



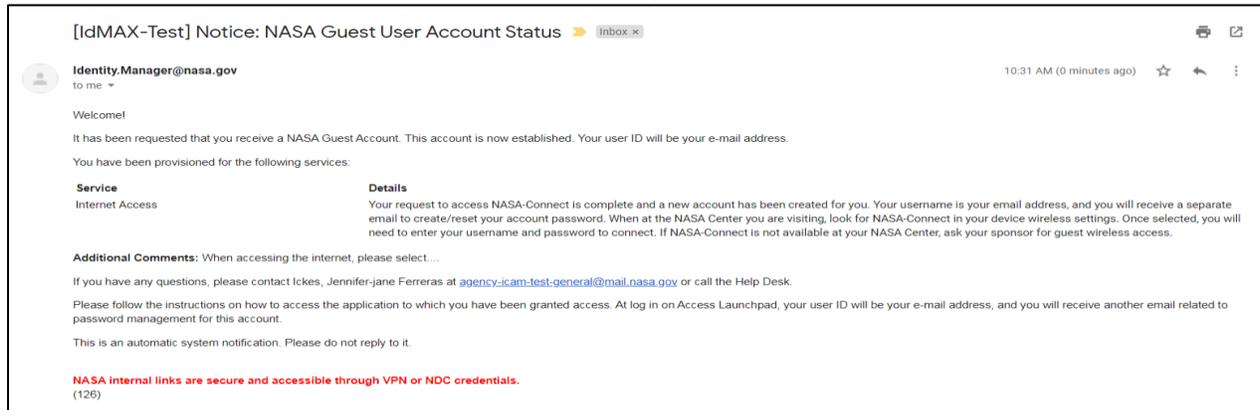
How do I Submit or Manage a Guest User Account Job-Aid

Last Updated: 09/17/2019

Guest User Emails and Instructions

This section provides the steps the user will need to take in order to complete the process as well as how to help them if they need further instructions.

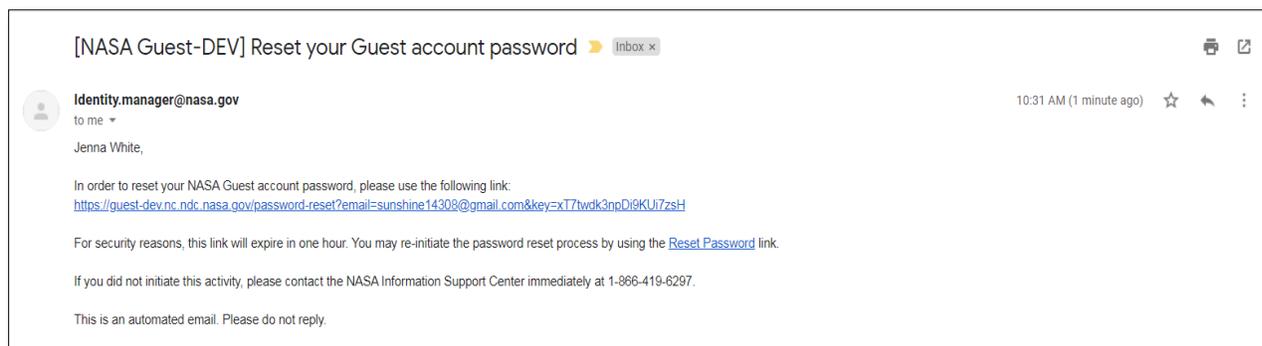
Notice: NASA Guest User Account Status (Email 1 of 2)



The user will receive (2) emails from Identity.Manager@nasa.gov with instructions and next steps.

Note: The user should follow the instructions that was provided to them in the additional information on how to access the application to which they have been granted access to. At Log in on Access Launchpad, their user ID is the email address that was used at the creation of the guest account. They will receive a second email indicating how to reset their guest account password.

Reset your Guest account password (Email 2 of 2)



To complete this process, instruct the user to reset their guest account password using the link in email 2 of 2.

Note: It is important the user completes this step within 1 hour to avoid the link expiring. If the link does expire, instruct them to click the Reset Password link.



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Guest Account Password Reset:

Reset Password

Password
.....

Confirm Password
.....

Password Strength
Very Strong

Reset Password

Password Tips

- User password must be **12 to 32** characters long.
- It **MUST** contain any three of the following four constraints:
 - At least one upper case character
 - At least one lower case character
 - At least one number
 - At least one special character (e.g. \$, !, #, *, @, %)
- It **CANNOT** be one of the last **24** passwords used.

Step 1. Enter a Password that meets three of the four constraints listed

Step 2. Re-enter the Password

Step 3. Click **Reset Password**

Guest Account Password Reset Success

Success!

You have successfully reset your Guest account password.

To manage your account, use the following link:
<https://guest-dev.nc.ndc.nasa.gov/manage>

Guest Account Password Changed Email

[NASA Guest-DEV] Your Guest account password has been changed

Identity.manager@nasa.gov
to me

Jen Ickes,

Your NASA Guest account password has been successfully changed.

If you did not initiate this activity, please contact the NASA Information Support Center immediately at 1-866-419-6297.

This is an automated email. Please do not reply.

Congratulations! You have successfully completed the Guest Account process.



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Guest User Log In Process

The screenshot shows the NASA Access Launchpad login interface. At the top left is the NASA logo and the text "Access Launchpad". At the top right are links for "First Time User?", "Help", "Expired/Forgotten Password", and "Retrieve Agency ID". The main content area is titled "Agency User ID" and contains a login form with two input fields: "Agency User ID" and "Password". Below these fields are links for "Forgot Agency User ID?" and "Forgot Password?". A blue "Log In" button is positioned below the "Agency User ID" field. Underneath the form, it states "Access Level: Low" and "Limited access to many applications. For full access, log in with a smartcard." Below this, there is a section titled "Or choose another option below" with three buttons: "Smartcard (preferred)", "RSA Token", and "Agency User ID". At the bottom of the form is a yellow box containing a disclaimer: "By accessing and using this information system, you acknowledge and consent to the following: You are accessing a U.S. Government information system, which includes: (1) this computer; (2) this computer network; (3) all computers connected to this network including end user systems; (4) all devices and storage media attached to this network or to any computer on this network; and (5) cloud and remote information services. This information system is provided for U.S. Government-authorized use only. You have no reasonable expectation of privacy regarding any communication transmitted through or data stored on this information system. At any time, and for any lawful purpose, the U.S. Government may monitor, intercept, search, and seize any communication or data transiting, stored on, or traveling to or from this information system. You are NOT authorized to process classified information on this information system. Unauthorized or improper use of this system may result in suspension or loss of access privileges, disciplinary action, and civil and/or criminal penalties."

Step 1. When you are presented with the Access Launchpad login form, you will need to select the **Agency User ID** button.

Step 2. Enter the email address that is associated with your Guest account in the **Agency User ID** field

Step 3. Enter the Password that you set up in the **Password** field

Step 4. Then click the **Log In** button.



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Forgot Your Password?

If the user has forgotten their guest account password they can reset it by visiting <https://guest.nasa.gov>

The screenshot shows the NASA Guest Account Services sign-up page. The header includes the NASA logo and the text "Guest Account Services" with a "Need Help?" link. The main heading is "Begin access for collaboration and information sharing with NASA using a Guest Account!". The "Sign Up" section contains fields for First Name, MI, Last Name, Email, and Citizenship (set to UNITED STATES). There is a checkbox for "I have read and agree with the Terms of Service" and a "Create Account" button. Below this, there is a section for "Already have an account?" with "Log in with NASA" and "Log in with Google" buttons, and a link for "Reset Password". A "Terms of Service" section is also visible on the right, detailing the user's acknowledgment of the system's use and privacy policies.

Step 1. Click the **Reset Password** link located next to Having trouble logging in?

The screenshot shows the "Forgot Your Password?" page on the NASA Guest Account Services site. The header is the same as the previous page. The main heading is "Forgot Your Password?". Below the heading, it says "Enter the email address associated with your Guest account, and we'll send you an email with a link to reset your password." There is an "Email" input field and a "Send" button.

Step 2. Enter the email address associated with your Guest account. An email with a link to reset your password will be sent.