

I can't log in/My password is not working/My account is locked

In general, when you have problems logging in with your NAS password or RSA SecurID passcode, call the NAS Control Room at (800) 331-8737 or (650) 604-4444.

- If you are a current user with an existing account on a NAS system, and you are approved to get an account on another machine, your password on the new machine is the same as your current NAS password. If you don't remember this password, call the Control Room. The staff will provide you with a new default password.
- If you are a new user and you do not know your default NAS password, call the Control Room. To learn more about first-time login steps, which include obtaining your default password and enabling your RSA SecurID token, see [Logging Into NAS Systems for the First Time](#).

Note: Due to security requirements, Control Room staff will confirm your identity by asking you the security question that you submitted with your account request form, or by calling you back at your work phone number on record. If your phone number has changed due to office moves or reorganizations, the Principal Investigator (PI) for your project must contact the Control Room and provide the reason for the change, either by phone or by sending an email to support@nas.nasa.gov. If your PI is unavailable, your branch chief or division chief may do this for you.

You will be prompted to change your default password when you log in to a NAS system. See [Password Creation Rules](#) for guidance.

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<https://www.nas.nasa.gov/hecc/support/kb/entry/5/>