

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

## How do I log into SATERN for the first time?

### ➤ Create your NASA user profile in Launchpad

The SATERN login process is now consistent with many other NASA Information Technology (IT) systems. For access to SATERN, Learners and Administrators will be required to enter their Agency User ID and profile password.

### Here's what to do

- Visit Access Launchpad at <https://launchpad.nasa.gov>.

The screenshot shows the 'Access Launchpad' interface. At the top, there is a NASA logo and the text 'Office of the Chief Information Officer'. Below this, there are two main sections: 'First-Time User' and 'Returning User'. The 'First-Time User' section contains a paragraph explaining that a profile allows access to certain NASA applications and provides a 'Create My Profile' button, which is circled in red. The 'Returning User' section has a 'Log In:' header, followed by input fields for 'Agency User ID (AUID):' and 'Password:', and a 'Log In' button. Below these sections is a 'Frequently Asked Questions' button. At the bottom, there is a red-bordered box with a disclaimer: 'This is a US Government computer. This system is for authorized users only. By accessing and using this computer system, you are consenting to full system monitoring of your process -- including keystrokes. Be forewarned that unauthorized use of, or access to this computer system may subject you to disciplinary action and/or criminal prosecution.'

- Click "Create My Profile" under the "First-Time User" header
- Do you know your Agency User ID? Select either "Yes" or "No" to enter or to retrieve your Agency User ID
  - If you select "Yes," you are prompted to enter your Agency User ID
  - If you select "No," you are prompted to enter data to retrieve your Agency User ID
- Confirm that your personal information is correct and request a temporary password
- Retrieve your temporary password from your e-mail inbox and create a new password
- Answer ALL of the security questions to reset your password in the future

*The NASA Information Support Center provides Launchpad assistance at 1-866-419-6297*

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## ➤ Activate your SATERN account (Contractors only)

**NOTE:** Civil Servants do not need to activate their SATERN account.

As a contractor, in order to login to SATERN, you need to submit a request for account activation.

### Here's what to do

- Visit <https://satern.nasa.gov>
- From the Splash page, click on the **SATERN Learner Account Validation** link
- Enter your Agency User ID and click Submit
- Follow the steps to activate your SATERN account
- **Note:** It will take one business day to activate your SATERN account

## ➤ Log into SATERN

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

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

## Forgot your Agency User ID and Password?

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

### Forgot your Agency User ID?

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

### User Directory

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

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## Forgot your Password?

**Returning User**

Log In:

Agency User ID (AUD):

Password:

**Log In**

[Forgot Agency User ID or Password?](#)

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

### Step 1: Enter Agency User ID

Please enter your Agency User ID:

Agency User ID

**Cancel**

**Next >**

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

### Step 2: Answer Security Questions

Please answer the security questions below:

What is your favorite color?

Where was your mother born?

What is the name of your last high school?

**Cancel**

**Next >**

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

### Step 3: Create New Password

Please enter a new password below:

New Password:  [Password strength:](#)

Confirm New Password:

**Cancel**

**Next >**

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