

SecureID – Usage Guide

A lightweight identity-verification tool for IT Helpdesks

Overview

SecureID is a lightweight web application designed to help IT support teams securely verify user identities and perform privileged actions such as password resets and MFA clearing.
Users can be validated through either:

- **Phone Verification** (voice call with verification code)
- **Digital ID Verification** (Microsoft Entra Verified ID / Authenticator-based credential)

Images displayed in this guide reflect the UI shown in the uploaded document pages.

1. Accessing the Application

Navigate to the SecureID web portal:

`https://secureid-xxxxxxxxxxxxxxxxxx.azurewebsites.net`

A custom domain (e.g., `x@company.com`) may be added later.
(URL anonymized)

2. Sign In

Authenticate using your organization's SSO / Microsoft 365 account.
If you are already logged in, the app will automatically forward you.

3. Start a Verification

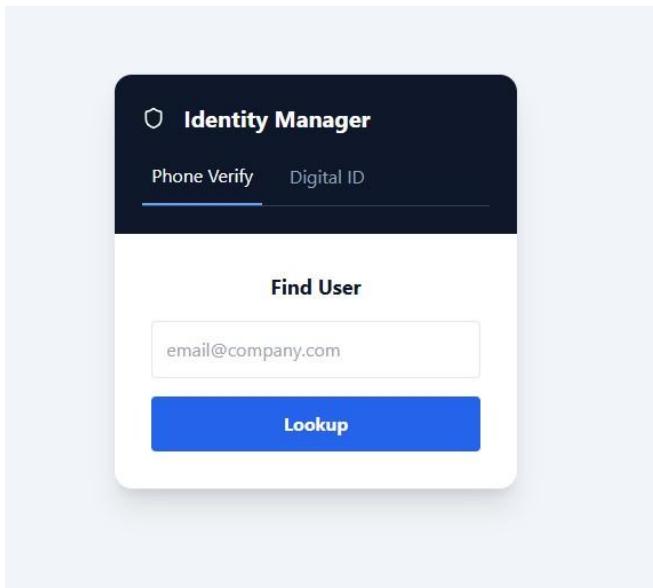
You may choose between:

Phone Verification

Send a verification call to the phone number on record for the user.

Digital ID Verification (Preview)

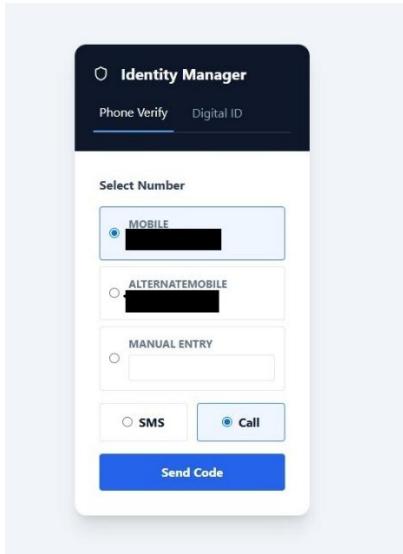
Allows identity validation through Microsoft's Verified ID framework using a QR code scanned via Microsoft Authenticator.



4. Retrieve Authentication Methods

When searching by email, SecureID queries the directory and returns all phone-based authentication methods available for that user.

Extensions should work, though edge-case behavior is still being validated.

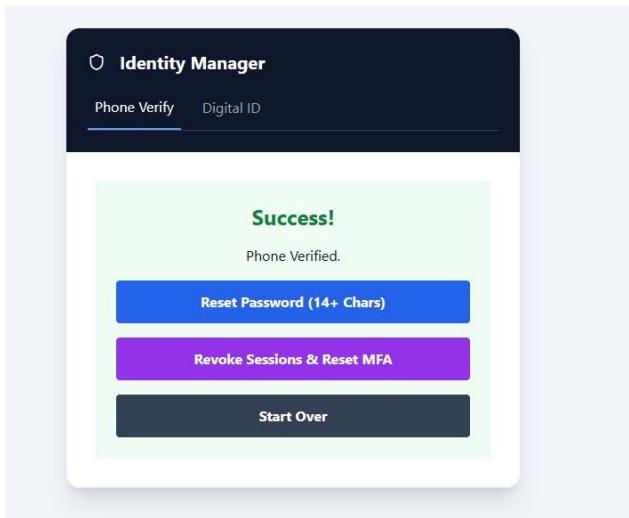
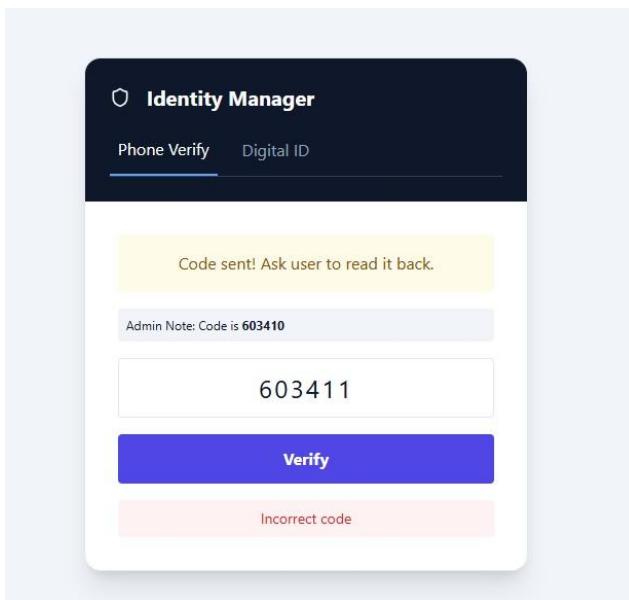


5. Phone Call Verification

1. The user receives an automated call.
2. The spoken verification code **must match** the code displayed on your screen.
3. Once validated, SecureID confirms successful identity verification.

After verification, you may:

- **Reset the user's password** (14+ characters)
- **Revoke active sessions**
- **Reset MFA methods** (*Microsoft has begun restricting some automated resets*)



6. Digital ID Verification (Optional)

Digital ID verification requires:

- A **Verified Credential** (e.g., "VerifiedEmployee") created under Microsoft Entra Verified ID.
- Your SecureID App Service URL added to Verified ID **Trusted Domains**.

When initiated, the tool displays:

- A **QR code** for the user to scan.
- Buttons to **email the link**, copy the QR, or copy the deep link.

Once verified, the UI confirms identity and enables password and MFA management actions, just like phone verification.

