

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

## How do I log into SATERN?

### ➤ Log into SATERN

- Launch your Internet browser and go to <https://satern.nasa.gov>.
- From the Splash page, click on the **Log Into SATERN** button.

## Forgot your Agency User ID and Password?

After clicking on the **Log Into SATERN** button from the Splash page, you will be directed to enter your Launchpad credentials. If you have forgotten either your Agency User ID or Password, follow these steps. (**NOTE:** if you have already logged into your NASA machine from your local site, Launchpad will automatically authenticate).

### Forgot your Agency User ID?

- From the Returning User dialog box, click on **Agency User ID** in Forgot Agency User ID or Password? link.

### User Directory

- Enter your First Name, Last Name, and Date of Birth and click **Next**.
- Your Agency User ID will be displayed.

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## Forgot your Password?

- From the Returning User dialog bog, click on **Password** in Forgot Agency User ID or Password? link.

### Step 1: Enter Agency User ID

Please enter your Agency User ID:

Agency User ID

**Cancel**

**Next ▶**

- Enter you Agency User ID and click **Next**.

### Step 2: Answer Security Questions

Please answer the security questions below:

What is your favorite color?

Where was your mother born?

What is the name of your last high school?

**Cancel**

**Next ▶**

- Answer your personal security questions and click **Next**.

### Step 3: Create New Password

Please enter a new password below:

New Password:  [Password strength:](#)

Confirm New Password:

**Cancel**

**Next ▶**

- Create new password and click **Next**.