

How do I login to 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, users 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>.



- Under the **First-Time User** header click **Create My Profile**
- 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 Access Launchpad assistance at
1-866-419-6297

Login to SATERN at <https://satern.nasa.gov>

➤ Activate your SATERN User account

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>
- Click on Step 3 Account Activation link
- Enter your Agency User ID and click **Submit**
- Follow steps to activate your SATERN account
- **Note:** It will take one business day to activate your SATERN account

First Time SATERN Users

Step 1: [Click here](#) to download first time user login instructions.

Step 2: [Click here](#) to create your NASA User profile in Launchpad.

 Step 3: [Click here](#) to activate your SATERN account.

➤ Login to SATERN

Launch your Internet browser and go to <https://satern.nasa.gov>.

User Login
User Login Requires an Agency User ID and Password
Administrator Login
Administrator Login Requires an Agency User ID and Password

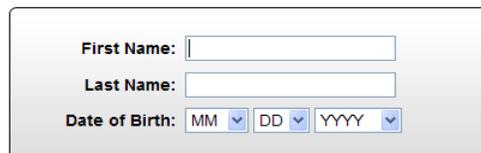
Forgot your Agency User ID and Password?

Forgot your Agency User ID?



- 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**, then click **Next**.
- Your Agency User ID will be displayed.

Forgot your Password?

- 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

- 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?

- 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:

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