



RSA Help Desk Live Verify + Microsoft Entra

SECURE THE HELP DESK. AVOID BYPASS ATTACKS. REDUCE BREACH RISK.

The security problem: social engineering attacks on the help desk

The help desk is one of the most common and successful entry points for attackers. Even in organizations using Microsoft Entra and multi-factor authentication (MFA), social engineering attacks frequently bypass controls by targeting help desk workflows. In financial services and government, where a single compromised account can trigger regulatory action or a national security incident, this risk is particularly critical.

The RSA solution: verifying identity beyond the passwordless login

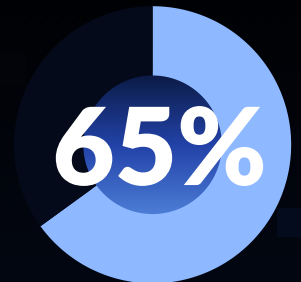
RSA Help Desk Live Verify (patent pending) addresses this gap by ensuring passwordless identity verification is built into every help desk interaction. Unlike traditional methods, it delivers true mutual authentication between agent and caller while removing the need for callers to reveal any sensitive data. By integrating with Microsoft Entra, RSA Help Desk Live Verify allows help desk teams to confidently confirm the right person is making the request before access is changed.

The result is fewer bypass attacks, lower breach risk, and a more secure help desk without slowing down support.

What is RSA Help Desk Live Verify?

RSA Help Desk Live Verify is a core capability within the **RSA® ID Plus** modern identity security platform that includes full passwordless authentication capabilities. As part of RSA ID Plus, RSA Help Desk Live Verify extends strong identity assurance beyond authentication to protect the help desk, where attackers often attempt to exploit human trust.

Working seamlessly with Microsoft Entra, RSA Help Desk Live Verify ensures the person making the request is verified before sensitive actions are performed, closing one of the most common attack paths used in social engineering and account takeover attempts. Organizations can leverage a variety of passwordless methods, including either the Microsoft Authenticator app or the RSA Authenticator app, FIDO security keys, or hardware authentication methods.



of organizations surveyed are seriously concerned that their IT help desk or service desk would fail to stop a social engineering attack.



of organizations surveyed said that social engineering attacks on their IT help desk or service desk were the most significant risk for their organization.

Source: [2026 RSA ID IQ Report](#)

Why RSA ID Plus + Microsoft Entra?

By combining Microsoft Entra with RSA ID Plus, organizations gain layered identity protection that spans:

- Authentication and access control (Microsoft Entra)
- High-assurance identity verification to prevent help desk attacks (RSA Help Desk Live Verify)
- Phishing-resistant, passwordless authentication across all workflows (RSA Passwordless)

This approach helps organizations move from MFA-only protection to more advanced identity assurance.

Key benefits

RSA Help Desk Live Verify, as part of RSA ID Plus, helps organizations:

- Reduce the risk of breaches originating from the help desk
- Protect against impersonation and social engineering attacks
- Secure sensitive support requests such as VPN access issues, account lockouts, and more
- Extend Microsoft Entra security without disruption
- Strengthen identity assurance without adding complexity for help desk teams

[Learn more and see RSA Help Desk Live Verify in action.](#)

Who this is for:

RSA Help Desk Live Verify is for you if you are:

- A help desk leader responsible for secure and efficient user support
- An identity and access management (IAM) leader focused on moving to passwordless and reducing account takeover risk
- Charged with setting standards for Microsoft Entra and extending identity security to the help desk
- A security leader in financial services, government, or other high-assurance industries with strict compliance and identity assurance requirements

[Contact us now to learn more about RSA ID Plus and RSA Help Desk Live Verify.](#)

About RSA

The AI-powered RSA Unified Identity Platform protects the world's most secure organizations from today's and tomorrow's highest-risk cyberattacks. RSA provides the identity intelligence, authentication, access, governance, and lifecycle capabilities needed to prevent threats, secure access, and enable compliance. More than 9,000 security-first organizations trust RSA to manage more than 60 million identities across on-premises, hybrid, and multi-cloud environments. For additional information, visit our website to [contact sales](#), [find a partner](#), or [learn more](#) about RSA.