

FAQs for Password Expiration

During the Government shutdown NASA has taken proactive actions to ensure your accounts will stay active and non-impacting until your return to duty.

Q1. Will My NDC Password Expire?

Answer: No

These passwords are being extended 60 days beyond their current expiration date on a daily basis for those that are due to expire. The activity of extending passwords will continue for the duration of the furlough to ensure no users will be disabled when the government re-opens. Password expiration notices have been turned off.

Q2. Will My Launchpad Password Expire?

Answer: Yes.

No changes are being done to these passwords since users can use their PIV badge for authenticating to most Launchpad applications with no impacts due to the password expiring. Upon returning to work users can login to <https://id.nasa.gov> with their PIV badge and select "Forgot Launchpad Password" to reset it. This can be done through VPN should you wish to modify the password sooner.

Q3. Will My Mobile Device that uses Launchpad continue to work?

Answer: Yes.

Users of NASA mobile devices that are enrolled in the Maas360 MDM solution may see Launchpad pop up screens. Mobile devices use a certificate to login into Launchpad and not a password. These devices will continue to function as well with no impact to the end users.