

# Frequently Asked Questions

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## General SSO Questions

- What is "SSO"? How did I end up there?

"SSO" stands for "Single Sign-On" and it allows you to use your STSci credentials to log on to most web-based services at the Institute. Rather than have each service maintain separate user accounts, you log in through the SSO Portal. This should all happen seamlessly in the background. A primary benefit is that you only need to remember one user name and password.

- How long do I stay authenticated?

An active SSO session can last for up to 12 hours. An idle session will expire after 9 hours. If you log into an SSO application your session will expire in 9 hours. If during that 9 hours you access that or another SSO application, your expiration time will be extended for another 9 hours, up to a total of 12 hours after the initial login. Please note that some services may have additional security needs requiring you to re-authenticate during the 12 hour SSO window.

- What happens when the 12 hour activity timer expires?

You will be forwarded to the SSO Portal Login page, and you'll have to restart the clock by logging in, which sets up a new 9-hour sliding window.

- I am logging in with the correct information, and I can't log in. What should I do?

It is possible your account has been locked. After 5 failed log in attempts, your account is locked for 15 minutes. This is a necessary security measure. If you need to have your account unlocked, you can wait 15 minutes and try logging in again, or contact <https://itsupport.stsci.edu> and let them know you need your account unlocked. Provide as much information as possible, including your first name, last name, current and any previous email address you may have used with the system.

- I cannot access the application I'm trying to log into. What can I do?

Please contact <https://itsupport.stsci.edu> and provide as much information as possible, including the application you are trying to access, your first name, last name, current and any previous email address you may have used with the system.

## Community SSO Questions

(Institute employees please go [here](#))

- What services are using SSO?

The MAST and STGMS applications are currently supported by the MyST SSO login Portal.

- How do I reset my password?

Community members can go to the MyST Account manager to request a password reset. If you do not have an account, see How do I create an account (below).

- I have forgotten my password. What can I do?

Your email address is the identification you use to log in to the system. If you have forgotten your password, click on the "Forgot your Password?" link and you will be able to reset your password. If you need further help, please contact <https://itsupport.stsci.edu> and provide as much information as possible, including your first name, last name, current and any previous email address you may have used with the system.

- I do not have my account information. What can I do?

Go to <https://proper.stsci.edu/proper/profile/lookup> and enter your current or past email address. Additional help will be provided. If you do not have an account, see How do I create an account (below).

- How do I create an account?

Go to <https://myaccount.stsci.edu> and click on the New or Guest User button. Enter your information on the prompted screens and click Create Account when done. An email confirmation will be sent to your email address with a link to create your password.

- How do I edit my account information?

Go to <https://myaccount.stsci.edu> and click on the Registered User button to login and access your account. If you do not remember your password, go <https://proper.stsci.edu/proper/password/forgot> to request a password reset. An email confirmation will be sent to your email address with a link to reset your password.

- What are the rules for creating a password?

To register for an account your password must be at least 12 characters long and contain at least one upper case letter, at least one lower case letter, and at least one numerical digit. Your password must not be the same as your email address, and your new password is compared against your previous 24 passwords. If you have any questions or concerns, please contact <https://itsupport.stsci.edu>.

- How do I change my email address?

Go to <https://myaccount.stsci.edu> and click on the Registered User button to login and access your account to change your email address. Notice will be sent to the current email address in your MyST account, with a link to approve the email change. If your current email address in your MyST account is no longer active, please contact <https://itsupport.stsci.edu> with your first and last name, the inactive email address, along with a brief explanation.

## Institute Employee SSO Questions

- I am an STScI employee. How do I log into services using the SSO?

Log in using your STScI email address (e.g. [lastname@stsci.edu](mailto:lastname@stsci.edu)) and your "AD" password, the same password you use to access your email. If you have any trouble, please contact the Service Desk, 410-338-4400, Muller Room 330, <https://itsupport.stsci.edu> and provide as much information as possible, including which service you are attempting to access.

- What are the rules for logging into MyST?

Institute employees should use their AD credentials.