

# ***Enterprise VPN User Operations Guide***

## **1 INTRODUCTION TO VPN**

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**What is VPN?** NASA's Virtual Private Network (VPN) client is an enterprise, centrally managed network access service that provides remote users with access to the NASA private network.

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**Why do I need VPN?** Sometimes working remote is necessary (e.g. TDY, face-to-face meetings with coworkers residing at different Centers). VPN enables access to the local area network (LAN) and other authorized resources as if the user were sitting onsite, plugged in to a LAN line.

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**Where is this VPN client installed?** The client installation happens behind the scenes on the majority of laptop or other authorized computing devices. Users are encouraged to follow the guidelines laid out by NASA's IT Security Division and the Communications Services Program in addition to the IT Security lessons provided by annual IT Security training when accessing resources on the NASA network remotely.

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**Who do I call when I need help?** If you experience problems or get errors while performing any the instructions outlined in this guide, please contact the Enterprise Service Desk (ESD), or submit a ticket online at [esd.nasa.gov](http://esd.nasa.gov), or call 1-877-677-2123.

**1 INTRODUCTION TO VPN**

**2 USER OPERATIONS GUIDE**

**3 WHAT TO EXPECT**

**4 HELPFUL INFORMATION**

**5 HOW TO INSTALL THE ENTERPRISE VPN**

**5.1 HOW TO INSTALL THE ENTERPRISE VPN ON A Non-EUSO SUPPORTED WINDOWS COMPUTER**

**5.2 HOW TO INSTALL THE ENTERPRISE VPN ON A Non-EUSO SUPPORTED MACINTOSH or LINUX COMPUTER**

**6 CONNECTING FOR THE FIRST TIME**

**6.1 HOW TO CONNECT ON AN EUSO SUPPORTED WINDOWS COMPUTER**

**6.2 HOW TO CONNECT FOR THE FIRST TIME ON AN EUSO SUPPORTED MACINTOSH COMPUTER**

**6.3 HOW TO CONNECT FOR THE FIRST TIME ON LINUX**

**6.4 HOW TO INSTALL A NEW PROFILE**

**6.4.1 VPN ADDRESS**

**6.4.2 OPTION 1: USER WITH PIV CARD REQUESTING NEW PROFILE**

**6.4.3 OPTION 2: SPECIAL ACCESS CLIENT USER WITHOUT PIV CARD (EG., NASA PARTNER, SUMMER INTERN)**

**7 PRIMARY AND BACKUP VPN CONNECTION SITES**

**8 DISCONNECTING FROM CISCO ANYCONNECT VPN CLIENT**

**9 HOW TO OBTAIN AN ENTERPRISE VPN ACCOUNT**

**9.1 HOW TO REQUEST ACCESS IN NAMS**

**9.2 HOW TO LOOKUP EXISTING NAMS ROLES FOR A NON-NASA USER**

## 2 USER OPERATIONS GUIDE

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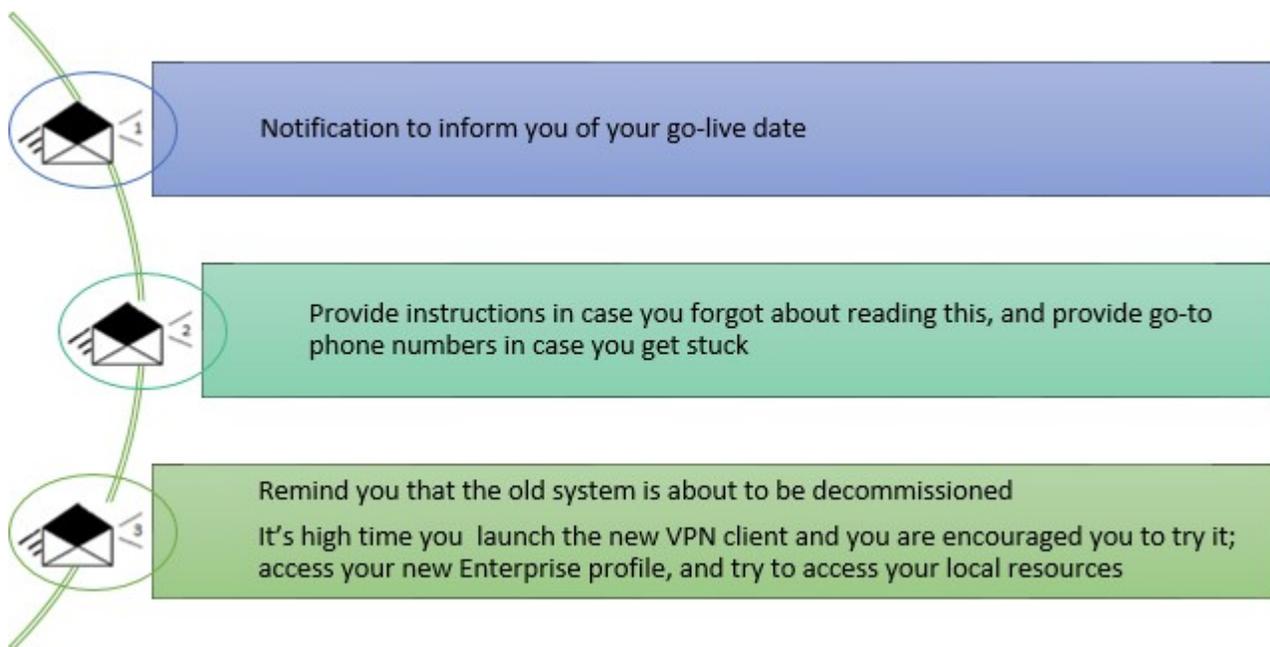
The NASA Virtual Private Network (VPN) is a centrally managed network access service that provides remote users with access to NASA's private network, in most cases as if the user logged on their home Center's local area network.

The User Operations Guide (UOG) is loaded with instructions accompanied by screenshots that are designed to assist a first time (or occasional) user with a general understanding of NASA's Enterprise VPN. The UOG includes step-by-step instructions for installing required software (if for some reason it didn't get installed for you) along with instructions for logging on and using the VPN to do your work. The UOG includes instructions for ACES and non-ACES supported mobile computer devices (ie., PC laptops and MacBooks).

## 3 WHAT TO EXPECT

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You will receive a few notifications during migration because we want you to stay informed – no surprises!



## 4 HELPFUL INFORMATION

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**Helpful Hint #1:** VPN provides users with access to the NASA private network as if you were sitting at your desk plugged into the local area network (LAN).

**Helpful Hint #2:** Prior to using the Enterprise VPN to work remotely from home or while on travel, it is recommended that you log into your computer while connected to a NASA network using your smartcard. Try launching the VPN client using your new Agency profile (explained later) to familiarize yourself with the tool, how to find it, and what to expect.

**Helpful Hint #3:** It is not necessary to use VPN to connect to any of NASA's publicly available services. In other words, if you're showing a friend or family member a website announcing a future launch (eg: [www.nasa.gov](http://www.nasa.gov)), you don't have to use VPN. VPN is necessary for accessing any of NASA's internal resources.

**Helpful Hint #4:** NASA is moving away from providing remote access to users trying to connect using their personal computing device and sooner than later will not allow access from your personal or a public-access computer. In essence, connecting to the NASA VPN will soon be limited to only those computer devices that are “recognized” by NASA’s network controls.

**Helpful Hint #5:** The table below displays the primary and secondary VPN address for each home Center. Profiles with “\_pri” at the end connect to the Primary location designated for the specific Center. Profiles with “\_sec” connect to the Secondary locations. This provides geographic redundancy as well as overflow capabilities during disasters or emergencies where capacity needs are increased above normal.

|             | Primary          | Secondary        |
|-------------|------------------|------------------|
| <b>AFRC</b> | arcvpn.nasa.gov  | jscvpn.nasa.gov  |
| <b>ARC</b>  | arcvpn.nasa.gov  | jscvpn.nasa.gov  |
| <b>GRC</b>  | gsfcvpn.nasa.gov | arcvpn.nasa.gov  |
| <b>GSFC</b> | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>HQ</b>   | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>JSC</b>  | jscvpn.nasa.gov  | arcvpn.nasa.gov  |
| <b>KSC</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>LaRC</b> | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>MAF</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>MSFC</b> | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>NSSC</b> | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>SSC</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>WFF</b>  | gsfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>WSC</b>  | jscvpn.nasa.gov  | arcvpn.nasa.gov  |
| <b>WSTF</b> | jscvpn.nasa.gov  | arcvpn.nasa.gov  |

Note: If you are experiencing problems or getting errors while performing the instructions outlined in this guide contact the Enterprise Service Desk (ESD), submit a ticket online at [esd.nasa.gov](https://esd.nasa.gov), or call 1-877-677-2123.

## 5 HOW TO INSTALL THE ENTERPRISE VPN

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### **Note:**

- In most cases, the client software will be pushed to the end user computer. This push is performed by the Continuous Diagnostics and Mitigation (CDM) team, and should happen without user intervention. Each Center has a local CDM administrator within the IT Security team who manages the local CDM (BigFix) server. If the software push was successful, proceed to connection steps.
- If a download or installation fails, then perform one of the following:
  - Contact your local IT Security team to have them ensure the software push was successful via the local CDM BigFix server.
  - If you have an EUSO supported computer, access the System Center Configuration Manager (SCCM). You must be connected to the NASA network either directly or via VPN.
    - SCCM information is located [here](https://nasasitebuilder-internal.nasawestprime.com/euso/about/desktop-computing/self-service-software/): (<https://nasasitebuilder-internal.nasawestprime.com/euso/about/desktop-computing/self-service-software/>). Create a ticket via ESD if problems arise.

- Non-EUSO supported computer, follow the steps described in Sections 5.1 and 5.2.
  - Client software can be downloaded from <https://nics.larc.nasa.gov/vpn/>
    - User must have elevated privileges in order to install software and profiles
    - Users at MSFC, GRC, LaRC, and SSC require additional files in order to pass the system verification (host checking) feature during log in. Users at these Centers should contact their local IT Security team for assistance in getting the software pushed via CDM BigFix

## 5.1 HOW TO INSTALL ON A NON-EUSO SUPPORTED WINDOWS COMPUTER

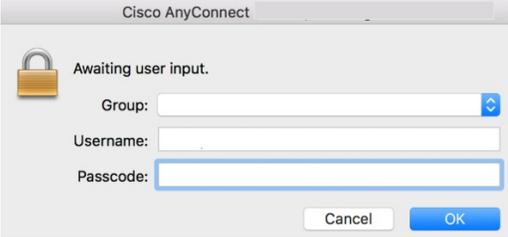
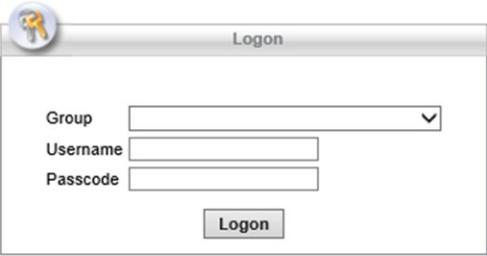
**Step 1:** Access VPN portal page using a web browser via the address corresponding to user's home Center.

- <https://msfcvpn.nasa.gov> (KSC, MAF, MSFC, NSSTC, SSC, NSSC)
- <https://gsfcvpn.nasa.gov> (GRC, GSFC, LaRC, WFF, IVV)
- <https://jscvpn.nasa.gov> (JSC, WSTF)
- <https://arcvpn.nasa.gov> (ARC, AFRC)

**Note:** *JAVA/ActiveX support and elevated privileges are required to proceed with weblaunch*

**Step 2:** Select approved profile from the dropdown menu. Be sure to select your NAMS approved account. (example: Group=arc\_teleworker\_pri)

Depending on whether your profile is set up for browser or client access or both, logging on will look like one of the following screenshots.

| Client  | Web Browser  |
|---|--|
|  |    |
| <p>Select approved profile from the dropdown menu.</p>                              | <p>Or</p>  <p>Select approved profile from Group menu.<br/>Enter username and RSA PIN or passcode.</p> |

Select PIV Certificate, if prompted.

**Step 4:** Select continue at WARNING! banner.



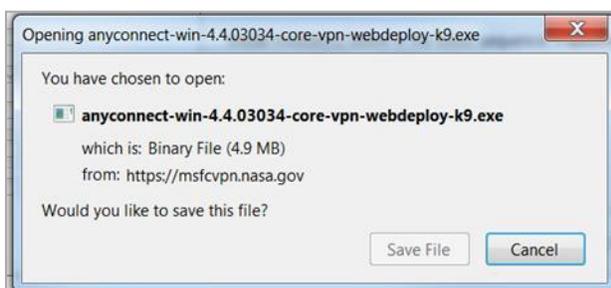
**Step 5:** Select <Allow> at Java prompt.



**Step 6:** Select Download via "AnyConnect VPN" link displayed.

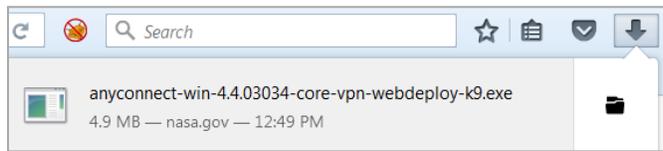


**Step 7:** Save file.



**Step 8:** Run downloaded installer and follow the prompts.

(Windows sample screenshot)



To launch and use VPN client, follow the steps outlined in [Section 6](#) of this document.

## 5.2 HOW TO INSTALL ON A NON-EUSO SUPPORTED MACINTOSH OR LINUX COMPUTER

The setup instructions are similar to those described for the ACES Mac with the exception of *how* and *where* to obtain the client to install.

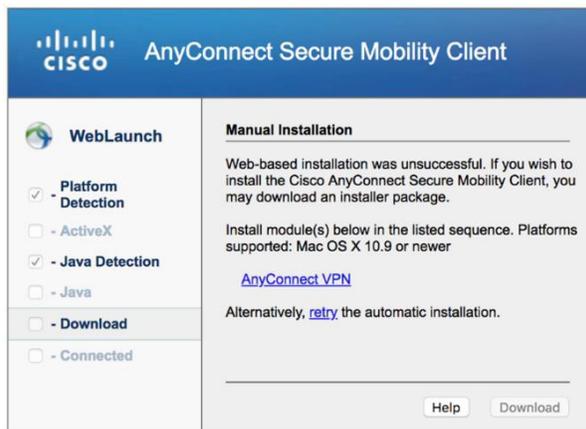
**Note: JAVA/ActiveX support and elevated privileges are required to proceed with weblaunch**

**Step 1:** Follow steps 1-6 in the previous section.

**Step 2:** Select to download and install the software.

Note: If you have issues with the installation, contact the Enterprise Service Desk (ESD) at 1-877-677-2123. Make a note of any errors, and if possible, the stage of the installation.

**Step 3:** Continue the installation process. If you see the Java error displayed below, choose the option to download the client by selecting the link {AnyConnect VPN}. The download process will proceed.

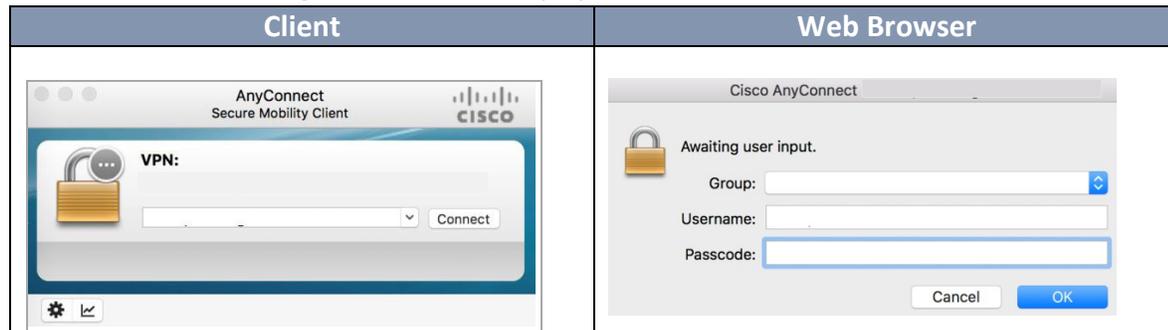


The installation will begin automatically as soon as the download completes.

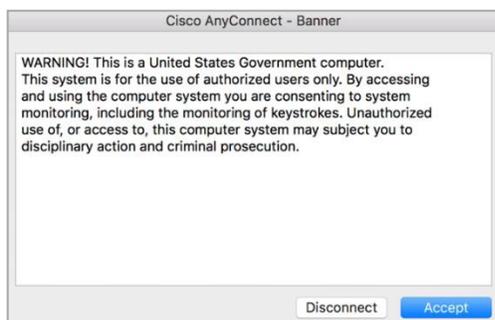
**Step 4:** When prompted, enter the primary VPN address associated with your home Center and <Connect>.

**Step 5:** When prompted, identify the VPN address associated with your home Center, and use your NAMS approved profile, enter your username and RSA passcode/PIN and select <OK>.

Both client and web browser logon windows are displayed for reference.



**Step 6:** After successful logon, read and accept the Warning Banner when prompted.



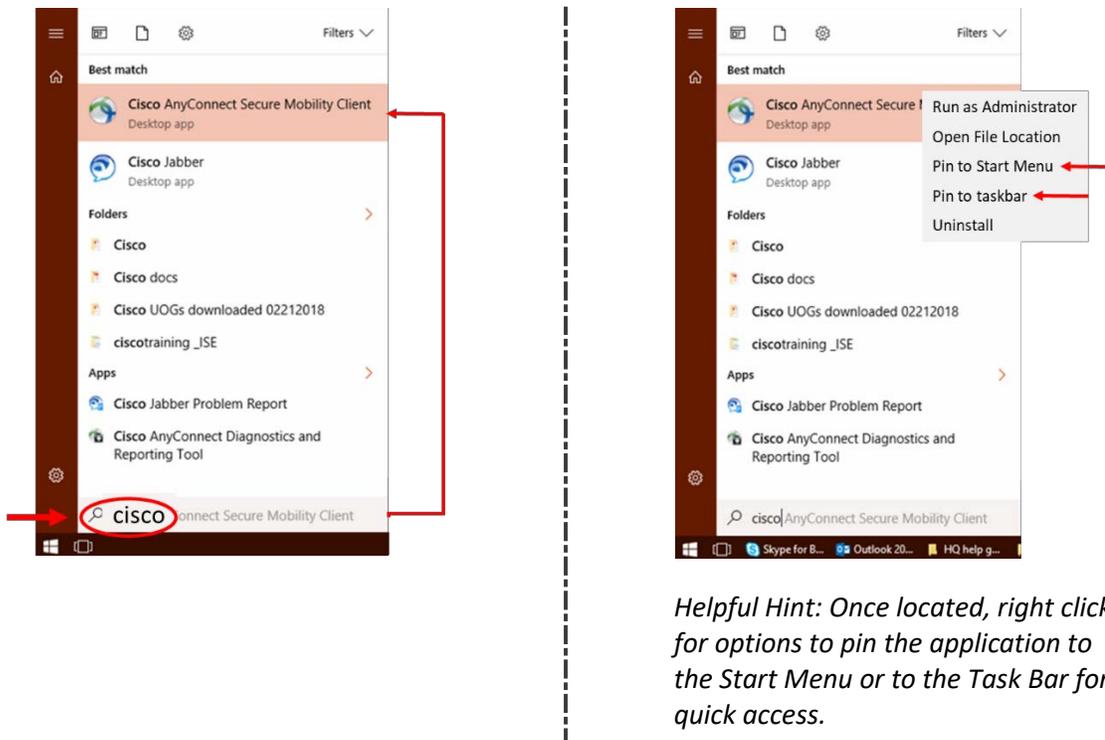
Note: If you experience problems or get errors while performing these steps, contact the Enterprise Service Desk (ESD), submit a ticket online at [esd.nasa.gov](http://esd.nasa.gov), or call 1-877-677-2123.

## 6 CONNECTING FOR THE FIRST TIME

### 6.1 HOW TO CONNECT ON AN EUSO SUPPORTED WINDOWS COMPUTER

**Step 1:** To locate the Cisco AnyConnect client on a Windows computer, search from the Windows Start Menu.

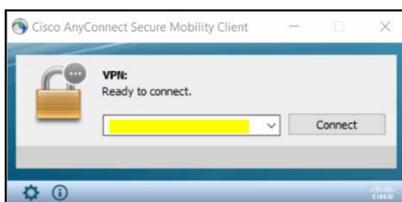
Right click the Cisco AnyConnect Secure Mobility Client for more options, such as <Pin to Start Menu> or <Pin to taskbar>..



*Helpful Hint: Once located, right click for options to pin the application to the Start Menu or to the Task Bar for quick access.*

**Step 2:** Select or enter your approved profile.

*Note: The yellow highlight is for instruction only. If a default profile displays, simply replace by selecting an authorized teleworker profile from the dropdown menu. Sample profiles are listed by Center.*



|      |                      |      |                 |
|------|----------------------|------|-----------------|
| AFRC | afrc_teleworker      | LaRC | larc_teleworker |
| ARC  | arc_teleworker       | MAF  | msfc_teleworker |
| GRC  | grc_teleworker       | MSFC | msfc_teleworker |
| GSFC | gsfc_teleworker      | NSSC | nssc_teleworker |
| HQ   | northeast_teleworker | SSC  | ssc_teleworker  |
| JSC  | jsc_teleworker       | WFF  | gsfc_teleworker |
| KSC  | ksc_teleworker       | WSTF | jsc_teleworker  |

**Step 3:** If prompted to select or accept a certificate, accept the PIV option (issuer, NASA Operational Certificate Authority).



**Step 4:** Enter PIV PIN/RSA Passcode when prompted.



If posture assessment passes, the following message may display.  
- "Your client certificate will be used for authentication".

**Step 5:** Select the profile you have requested.

**Step 6:** Accept the privacy statement when prompted.



**Note:**

The AnyConnect client will perform posture assessment ("Is the computer safe?") and host checking ("Is the computer authorized to access the network?")

Once connected, you should have access to standard shared network drives, standard file servers, internal web sites, and applications as if connected at your onsite NASA workstation.

Windows 7 users can verify the connection was successful by opening the hidden icon window located at the bottom right side of your system tray and selecting the up arrow. The Cisco AnyConnect client icon should now show a padlock over the icon, indicating you are now connected.

Windows 10 users can verify the connection was successful by hovering the mouse over the Cisco AnyConnect icon that

now has a padlock present, and the client shows connected.

## 6.2 HOW TO CONNECT FOR THE FIRST TIME ON AN EUSO SUPPORTED MACINTOSH COMPUTER

**Step 1:** Click the Cisco AnyConnect Client icon located on the Dock. 

*If the Cisco AnyConnect Client icon does not appear on the Dock,*

1. Access the Applications by double-clicking the Macintosh HD icon.
2. Select Applications, open the Cisco folder.
3. Select Cisco AnyConnect Secure Mobility Client.

**Step 2:** Steps 2-8 are the same or similar to steps listed in the previous section.

Users located at the Centers highlighted in blue will typically connect using the corresponding VPN profile.

|             |                      |             |                 |
|-------------|----------------------|-------------|-----------------|
| <b>AFRC</b> | afrc_teleworker      | <b>LaRC</b> | larc_teleworker |
| <b>ARC</b>  | arc_teleworker       | <b>MAF</b>  | msfc_teleworker |
| <b>GRC</b>  | grc_teleworker       | <b>MSFC</b> | msfc_teleworker |
| <b>GSFC</b> | gsfc_teleworker      | <b>NSSC</b> | nssc_teleworker |
| <b>HQ</b>   | northeast_teleworker | <b>SSC</b>  | ssc_teleworker  |
| <b>JSC</b>  | jsc_teleworker       | <b>WFF</b>  | gsfc_teleworker |
| <b>KSC</b>  | ksc_teleworker       | <b>WSTF</b> | jsc_teleworker  |

**Step 3:** If prompted to select or accept a certificate, accept the PIV option (issuer, NASA Operational Certificate Authority).



**Step 4:** Enter PIV PIN when prompted.

**Step 5:** Accept the privacy statement when prompted.

Once connected, you should have access to standard shared network drives, standard file servers, internal web sites, and applications as if connected at your onsite NASA workstation.

**Mac** users can verify that connection was successful by hovering the mouse over the client icon in the top right status bar and check that it has a padlock present, indicating you are connected.

## 6.3 HOW TO CONNECT FOR THE FIRST TIME ON LINUX

*PIV is not supported on Linux. RSA token is required for connecting via AnyConnect on Linux.*

**Step 1:** Open AnyConnect from the programs menu.

**Step 2:** Select or enter your approved profile.

*Note: The yellow highlight is for instruction only. A different default profile may be displayed. If so, simply replace by selecting an authorized teleworker profile from the dropdown menu. Sample profiles are listed by Center.*

|      |                          |      |              |
|------|--------------------------|------|--------------|
| AFRC | AFRC_RSA_Pri             | LaRC | LaRC_RSA_Pri |
| ARC  | ARC_RSA_Pri              | MAF  | MSFC_RSA_Pri |
| GRC  | GRC_RSA_Pri              | MSFC | MSFC_RSA_Pri |
| GSFC | GSFC_RSA_Pri             | NSSC | NSSC_RSA_Pri |
| HQ   | Northeast_Teleworker_RSA | SSC  | SSC_RSA_Pri  |
| JSC  | JSC_RSA_Pri              | WFF  | GSFC_RSA_Pri |
| KSC  | KSC_RSA_Pri              | WSTF | JSC_RSA_Pri  |



**Step 3:** Enter the RSA Passcode when prompted.



**Step 4:** Accept the privacy statement when prompted.



Once connected, you should have access to standard shared network drives, standard file servers, internal web sites, and applications as if connected at your onsite NASA workstation.

Note: If you do not see the profile to which you have access, or if you do not have access to the NASA services that you typically have, contact the ESD, submit a ticket online at [esd.nasa.gov](http://esd.nasa.gov), or call 1-877-677-2123.

Note: The AnyConnect Secure Mobility Client automatically disconnects after 24 hours, so be sure to save your work within this timeframe. If your computer goes to sleep or is suspended before this time, you may be disconnected.

The client minimizes by default after logon. To verify the connection, Linux users hover over the icon in the system tray.

Note: If you experience problems or get errors while performing these steps, contact the ESD, submit a ticket online at [esd.nasa.gov](http://esd.nasa.gov), or call 1-877-677-2123.

## 6.4 HOW TO INSTALL A NEW PROFILE

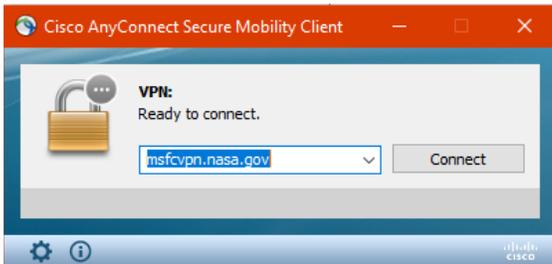
### 6.4.1 VPN Address

|             | Primary          | Secondary        |
|-------------|------------------|------------------|
| <b>AFRC</b> | arcvpn.nasa.gov  | jscvpn.nasa.gov  |
| <b>ARC</b>  | arcvpn.nasa.gov  | jscvpn.nasa.gov  |
| <b>GRC</b>  | gsfcvpn.nasa.gov | arcvpn.nasa.gov  |
| <b>GSFC</b> | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>HQ</b>   | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>JSC</b>  | jscvpn.nasa.gov  | arcvpn.nasa.gov  |
| <b>KSC</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>LaRC</b> | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>MAF</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>MSFC</b> | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>NSSC</b> | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>SSC</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>WFF</b>  | gsfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>WSTF</b> | jscvpn.nasa.gov  | arcvpn.nasa.gov  |

## 6.4.2 Option 1: User with PIV Card Requesting New Profile

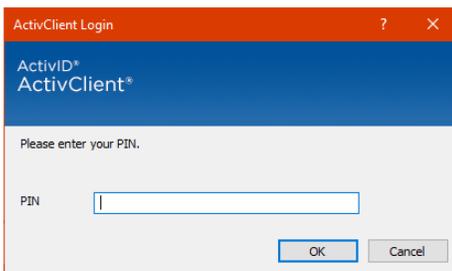
**Step 1:** Launch the Cisco AnyConnect client.

**Step 2:** Enter the VPN address that corresponds to your supported Center (Table Section 6.4.1).

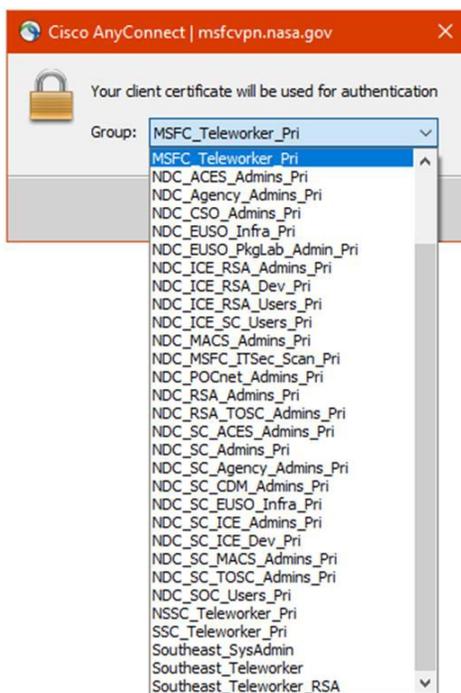


If prompted, accept the Certificate.

**Step 3:** When prompted, enter PIV credentials.



**Step 4:** Select the NAMS approved account profile from the dropdown menu.

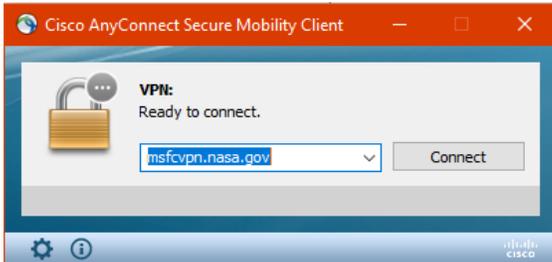


After successful logon, the new profile will be available in the Group options when you launch the client.

6.4.3 Option 2: Special Access Client User without PIV Card (eg.,NASA Partner, SummerIntern)

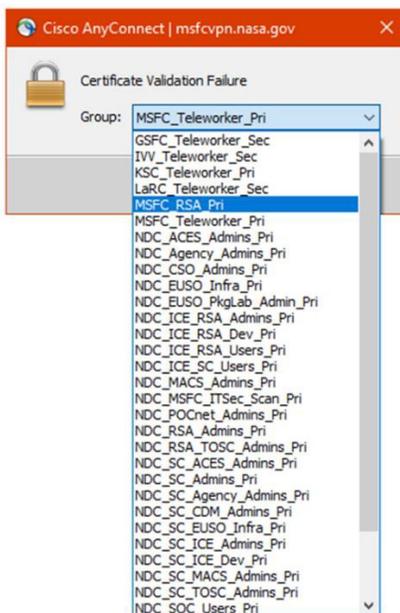
**Step 1:** Launch Cisco AnyConnect client.

**Step 2:** Enter the VPN address that corresponds to your supported Center (Table Section 6.4.1).



Chose <OK> when prompted for Smartcard or Certificate failure windows.

**Step 3:** Select NAMS approved account profile from the dropdown menu.



After successful logon, the new profile will be available in the Group options when you launch the client.

## 7 PRIMARY AND BACKUP VPN CONNECTION SITES

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Primary and backup VPN addresses are displayed for your information. If the VPN connection site is unavailable, login to the backup site at the login prompt. Use the table to identify your backup VPN connection address, and follow the instructions in previous sections to connect. Secondary access is identical to the primary access.

| Center      | Primary          | Secondary        |
|-------------|------------------|------------------|
| <b>AFRC</b> | arcvpn.nasa.gov  | jscvpn.nasa.gov  |
| <b>ARC</b>  | arcvpn.nasa.gov  | jscvpn.nasa.gov  |
| <b>GRC</b>  | gsfcvpn.nasa.gov | arcvpn.nasa.gov  |
| <b>GSFC</b> | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>HQ</b>   | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>JSC</b>  | jscvpn.nasa.gov  | arcvpn.nasa.gov  |
| <b>KSC</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>LaRC</b> | gsfcvpn.nasa.gov | msfcvpn.nasa.gov |
| <b>MAF</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>MSFC</b> | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>NSSC</b> | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>SSC</b>  | msfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>WFF</b>  | gsfcvpn.nasa.gov | jscvpn.nasa.gov  |
| <b>WSTF</b> | jscvpn.nasa.gov  | arcvpn.nasa.gov  |

## 8 DISCONNECTING FROM CISCO ANYCONNECT VPN CLIENT

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The AnyConnect Client automatically disconnects after 24 hours and when you log off, shutdown, or restart your computer. To manually disconnect, select the AnyConnect client, and click the **Disconnect** option.

## 9 HOW TO OBTAIN AN ENTERPRISE VPN ACCOUNT

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Most of the NASA's VPN users transitioned to the Enterprise VPN and did not have to request access. New employees, or those not part of the transition will use the NASA Account Management System (NAMS) to request access. If you are not a NASA employee or contractor, and do not have access to NAMS, contact your supervisor or your NASA sponsor to submit the request on your behalf.

### 9.1 HOW TO REQUEST ACCESS IN NAMS

**Step 1:** Use a browser to access <https://idmax.nasa.gov>. Optionally, use <https://nams.nasa.gov>.

**Step 2:** Select <Your NAMS Requests> from the NAMS options.

**Step 3:** Enter desired search criteria in the <New Request> box.

- Sample search might include: the Center acronym (ie., ARC, JSC, KSC), the word “teleworker”, or “VPN”
- Select your home Center VPN profile

**Step 4:** Select the desired account type by clicking once on the desired profile link.

Sample ordering form displays.

The screenshot shows a form with three main sections. The first section is titled 'Urgency' and contains three radio button options: 'Normal', 'Priority', and 'Urgency'. A yellow box labeled 'Step 5' has an arrow pointing to the 'Urgency' option. The second section is titled 'Business Justification' and contains a large text input field. A yellow box labeled 'Step 6' has an arrow pointing to this field. The third section is titled 'Special Instructions' and contains another large text input field. A yellow box labeled 'Step 7' has an arrow pointing to this field.

**Step 5:** Select from the **Urgency** options: Normal, Priority, and Emergency.

**Step 6:** Enter a meaningful **Business Justification**.

**Step 7:** Add any **Special Instructions**, if applicable. Complete other required fields. Failure to complete the form accurately may result in delayed service delivery or denied access.

**Step 8:** Select <Submit Request>.

*In Process* screen displays. Until the request is approved, the status will appear similar to the following screenshot. Check the status of the request by following Steps 1-4.

The screenshot shows a window titled 'In Process'. At the top, it says 'Adding: Agency Virtual Private network (VPN) -' and provides a link to 'View Request', 'Cancel Request', and 'Recommend'. Below this, it says 'For more information, use the ESD Knowledge Article.' The main part of the screen is a progress bar with three segments: 'Requested by' (04/16/2018), 'Sponsor Approval Required by' (05/02/2018), and 'Provisioning'. The 'Sponsor Approval Required by' segment is highlighted in blue. At the bottom right, there is a link for 'Approval Details' and a status message: 'Waiting on Sponsor Approval—Required by 05/02/2018'.

**Step 9:** Upon approval, you will receive an email with a link back to this UOG. The email message will include the profile name to select at login.

## 9.2 HOW TO LOOKUP EXISTING NAMS ROLES FOR A NON-NASA USER

**Step 1:** Access NAMS (<https://nams.nasa.gov>)

**Step 2:** Select <Other People’s Requests> from the NAMS options.

The screenshot shows the NAMS console interface. At the top, there is a header with the NAMS logo and navigation tabs for 'NAMS', 'Identities', 'Credentials', and 'Links'. The user 'Crisp, Mary Jean' is logged in. The main content area is divided into three columns: 'NAMS' (with 'Other People's Requests' highlighted), 'Identities', and 'Credentials'. Below these is a 'NAMS Approval Queue (0)' section indicating that the approval queue is empty. The footer contains website ownership and contact information.

**Step 3:** Enter the name of the user in the search form as indicated in the highlighted screen capture.

**Step 4:** Select the user by clicking the name from list of matching results.

The screenshot shows the 'Other People's Requests' search results page. The search bar contains 'Tracy Willett'. Below the search bar is a table with the following data:

| Name             | UUPIC     | Center | Contact      |
|------------------|-----------|--------|--------------|
| WILLETT, TRACY M | 452914521 | MSFC   | 256.544.2777 |

A red arrow points to the name 'WILLETT, TRACY M' in the table. The page also shows a 'Find Person' search bar and a 'Displaying 1 result' indicator.

**Step 5:** Scroll to view user VPN profiles.

The screenshot shows the 'Current Access' page. It lists three access entries, each with 'Modify Access', 'Close Access', and 'Recommend' buttons:

- AGCY CSO Interim Logging
- AGCY CSO Spectrum
- AGCY CSO VPN
  - Southeast\_MSFC\_Teleworker
  - Southeast\_MSFC\_SysAdmin

Note: If you experience problems or get errors while performing these steps, contact the Enterprise Service Desk (ESD), submit a ticket online at [esd.nasa.gov](https://esd.nasa.gov), or call 1-877-677-2123.

## Document Revision Log

| Revision | Date     | Purpose  | Author     |
|----------|----------|--|------------|
| 1        | 6/13/18  | Baseline   | MCrisp     |
| 2.0      | 7/11/18  | Updated NAMS Sections  |            |
| 3.0      | 7/18/18  | Updated Section 6, logon instructions  |            |
| 4.0      | 7/30/18  | Added new RSA options  |            |
| 5.0      | 10/08/18 | Fixed numbering, added information about client downloads, updated instructions  | T. Willett |
| 5.1      | 10/22/18 | Finalize for publishing  | MCrisp     |
| 5.2      | 12/14/18 | Updated/corrected ESD phone number throughout document   | MOssooli   |
| 6.0      | 3/13/20  | Updated references to EUS, installation instructions, and removed reference to installing via Self-Service Manager (SSM). Reviewed all Center Profile info | MOssooli   |
| 6.1      | 3/19/20  | Note added to Section 5 about Java support and elevated privileges   | MOssooli   |