



# Getting a NAS Account

October 19, 2016

NASA Advanced Supercomputing Division

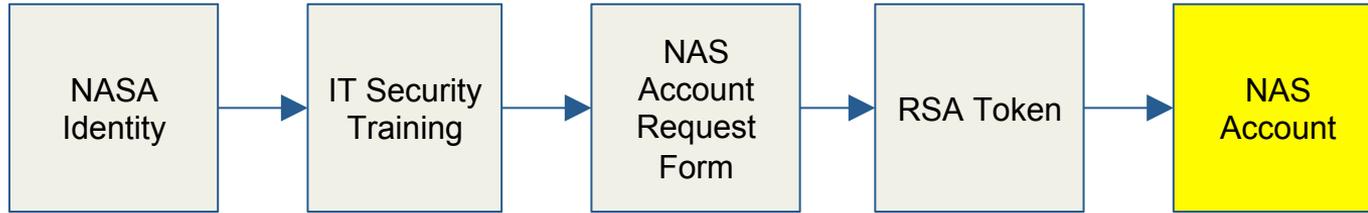
## Overview

- General Overview of Accounts Process
- eBooks
- NASA Identity
- Identity Management Process
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- IT Security Training
- NAS Account Request System
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- NAMS Requests
- RSA Tokens
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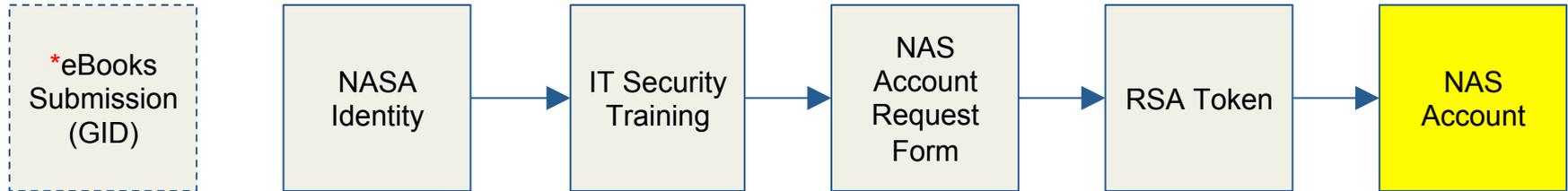


## The Steps to Getting a NAS Account

### User



### Principal Investigator (PI)





## eBooks

The NASA HEC eBooks website is a set of web-based management tools for requesting and managing computer allocations on NASA's High-End Computing (HEC) resources. If you are currently supported to perform research for NASA, you can use eBooks to request computer time allocations on HEC resources, either in response to annual or semi-annual calls or at any time through the year. HEC resources are located at the NASA Advanced Supercomputing (NAS) facility at Ames Research Center and the NASA Center for Climate Simulation (NCCS) at Goddard Space Flight Center. Information on all available HEC resources, including computing systems, storage and support services, can be found at [HEC Resources Information](#). Instructions for submitting requests for HEC resource allocation can be found at [Submission Instructions](#) for all mission directorates.

<p><b><u>Science Mission Directorate (SMD) Rolling Call</u></b> Deadlines Annually on: September 20</p>	<p><b><u>Aeronautics Research Mission Directorate (ARMD) Rolling Call</u></b> Deadline Annually on: September 20</p>	<p><b><u>Human Exploration and Operations Mission Directorate (HEOMD) Rolling Call</u></b> Deadline Annually on: September 20</p>	<p><b><u>Space Technology Mission Directorate (STMD) Rolling Call</u></b> Deadline Annually on: September 20</p>	<p><b><u>NASA Engineering Safety Center Mission Directorate (NESC) Rolling Call</u></b> Deadline Annually on: September 20</p>	<p><b><u>Miscellaneous (MISC) Rolling Call</u></b> Deadline Annually on: September 20</p>
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**Note:** Deadlines shown are for FY17 awards beginning November 1, 2016; and are subject to change for subsequent award periods.

## NASA Identity

All NASA Advanced Supercomputing users require a NASA profile, or “identity”, prior to requesting an account for access to IT resources. To obtain an identity, you will need to follow the “identity management process,” which includes providing appropriate documentation, such as a driver’s license and passport, to verify your identity. Your NASA user profile, or identity, is securely stored in NASA’s Identity Management and Account Exchange (idMAX) system (similar to having a secure online banking profile).





## Requesting a NASA Identity

When to submit an identity request...

- If user does NOT have a NASA Identity
- If user is NOT a NASA employee
- If user is NOT affiliated on another active NASA contract/grant
- If users identity is terminated

**Note:** Only PI's can request a NASA identity for their users or themselves.

URL: <https://www.nas.nasa.gov/hecc/portal/accounts/>, select option #3.

NASA Home | HEC Program | NAS Division

HOME ABOUT HECC RESOURCES SERVICES ACCOUNTS SUPPORT

### HIGH-END COMPUTING CAPABILITY

Computing power to answer NASA's complex science and engineering questions

#### Account Request System

This US Government computer is for authorized users only.  
By accessing this system you are consenting to complete monitoring with no expectation of privacy.  
Unauthorized access or use may subject you to disciplinary action and criminal prosecution.

Please select one of the three options:

1. I want to renew my account
2. I want to request an account for myself
3. I want to request a NASA identity for one of my new users (Choose this option if you are a PI and need to request a NASA identity for a person that does not have one)



## Requesting a NASA Identity (PIs only)

### Account Request System - Option #3

I want to request a NASA identity for one of my new users

Enter new user's information:

- Legal name
- Organization name
- Phone
- Email (do not use group address)
- Organization address
- Contract or grant # (if known)
- Project # (GID)

### HIGH-END COMPUTING CAPABILITY

Computing power to answer NASA's complex science and engineering questions

#### Account Request System

#### Request NASA Identity For A New User

Please use your new user's information in the form below to request a NASA identity for them.

New User's Name

Organization Name

New User's Phone

New User's Email

New User's Address

New User's City

New User's State

New User's Zip

New User's Country

Contract or Grant #  
(if known)

Project # (GID) (if  
available) ?

Submit

## Identity & NAS Account Checklist

- 1. User completes NASA Identity Invitation
- 2. Passport & Visa are uploaded (if non U.S. citizen)\*
- 3. Identity Enrollment submitted
- 4. NAS Identity Sponsor Approval
- 5. NASA Personnel Security Review & Approval
- 6. IVO Review & Approval (if Non U.S. Citizen)
- 7. Agency Review & Approval (if Non U.S. Citizen)
- 8. NASA IT Security Review & Approval  NASA Identity becomes "active" upon this approval
- 9. User completes IT Security Training
- 10. User submits online NAS Account Request Form
- 11. Submit NAS account/RSA token request in NAMS
- 12. Setup supercomputing account\Assign RSA token
- 13. User calls NAS Support for:
  - Temporary NAS password
  - Enabling RSA token & pin setup
  - Log in assistance (if needed)

**COMPLETE** ✓



## NASA Identity Invitation Email 1 of 2:

ldMAX.nasa.gov Identity.Manager@nasa.gov

3:56 PM (2 minutes ago)

to me

Jennifer (ldmaxuser.test@lists.nasa.gov), has requested that you, Gavin R. Ickes, receive a NASA "identity" for NASA location: MSFC. This identity is a prerequisite to IT computer and/or physical access at NASA.

This is the first e-mail in a series of two. You should receive a second email that will provide you with a unique pass phrase for accessing the NASA Identity Invitation Web site. If you do not receive the email with the pass phrase, contact Jennifer to submit an updated invitation.

After receiving the pass phrase, please follow the steps below for efficient processing of this request. Ensure that you complete these steps before this invitation expires on **09/24/2012**.

### Step 1:

After receiving the pass phrase, please click on the following link, [NASA Identity Invitation](#), to access your unique invitation. To sign in, you must:

- Have **Javascript Enabled** in your web browser (Internet Explorer, Firefox) as this is a Javascript enabled website. This website is accessible via a computer only.
- Enter the **pass phrase** received from the second email.
- Select the radio button indicating that you have read the **Terms of Service**.
- Select the radio button to determine your **citizenship type**.
  - If you are a United States citizen or a Naturalized United States citizen, select "I am a US or Naturalized US Citizen." button.
  - If you are a Lawful Permanent Resident of the United States, select "I am a Lawful Permanent US Resident." button.
  - If you are not a United States citizen (e.g. Foreign National), select "I am NOT a United States Citizen." button.
- Click the **Sign In button**.

**NOTE:** Have the following information available before accessing the Web site:

- Social Security Number (required if United States citizen, Naturalized US citizen, or Lawful Permanent US Resident)
- Country/State/City of Birth
- Legal Identification (e.g. Driver's License, Passport, State Id Number, Naturalization Number, Permanent Resident Alien Number, Naturalized US citizen, or Lawful Permanent US Resident)
- VISA Information (required for Non United States citizens).

(Accessing this site before receiving your unique pass phrase can result in your invitation being canceled.)

### Step 2:

The following is information you will be required to enter for creation of a NASA identity:

- Name Information: Current Legal First, Middle, and Last Name
- Birth Information: Date, Country, City (State is required if Birth Country is in United States)
- Residential Information: Country, City, Street (State and Zip are only required if residence is located in United States)
- Credential Information: SSN (required for all except Non United States citizens), Driver's License or State issued Identification, Phone Number, and verification of Citizenship.

Once all the information is complete in the data entry form, click on the "Submit" button. Please keep the confirmation number for your request.

If you do not receive the second e-mail with your pass phrase, please contact Jennifer (ldmaxuser.test@lists.nasa.gov) to request number: NR-1347915397271.

This is an automatic system notification. Please do not reply to it.

New users will receive a set of emails with instructions on how to complete their NASA Identity Invitation.

**Note:** The NASA Identity Invitation expires after 7 days.

## NASA Identity Invitation Email 2 of 2:

[ldMAX-TEST] Action: Your NASA Identity Invitation (Email 2 of 2)

Inbox

ldMAX.nasa.gov Identity.Manager@nasa.gov  
to me

3:56 PM (1 minute ago)

Jennifer (ldmaxuser.test@lists.nasa.gov), has requested that you, Gavin, receive a NASA "identity" for NASA location: MSFC. This identity is a prerequisite to IT computer access at NASA.

This is the second e-mail in a series of two which contains your pass phrase. Please follow the instructions in the first email when you receive it.

Pass Phrase: **just city**

**Note:** If you did not receive the first e-mail with the link, please ensure that you receive it within **8 business hours** of receiving this e-mail. The expiration date for this request is **09/24/2012**.

If you do not receive the first e-mail, please contact Jennifer (ldmaxuser.test@lists.nasa.gov), who submitted this invitation. Refer to request number: NR-1347915397271.

This is an automatic system notification. Please do not reply to it.



# Identity Management Process

NASA Identity Invitation



## NASA Identity Invitation

### Login

#### • Passphrase

#### • Citizenship

- I am a US or Naturalized US Citizen.
- I am a Lawful Permanent US Resident.
- I am NOT a United States Citizen.

- I have read and agree with the Terms of Service
- I have read and agree with the Paperwork Reduction Act

Sign In

#### Terms of Service

Unauthorized use of the computer accounts and computer resources to which I am granted access is a violation of Federal law; constitutes theft; and is punishable by law. I understand that I am the only individual to access these accounts and will not knowingly permit access by others without written approval. I understand that my misuse of assigned accounts and my accessing others' accounts without authorization is not allowed. I understand that this/these system(s) and resources are subject to monitoring and recording and I will have no expectation of privacy in my use of and content on these systems and the computer equipment. I further understand that failure to abide by these provisions may constitute grounds for termination of access privileges, administrative action, and/or civil or criminal prosecution.

#### Paperwork Reduction Act

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 2700-0158 and expires on 08/31/2017. We estimate that it will take five (5) minutes to read the instructions, gather the facts, and answer the questions. Send only comments regarding the time estimate to: [james.p.nicholas@nasa.gov](mailto:james.p.nicholas@nasa.gov)



## NASA Identity Invitation - Identity Information



### NASA Identity Invitation

#### Step 1

Identity Information

#### Step 2

Residential Information

#### Step 3

Identification Information

#### Step 4

Naturalization Information

#### Final Step

Existing Smartcard Information

#### Identity Information

Salutation:

\*Legal First Name:

Jane

Legal Middle Name:

\*Legal Last Name:

Smith

Legal Suffix:

\*Date of Birth:

01/31/1980

\*Birth Country:

UNITED STATES

\*Birth City:

Huntsville

\*Birth State:

Alabama

\*Citizenship Country:

UNITED STATES

Dual Citizenship Country:

\*Social Security #:

\*\*\*\*\*

\*Confirm Social Security #:

\*\*\*\*\*

All form fields denoted by \* are required.

Next »



## NASA Identity Invitation - Residential Information



### NASA Identity Invitation

Step 1

Identity Information

Step 2

Residential Information

Step 3

Identification Information

Step 4

Naturalization Information

Final Step

Existing Smartcard Information

#### Residential Information

\*Residence Country: UNITED STATES

\*Residence Street: 14308 Sunny Lane

\*Residence City: Madison

Residence County/Province:

\*Residence State: Alabama

\*Residence Zip: 35758

\*Daytime Phone #: 256.555.5555

\*Email: jenniferjane.ickes@gmail.com

All form fields denoted by \* are required.

« Previous

Next »



## NASA Identity Invitation - Identification Information



### NASA Identity Invitation

Step 1

Identity Information

Step 2

Residential Information

Step 3

Identification Information

Step 4

Naturalization Information

Final Step

Existing Smartcard Information

#### Identification Information

\*Legal Identification Type:

\*Legal Identification Number:

\*Confirm Legal Identification Number:

\*Issuing Country:

\*Issuing State:

All form fields denoted by \* are required.

« Previous

Next »



- I am a US or US Naturalized Citizen

## NASA Identity Invitation - Naturalization Information



### NASA Identity Invitation

<b>Step 1</b> Identity Information	<b>Step 2</b> Residential Information	<b>Step 3</b> Identification Information	<b>Step 4</b> Naturalization Information	<b>Final Step</b> Existing Smartcard Information
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Naturalized Citizen Information

Naturalization Number:

Confirm Naturalization Number:

Naturalization City:

Naturalization State:

Naturalization Date:

All form fields denoted by \* are required.

« Previous   Next »



- I am Lawful Permanent US Resident (LPR)

NASA Identity Invitation

 **NASA Identity Invitation**

- Step 1**  
Identity Information
- Step 2**  
Residential Information
- Step 3**  
Identification Information
- Step 4**  
LPR Information
- Final Step**  
Existing Smartcard Information

Lawful Permanent Resident Alien Information

\*Permanent Resident Alien Number:

\*Confirm Permanent Resident Alien Number:

Permanent Resident Expiration Date:  

All form fields denoted by \* are required.

[« Previous](#) [Next »](#)



- I am NOT a United States Citizen

### NASA Identity-Foreign National Information

## NASA Identity Invitation

<b>Step 1</b> Identity Information	<b>Step 2</b> Residential Information	<b>Step 3</b> Identification Information	<b>Step 4</b> Foreign National Information	<b>Final Step</b> Existing Smartcard Information
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Foreign National Information

Passport Number:

Confirm Passport Number:

Passport Expiration Date:  

Passport Country:  

VISA Number:

Confirm VISA Number:

VISA Begin Date:  

VISA End Date:  

\*VISA Type:  

I-94 End Date:  

\*How long have you been living and/or working in US?:  

All form fields denoted by \* are required.

[« Previous](#) [Next »](#)

- Federal Smartcard/badge - select **NO** from the dropdown (even if you have a badge from another federal agency, such as a CAC card).

#### NASA Identity Invitation - Federal Smartcard

 **NASA Identity Invitation**

**Step 1** Identity Information | **Step 2** Residential Information | **Step 3** Identification Information | **Step 4** Naturalization Information | **Final Step** Existing Smartcard Information

**Existing Federal Smartcard**

\*Do you have an active non-NASA Issued Federal Smartcard/badge that you would like to register for accessing NASA Facilities or IT Resources? (Yes/No). Examples of credentials include CAC Card, PIV and PIV-I Badges. This will not automatically grant you access to NASA resources, you will have to complete appropriate access request processes.

All form fields denoted by \* are required.

Select

« Previous Done

- Confirmation

#### NASA Identity Invitation - Confirmation

 **NASA Identity Invitation**

Identity Invitation Submission was successful

You may retain this confirmation number for your records. Your NASA contact will be notified shortly that you have completed your invitation request. You may close this browser session. Thank you.

Confirmation Number: 7888645749

Note: If you have additional identity documents to provide to NASA, please click on the IdMAX User Document Upload link below:

<https://userdocuments.usat.nasa.gov/>

If you have completed registration for a card issued to you, you may remove the card from the reader.



## \* Upload User Documents (non US Citizens only)

URL: <https://userdocuments.nasa.gov>

Current copies of the following documents should be uploaded:

- 1) Passport
- 2) Visa (and DS-2019, I-20 or I-797 if applicable)





### Upload User Documents

#### Purpose

This tool allows you to attach an identity proofing document to your NASA Identity record. These documents are necessary for obtaining access to NASA logical and or physical resources. Any existing identity proofing document data will be displayed in limited context.

To continue, please select your citizenship and read and acknowledge the Terms of Service and Paperwork Reduction Act.

**\*Citizenship**

I have a Social Security Number (U.S. Citizen, Legal Permanent Resident, or citizen of non-U.S. country).

I do NOT have a Social Security Number (citizen of non-U.S. country).

**\*** I have read and agree with the Terms of Service

**\*** I have read and agree with the Paperwork Reduction Act

[Continue](#)

#### Terms of Service

Unauthorized use of the computer accounts and computer resources to which I am granted access is a violation of Federal law; constitutes theft; and is punishable by law. I understand that I am the only individual to access these accounts and will not knowingly permit access by others without written approval. I understand that my misuse of assigned accounts and my accessing others' accounts without authorization is not allowed. I understand that this/these system(s) and resources are subject to monitoring and recording and I will have no expectation of privacy in my use of and content on these systems and the computer equipment. I further understand that failure to abide by these provisions may constitute grounds for termination of access privileges, administrative action, and/or civil or criminal prosecution.

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## Approved IT Access

Once your NASA Identity is approved, you will receive an email with the subject line **[idMAX] Approved - NASA IT Access**.

- Follow the two steps in the email to complete the IT Security Training requirement.
  - Visit [id.nasa.gov](http://id.nasa.gov) to create a Launchpad profile.
  - Visit SATERN (<http://satern.nasa.gov>) to complete the NASA IT Security Training course located in your Learning Plan entitled "Introduction to Information Security for New Employees" or "FY2016 CYBERSECURITY AND SENSITIVE UNCLASSIFIED INFORMATION AWARENESS TRAINING".

**Note:** Your SATERN account is activated within one to two days of receiving this email.

## Create your Launchpad Profile

Visit [id.nasa.gov](http://id.nasa.gov)

5 Step Process:

- Identify yourself
- Provide an email for temporary passphrase
- Create password (need passphrase)
- Set security questions
- Submit

For Launchpad issues :  
call the Help Desk at 1-866-419-6287

## SATERN (NASA IT Security Training)

Visit SATERN (<http://satern.nasa.gov>) to complete the NASA IT Security Training course in your Learning Plan.

- New users - "Introduction to Information Security for New Employees"
- Existing users - "FY2016 Cybersecurity and Sensitive Unclassified Information Awareness Training"

**Note:** Yearly completion required to use NASA IT resources.

\* JPL users should follow JPL training instructions





## Submit a NAS Account Request Form

Account Request System - URL: <https://www.nas.nasa.gov/hecc/portal/accounts/>

- Option #1 - Renew (existing users)
- Option #2 - Request account (new users)

NASA Home | HEC Program | NAS Division

HOME ABOUT HECC RESOURCES SERVICES ACCOUNTS SUPPORT

### HIGH-END COMPUTING CAPABILITY

Computing power to answer NASA's complex science and engineering questions

#### Account Request System

This US Government computer is for authorized users only.  
By accessing this system you are consenting to complete monitoring with no expectation of privacy.  
Unauthorized access or use may subject you to disciplinary action and criminal prosecution.

**Please select one of the three options:**

1. I want to renew my account
2. I want to request an account for myself
3. I want to request a NASA identity for one of my new users (Choose this option if you are a PI and need to request a NASA identity for a person that does not have one)

CONTACT US SITE FEEDBACK SITE MAP



# NAS Account Request Form

NASA Home | HEC Program | NAS Division

HOME ABOUT HECC RESOURCES SERVICES ACCOUNTS SUPPORT

## HIGH-END COMPUTING CAPABILITY

Computing power to answer NASA's complex science and engineering questions

Account Request System Signed in as [\[User\]](#) [logout?](#)

### Renew NAS Account

Verify the data below, and update anything that is out of date. This form is for renewing your **primary NAS GID**. All fields are required.

**Project information**

Project # (GID) ?  **Primary GID only**

Are you the Principal Investigator? ?  No  Yes

NASA Center Affiliation

**Name**

First Name

Middle Name (if available)

Last Name

NEX

**GID:**  
Ask your PI if you do not know what your GID is.

**NASA Center Affiliation:**  
Remote users (not located at a NASA Center) should select **Ames Research Center**.



## NAS Account Request Form continued...

**Organization or Company Information**

Company Name    
 *If not listed*

Work Email  *Do not use username@nas.nasa.gov*

Work Phone  *xxx-xxx-xxxx*

Address 1

Address 2 (if available)

Address 3 (if available)

City

State (or Out of    
Country)

Postal Code (if   
available)

Country  



## NAS Account Request Form continued...

### Computer Security Officer:

The person that supports your computer systems at your organization (actual title may differ).

Computer Security Officer for Organization

Name

Phone  XXX-XXX-XXXX

Email

Misc

Security Question

Answer to Question

Previous username

If you had a previous NAS account then please enter your previous username:

UNIX Shell

Please select your default UNIX shell:





# NAS Account Request Form

## NASA Advanced Supercomputing Division Acceptable Use Agreement (4/2015)

This document gives the requirements for use of the computing systems, resources and facilities located at and/or operated by the NASA Advanced Supercomputing (NAS) Division at NASA Ames Research Center.

As a user of the computing systems, resources and facilities located at and/or operated by the NASA Advanced Supercomputing (NAS) Division at NASA Ames Research Center, I agree to the following and understand that failure to abide by these provisions may constitute grounds for termination of access privileges, administrative action, and/or civil or criminal prosecution:

1. I understand that NAS accounts are to be used only for the purpose for which they are authorized and are not to be used for non-NASA related activities.
2. I understand that unauthorized use of the computer accounts and computer resources to which I am granted access is a violation of Federal law, constitutes theft, and is punishable by law (Section 799, Title 18, U.S. Code).
3. I understand that I am the only individual to access these accounts and will not knowingly permit access by others without written approval.
4. I understand that sharing passwords\* with other people, even on the same project, is prohibited.

...others' accounts without authorization is not  
bring and recording and I will have no expectation of

ilities in an efficient and effective manner.  
...use and data will be deleted after 90 days unless  
reserve my data.

Therefore, processing and storing classified, or  
al Security, is prohibited.

...ate according to FIPS 199. Therefore, processing  
199 and NIST SP 800-60 is prohibited.

cessed or stored in my accounts and will take  
... Regulations), which may include encrypting the  
ion provided by the computing systems.

weaken the security of the NAS systems or have  
urity Team. These activities include but are not  
assword cracking programs, downloading or  
software and copying or making available system

cept as permitted by law or by the owner of the

contained on systems for which I do not have  
the NAS Division Chief or the NAS Computer

the systems or any IT security incidents, including  
sport@nas.nasa.gov) or to the NAS Security Team,

on remote systems that are safe from malicious

basic IT Security Training available at:

<http://salem.nasa.gov/>.

18. If applicable, I further agree to abide by the provisions NASA NPDP 2540.1G regulating privileges and responsibilities of NASA employees and contractors.

\* A password is anything that is used to authenticate the identity of a user or a user's program to a system or application including, but not limited to, the following: a string of letters, number and/or special characters; a private key; an API token that is embedded in a program; and an image.

**Citizenship**

Are you a U.S. Citizen?  Yes  No

**Other Notes (if applicable)**

**NAS Acceptable Use Agreement**

[View NAS Acceptable Use Agreement](#)

By submitting you certify that the information you have provided is true and that you have READ, UNDERSTAND and AGREE to ABIDE BY the above NAS Acceptable Use Agreement.



## NAMS Requests

Regardless of whether you have access to NAMS (NASA Access Management System), NAS will submit the necessary access requests on your behalf (i.e. Agency RSA Token, NASA Advanced Supercomputing). When the requests are submitted, a few emails from `identity.manager@nasa.gov` are automatically generated, however no action is required. If you are a remote user, you will be unable to access the link in these emails. NAMS requests submitted directly by the user may be rejected.

Current Access	
Agency RSA SecurID Token ▾	<a href="#">Modify Access</a> <a href="#">Close Access</a> <a href="#">Recommend</a> <i>Provisioned 09/29/2016</i>
NASA Advanced Supercomputing Account ▾	<a href="#">Modify Access</a> <a href="#">Close Access</a> <a href="#">Recommend</a> <i>Provisioned 09/29/2016</i>

## RSA SecurID Token

An RSA token is required for two-factor authentication when logging into NAS systems. If you do not have a NASA issued RSA token, we will provide one for you\*.

We currently have two options available:



**RSA SecurID token fob** - this device is mailed to you. Be sure to provide a complete mailing address on your Account Request Form, or send an email with an alternate mailing address.



**RSA SecurID app** - is setup on your smartphone (Android and iOS only). Additional instructions are provided for installation, when you choose this option.

\*JPL issued tokens do not work for NAS access



## RSA SecurID Token

### **Enabling your fob for the first time**

URL: [http://www.nas.nasa.gov/hecc/support/kb/enabling-your-securid-fob-and-first-time-login\\_59.html](http://www.nas.nasa.gov/hecc/support/kb/enabling-your-securid-fob-and-first-time-login_59.html)

### **Lost or damaged your token? Got a new phone? We can help!**

Send an email to [support@nas.nasa.gov](mailto:support@nas.nasa.gov) to request a replacement token. If you need a replacement soft token for your phone, simply send your new binding/device ID.

## Identity & Account Maintenance



- **NASA Identity**  
An active NASA identity is prerequisite to your NAS account. If your NASA identity terminates, you will lose all access to NAS. If you receive notification that your identity is terminating, and still require NAS access, send email to [accounts-support@nas.nasa.gov](mailto:accounts-support@nas.nasa.gov)
- **Revalidation**  
Follow the email instructions to revalidate access associated with your NASA Identity annually.
- **IT Security Training**  
Complete the annual IT Security Training requirement.
- **NAS Account Renewal**  
Submit a NAS account renewal annually. Renewals must be submitted under a current (unexpired) GID. PI's are responsible for renewing GIDs annually.

# HECC Web Pages

URL: [www.nas.nasa.gov/hecc](http://www.nas.nasa.gov/hecc)

NASA Home | HECC Program | NAS Division

ABOUT HECC | RESOURCES | SERVICES | ACCOUNTS | SUPPORT

## HIGH-END COMPUTING CAPABILITY

Computing power to answer NASA's complex science and engineering questions

### NEWS & ANNOUNCEMENTS

**NAS User Webinar, "Using MPIProf for Performance Analysis" on July 20**  
Fri, 15 Jul 2016  
Mark your calendars for our next web-based user training session, "Using MPIProf for Performance Analysis." The session will be held on Wednesday, July 20, 2016 at 11:00 a.m. (Pacific Time). Understanding performance characteristics of...[Read More](#)

**Additional 14 Broadwell Racks Incorporated into Pleiades**  
Tue, 05 Jul 2016  
Another 14 racks containing Intel Broadwell processors were incorporated into Pleiades on July 1, bringing the total number of Broadwell racks to 28 and increasing the theoretical peak performance of Pleiades from 6.28 to 7.25 petaflops. For more...[Read More](#)

**Important Changes to Running MATLAB in Batch Jobs**  
Wed, 22 Jun 2016  
On Pleiades and Merope, PBS batch jobs are no longer allowed to query the license server for MATLAB licenses. This change prevents multi-node PBS batch jobs from querying the license server from multiple nodes simultaneously, which can overwhelm...[Read More](#)

### QUICK LINKS

- News
- User Documentation
- System Status
- FAQ
- Get Accounts
- New User Orientation**
- Training Webinars

Can't find what you're looking for? NAS User Support is available 24x7x365:  
(800) 331-8737  
(650) 604-4444  
[support@nas.nasa.gov](mailto:support@nas.nasa.gov)

### NOW AT HECC

Pleiades CPUs

**Pleiades**

**CPUs In Use**  
Used: 231,699

### FREQUENTLY ASKED QUESTIONS

**How do I find out how many hours I have used and/or have left?**  
Use the job accounting utility acct\_ytd to obtain resource usage information about your projects. To view the number of hours

Search: [Advanced search](#)

Keywords or article id

### Knowledgebase

- New User Orientation
  - Introduction
  - Helpful Resources
  - HPC Environment Overview
  - Basic Tasks
  - Understanding and Management
- Logging In
- Filesystems & Software
- Porting/Building Code
- Transferring Files & Data
- Running Jobs with PBS
- Post-Processing Data
- Storing Files & Data
- Optimizing/Troubleshooting
- Systems Reference
- Allocations & Job Accounting
- Security and Policies
- FAQs



## HECC User Telecon

All NAS users are welcome to attend.

Date: Every Friday

Time: 10:30-11:00 a.m. Pacific Time (1:30-2:00 p.m. Eastern Time)

Place: N258/R201, NASA Ames

Phone number: 1-844-467-6272

Passcode: 467519#

Conference ID: 5870222



The agenda and minutes from previous meetings may be found at: <https://www.nas.nasa.gov/Minutes/>  
(You will need your NAS user id and NAS/Lou/LDAP password to access this location).



## Helpful URLs

- HECC: [www.nas.nasa.gov/hecc](http://www.nas.nasa.gov/hecc)
- Online Account Request Form: <https://www.nas.nasa.gov/hecc/portal/accounts>
- eBooks: <https://hec.reisys.com>
- Launchpad: <https://id.nasa.gov>
- SATERN: <https://satern.nasa.gov>
- Upload User Documents (Non U.S Citizens Only):  
<https://userdocuments.nasa.gov>
- NAMS: If you're located at a NASA center, you can request an RSA token from your center at <https://idmax.nasa.gov>

**Note:** JPL issued tokens do not work for NAS access

## NAS Contact Information

### **NAS User Services (24/7 Support)**

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## Questions?

A PDF and recording of this webinar will be available within 48 hours at:

<http://www.nas.nasa.gov/hecc/support/training.html>



Future webinar topics are welcome  
Email [support@nas.nasa.gov](mailto:support@nas.nasa.gov)

Questions? Use the Webex chat facility to ask the Host