



SOLUTION BRIEF

# RSA Help Desk Live Verify

Secures every user. Zero phishable credentials. Verified bi-directional trust.

## Today's attackers are no longer breaking in. They're calling in.

The [2026 RSA ID IQ Report](#) found that 69% of organizations reported an identity-related breach in the last three years, and 51% reported that bypass attacks represented their most significant risk.

Financial services, government agencies, and high-assurance organizations are right to be concerned. Social engineering attacks targeting workforce identity workflows are surging. Tech support fraud cost organizations nearly \$600M in 2025 alone. The MGM Resorts attack began with a single call to IT support—\$145M in losses followed. The Marks & Spencer breach exceeded £650M in operational disruption. These are not zero-day exploits. They are process failures that begin with one thing: a verification gap.

For government agencies, financial services, and high-assurance organizations, closing that gap requires more than phishing-resistant MFA. It demands verified, bi-directional trust at every sensitive interaction—and the ability to confirm every user, with or without a registered authenticator.

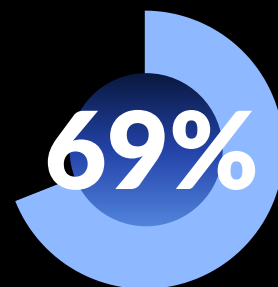
## Verification that cannot be faked, forced, or phished

**RSA Help Desk Live Verify** (patent pending) is a core component of **RSA® ID Plus**, the industry's most complete secure passwordless access management platform. The solution fortifies financial services, government agencies, and high-assurance organizations from MFA bypass attacks, social engineering, deepfakes, and other attacks with:

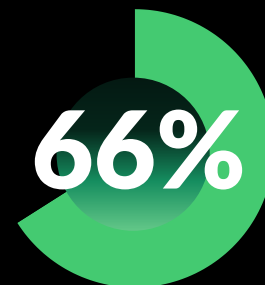
- **Bi-directional trust:** Mutual authentication ensures both help desk teams and users can verify each other's identities—eliminating impersonation threats and tech support scams. RSA is the only vendor that offers confirmation for both parties. No other solution closes this vulnerability.
- **No shared secrets.** Fully passwordless: Users never disclose PINs, passwords, or one-time passcodes—credential exposure is eliminated from users' interactions entirely. RSA's own deployment reduced help desk call time costs by 66%.
- **Smart, real-time threat detection:** **RSA® Risk AI** identifies threats instantly and steps up verification automatically when risk signals appear while **RSA® Mobile Lock** blocks compromised devices against fraud, malware, and trojans before they can be used to authenticate.
- **Any sensitive interaction, not just the help desk:** Wire transfers. VPN recovery. HR record changes. High-value financial approvals. RSA Help Desk Live Verify extends phishing-resistant verification to any workflow where identity must be confirmed before a sensitive action is taken.

## Verify any user—no authenticator required

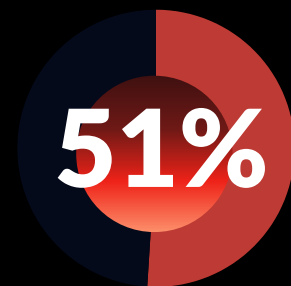
Contractors. Temps. Partners. These users have always represented a verification gap—and attackers have systematically targeted them. RSA Help Desk Live Verify closes it with ID Verification powered by ID Dataweb: government IDs, driver's licenses, passports and more, all verified in real time through a browser. No app. No enrollment required. The same, bi-directional model is available to every user in your extended workforce.



of organizations said they had suffered an identity-related data breach in the last three years.



reduction in RSA internal help desk calls following the introduction of RSA Help Desk Live Verify.



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**

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## Protection across all channels and transactions

RSA Help Desk Live Verify secures interactions regardless of location—office, remote, or field. It protects wire transfers, VPN recovery, HR record changes, credential enrollment, and high-value financial transaction approvals in regulated industries. Every interaction is logged and available for audit and compliance reporting.

## Industry use cases

RSA Help Desk Live Verify addresses a specific set of environments and use cases. It is most relevant for:

- **Financial institutions.** Wire transfer authorization, real-time payment approval, and account access requests all involve sensitive interactions where identity assurance directly reduces fraud exposure.
- **Government and high-assurance environments.** Agencies and contractors operating in environments with strict identity assurance requirements benefit from a verification model that works for users across the full identity boundary, not just those with government-managed devices.
- **Any organization using RSA Help Desk Live Verify today.** If you have already deployed RSA Help Desk Live Verify for authenticator-equipped users, this release lets you extend the same protection to the users currently outside that coverage—without changing your existing configuration.
- **Organizations with extended workforces.** If contractors, partners, or temporary workers interact with your help desk or are involved in sensitive workflows, they have historically represented a verification gap. RSA Help Desk Live Verify is built for this.

## Stop social engineering at the source

RSA Help Desk Live Verify with ID verification is planned for General Availability in late summer 2026. Contact your RSA account manager to get started or request a demo at [RSA.com](https://RSA.com).

## About RSA

RSA is the identity standard for government agencies, finance, and high-assurance organizations. RSA provides the identity intelligence, authentication, access, governance, and lifecycle capabilities needed to prevent threats, secure access, maintain operations, and surpass 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.