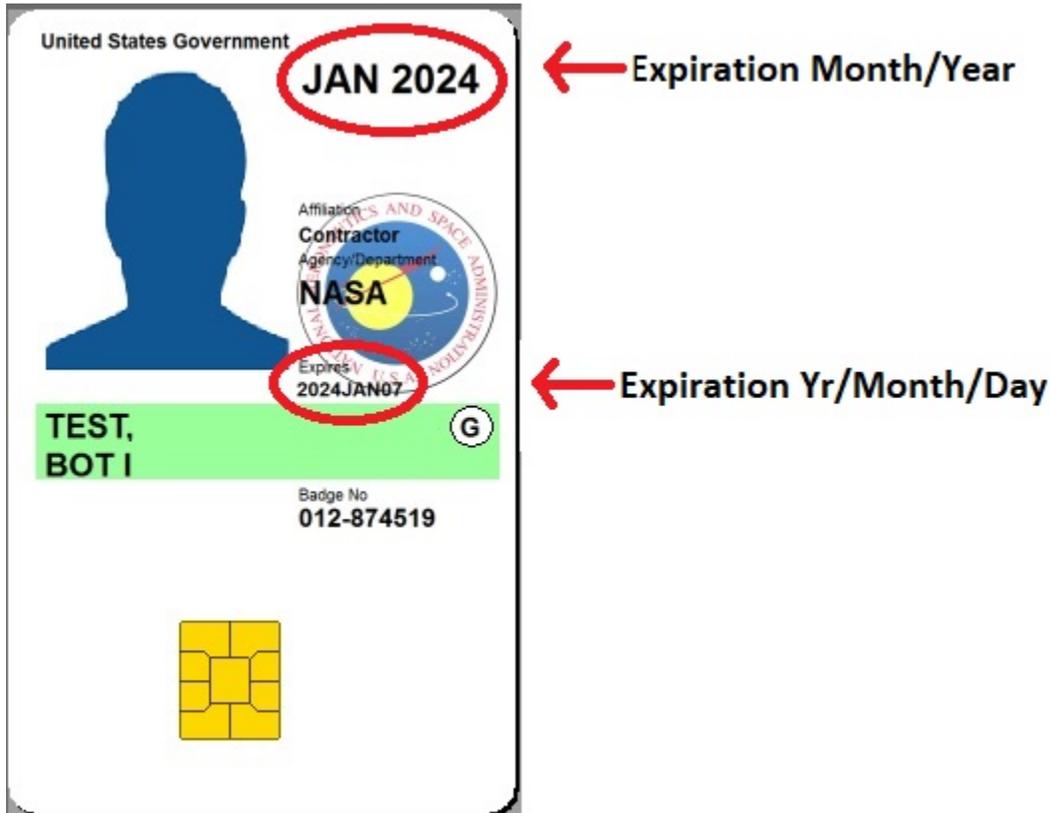


FAQs for Expiring Badges

Question: How do I know when my badge is going to expire?

Answer: The badge expiration date is printed in two locations on the badge. At the upper right corner, the badge expiration Month and Year is printed. In the middle of the badge, the expiration year, month and day is printed.



Question: What do I do if my badge expired and I need to access the NASA network for excepted work?

Answer: In collaboration with the Office of Protective Services (OPS), we are reaching out to all users who have a PIV badge expiring in the next 2 weeks and have not yet received a replacement badge. This is ~20 users. For these individuals, they will receive a PIV exemption so they can access IT systems through user name and password. This process will continue as described for the duration of a shutdown. Some people may realize they have an expiring badge prior to contact these and others should call the Help Desk at 877 677 2123 to get a PIV exemption, which will provide them IT access through user name and password. The help desk can also assist with password resets.

Question: My badge expired during the shutdown due to a lapse in funding. What do I do when I return to work?

Answer: Users with an expired badge will need to follow the visitor process to gain physical access when they return then go to the badging office to get a new badge. The new badge and pin should work on IT systems, if, however, there are difficulties, call the help desk at 877 677 2123.

Question: My PIV badge is expiring, will this cause my NASA mobile device to stop working for NASA email?

Answer: No. The certificates issued to your NASA mobile device are not tied to the same expiration date as your PIV badge. Your NASA mobile device certificate will expire 24 months after you registered with Maas360.

Question: My PIV badge has expired and I don't know what my Launchpad password is or it has expired as well. How can I regain access to NASA systems while on furlough?

Answer: Contact the Help Desk at 877 677 2123 and they can assist you with resetting your Launchpad password or issue you an RSA Soft Token.