

How do I find my Agency User ID and/or Password?

➤ Determine your Agency User ID (AUID)

To access SATERN from a mobile device, you will be required to log into the Access Launchpad with your Agency User ID (AUID) and password. Follow these steps if you don't know your AUID and/or password.

Here's how to find your AUID

1. Open a browser on your mobile device and navigate to the Access Launchpad web site at <https://launchpad.nasa.gov>. (Note: You can also do this on a PC or Mac that is not connected to the NASA network. To find your AUID when connected to the NASA network from a PC or Mac, open your browser to <https://launchpad.nasa.gov/amserver/fid.tiles> and skip to step 3).

2. Tap the **Agency User ID** link.

3. Enter your **First Name**, **Last Name**, and **Date of Birth**.
4. Tap the **Next** button.

Log into SATERN at <https://satern.nasa.gov>



Your Agency User ID is shown

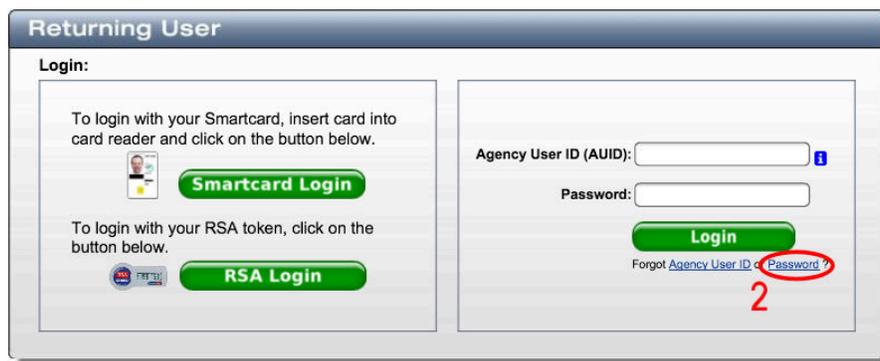
5. Tap the close button to exit.

➤ Change your Agency password

To access SATERN from a mobile device, you will be required to log into the Access Launchpad with your Agency User ID (AUID) and password. Follow these steps if you don't know your password.

Here's how to change your Password

1. Open a browser on your mobile device and navigate to the Access Launchpad web site at <https://launchpad.nasa.gov>. (Note: You can also do this on a PC or Mac that is not connected to the NASA network. To change your Password when connected to the NASA network from a PC or Mac, open your browser to <https://launchpad.nasa.gov>, click Reset Expired/Forgotten Launchpad Password and skip to step 5).



2. Tap the **Password** link.

Log into SATERN at <https://satern.nasa.gov>

3. Enter your First and Last Name, Date of Birth, and Email Address.
4. Tab the **Next** button.

5. Answer the security questions (Note: Your questions may differ from those shown here).
6. Tap the **Next** button.

Log into SATERN at <https://satern.nasa.gov>

7. Enter and confirm a new password (Note: To ensure your password strength is “Strong” your password must comply with NIST 800-53 password strength requirements - minimum 8 characters, containing at least one each of uppercase, lowercase, numbers and special characters).
8. Tap the **Next** button.

Your password has been changed.