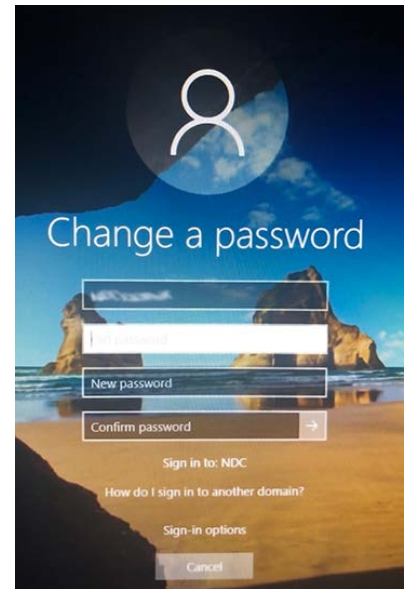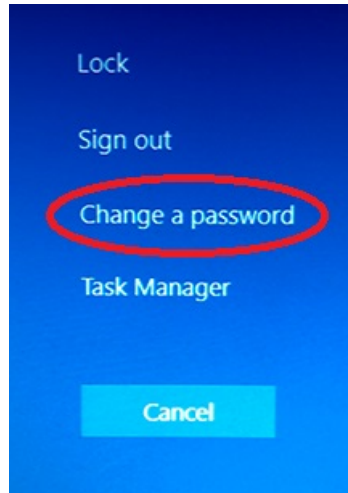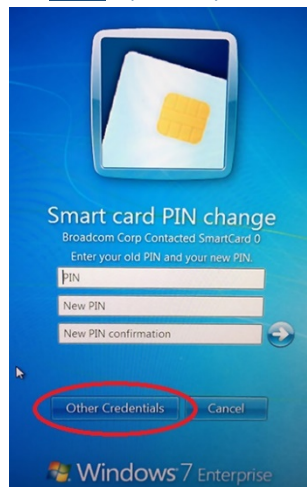# Changing NDC & Launchpad Passwords

A. Windows Users:
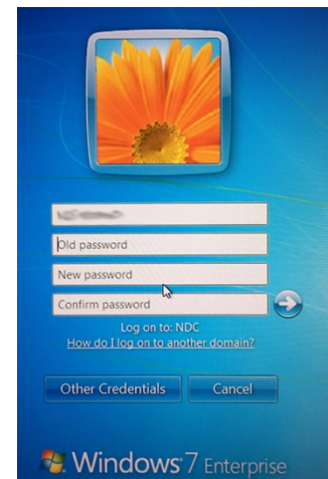
1. For smartcard login:
   Press Ctrl+Alt+Delete and click Change a password.

2. Windows 7 Users:
   Do **NOT** update your smartcard PIN!!

Click Other Credentials, and then select your NDC Domain account to change your password. Type in the Old Password and then type in your New Password in the two password fields and click Enter or click the arrow in the second password field box.

3.   For username and password logins:

Press Ctrl+Alt+Delete to open the Windows Security tool. Click Change a password and complete the required fields.

B.   MAC Users:

1.   For smartcard logins:

If using Centrify, click button below to "Change NDC Password".

If using EC + Native, either click button below or go into Enterprise Connect and change NDC password that way.

Note: Once you update your password using the utility, you may have to manually update passwords in the apps on your Mac that use your NDC credentials, such as Outlook, Lync, NASA Wireless network, etc.

2.   For username and password logins:

Click **System Preferences->Users and Groups**. Click **Change Password**. Be sure to do the password change while connected to the center network. Using this System Preferences method to change the password will ensure that your NDC password and Keychain password are changed at the same time, keeping them in sync.

C.   Please call the ESD Help Desk at 1-877-677-2123 if you have problems changing your password and have followed the guidance above.

D.   FAQs regarding NASA smartcards are available at: http://inside.nasa.gov/ocio/content/nasa-smartcard-faq.

II.   Change Launchpad Password

A.   To change your Launchpad Password, click this link https://id.nasa.gov/uss/PasswordChange.uss

B.   Type in the Old Password and then type in your New Password in the two password fields and click Enter or click the arrow in the second password field box.

C.   Note: If you forgot your Launchpad Password https://id.nasa.gov/uss/PasswordReset.uss

*must answer security questions

Change Launchpad Password

Agency ID:

*Current Password: *(Current Password)*

*New Password: *(New Password)*

*Confirm New Password: *(Confirm New Password)*

Password Strength ⓘ

D. NDC & Launchpad Password Rules
- User password must be **12** to **32** characters long.
- It **MUST** contain any three of the following four constraints:
  a) At least one upper case character
  b) At least one lower case character
  c) At least one number
  d) At least one special character (e.g. $, !, #, *, @, %)
- It **CANNOT** be one of the last **24** passwords used.
- It **CANNOT** be updated more than once in a **24-hour** period.