Introduction

Welcome to the Johnson Space Center (JSC)! The intent of this Welcome Kit is to provide you with all the necessary resources to navigate through your new career at NASA. This document is extensive and contains links to many resources. Please use it as a reference when you have general questions. If you find broken links, out-of-date content, or think some content is missing, please contact a member of the EMERGE ERG leadership team (jsc-emerge-leadership@lists.nasa.gov).

How to Use this Kit

The Welcome Kit is intended to be used as a reference document. It is readily searchable so try the Table of Contents or, if you’re viewing an electronic version, your document reader’s search function and embedded links (including the Table of Contents).
Table of Contents

Welcome to NASA!
   Our Purpose, Vision, and Values
   NASA History in Brief
   Current Work
   Agency Structure
Welcome to JSC!
   Center Director’s Welcome
   About JSC
   JSC’s Mission and Center Goals
   JSC Organizations
   JSC Expected Behaviors
Getting Around JSC
   Site Map
   Driving and Parking
   Dining
   Other Facilities
   Important Phone Numbers
NASA Orientation Resources
   NASA Shared Services Center (NSSC) Employee Orientation
   Onboarding Checklists
   JSC Handbook
   Human Resources Online Tools
JSC Procedures
   Work Schedule
   NASA Badge
   Use of Government Equipment
   Information Technology (IT) Quick Links
   IT FAQs
   Export Control
   Safety and Sustainability
   Equality and Conflict Resolution
   Prohibited Practices
Next Steps
   Training
   Employee Resource Groups (ERGs)
   Outreach and Volunteering
   Programs
   Starport
   Gilruth Center
   Clubs
   Local Attractions
Appendix
   Helpful Websites
   JSC Handbook Sections With Links
Welcome to NASA!
Our Purpose, Vision, and Values

The most recent Strategic Plan, published in 2014, outlines the strategic goals NASA intends to achieve, and how the agency intends to achieve those goals. Our future success and global leadership will be determined largely by the investments and innovations we make today in scientific research, technology, and our workforce. NASA’s focus has always been, and will always be, to discover, invent, and demonstrate new technologies, tools, and techniques that will allow our Nation to explore space while improving life on Earth. This is our passion, our purpose, and what drives our Vision and Mission.

Our Vision: We reach for new heights and reveal the unknown for the benefit of humankind.

Our Mission: Drive advances in science, technology, aeronautics, and space exploration to enhance knowledge, education, innovation, economic vitality, and stewardship of Earth.

Our Core Values: Safety, Integrity, Teamwork, and Excellence.

Our Guiding Principles: The National Aeronautics and Space Act (the “Space Act,” found at 51 U.S.C. sec. 20101 et seq.) directs us to:

- Plan, direct, and conduct aeronautical and space activities;
- Arrange for participation by the scientific community in planning scientific measurements and observations to be made through use of aeronautical and space vehicles, and conduct or arrange for the conduct of such measurements and observations;
- Provide for the widest practicable and appropriate dissemination of information concerning its activities and the results thereof;
- Seek and encourage, to the maximum extent possible, the fullest commercial use of space;
- Engage in a program of international cooperation;
- Encourage and provide for Federal Government use of commercially provided space services and hardware, consistent with the requirements of the Federal Government.
For more information, visit

NASA History in Brief

*From the NASA History in Brief
http://history.nasa.gov/brief.html

October 1, 1958, the official start of the National Aeronautics and Space Administration (NASA), was the beginning of a rich history of unique scientific and technological achievements in human space flight, aeronautics, space science, and space applications. Formed as a result of the Sputnik crisis of confidence, NASA inherited the earlier National Advisory Committee for Aeronautics (NACA), and other government organizations, and almost immediately began working on options for human space flight. NASA’s first high profile program was Project Mercury, an effort to learn if humans could survive in space, followed by Project Gemini, which built upon Mercury’s successes and used spacecraft built for two astronauts. NASA’s human spaceflight efforts then extended to the Moon with Project Apollo, culminating in 1969 when the Apollo 11 mission first put humans on the lunar surface. After the Skylab and Apollo-Soyuz Test Projects of the early and mid-1970s, NASA's human spaceflight efforts again resumed in 1981, with the Space Shuttle program that helped build the International Space Station.

Building on its NACA roots, NASA has continued to conduct many types of cutting-edge aeronautics research on aerodynamics, wind shear, and other important topics using wind tunnels, flight testing, and computer simulations. NASA’s highly successful X-15 program involved a rocket-powered airplane that flew above the atmosphere and then glided back to Earth unpowered, providing Shuttle designers with much useful data. The watershed F-8 digital-fly-by-wire program laid the groundwork for such electronic flight in many other aircraft including the Shuttle and high performance airplanes that would have been uncontrollable otherwise. NASA has also done important research on such topics as "lifting bodies" (wingless airplanes) and "supercritical wings" to dampen the effect of shock waves on transonic aircraft.

Additionally, NASA has launched a number of significant scientific probes such as the Pioneer and Voyager spacecraft that have explored the Moon, the planets, and other areas of our solar system. NASA has sent several spacecraft to investigate Mars
including the Viking and Mars Pathfinder spacecraft. The Hubble Space Telescope and other space science spacecraft have enabled scientists to make a number of significant astronomical discoveries about our universe.

NASA also has done pioneering work in space applications satellites. NASA has helped bring about new generations of communications satellites such as the Echo, Telstar, and Syncom satellites. NASA's Earth science efforts have also literally changed the way we view our home planet; the Landsat and Earth Observing System spacecraft have contributed many important scientific findings. NASA technology has also resulted in numerous "spin-offs" in wide-ranging scientific, technical, and commercial fields. Overall, while the tremendous technical and scientific accomplishments of NASA demonstrate vividly that humans can achieve previously inconceivable feats, we also are humbled by the realization that Earth is just a tiny “blue marble" in the cosmos.

For more information, visit [http://www.hq.nasa.gov/office/pao/History/factsheet.htm](http://www.hq.nasa.gov/office/pao/History/factsheet.htm)

**Current Work**

NASA is currently engaged in programs that support the long-term goal of sending humans to Mars. This includes:

- The continued study of microgravity and the space environment with the International Space Station (ISS)
- The support of the transition of low Earth orbit (LEO) operations to the private section with the Commercial Crew Program
- The development of the next-generation crew capsule, the Orion spacecraft, to travel beyond LEO
- The development of the biggest rocket yet, the Space Launch System (SLS) to get large payloads into orbit that will be required for exploration
- The continued scientific study of Earth and other planets
- And much more!

For more information on NASA’s current work, visit the corresponding website:

Journey to Mars: [http://www.nasa.gov/topics/journeytomars/index.html](http://www.nasa.gov/topics/journeytomars/index.html)
Orion: http://www.nasa.gov/exploration/systems/orion/index.html
SLS: http://www.nasa.gov/exploration/systems/sls/index.html
Earth science: http://science.nasa.gov/earth-science/
The study of other planets: http://solarsystem.nasa.gov/index.cfm

NASA’s missions, programs, and projects are ensuring the United States will remain the world’s leader in space exploration and scientific discovery for years to come, while making critical advances in aerospace, technology development, and aeronautics.

For more information, visit http://www.nasa.gov/about/whats_next.html

Launch Schedule

Rocket launches play a key role in NASA’s current work. For many work assignments, it is useful to have a general awareness of when launches are. It may be possible to see some of these launches in person (for more information on seeing a launch, find the appropriate section on the launch schedule website below).

The launch schedule is available as a continually-updated web page that shows estimated dates of rocket launches. These dates may frequently change due to the many challenges associated with a successful launch, like anomalies with payload, launch vehicle, communications, weather, timing, range, and others. The launch schedule does not list all of the launches across the world, only those that NASA is launching or is somehow involved with.

For more information, visit http://www.nasa.gov/launchschedule/.

Spinoffs: How NASA Impacts Life on Earth

NASA technology has transferred to a variety of fields, including making airplanes quieter and more efficient, improving fire protection gear for firefighters, and improving medical technologies like ultrasounds, to name a few.

Check out the NASA Spinoffs website to learn about how NASA technology has moved into the private sector and improved life on Earth. Every year flyers, brochures, and
other forms of information are released, which you can learn from and share with your friends, family, and at outreach events.

For more information, visit https://spinoff.nasa.gov/index.html

Agency Structure

Mission Directorates

NASA’s Headquarters (HQ) is located in Washington, DC. To implement NASA’s Mission, HQ is organized into four principal organizations called Mission Directorates:

- Aeronautics: Pioneers and proves new flight technologies that improve our ability to explore and which have practical applications on Earth.
• Exploration Systems: Creates new capabilities and spacecraft for affordable, sustainable human and robotic exploration
• Science: Explores the Earth, moon, Mars, and beyond; charts the best route of discovery; and reaps the benefits of Earth and space exploration for society.
• Space Operations: Provides critical enabling technologies for much of the rest of NASA through the space shuttle, the International Space Station, and flight support.

For more information, visit http://www.nasa.gov/about/highlights/what_does_nasa_do.html.

NASA Centers and Facilities

Ten field centers and a variety of installations around the country conduct the day-to-day work in laboratories, on airfields, in wind tunnels, and in control rooms. Together, this skilled, diverse group of scientists, engineers, managers, and support personnel share the Vision, Mission, and Values that are NASA.
<table>
<thead>
<tr>
<th>Center</th>
<th>Location</th>
<th>Website</th>
<th>Primary Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>NASA Headquarters (HQ)</td>
<td>Washington, DC</td>
<td><a href="http://www.hq.nasa.gov">www.hq.nasa.gov</a></td>
<td>Provides overall guidance and direction to the agency, under the leadership of the Administrator</td>
</tr>
<tr>
<td>Ames Research Center (ARC)</td>
<td>Moffett Field, CA</td>
<td><a href="http://www.arc.nasa.gov">www.arc.nasa.gov</a></td>
<td>IT, fundamental aeronautics, bio and space science technologies</td>
</tr>
<tr>
<td>Armstrong Flight Research Center (AFRC)</td>
<td>Edwards, CA</td>
<td><a href="http://www.dfrc.nasa.gov">www.dfrc.nasa.gov</a></td>
<td>Flight research</td>
</tr>
<tr>
<td>Glenn Research Center (GRC)</td>
<td>Cleveland, OH</td>
<td><a href="http://www.grc.nasa.gov">www.grc.nasa.gov</a></td>
<td>Aeropropulsion and communications technologies.</td>
</tr>
<tr>
<td>Goddard Space Flight Center (GSFC)</td>
<td>Greenbelt, MD</td>
<td><a href="http://www.gsfc.nasa.gov">www.gsfc.nasa.gov</a></td>
<td>Earth, the solar system, and Universe observations</td>
</tr>
<tr>
<td>Jet Propulsion Laboratory (JPL)</td>
<td>Pasadena, CA</td>
<td><a href="http://www.jpl.nasa.gov">www.jpl.nasa.gov</a></td>
<td>Robotic exploration of the solar system</td>
</tr>
<tr>
<td>Johnson Space Center (JSC)</td>
<td>Houston, TX</td>
<td><a href="http://www.jsc.nasa.gov">www.jsc.nasa.gov</a></td>
<td>Human space exploration</td>
</tr>
<tr>
<td>Kennedy Space Center (KSC)</td>
<td>Merritt Island, FL</td>
<td><a href="http://www.ksc.nasa.gov">www.ksc.nasa.gov</a></td>
<td>Prepare and launch missions around the Earth and beyond</td>
</tr>
<tr>
<td>Langley Research Center (LaRC)</td>
<td>Hampton, VA</td>
<td><a href="http://www.larc.nasa.gov">www.larc.nasa.gov</a></td>
<td>Aviation and space research</td>
</tr>
<tr>
<td>Marshall Space Flight Center (MSFC)</td>
<td>Huntsville, AL</td>
<td><a href="http://www.msfc.nasa.gov">www.msfc.nasa.gov</a></td>
<td>Space transportation and propulsion technologies</td>
</tr>
<tr>
<td>Stennis Space Center (SSC)</td>
<td>Stennis Space Center, MS</td>
<td><a href="http://www.ssc.nasa.gov">www.ssc.nasa.gov</a></td>
<td>Rocket propulsion testing and remote sensing technology</td>
</tr>
</tbody>
</table>

Return to Table of Contents
<table>
<thead>
<tr>
<th>Facility</th>
<th>Location</th>
<th>Website</th>
<th>Primary Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent Verification and Validation Facility (IV&amp;V)</td>
<td>Fairmont, WV</td>
<td><a href="http://www.ivv.nasa.gov">www.ivv.nasa.gov</a></td>
<td>Provides safety and cost-effectiveness for mission critical software</td>
</tr>
<tr>
<td>NASA Engineering and Safety Center (NESC)</td>
<td>Hampton, VA</td>
<td><a href="http://www.nesc.nasa.gov">www.nesc.nasa.gov</a></td>
<td>Independent testing, analysis, and assessments of NASA's high-risk projects</td>
</tr>
<tr>
<td>NASA Safety Center (NSC)</td>
<td>Cleveland, OH</td>
<td><a href="http://nsc.nasa.gov">nsc.nasa.gov</a></td>
<td>Development of personnel, processes, and tools needed for the safe and successful achievement of strategic goals</td>
</tr>
<tr>
<td>NASA Shared Service Center (NSSC)</td>
<td>Stennis Space Center, MS</td>
<td><a href="http://www.nssc.nasa.gov">www.nssc.nasa.gov</a></td>
<td>Financial management, human resources, information technology, and procurement</td>
</tr>
<tr>
<td>Wallops Flight Facility (Wallops)</td>
<td>Wallops Island, VA</td>
<td><a href="http://www.wff.nasa.gov">www.wff.nasa.gov</a></td>
<td>Suborbital Research Programs</td>
</tr>
</tbody>
</table>

For more information, visit [http://www.nasa.gov/about/org_index.html#center](http://www.nasa.gov/about/org_index.html#center) and [http://www.nasa.gov/about/sites/index.html](http://www.nasa.gov/about/sites/index.html).
Agency Demographics

NASA’s workforce consists of civil servants and contractors. NASA keeps updated records about the agency’s workforce size, occupations, educational attainment, workforce measures, demographic information, and workforce map.

For more information, visit https://wicn.nssc.nasa.gov/.

NASA’s External Partners

Domestically, NASA works with private industry, universities, small businesses, and other government agencies, such as the Department of Defense.

Internationally, NASA has many international partners including the Canadian Space Agency (CSA), the Japan Aerospace Exploration Agency (JAXA), The Russian Federal Space Agency (Roscosmos or RKA), and the European Space Agency (ESA).

For more information, visit http://www.nasa.gov/mission_pages/station/cooperation/index.html.
Welcome to JSC!
Center Director’s Welcome

Welcome to the Johnson Space Center Team! You are joining an organization that takes great pride in its historic achievements in human space flight and looks ever forward to the great challenges and opportunities associated with the Vision for Space Exploration that will take us back to the Moon, on to Mars and beyond.

Dr. Ellen Ochoa

About JSC

*From About Johnson Space Center  
http://www.nasa.gov/centers/johnson/about/index.html

For more than 50 years, NASA’s Lyndon B. Johnson Space Center (JSC) in Houston has led our nation and the world on a continuing adventure of human exploration, discovery and achievement. The center has played a vital role in powering our country into the 21st century through technological innovations and scientific discoveries.

The dedicated professionals who work at JSC have made advances in science, technology, engineering and medicine that enable us to explore our world and universe as never before, and to derive unparalleled benefits from that exploration.

The Johnson Space Center was established in 1961 as the Manned Spaceflight Center, the home and Mission Control Center for the U.S. human spaceflight program. In 1973, it was renamed in honor of the late President, and Texas native, Lyndon B. Johnson.

The Johnson Center’s $1.5 billion complex occupies 1,620 acres southeast of downtown Houston, in the Clear Lake area.
In its early days, the center led the Gemini, Apollo, and Skylab projects. JSC presently serves as the home of mission control, NASA’s lead for International Space Station operations and missions, home to the Orion Multi-purpose crew vehicle, and numerous advanced human exploration projects. The center also plays an important role in NASA’s Commercial Crew programs.

As the center has evolved into one of NASA’s largest research and development facilities, the greater Houston area has developed into an aerospace hub with an identity of amazing achievements, hard work, and innovation.

For more information on JSC, visit
http://www.nasa.gov/centers/johnson/home/index.html or

JSC’s Mission and Center Goals

JSC’s Mission: Lead human space exploration.

JSC’s Priorities:
- Maximize use of ISS
- Enable success of the Commercial Crew Program
- Develop Orion for future missions
- Build the foundation for human missions to Mars

For more information, visit
JSC Organizations

The Johnson Space Center workforce is divided into a number of organizations. These organizations, listed alphabetically by mail code, are further subdivided into smaller functional groups such as divisions and branches. For a different view of JSC’s top-level organizations, and to see JSC’s current senior management team, take a look at the Graphical Organization Chart.

* Direct Reports to Headquarters
** Host Center/PPM at KSC
**AA - Office of the Director**
The JSC Director plans, organizes and directs all activities required to accomplish the missions assigned to JSC. The JSC Deputy Director shares the responsibilities of the Director and serves as acting director when necessary. The JSC Associate Director is responsible for all institutional activities at JSC and the White Sands Test Facility, N.M.

Read more
Director Ellen Ochoa biography
Deputy Director Mark Geyer biography
Associate Director Melanie Saunders biography

**AD - External Relations**
Oversees the functions of Community Relations, Education, Public Affairs, and University Research.

**AH - Human Resources Office**
Responsible for planning and implementing a human resources program.

**AJ - Office of Equal Opportunity and Diversity**
Plans, directs and administers all Federal Equal Opportunity Programs related to JSC employees.

Read more

**AL - Legal Office**
Provides in-depth legal support to the center’s activities, including satellite installations and offices.

Read more

**BA - Office of Procurement**
Provides matrixed business management support for JSC as an institution and, individually, for the program/project offices and directorates.

Read more

**CA - Flight Operations Directorate**
Responsible for providing trained astronaut crew members and for overall planning, directing, managing, and implementing overall mission operations for NASA human spaceflight programs. The Directorate is also responsible for all JSC aircraft operations including aircrew training.

Read more
EA - Engineering Directorate
Responsible for providing engineering design, development and test support for space flight programs assigned to JSC, such as the space station and advanced spacecraft.
Read more

GA - Multi-Purpose Crew Vehicle Program
Responsible for the Multi-Purpose Crew Vehicle (MPCV).
Read more

JA - Center Operations Directorate
Responsible for ensuring the availability of facilities and services necessary for the operation of JSC.
Read more

NA - Safety and Mission Assurance Office
Develops and implements an effective and integrated occupational health, industrial safety and environmental program for JSC.
Read more

RA - White Sands Test Facility
Responsible for management, administration, engineering, technical support and operations in support of development and qualification testing of spacecraft propulsion/power systems and components.
Read more

SA – Human Health and Performance Directorate
Responsible for providing the optimization of human health and performance throughout all phases of spaceflight through applied research, medical capabilities and flight crew interfacing hardware and systems.
Read more

VA - Commercial Crew Program
Manage the investment in the development of commercial end-to-end transportation systems to transport the crews safely to/from the ISS and to manage the Crew Transportation Systems (CTS) certification process and the supporting technical and programmatic Partner Integration functions.
Read more
XA - Exploration Integration and Science Directorate
Provides the leadership, strategy, priorities, integration, research, and development for enabling exploration.
Read more

Direct Reports to Headquarters

IA - Information Resources and Chief Information Officer
Responsible for implementing Center and Agency information resources initiatives.
Read more

LA - Chief Financial Officer
Responsible for JSC financial records and compliance.
Read more

OA - International Space Station Program Office
Responsible for design, construction and utilization of the International Space Station.
Read more

For more information, visit http://www.nasa.gov/centers/johnson/about/people/orgs/index.html or visit JSC’s internal website (https://internal.jsc.nasa.gov/) and select the Organizations tab.
JSC Expected Behaviors

The NASA values consist of Safety, Teamwork, and Integrity in support of Mission Success. We commit without compromise to embodying our core values in all that we do. To realize these values, we have defined a set of supporting behaviors for the contractors and civil servants who comprise the JSC community.

I am accountable professionally, technically, and fiscally to my coworkers, my team, my management, and the taxpayers.

**BE TRUSTWORTHY**
Act with integrity and honor
Our success is built on an environment of trust and ethical behavior. We exhibit sincerity and truthfulness in all actions.

**BE A KEY PLAYER**
Think “results”
We encourage all team members to be engaged contributors and develop solutions.

**BE OPEN MINDED**
Be receptive
We seek knowledge that will strengthen our team and ourselves.

**BE ACCOUNTABLE**
Be answerable and responsible for our actions
We are personally answerable for fulfilling our individual and team commitments.

**BE RESPECTFUL**
Demonstrate consideration and appreciation for others
We respect ourselves and each other, appreciating the creativity and broader perspective of a diverse team. This diversity is vital to our success.

With effective communication we make these behaviors common practice.
Communication is a two-way process that requires us to listen and understand at least as much as we speak.
We openly share information and knowledge, focusing on quality not quantity.

www.nasa.gov
SSW-2014-03-005-JGC
Getting Around JSC
Site Map

Overview with street map and satellite options:
https://jsc-ja-gisweb.ndc.nasa.gov/arcgis/home/webmap/viewer.html?webmap=81c2fc80b4984c25880df2751483bffe

Obtain a route for driving or walking: JSCmap.com

Download the JSC SiteView mobile app: http://siteview.jsc.nasa.gov/applications/

Driving and Parking

Driving and Speed Limits
Speed limits are typically posted. Parking lots are 15 miles per hour unless otherwise indicated. Speed limits are enforced by radar. Cell phone use is prohibited except when used with a hands-free device. Be aware of wildlife crossing the road while you’re driving, especially deer. See the wildlife section for more information. Yield to pedestrians crossing streets and follow these guidelines:

1. Stop for pedestrians in or pedestrians approaching crosswalks.
2. Don’t pass a vehicle that is stopped at a crosswalk.
3. Be courteous to each other. Remember, you are both a driver and a pedestrian at one time or another.
4. If you are driving an emergency vehicle, such as an ambulance or fire truck, you have the right-of-way, but you still have to drive with due caution.

Pedestrians at JSC have the right-of-way when they cross streets after they stop and look both ways to make sure it is safe to cross. They shall respect the vehicle’s presence because drivers may not see them or may not have time to react and stop. Pedestrians shall yield to emergency vehicles.

For more information, visit
http://jschandbook.jsc.nasa.gov/docs/revK/JPR1700-1ch5-3K.pdf
Parking
Do not park in spaces marked, on the curb or by signs designating areas such as, "RESERVED", "VISITOR PARKING", "PARKING FOR GOVERNMENT VEHICLES", "MEDICAL PATIENT", "HANDICAPPED PARKING", EMERGENCY VEHICLES ONLY", or any areas marked with yellow curbs or with yellow or white cross striping. Most reserved parking spaces have a letter and a number on the curb. Park only in designated parking areas. Only motorcycles may park in parking areas marked with white "zebra" stripes.

Timed Zones may be used for the periods indicated but employees should avoid using timed zones near their work area, as those zones are intended for use by short-term visitors.

A reserved parking space is identified by a curb marking or posted sign. The space is reserved at all times - 24 hours a day, 7 days a week. It is assigned to a specific individual(s) and is not to be used by others unless approval is obtained from the individual(s) assigned the reserved parking space.

On Flex Fridays and Federal Holidays, the Center has adopted “Open Range Parking”. Open Range means you can park in any space available on a first come, first served basis. You may park in timed spots, any executive reserved spots etc. Note:

- B30 South flight controller lot (small parking lot on south side of B30) will still be reserved for flight control team members who normally park on the North and South side of B30.
- Medical Reserved will be using B30S spots on Flex Fridays.
- Please do not park in government/service vehicle delivery spots. Workers still support the site and have to carry equipment, tools etc. to a job site.
- Blue handicap spots throughout the site are enforced 24/7.

For more information, visit http://employeeorientation.nasa.gov/jsc/getaround.htm
**JSC Bicycle Policy**

JSC encourages employees to commute to work using their personal bicycles. A number of bicycles are available for use on site, including “Free Range” bikes. These bikes can be used by any onsite employee and are not assigned. There are tool sets around the Center that can be used for light maintenance. Employees can report broken bikes on the Center Ops Cycling Page.

For more information, visit: [http://centerops.jsc.nasa.gov/jb/jb7/cycling/](http://centerops.jsc.nasa.gov/jb/jb7/cycling/)

**Gates**

JSC has four points of entry:

<table>
<thead>
<tr>
<th>Gate</th>
<th>Location</th>
<th>Open Times</th>
<th>Days of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (Main)</td>
<td>NASA Road 1 &amp; Saturn Lane</td>
<td>12 AM-12 PM</td>
<td>ALL</td>
</tr>
<tr>
<td>2</td>
<td>NASA Road 1 &amp; Upper Bay</td>
<td>6 AM-8:45 AM, 4-6 PM</td>
<td>Monday-Friday, excluding Flex Fridays and holidays</td>
</tr>
<tr>
<td>3</td>
<td>NASA Road 1 &amp; Space Center Boulevard</td>
<td>6 AM- 6 PM</td>
<td>Monday-Friday, excluding Flex Fridays and holidays</td>
</tr>
<tr>
<td>4</td>
<td>Bay Area Boulevard &amp; Space Center Boulevard</td>
<td>6 AM- 8 PM</td>
<td>Monday-Friday, closed Thanksgiving and Christmas</td>
</tr>
</tbody>
</table>

You can also exit JSC by the Gilruth Center. To re-enter via Gilruth, NAMS access is required on your PIV badge. More information and instructions are found here: [https://starport.jsc.nasa.gov/en/facilities/gilruth-reentry-gate](https://starport.jsc.nasa.gov/en/facilities/gilruth-reentry-gate)

Gates located at off-site NASA facilities include:

<table>
<thead>
<tr>
<th>Gate</th>
<th>Location</th>
<th>Open Times</th>
<th>Days of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>17</td>
<td>Ellington Field, by Hangar 135</td>
<td>5:30-7:00 AM, 3:00 PM-4:00 PM manned; other times require card reader access</td>
<td>Monday-Friday, excluding holidays</td>
</tr>
<tr>
<td>18</td>
<td>Ellington Field, by Hangar 276</td>
<td>6 AM-10 PM</td>
<td>ALL</td>
</tr>
<tr>
<td>23</td>
<td>Sonny Carter Training Facility</td>
<td>12 AM- 12 PM</td>
<td>ALL</td>
</tr>
</tbody>
</table>
Gate Protocol

At all times, positive badge checks and vehicle checks/inspections can be conducted, as required by uniformed security officers and JSC security specialists. Valid JSC badges are required for all passengers in vehicles. Photo ID is required for individuals with temporary or non-picture badges.

1. Helpful behaviors that everyone can do to assist with the Vehicle Inspection Process:
   a. If arriving when it’s dark, as you approach an inspection point please dim the vehicle’s headlights and turn on interior lights.
   b. Unlock doors and roll down windows so security personnel can see inside vehicle.
   c. Before arriving at inspection points, please end all cell phone calls.
   d. Reminder: No personal weapons/ammunition allowed on-site.

2. Employees, visitors, or astronaut dependents arriving at JSC gates or building 110 with children bound for the Day Care Center or Clinic with a JSC badge or names identified on the JSC Access Lists will be allowed to proceed.

3. Individuals with faded or worn badges should report to building 110 for rebadging.

For more information, visit http://centerops.jsc.nasa.gov/js/js4/#Security

Dining

On-site options include two cafeterias, Building 11 and Building 3. If you can’t get to the cafe, on-site delivery is also available, as well as catering for special events.

Starport Café Hours of Operation:
Breakfast: 7:00 a.m. - 9:30 a.m
Lunch: 11:00 a.m. - 1:30 p.m.
Flex Friday Hours: B3 is open 7:00 a.m. - 1:30 p.m. (Starbucks is closed); B11 is closed

To look up the menu online, go to the internal website, to the “Around JSC” pull down menu, and select “Cafeteria menu.” The direct link is https://johnsonspacecenter.catertrax.com/index.asp
Coffee and snack options include a Coffee Kiosk for coffee or smoothies in the Building 3 Cafe, and snack bars on first floor of Buildings 1 and 4 South. Many buildings have vending machines.

There are Micro-Markets in Mission Control and Bldg 1. These are like an unstaffed "Convenience store in the office" with a wide range of snacks, beverages, and fresh/frozen food including fresh salads, sandwiches, and healthy alternatives. There is a self-checkout kiosk that accepts credit cards or you can set up an account that is accessible via fingerprint.

- Directions for setting up an account for the Micro-Markets.
- Directions for depositing funds for your Micro-Market account.
- How to Purchase Items with your account.

For more information, visit https://starport.jsc.nasa.gov/en/cafes.

Food vendors and food trucks are now available in and around the Building 11 Cafeteria. Inside Food Vendors are available from 7:00am-9:00am for breakfast and 11:00am-1:00pm for lunch. Food Trucks serve lunch only from 11:00am-1:30pm. Vendors are on a rotating schedule and menu may vary daily. Visit the Starport Food Plaza page for schedules, menus, and more.

Off-site options include more than 60 restaurants within a 10 minute drive of JSC. These cover nearly every type of cuisine. Many of these establishments are on Bay Area Boulevard or the NASA Parkway. The food options nearest to the main gate are at the intersection of Saturn and NASA Parkway.

Other Facilities

Starport Gift Shops
Adjacent to each Starport Café in Buildings 3 and 11 are the Starport Gift Shops which offer space-themed gifts or souvenirs. In addition to high-quality gifts, the Starport Gift Shop offers greeting cards, gift wrap, postage stamps, floral arrangements and tickets to local events. They also print business cards, process photos, and arrange and deliver balloon bouquets to on-site addresses. Profits from the exchange store are used to fund the Gilruth Center and other employee activities.
Gilruth Center
The Gilruth Center is a large recreation and meeting center located in a wooded area on JSC’s northern boundary. The center is funded through non appropriated funds from user fees and Employee Exchange profits. A weight room, basketball court, jogging trails, frisbee golf course, and picnic areas are available for your use. Team sports such as volleyball, softball, and basketball are also available. The facility offers a variety of classes including group exercise, weight training, aerobics, ballroom and country western dance, and self-defense, some of which may be for an additional fee. Employees may obtain an Employee Activities Association (EAA) membership card for spouse/dependent use.

Child Care
The JSC Child Care Center is located on 2nd street on-site near the Gilruth and is available to all JSC civil service employees and on-site contractors. It provides quality education-based care for children between the ages of 6 weeks to 5 years. The center is operated by Space Family Education, Inc., a nonprofit corporation comprised primarily of JSC parents.

Clinic
The JSC Clinic, located in Building 45, is available to JSC employees for emergency treatment of illness or accidents. In addition, the Clinic offers employees the “Total Health” wellness program that provides physical examinations and other services that promote a healthier lifestyle. Highlights include periodic physical examinations based on age; early detection screening tests including mammograms, prostate specific antigen tests, and EKG/Stress tests; as well as a Health Related Fitness Program; Nutrition Intervention Program; and health, safety and medical topics lending library.

Technical Library
JSC provides scientific and technical information gathered and recorded by NASA Headquarters, all NASA field installations, and contractors. The library is open to all JSC employees for reference work and for circulation of materials.

For more information: https://library.sp.jsc.nasa.gov/default.aspx

Collaboration Centers
JSC has several onsite creative collaboration spaces for employees to think and work in an environment other than a traditional cubicle space. You can now check out virtual tours of these spaces and learn about the technologies and infrastructure available to support your meeting, retreat, or brainstorming session.
You can find a list of collaboration spaces across the center at this link: http://centerops.jsc.nasa.gov/ja/spaces/

## Important Phone Numbers

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Call this number instead of 911 to reach NASA’s on-site emergency response team</td>
<td>x33333 (281-483-3333)</td>
</tr>
<tr>
<td>Help Desk</td>
<td>Phone and computer questions</td>
<td>x34800 (281-483-4800)</td>
</tr>
<tr>
<td>Work Control</td>
<td>If you encounter any animal issues</td>
<td>x32038 (281-483-2038)</td>
</tr>
<tr>
<td>Dispatch</td>
<td>For non-emergency security issues or questions</td>
<td>x34658 (281-483-4658)</td>
</tr>
<tr>
<td>Security Operations Center</td>
<td>If you experience a computer security incident, such as a virus, attempt at phishing, etc</td>
<td>877-627-2732</td>
</tr>
<tr>
<td>NSSC Help Desk</td>
<td>If you have any questions related to NASA benefits</td>
<td>877-677-2123</td>
</tr>
</tbody>
</table>
NASA Orientation Resources
NASA Shared Services Center (NSSC) Employee Orientation

Welcome to NASA video: https://www.nssc.nasa.gov/welcometonasa

Please visit the Employee Orientation Website. Here you will information on a wide variety subjects indicated below:
http://employerientation.nasa.gov/jsc/default.htm

JSC ORIENTATION

+ First Day Instructions
+ Employee Welcome Kit
+ Orientation Sponsors
+ Orientation Sponsor Training Program
+ Getting Around JSC
+ Quality of Work Life
+ Facilities
+ Health
+ Safety
+ Directories (NASA Only)
+ Tours
+ Calendars
+ Presentations
+ Maps
+ Weather
+ Traffic
+ Local links
+ Visitor Center
+ Child Care
+ Schools
+ Housing
+ Local Government
+ Auto & Driver Registration
+ Public Transportation
+ Hospitals
+ Recreation
+ Credit Union

Return to Table of Contents
Additional NSSC Services

The NSSC provides more than 60 services to NASA in the areas of Financial Management, Human Resources, Procurement, Enterprise Services, and Agency Business Support. Their services include, but are not limited to, employee benefits, Electronic Official Personnel Folder (eOPF) maintenance, and the Enterprise Service Desk (ESD) which offers IT support.

For more information, visit:

NSSC Home: https://www.nssc.nasa.gov/nasa
HR Resources: https://www.nssc.nasa.gov/hr
Financial Management: https://www.nssc.nasa.gov/fm

Onboarding Checklists

During your first days at NASA you may be required to complete a number of actions and forms designed to ensure your successful entry into the NASA workforce. To review the information regarding your center, use the link below to build your checklist. This personalized checklist will guide you through your NASA orientation process. Once your checklist is generated you should print or save an electronic copy to track your progress.

For more information, visit http://employeeorientation.nasa.gov/checklist/default.cfm

JSC Handbook

Everything you need to know about JSC personnel policies and procedures will be outlined in the JSC Handbook at http://jscppeople.jsc.nasa.gov/handbook.cfm. For a more detailed overview of the Handbook, please see the Appendix section JSC Handbook Sections With Links.

Return to Table of Contents
## Human Resources Online Tools

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>APPEL's Competency Model</strong></td>
<td>PM and SE competencies.</td>
</tr>
<tr>
<td><strong>Employee Express</strong></td>
<td>Place to view and change federal payroll (paycheck/paystub) and personnel information including benefits statements, emergency contact information, leave and earnings statement, and more. Also includes tax information (W-2) and combined federal campaign (nonprofit/charity donation).</td>
</tr>
<tr>
<td><strong>Forms Page</strong></td>
<td>Official JSC forms and information.</td>
</tr>
<tr>
<td><strong>HR Portal</strong></td>
<td>NASA human resources site with information about your leave, pay, promotion record, and more.</td>
</tr>
<tr>
<td><strong>NASA Employee Talent Search Tool (NETS)</strong></td>
<td>Find opportunities for rotations or other jobs internal to JSC.</td>
</tr>
<tr>
<td><strong>Quick Guide to Employee Benefits</strong></td>
<td>Includes information on sick and annual leave, pay, Federal Employee Health Benefits, dental, vision, and life insurance, Thrift Savings Plan, and retirement.</td>
</tr>
<tr>
<td><strong>SPACE</strong></td>
<td>Standard Performance Appraisal Communication Environment (system for annual employee/supervisor reviews and evaluations).</td>
</tr>
<tr>
<td><strong>Super-Flex Frequently Asked Questions</strong></td>
<td>FAQ about NASA’s flexible work arrangements called Flex Fridays.</td>
</tr>
<tr>
<td><strong>Thrift Savings Plan</strong></td>
<td>Information for the federal retirement and investment account. Includes information on enrollment, investing, available funds, returns and performance as well as planning tools including a savings calculator. Check retirement account balance here.</td>
</tr>
<tr>
<td><strong>TSP Contribution Calculator</strong></td>
<td>Federal retirement calculator.</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td><strong>Withholding Calculator</strong></td>
<td>How to set federal tax withholdings to determine whether you need to give your employer a new Form W-4 to avoid having too much or too little Federal income tax withheld from your pay.</td>
</tr>
<tr>
<td><strong>Workforce Transformation Tracking System</strong></td>
<td>Data on NASA hiring, moves, and losses.</td>
</tr>
<tr>
<td><strong>Workforce-in Profile</strong></td>
<td>NASA workforce data, including who works where, who does what, how many retirements are looming, and more.</td>
</tr>
</tbody>
</table>
JSC Procedures
Work Schedule

While JSC’s primary objective in establishing employees' tours of duty is mission accomplishment, JSC strongly advocates alternate work schedules when possible to allow you maximum flexibility and control in balancing your work and family responsibilities. We have several different work schedules at JSC, but the Maxiflex Schedule is JSC’s “default” tour of duty. Each employee's schedule must be approved in advance by the supervisor and a standard workday must include an unpaid meal period of at least a ½ hour.

Maxiflex Schedule Tour of Duty is a flexible work schedule comprised of core hours and flexible time bands on each workday in the workweek and a basic requirement of 80 hours biweekly for full-time employees. A Maxiflex Schedule allows you to vary your start and stop times and the number of hours you work each workday.

Some common terms concerning Maxiflex Schedule Tour of Duty are:

- Core Hours at JSC are the times during the workday when you must be present for work. The core hours at JSC are Monday through Friday, 9 a.m. to 3 p.m. (exclusive of the midday lunch break).
- Flexible Time Bands consist of those hours during the day, outside of the core hours, when you may vary your work schedule without supervisory approval.
- JSC’s flexible time bands are 6 a.m. to 9 a.m. and 3 p.m. to 6 p.m., Monday through Friday.

For more information on work schedules, visit http://jscpeople.jsc.nasa.gov/handbook.cfm?page=part-2&section=sub2#

Flex Fridays

Flex Friday involves working 80 hours in a pay period, while “flexing” every other Friday simultaneously with the Center (first Friday of the JSC pay period). These Fridays are called “Flex Fridays”. Participation is strongly encouraged as your work allows as many buildings will not have lights and air conditioning running. JSC strives to provide a positive and flexible workplace for you and achieve cost savings through the following goals; attracting critical talent through work/life fit and schedule flexibilities, increasing work from anywhere and telework capabilities, reducing energy intensity and carbon footprint, and increasing general cost savings.
For more information, visit [http://jscpeople.jsc.nasa.gov/Docs/online_tools/Superflex%20FAQs_JSC_Phase_2_032714.pdf](http://jscpeople.jsc.nasa.gov/Docs/online_tools/Superflex%20FAQs_JSC_Phase_2_032714.pdf)

**Teleworking**

You may have the option to telework, which is to work from home or other off-site location. To set up the ability to telework, follow these steps:

1. Take telework training on SATERN, “Telework Training For Employees.”
2. Obtain an RSA token so you can log onto JSC websites via a VPN (for computers without a smart card reader).
3. Add teleworking as a project to your charge codes on WebTADS.

Talk to your supervisor to determine if teleworking is an option for you and they will provide instructions on obtaining a RSA token.

**Federal holidays**


<table>
<thead>
<tr>
<th>Month</th>
<th>Holiday</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td></td>
<td>Birthday of Martin Luther King, Jr.</td>
</tr>
<tr>
<td>February</td>
<td>Washington’s Birthday</td>
</tr>
<tr>
<td>May</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>July</td>
<td>Independence Day</td>
</tr>
<tr>
<td>September</td>
<td>Labor Day</td>
</tr>
<tr>
<td>October</td>
<td>Columbus Day</td>
</tr>
<tr>
<td>November</td>
<td>Veterans Day</td>
</tr>
<tr>
<td></td>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>December</td>
<td>Christmas Day</td>
</tr>
</tbody>
</table>
NASA Badge

Your NASA Badge is a Government-issued ID card that must be controlled at all times. It allows you to enter JSC. Any and all issues (including the loss of your badge) are handled at the JSC Badging Office (Building 110). You must wear the badge in a very visible manner above your waist at all times while on-site, and remove your badge before you are photographed. You have the right to challenge anyone who is not wearing a badge.

Always remove your badge when you leave JSC, including when you go out to lunch. Don’t leave your badge in your car in plain sight, and never walk away from your computer with your card still in your keyboard from logging on.

If you lose your Badge or if it’s stolen, call Security for Employee Badging at x32110.

For more information, visit http://centerops.jsc.nasa.gov/js/js4/#badging

Personnel Identity Verification Card

In most cases, your NASA badge will also be your Personnel Identity Verification (PIV) Card. A PIV Card is a smartcard that allows you to enter JSC and login to your computer. NASA has moved to exclusive use of PIV Cards for login and other authentication applications. If you lose your PIV Card, you must immediately return to the JSC Badging Office (Building 110) to initiate the replacement process. If you need to access your computer and have lost your PIV Card, you will need to contact the NASA Enterprise Service Desk.

For PIV FAQs and more information, visit
Requesting Access To Controlled Access Areas (CAAs)

Certain physical areas and software applications at NASA require additional clearance and permission for access. For example, Mission Control cannot be accessed unescorted without special badge access, and you cannot log onto a computer or its software in Mission Control without permissions granted to your personal user account. If you need regular access to a controlled or restricted area or software system, you can apply for access online. Once it is approved, then your badge or login information will be granted access to that area or system.

You can request access through The Identity Management and Account Exchange (IdMAX) system, in the “Access Management” tab. Before you do begin the online process, you need to do the following:

- Talk to your mentor, coworkers, or supervisor to obtain the name(s) of where you need access to.
- Identify your sponsor(s), generally your direct supervisor.
- Ensure you have adequate business justification and required training completed prior to submission of your request.

For more information, visit https://nams.nasa.gov/help

Bringing a Friend or Relative Onsite

You may escort a visitor on site by providing them with an Escort Required Visitor Badge (ERVB). These may be requested from the employee’s Division Secretary. There are restrictions on tour size and who can be brought onsite. Options are available for badging family members.

For more information, visit http://centerops.jsc.nasa.gov/js/js4/#badging.
Use of Government Equipment

Computer Usage

PC's are available for employees to use. In order to keep our working environment secure, certain guidelines have been developed to govern use of the computers. Both Civil Servants and Contractors are subject to these guidelines.

A. **DO NOT** bring software from outside sources into the office environment. This includes personal software and/or applications downloaded from bulletin boards. These programs may be infected with viruses or Trojan horses that will destroy data or files.

B. If you come across a computer virus, stop immediately and report the problem to the HELP DESK, x34800. Do not try to work the problem yourself.

C. **You must obtain approval to use the PC's for personal projects.**

D. Ensure that you have a current backup of any data stored locally on your hard disk drive.

E. Elevated Privileges (grants users administrative rights on ACES machines) request can be found in NAMS, titled ACES workflow for Elevated Privileges. Additional training may be required.

Phone Usage

Telephones installed for Government use are for official business only. The Information Resources Directorate (IA) and Information Technology Division (IT) / Communications Branch, through its contractors, furnish all equipment necessary to provide telephone service. In the interest of safety and good service, equipment, apparatuses, or devices not provided or approved by the Information Technology Division may not be attached to, used, or connected with JSC cable plant or other facilities. Under no circumstances shall telephone user’s move, add equipment, alter, rewire jacks, or attempt repair of telephones or associated equipment.

For more information, visit: [https://ird.jsc.nasa.gov/services/telephones/](https://ird.jsc.nasa.gov/services/telephones/) or [https://collaboration.sp.jsc.nasa.gov/ird/PhoneServices/TeleponeServices/default.aspx](https://collaboration.sp.jsc.nasa.gov/ird/PhoneServices/TeleponeServices/default.aspx)

To **look up another employee’s phone number**, you can access the JSC Phone Directory at [http://phone.jsc.nasa.gov/](http://phone.jsc.nasa.gov/).
To make a call to a person at JSC, Ellington Field and Sonny Carter Training Facility, dial only the last five digits of the phone number (ie. instead of 281-483-4800, dial 3-4-8-0-0.) To make an off-site call, dial nine and one, and then the complete number.

Long distance calls should be restricted to the conduct of official business of such urgency that no other means of communications will suffice.

For more information, visit https://collaboration.sp.jsc.nasa.gov/ird/phoneservices/LongDistanceServices/default.aspx.

For information regarding International Calling, visit https://collaboration.sp.jsc.nasa.gov/ird/PhoneServices/psdocs/Site%20Documents/General_Pge3.pdf.

Accommodations for individuals who are deaf, hard of hearing, or speech impaired are available through the Federal Information Relay Service (FIRS). More information about FIRS is available at https://collaboration.sp.jsc.nasa.gov/ird/PhoneServices/psdocs/Site%20Documents/General_Pge3.pdf.

Mail System

The Mail and Distribution Services is responsible for maintaining the daily flow of all incoming and outgoing Official mail to JSC. Designated mail delivery and pickup points have been established to minimize the number of individual sorts and mail stops, thus speeding up delivery.

Mail pickup and delivery services have a Monday - Friday schedule, with once daily pickup and delivery at either 8a.m. or 1p.m. for most buildings; and twice daily at 8 a.m. and 1 p.m. for Building 1 and 4S. See the link at the end of this section for the mail schedule for your building. Note that Mail Services is closed on Flex Fridays – no mail pickup or delivery.

Sending Internal Mail: To send mail to an onsite employee, a U.S. Government Messenger envelope can be obtained from the secretaries. List the recipient’s name and org code on the front and leave the envelope in your building’s mail drop area.
Receiving External Mail: All official incoming mail must be addressed with the official NASA/JSC Address Format:

NASA Johnson Space Center
ATTN: Mail Code/Employee name or title
2101 NASA Parkway
Houston, TX 77058-3696

Personal Mail: Outgoing Personal Mail is a special service provided to customers. Mail Services is not responsible for personal mail lost or stolen. You may deposit your personal mail in a personal OUT basket located in your mail drop area. Incoming non-work related materials by JSC employees is discouraged. Employees who receive purely personal mail at JSC should notify correspondents to address such items to their home address.

For more information, visit https://collaboration.sp.jsc.nasa.gov/ird/documentmanagement/jscmailservices/default.aspx

Information Technology (IT)
Quick Links

<table>
<thead>
<tr>
<th>Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apps@NASA</td>
<td>NASA mobile application information and downloads.</td>
</tr>
<tr>
<td>Change Microsoft Networking (Domain) Password</td>
<td>How to change your NDC password.</td>
</tr>
<tr>
<td>Connect Wireless Device to NASA Wifi</td>
<td>How to connect to the NASA wifi.</td>
</tr>
<tr>
<td>Encrypt or Digitally Sign Email</td>
<td>Email encryption.</td>
</tr>
<tr>
<td><strong>IRD InfoPedia</strong></td>
<td>Search the Information Resource Directorate’s (IRD) InfoPedia.</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td><strong>IRD Services</strong></td>
<td>Alphabetical list of IRD services.</td>
</tr>
<tr>
<td><strong>JSC Conference Rooms Listing</strong></td>
<td>Includes outlook calendar name for each conference room. You can use this name to open the room’s calendar in Outlook to see its availability.</td>
</tr>
<tr>
<td><strong>JSC Telework Toolkit</strong></td>
<td>Telework information.</td>
</tr>
<tr>
<td><strong>Large File Transfer</strong></td>
<td>The NOMAD file transfer system.</td>
</tr>
<tr>
<td><strong>Launchpad FAQ</strong></td>
<td>An online tool to create and update your NASA user profile or reset a forgotten password in just a few steps.</td>
</tr>
<tr>
<td><strong>Lync Quick Start</strong></td>
<td>NASA’s internal Skype-based instant messaging platform.</td>
</tr>
<tr>
<td><strong>Microsoft Outlook 2013 Email Quick Start Guide</strong></td>
<td>Email setup.</td>
</tr>
<tr>
<td><strong>NOMAD Documentation</strong></td>
<td>List of guides and training videos for instant messaging, web conferencing, Lync, Skype for Business, Exchange, Outlook, and more.</td>
</tr>
<tr>
<td><strong>Printer Setup</strong></td>
<td>Set up printers.</td>
</tr>
<tr>
<td><strong>Public Key Infrastructure (PKI) Access</strong></td>
<td>Get approval to electronically send, sign, and receive sensitive documents. Check with supervisor to see if needed.</td>
</tr>
<tr>
<td><strong>Remote Network Access - JSC VPN Instructions for Windows Users</strong></td>
<td>Instructions on how to use VPN for Windows.</td>
</tr>
<tr>
<td><strong>Request Access to Software Applications or Physical Locations through NAMS</strong></td>
<td>How to use NAMS.</td>
</tr>
</tbody>
</table>
**RSA Token**
Used to access systems that require two-factor authentication. Not required for everyone. Check with supervisor.

**Social Media Policy**
Information and guidelines on JSC’s Social Media Policy including official, professional, and personal use.

**Telephone Setup Quick Start Guide**
Includes setting up voicemail on your desk phone.

**Wireless Network**
Information on JSC wireless (wifi) networks.

## IT FAQs

**How do I look up a conference room in Outlook?**
In Microsoft Outlook, select “Calendar” in the bottom ribbon → “Open calendar” in the top ribbon → “From Address Book” → In the search bar, enter the room name (often follows the format of JSC-CR-B##-$$$. For example, Building 7 room 130 is JSC-CR-B7A-130.) Select it and open the calendar.

**How do I see another employee’s calendar?**
In Microsoft Outlook, select “Calendar” in the bottom ribbon → “Open calendar” in the top ribbon → “From Address Book” → In the search bar, enter last name, first name (ex. “Smith, John” instead of “John Smith”) → With the correct person highlighted in blue, hit Enter, double-click the name, or click “Calendar ->” near the bottom of the window. The name should appear next to the “Calendar ->” icon. Click OK.

The calendar you just opened should appear in a list on the left side of your screen. You can check or uncheck the box next to the name to hide or show the other person’s calendar.

**How do I look up an employee’s contact info in “The Global”?**
“The Global” is NASA’s agency-wide address book, which contains each civil servant and contractor’s email address, building location, and phone number.
To access the Global:

- Method 1: Enter Outlook → Click on “New Email”→ “To…” → Search last name, first name (ex. type in “Smith, John” instead of “John Smith”) → Click “To ->” or hit Enter to select the name, it will appear in the box near the bottom of the window → “Ok”.

- Method 2: Pull up the JSC Internal website. Under “Around JSC” select “Phone Book.” Here you can search for someone if you only know one of the following: First name, last name, email, phone, building, room, org, employer, or mail code.

How do I request access to folder or website?
Your branch’s IT person can grant you access. Ask your mentor or coworker(s) what you need access to and who to contact, then pull up the person’s contact information in the Global.

Websites may be more difficult. Some have limited access and you can request access through the website itself. Others are owned by NASA orgs and you have to find out which org owns the page. If you do not know who owns a website to gain access, ask your mentor or coworkers.

How do I create local folders on Outlook to prevent my mailbox from overfilling?
On the left sidebar, you should have a list along the lines of “Inbox, Sent Items, Deleted Items” and more. Right click “Inbox” and select “New Folder” from the dropdown menu. You can name it (ex. “Travel”) and then move all the emails from your inbox into that folder that pertain to that topic, or create a rule to do so automatically (see next question).

How do I create Rules in Outlook?
Rules are a powerful way to organize your emails and increase your productivity. Select the home tab and select the “Rules” icon. Select “Create a Rule”. If, for example, you want all emails from John Smith to be entered into your Travel folder:

When I get email with all of the selected conditions → select From John Smith
Do the following → Move the item to folder: Travel

Similarly, if you expect multiple people will be emailing you about travel, you could choose “Subject Contains” and enter “Travel” instead of the From option. More controls for rules are available under the “Advanced Options” icon on the lower right area of the “Create Rule” window.
You can manage rules, such as adding or deleting rules, by going to the “Rules” icon and selecting “Manage Rules and Alerts.” Here you have an option on the upper right of the window to “Run Rules Now” which enables you to run an existing rule on a folder, such as your inbox.

**How do I submit a Telework Agreement on WebTads?**

In order to telework, you must complete the following steps:

- Take the telework training course on SATERN: “Telework Training for Employees”
- Get an RSA token for teleworking - contact your IT person or administrative officer
- Submit telework request in WebTADS
  - Log on to Webtads. At the top center of the screen you will see your name with an icon next to it. Click on that icon to get to your employee profile page. Scroll down to “Telework Agreement Request” and select “Establish, Modify, or View…” Set begin date to that day; Request type situational; No notes; Approver is your supervisor. Enter other required information and click submit.
- After your supervisor has approved the request you must go back into WebTADS to the same Agreement Request section and click “Submit” (it is on the far right side of the green bar)
- Add the teleworking charge code to your timesheet
  - On your timesheet, above your first charge code listed you should see “Project” with an icon and “Add” next to it. When you enter the charge code of your regular hours you should see, under “Hour Type,” and “Remark”, a little box to check that says “Telework.” Select REG and check the box that says Telework, then click “Add Project.”

**Export Control**

Export Control is ensuring that certain information you want to share with a foreign national is allowed to be shared, even if they have a JSC badge.

By definition, an export is any shipment, transfer, or transmission of an item (i.e. hardware, software, technology, technical information, assistance, or hand-carry of equipment, which includes laptops and other handheld devices) out of the United States.
States, or to a Foreign Person, or to a representative of a foreign government or company (within or outside the United States), by any means or method.

Always check with JSC Export Control before you share information with a Foreign Person. You can learn about work instructions, guidelines about the export process and compliance, and who your Export Control Representative is at http://exportcontrol.jsc.nasa.gov/ and http://centerops.jsc.nasa.gov/jb/exportcontrol/.

Safety and Sustainability

JSC Health and Safety Handbook

JPR 1700.3 contains JSC’s safety and health policy. Each employee and manager shall understand and practice this policy. This Handbook outlines the requirements, processes, responsibilities, and measurements for each program element, as well as requirements for working safely. Employees need to understand the policies and requirements.

For more information, please visit: http://jschandbook.jsc.nasa.gov/

Close Calls

What's a Close Call? A close call is an event or condition that may have resulted in an accident, injury, or illness, but due to other factors did not.

Examples: A broken circular saw is not locked and tagged out; someone turns on the saw but notices the defect before trying to use it.

Why report close calls? The best method to prevent accidents is to correct hazards before they result in injury, illness, or damage. Studies estimate that for every serious injury, there are 300 close calls. Reporting close calls gives us a chance to correct these hazards before an accident occurs.

How do I submit one? Close Call Report Forms (Form 1257) are located in stands around the site. You can print and fax the form to (281) 244-0983 or Mail to: Close Call Office - NS226/MEI. You could also send in a report electronically to
Spills and Releases

Anytime there is a release of a chemical (liquid, gas, or solid) to the environment, evacuate the area and immediately contact the Emergency Operations Center (x33333).

The EOC will ask the following information. Provide as much as you know.

- The name and phone number of the person calling,
- The nature and location of the spill, release, or emergency,
- What has been spilled/released and how much was spilled or released
- What information is known about the material spilled or released,
- What direction is the spill or release moving; —and
- If anyone has been injured.

Stay on the line as long as the person receiving the call asks you to.

JSC Emergency Preparedness

Every employee must be prepared in the event of an evacuation, fire, hurricane, or other emergency. The JSC Emergency Awareness Website is the JSC central portal for all emergency related information, including:

- Emergency Warning System Tones & Monthly Tests
- Weather Updates
- Bomb Threat Guide
- Preparedness Overview (including protective actions for Shelter-in-Place and Lockdown)
- Hurricane Prep and Evacuation

For additional information, visit the JSC SOS website at http://www.jscsos.com/.

Before an emergency, text ‘follow JSCSOS’ to 40404 (standard messaging rates may apply) to subscribe to Tweet updates via text message. This is highly recommended since JSC will use the NASA Emergency Notification System (ENS) as the primary way
to communicate with employees. Subscription requires that your emergency contact information is correct in Employee Express and/or IdMax, and that you have clicked the “text enabled” button associated with your phone number in your emergency contact profile.

**Also, before an emergency**, review your building’s Emergency Action Plan (EAP). The EAP contains information regarding emergencies you can expect, what to do if there is a medical, weather, or security emergency, the types of alarms in JSC’s alarm system, and who to contact with further information about your building’s EAP.

**During an emergency**, important notifications regarding center closure, status and re-opening will be sent to you via phone, email and text through the ENS system.

**After an emergency**, you will be sent a survey questionnaire via ENS to check in after the storm passes. Follow the instructions in the email or phone call to let management know if you are OK and if you can return to work.

**Hurricane Planning**

The active hurricane season is June 1 - November 30. In the event of an evacuation, you will need to protect your office/work area(s), conference rooms, and lab facilities at JSC, in addition to securing your personal property at home. Visit the Office of Emergency Management’s Hurricane Info Page for how to personally prepare for hurricanes and the Employee Hurricane Quicklist for taking care of your desk and other actions at work.

**Employees Requiring Evacuation Assistance**

If you require assistance in case of an evacuation, talk to your supervisor. He/she is responsible for assigning an evacuation assistant, or “buddy” to you, and will discuss emergency procedures. You may also call x33333 for rescue assistance.
Wildlife at JSC

JSC is home for a variety of wildlife including deer, alligators, snakes, and many others. Never approach, touch, or feed any wild animals on JSC grounds. Contact work control (x32038) if you are concerned about an animal—especially if it is under a vehicle, in a roadway, in or near a building, or near a pedestrian area.

Special care should be taken while driving for deer, especially early in the morning and after sunset. At a certain time during the year, the JSC deer herd fawns. During this time, watch for young deer near buildings, under cars, in landscaping and on the roads. Adult deer will leave their young alone during the day while they forage. If you see a fawn alone, it has not been abandoned; its mother will return to nurse her young.

For more information, visit http://centerops.jsc.nasa.gov/je/wildlife/

Sustainability

NASA’s sustainability policy is to execute NASA’s mission without compromising our planet’s resources so that future generations can meet their needs. Sustainability also involves taking action now to provide a future where the environment and living conditions are protected and enhanced. In implementing sustainability practices, NASA manages risks to mission, risks to the environment, and risks to our communities. To this end, NASA seeks to use public funds efficiently and effectively, promote the health of the planet, and operate in a way that benefits our neighbors.

For more information, visit:
http://www.nasa.gov/centers/johnson/about/sustainability/index.html (external)
http://centerops.jsc.nasa.gov/je/ (internal)

Green Purchasing

One way JSC implements pollution prevention and improves JSC’s environmental footprint is through sustainable acquisitions, the practice of purchasing environmentally preferable goods and services.

For more information, visit
Recycling
JSC has committed to divert a minimum of 50% of our Municipal Solid Waste (MSW), or trash, from landfills through recycling. Revenue received from the sale of recyclables is used for various environmental and recycling awareness projects. When recyclable items are thrown away, JSC loses in two ways: landfill costs for disposal, and loss of recycling revenue. Remember to reduce and reuse before you recycle.

JSC has four teams that allow you to participate according to your preference:

1. **The Sustainability Partnership Team** – Tinker with and test new engineering concepts and hardware for proof of concept.
2. **The Green Team** – A grassroots motivational team that works to change behavior at the employee level through contests and fun.
3. **Environmental Stewardship Subcommittee** – This team is dedicated to communicating sustainability concepts and upcoming projects at the Directorate level.
4. **Contractor Environmental Partnership** – A team of JSC contractors that works collaboratively towards implementing sustainability projects.

Contact the JSC-Environmental-Office@nasa.gov to find out how to participate in any of these teams.


Equality and Conflict Resolution

**JSC Ombudsman Office**
The Ombudsman Office provides advice and counsel to individuals on a wide range of interpersonal and workplace related issues. It is one of several resources at JSC that can help an individual with issue resolution, and offers these unique advantages:

First, the Ombudsman is CONFIDENTIAL. Your privacy will be respected, and your issue will not be discussed with anyone else without your express permission.
The Ombudsman is also INFORMAL, meaning that there is no official or unofficial record of your visit, and the visit does not initiate any process or action that you do not control.

The Ombudsman Office is INDEPENDENT, reporting directly to the JSC Center Director. It therefore examines all issues without any organizational influence or bias. This also gives us license to act effectively in any areas that you authorize.

Finally, the Ombudsman acts as a NEUTRAL party, assessing the concern that you present without taking sides. This allows us to offer advice having considered the issue from more than one perspective.

For more information, visit http://ombuds.jsc.nasa.gov/

Office of Equal Opportunity and Diversity

The Office of Equal Opportunity and Diversity (OEOD) exists to ensure the effective implementation of the NASA and JSC equal opportunity policy, which is to provide equal employment opportunity for all employees and applicants for employment, regardless of their race, religion, color, sex, national origin, age, disability, sexual orientation, or status as a parent; to help reduce and to ensure against discrimination; and to promote the full realization of equal opportunity through a continuing affirmative employment program and diversity management.

For more information, visit:

OEOD’s Website: https://www.nasa.gov/offices/oeod/oeod-home
FAQ's: www.nasa.gov/offices/oeod/did_you_know/did_you_know.html
Accommodations for individuals with disabilities: https://www.nasa.gov/offices/oeod/disabilities
Filing a complaint of discrimination: http://www.nasa.gov/offices/oeod/discrimination/discrimination_file.html
Prohibited Practices

The unauthorized carrying, transporting, or otherwise introducing or causing to be introduced, or using firearms or other dangerous weapons, explosives or other incendiary devices, or other dangerous instrument, substance, or material likely to produce substantial injury or damage to persons or property, into or upon NASA real property, facility, or installation, is prohibited.

Employees who have the authority to take, direct others to take, recommend, or approve personnel actions must not:

1. Discriminate on the basis of race, color, religion, sex, national origin, age, handicapping condition, marital status, or political affiliation.
2. Solicit or consider any personnel recommendation or statement not based on personal knowledge or records of performance, ability, aptitude, general qualifications, character, loyalty, or suitability.
3. Coerce an employee’s political activity.
4. Deceive or obstruct any person with respect to such person's right to compete for employment.
5. Influence a person to withdraw from competition.
6. Grant any preference or advantage not authorized by law, regulation, or rule.
7. Employ or promote a relative.
8. Retaliate against a whistleblower, whether an employee or an applicant.

For more information, please visit http://centerops.jsc.nasa.gov/js/js4/#Security and http://jscpeople.jsc.nasa.gov/handbook.cfm?page=part-2&section=sub4#.
Next Steps
Training

JSC Career Development

Career development guides are available as a resource for career planning and development, and are a supplement to your annual performance plan.

These guides cover topics including but not limited to:
- Career Development Planning
- Long-term Plan
- Individual Development Planning
- Professional Development
- Retirement

An electronic copy of the most up-to-date center-wide Career Development Guide is available at this website:
http://jscpeople.jsc.nasa.gov/docs/training_development/careerdev.pdf

Ask your supervisor if you have a directorate-specific career guide.

HR Training & Development

JSC’s Human Resources Development Office offers a number of resources to our civil service employees, including guidance on individual development planning. Our HR Development Representatives (HRDRs) can assist you with identifying your long-term and short-term career goals, and will work with you and your supervisor to find development opportunities that will help enhance your skills and abilities, such as on-site and off-site training, mentoring, shadowing, and readings. You can find out who your organization’s HRDR is by looking here:

Promotion schedules and advancement differ from directorate to directorate. For up-to-date information regarding promotion or advancement, you should contact your HRDR or manager.

For more information, visit http://jscpeople.jsc.nasa.gov/training_development.cfm.
SATERN

The System for Administration, Training, and Educational Resources for NASA (SATERN) is NASA’s primary Learning Management System (LMS). SATERN is the interface where nearly all training offerings are shown and where you can register for them. Many training modules and courses are available online through SATERN itself. If you have trouble with SATERN, contact the Nasa Shared Services Center (NSSC) at 1-877-NSSC-123.

For more information, visit https://saterninfo.nasa.gov/default.html

APPEL

*From Letter from the Director
http://appel.nasa.gov/about-us/

The Academy of Program/Project and Engineering Leadership (APPEL) contributes to NASA’s mission by promoting individual, team, and organizational excellence in program/project management and engineering through the application of its world-class training curriculum, hands-on development programs, and strategic communications to share project management and engineering lessons throughout the agency. In 2015, APPEL was ranked as the best academy in the world by the Project Management Institute.

For more information, visit http://appel.nasa.gov/

Requesting Off-site Training

1. To get started, login to SATERN and click on External Requests (SF-182).
2. All off-site training requires an approved SATERN SF-182 prior to the training start date (including those seeking reimbursement).
3. Academic courses and conferences/seminars/workshops include additional steps to successfully complete the approval process. (JSC Conference Approval Process, JSC Academic Policy)
4. Employees are only approved to attend training once an SF-182 has been approved by the NSSC.
Rule of 5, requirement of 3
- Put request into SATERN 5 weeks before event online registration closes
- MUST BE in the HR office 3 weeks before online registration closes
- (Under 3 weeks employees will need to work through the reimbursement process)
- IMPORTANT: A 182 must be approved by the NSSC before the event begins—even in cases where an employee is seeking reimbursement! If a 182 is not approved before the training, it is considered an unauthorized commitment.

Where can I go for more Training and Development information?
- For additional details on submitting an external training request, go to https://satern.nasa.gov, https://www.nssc.nasa.gov/externaltraining, or contact your HR Development Representative.
- Training and Development Page
- External Training
- JSC Academic Policy
- Unauthorized Commitments and Ratification Information
- **Conference Request Form
- **JSC OCFO Conference Support, Policy, and Organization POC’s
- For SATERN related questions email: JSC-SATERN@mail.nasa.gov
Employee Resource Groups (ERGs)

African American ERG (AAERG)

The mission of the AAERG is to serve JSC as a catalyst to enhance JSC recruitment, orientation, retention, engagement, and development of African American civil servants, thus contributing to the maximum inclusion and innovation of the JSC workforce and enhancing success of the NASA mission and vision.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/AA/SitePages/Home.aspx

Asians Succeeding in Innovation & Aerospace (ASIA) ERG

The ASIA ERG’s mission is to foster an innovative environment at JSC by enhancing the personal and professional development of Asian-Americans and promoting cross-cultural awareness and respect. There are more than 10 countries represented by this group, including Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, Philippines, Taiwan, and Thailand. One of the ERG’s goals is to provide a platform for ASIA employees to practice and demonstrate leadership skills, leading to career development and advancement, thereby converting the cross-cultural background into Center talent assets. The ERG also contributes an ASIA perspective to international NASA projects and serves as a resource to the Center to facilitate international partnerships.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/ASIA/SitePages/Home.aspx
Connecting Veterans ERG (ConVERG)
The JSC ConVERG will draw upon the experiences of the Center’s Veteran community to promote recruitment and onboarding activities to support a diverse and inclusive workforce.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/converg/SitePages/Home.aspx

Emerge ERG
The Emerge ERG’s mission is to leverage the unique perspectives of the Next Generation to evolve the JSC onboarding experience, foster cross-center collaboration, engage the community in JSC’s mission, and develop the leaders of tomorrow.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/emerge/SitePages/Home.aspx

Hispanic ERG (HERG)
The Hispanic ERG, or the HERG, was formed to draw upon the experiences of the JSC Hispanic Community to promote recruitment and onboarding activities to create a diverse and inclusive workforce. Members of the HERG are individuals interested in increasing the number of Hispanics in the Federal government, specifically in technical and scientific fields; strengthening leadership and communication skills; learning about Hispanic culture; and establishing forums to share experiences and expertise with the JSC community and beyond.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/hispanic/default.aspx
**Human/Systems Integration (HSI) ERG**
The mission of the HSI ERG is to promote cross-Directorate interaction in support of establishing a Human/System Integration (HSI) vision, methodology and implementation plan. HSI is a robust process by which human capabilities and limitations are effectively and affordably integrated with system design and development. HSI is about designing with the human treated equally with systems. In addition to assisting the Center with its recruiting and onboarding programs, HSI’s goals include promoting cross-Directorate diversity of ideas and a common understanding of HSI.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/HSI/SitePages/Home.aspx

**No Boundaries (NoBo) ERG**
The JSC No Boundaries ERG will help employees find solutions to accommodation needs to be fully productive and successful team members at JSC.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/nobo/SitePages/Home.aspx

**Out and Allied (Lesbian, Gay, Bisexual, Transgender, and Allies) ERG**
The mission of the Johnson Space Center Out and Allied Employee Resource Group is to support JSC's mission in a way that employs the strengths and unique experiences of the employees of the Lesbian, Gay, Bisexual, Transgender, and Allies (LGBTA) community to recruit, retain, and onboard a broad, diverse, inclusive workforce. Part of the JSC workforce is LGBT or has a familial or personal relationship with an LGBT person. It is important that this community and their supporters feel fully welcomed and included so as to maximize their contributions to JSC’s mission -- a benefit to the entire JSC workforce.

For more information, visit https://collaboration.sp.jsc.nasa.gov/iierg/LGBTA/SitePages/Home.aspx
Women Excelling in Life and Leadership (WELL) ERG
The Mission of WELL is to leverage unique perspectives of all women at JSC, attract diverse talent to JSC, and develop women in all careers across JSC.

For more information, visit
https://collaboration.sp.jsc.nasa.gov/iierg/WELL/SitePages/Welcome.aspx

Outreach and Volunteering

VCORPs
The Volunteers for Community OutReach Programs (VCORPs) enables employees to officially register as volunteers, search and volunteer for outreach opportunities that interest them or that are available on a certain date, and even register events/activities. Outreach events can include on-site as well as off-site activities, ranging from speaking engagements to staffing exhibits to mentoring students and teachers in our many Education programs.

For more information, visit https://nasajsc.secure.force.com/vcorps

How to Share NASA
Engaging the public is a critical (and sometimes challenging) duty. The Stuff to Know website was put together to assemble resources that make outreach easier. The site provides information on bringing visitors on-site, resources to share with teachers and students, how to require a speaker or astronaut, how to engage ethically, and many more important aspects of public outreach.

For more information, visit http://strategicplan.jsc.nasa.gov/stufftoknow/
Outside Activity Approval

As a civil servant, you must have approval to:

- Teach, speak, write, or edit if the subject relates to your NASA job. For example, you don’t need approval if it concerns a hobby or a non-work related professional pursuit.
- Provide professional consulting services or practice a profession outside of your employment at JSC that may or may not be related to your area of employment.
- Manage or conduct a business in which you or your spouse has an ownership interest.
- Hold a State or local public office, whether by election or appointment.
- Work for a NASA contractor, subcontractor, or grantee.
- Work for a party to a Space Act agreement, Commercial Launch Act agreement or any other agreement where NASA is also a party.
- Serve as an officer, trustee, or member of a board or other such body of a for-profit organization or of a nonprofit organization that is doing business with or seeks to do business with NASA.
- Work on anything that involves a NASA-owned invention.

Note: If you have any doubts about whether you need approval for outside employment, send in a request.

Requesting approval:

- If you are not a key official, send a completed JSC Form 1713, "Request for Approval of Outside Employment," to your supervisor for his/her review and approval.
- Your request goes through your supervisory channels and the Legal Office for approval.
- The Legal Office will notify you in writing when your request is approved/disapproved.

For more information, visit
http://jscpeople.jsc.nasa.gov/handbook.cfm?page=part-7&section=sub8
Programs

Special Programs

JSC has many programs available to its workforce, including blood donation, the Combined Federal Campaign, the Formal Mentoring Program, and many more. These programs cover everything from work-life balance to shopping.

For more information, visit http://jscpeople.jsc.nasa.gov/special_programs.cfm

Employee Assistance Program

*From https://sashare.jsc.nasa.gov/EAP/Pages/EAPOverview.aspx

The Employee Assistance Program (EAP) provides services for employees, contractors, and dependents experiencing difficulty with emotional health disorders, family/relationship problems, alcohol/drug abuse, grief/loss, stress management, and more. EAP services may be obtained by calling the office directly at 281.483.6130. Supervisors, Human Resources representatives, and Occupational Health Clinic staff also refer clients to the EAP. The first visit consists of an assessment of the problem and recommendations for further assistance. This assistance may be additional visits to the EAP or a referral to the appropriate community professional or organization. The EAP works closely with other service providers to ensure that the employee receives quality services. We also assist clients with utilization of their insurance plans.

For more information, visit https://sashare.jsc.nasa.gov/EAP/Pages/default.aspx
Starport

*From STARPORT
https://starport.jsc.nasa.gov/en/about-us

Starport Services is designed to promote the welfare and morale of the JSC workforce. Starport Services is a quality-of-life program that directly supports the mission of the Johnson Space Center by providing a variety of support activities and employee services. Included are wellness programs, fitness and recreational services, food and vending services, retail operations, employee activities and convenience services. These activities and services enhance work life, promote mental and physical fitness, and generally provide a working environment at JSC that helps to attract and retain quality employees.

Starport is a non-appropriated funded program and is financially self-sustaining with minimal outside support. All money earned through Starport operations is used to support JSC employee services and activities.

For more information, visit https://starport.jsc.nasa.gov/en

Gilruth Center

Gilruth Center is a multi-use facility that contains a gym, courts, studios, conference rooms, ballroom, sports fields, and more. The Gilruth hosts sports leagues, fitness classes, meetings of professional organizations, and many seasonal activities.

For more information on fitness at Gilruth, visit

For more information on meeting space at Gilruth, visit
Clubs

JSC has a variety of clubs and professional groups available to you, including the JSC Astronomical Society, the Lone Star Hiking Trail Club, the Institute of Electrical and Electronics Engineers (IEEE), and more.

For more information, visit

Local Attractions

The Houston area (and southeast Texas) has something for everyone. Houston has numerous parks, museums, entertainment venues, and other recreational facilities. A 45 minute drive to the southeast, Galveston offers many other attractions and several beaches.

For more information, visit
http://www.houstontx.gov/abouthouston/exploringhouston.html

Starport offers discounts on many local attractions. Other businesses may also offer discounts to NASA employees that are not listed by Starport.

For more information, visit
https://starport.jsc.nasa.gov/en/additional-services/discount-services
Appendix
## Helpful Websites

### Training and Professional Development

<table>
<thead>
<tr>
<th>Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPEL</td>
<td>Academy of Program/Project &amp; Engineering Leadership, offers training courses.</td>
</tr>
<tr>
<td>JSC Academic Fellowship Program</td>
<td>An application for NASA to fully or partially fund your graduate degree.</td>
</tr>
<tr>
<td>JSC Formal Mentoring Program</td>
<td>Apply to mentor and/or be mentored by another NASA employee.</td>
</tr>
<tr>
<td>SATERN</td>
<td>System for Administration, Training, and Educational Resources for NASA.</td>
</tr>
<tr>
<td>Training and Development</td>
<td>JSC training curricula, SATERN resources, development opportunities, and other useful links and resources.</td>
</tr>
</tbody>
</table>

### Reference/Look Up

<table>
<thead>
<tr>
<th>Resource</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acronym Central</td>
<td>Look up acronyms.</td>
</tr>
<tr>
<td>Books24x7 (upgraded to Skillsoft 8i)</td>
<td>An online library that contains books, book summaries, research reports, and more covering business, technical, and engineering content. Can be accessed through SATERN.</td>
</tr>
<tr>
<td>How Do I...</td>
<td>Obtain NASA or JSC document, E-book, and more.</td>
</tr>
<tr>
<td>HR Portal</td>
<td>The HR portal includes information about your pay and leave, retirement, performance, awards, position, insurance, links to common HR pages (like WebTADS and SATERN), and more.</td>
</tr>
<tr>
<td>JSC Library</td>
<td>Search documents, articles, databases, journals, and more.</td>
</tr>
<tr>
<td>JSC Safety &amp; Health Handbook</td>
<td>Everything about safety and health practices for developing a system, conducting a test, working with hazards, etc.</td>
</tr>
<tr>
<td>Materials Safety Data Sheet (MSDS) Search</td>
<td>Search for SDS sheets on a material or chemical.</td>
</tr>
<tr>
<td>Quality Management System</td>
<td>Search for JSC documents specific to a branch or directorate.</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------------------------------------------</td>
</tr>
<tr>
<td>Standards and Technical Assistance Resource Tool (START)</td>
<td>Look up standards and specifications.</td>
</tr>
</tbody>
</table>

### NASA Internal Social Websites

<table>
<thead>
<tr>
<th>NASA@work</th>
<th>Internal crowdsourcing platform where NASA employees can post challenges and ideas for solutions.</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Hub</td>
<td>News feed-style page for NASA employees to share their story and work; learn about people, missions, events, and opportunities.</td>
</tr>
<tr>
<td>VCORPS</td>
<td>Volunteer for various NASA outreach opportunities.</td>
</tr>
</tbody>
</table>

### Employee Programs

<table>
<thead>
<tr>
<th>Family Assistance Fund</th>
<th>Financial support mechanism for fellow employee families during times of need.</th>
</tr>
</thead>
<tbody>
<tr>
<td>JSC CFC</td>
<td>Combined Federal Campaign (an annual charity effort).</td>
</tr>
<tr>
<td>JSC Drug Free Program</td>
<td>Program for a safe workplace free of illegal drugs, per NPR 3792.</td>
</tr>
<tr>
<td>JSC Emeritus Program</td>
<td>Emeritus Program (retired employee consultants).</td>
</tr>
<tr>
<td>JSC Expatriate Program</td>
<td>Describes the Permanent Change of Station (PCS) process and outlines the various entitlements you receive when going on an assignment overseas.</td>
</tr>
<tr>
<td>Special Programs</td>
<td>Links and information including Combined Federal Campaign, blood donation drives, mentoring, Starport, telework, and more.</td>
</tr>
</tbody>
</table>

### Other

<table>
<thead>
<tr>
<th>Astronaut Selection</th>
<th>You know you want to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Rooms</td>
<td>Conference room list.</td>
</tr>
<tr>
<td><strong>Employee Orientation</strong></td>
<td>NASA Employee Orientation Page.</td>
</tr>
<tr>
<td>--------------------------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td><strong>Facilities and Labs</strong></td>
<td>List of JSC facilities and labs. Some of the links may be out of date.</td>
</tr>
<tr>
<td><strong>Facility Managers</strong></td>
<td>Facility manager locator.</td>
</tr>
<tr>
<td><strong>IdMAX</strong></td>
<td>Identity Management and Account Exchange.</td>
</tr>
<tr>
<td><strong>IRD CSC</strong></td>
<td>IRD Customer Support Center provides IRD’s customers with support, end user training, and application support.</td>
</tr>
<tr>
<td><strong>JSC Calendar</strong></td>
<td>JSC events are kept on a single calendar on the internal JSC website.</td>
</tr>
<tr>
<td><strong>JSC Contractor Info</strong></td>
<td>Contractor addresses, phone numbers, and abbreviations.</td>
</tr>
<tr>
<td><strong>JSC External</strong></td>
<td>JSC’s official public website.</td>
</tr>
<tr>
<td><strong>JSC Internal</strong></td>
<td>Internal JSC website that includes links to many JSC items like JSC Today, the phonebook, map, and cafeteria menu.</td>
</tr>
<tr>
<td><strong>JSC Security</strong></td>
<td>Additional information about badging, parking, traffic enforcement, and more.</td>
</tr>
<tr>
<td><strong>Phone Directory</strong></td>
<td>Phone directory, allowing you to find employee’s phone numbers, office location, mail code, and more.</td>
</tr>
<tr>
<td><strong>Standard Performance Appraisal Communication Environment (SPACE )</strong></td>
<td>Website where performance plans are completed.</td>
</tr>
<tr>
<td><strong>Swap Shop</strong></td>
<td>A JSC-internal listing where employees can post and view items for sale, giveaways, and lost and found.</td>
</tr>
<tr>
<td><strong>Webmail</strong></td>
<td>Browser-based email (access email through a web/internet browser instead of an email client)</td>
</tr>
<tr>
<td><strong>WebTADS</strong></td>
<td>NASA Web-based Time and Attendance System (time card).</td>
</tr>
</tbody>
</table>
JSC Handbook Sections With Links

Everything you need to know about JSC personnel policies and procedures is outlined in the JSC Handbook: [http://jscpeople.jsc.nasa.gov/handbook.cfm](http://jscpeople.jsc.nasa.gov/handbook.cfm)

- Home
  - Overview
- Part 1 - Human Resources Management
  - Section 1 - Human Resources Management
  - Section 2 - General Personnel Provisions
  - Section 3 - Human Resources Records System
- Part 2 - Hours of Duty
  - Section 1 - Work Schedules
  - Section 2 - Super-flex/Maxi-flex Tour of Duty
  - Section 3 - Special Tour of Duty
  - Section 4 - Part-time Employment
  - Section 5 - Travel
  - Section 6 - Center Closures
- Part 3 - Work from Anywhere and Other Workplace Flexibilities
  - Section 1 - Work From Anywhere
- Part 4 - Opportunities for Employees
  - Section 1 - Employee Details
  - Section 2 - Inter-Personnel Agreements (IPA's)
  - Section 3 - Employment of Experts & Consultants
  - Section 4 - Private Sector Temporary Employees
  - Section 5 - Merit Promotion & Placement
  - Section 6 - NETS
  - Section 7 - Employment Program for People with Disabilities
  - Section 8 - Opportunities for NASA Employees Considering Retirement
- Part 5 - Employee Engagement
  - Section 1 - Awards and Recognition
  - Section 2 - Performance Management
  - Section 3 - Training & Development
- Part 6 - Policies & Employee Guidelines
  - Section 1 - Drug Free WorkPlace
  - Section 2 - Outside Employment

[Return to Table of Contents](#)
● Section 3 - Political Activity
  ○ Section 4 - Financial Interests & Investments
  ○ Section 5 - Employee Clearance Procedure
● Part 7 - Employee Relations
  ○ Section 1 - Standards of Conduct
  ○ Section 2 - Disciplinary Actions
  ○ Section 3 - Grievances
  ○ Section 4 - Equal Opportunity
  ○ Section 5 - Labor Relations
  ○ Section 6 - Reasonable Accommodation
● Part 8 - Leave Options
  ○ Section 1 - Absence and Leave Administration
  ○ Section 2 - Annual Leave
  ○ Section 3 - Sick Leave
  ○ Section 4 - Family Medical Leave Act
  ○ Section 5 - Other Leave & Absences
  ○ Section 6 - Voluntary Leave Bank Program
  ○ Section 7 - Voluntary Leave Transfer Program
● Part 9 - Position Management
  ○ Section 1 - Position Management
  ○ Section 2 - Position Classification & Pay Administration
  ○ Section 3 - Classification Appeals
  ○ Section 4 - Reduction in Force
● Part 10 - Overtime & Premium Pay
  ○ Section 1 - Overtime & Other Premium Pay
  ○ Section 2 - Pay for Physical Hardship or Hazardous Duty
● Part 11 - Benefits
  ○ Section 1 - Insurance & Other Benefits
  ○ Section 2 - Injury/Illness/Fatality Compensation