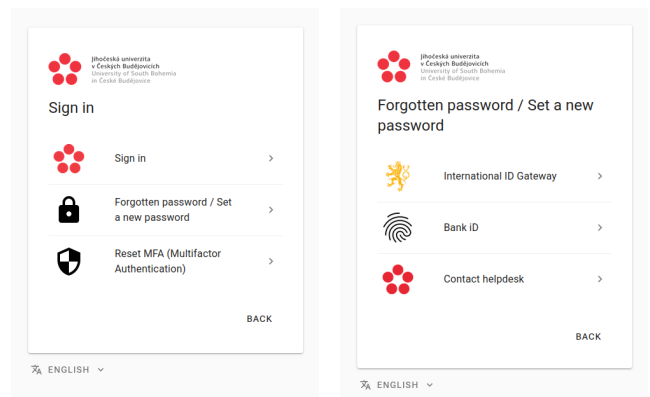
University of South Bohemia is one of the ten largest universities in the Czech Republic. It has more than ten thousand students supported by hundreds of staff.

Managing access across its IT environment is demanding not only because of the number of identities, but also because of the regular waves of student arrivals / departures.

The university has been working with Orchitech since 2014.

Password reset from the user's perspective

1. On the sign-in page, the user selects "Forgotten password / Set a new password".
2. They choose a verification method: NIA (International ID Gateway for foreigners) or Bank iD.
3. After successful authentication, they are redirected back to IDM and set a new password.



About Orchitech

We help IT departments to:

- Automate routine tasks
- Save time and costs
- Efficiently manage and secure identities of employees and external workers
- End audit-related stress thanks to instant oversight

Our solutions ensure compliance with legislative requirements, including GDPR, NIS2, and other EU regulations. With more than 18 years of experience we have delivered over 100 projects for 50 clients in both the public and private sectors.