Hardware One-Time Password
User Guide
November 2017
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Purpose

This guide was created for users of One-Time Password (OTP) Hardware Tokens in Exostar’s Identity Access Manager Platform (aka MAG). This guide provides information on the tasks required to purchase, activate, and manage your OTP Hardware Token.

About One-Time Password Credentials

Exostar features One-Time Password (OTP) credentialing technology which provides users with a physical credential allowing them to access an application using 2-factor authentication (2FA). Using an OTP credential along with your username/password (2-factor authentication), mitigates security risks by providing a stronger assurance level and better identity protections than conventional username/password technologies vulnerable to theft.

There are two types of OTP credentials available which you can use to access applications behind Exostar’s Managed Access Gateway (MAG):

- One-Time Password Hardware Token (OTP Hardware)
- Phone Based One-Time Password (Phone OTP)

This guide provides information on the Hardware Based One-Time Password credential. Hardware Based One-Time Password (OTP Hardware) Token generates a single-use digital password code on a physical token. The OTP Hardware token is used in combination with your MAG user ID and password, and is required each time you log in to MAG to access applications that require 2FA. Using this 2-factor authentication (OTP Hardware + username and password) reduces the risk of unauthorized access to your account, and provides added security.

Depending on the credential requirement for the partner application you are accessing, you may require an OTP Hardware Token without the identity proofing upgrade or an OTP Hardware Token with identity proofing upgrade. Identity proofing is the process of verifying your identity with Exostar.

How to Determine if You Need a Credential

One Time Password credentials are required in order to access partner applications that require two-factor authentication (2FA). Therefore, if you are attempting to access an application that requires 2FA, you need a security credential. In addition, many partner applications require a Level 3 credential, or a credential WITH identity proofing.

If you already have a security credential, you may not need OTP Hardware if the following applies:

- If you already have an acceptable credential used to access another application, you can use that to meet the requirements to access multiple applications. You do not need to proceed with purchasing and installing additional credentials.
- If you have another account with a credential used with another application, you can leverage that by connecting your accounts. Visit myexostar.com to learn more about account connections.
If you are unsure of the credential requirement for an application you are accessing, please contact Exostar Tier I Support.

Acquisition and Activation Process Overview

There are several steps in the process of acquiring and activating your OTP credential. Once you determine your need for an OTP Hardware credential, proceed through the steps outlined below. Each step is covered in detail in this guide.

**Step 1: Purchase the OTP Token and License Key**
- Purchase the credential via the MAG Portal
- You can complete a purchase using a credit card or invoice

**Step 2: Activate the OTP Credential**
- Go to the MAG portal, select the My Account tab, then the Manage OTP tab to register your license key (received in email)
- You must enter your name and country

**Step 3: Identity Proofing**
- Identity proofing is required for most OTP activations (OTP level 3)
  - US-based users will be directed through Credit Bureau Proofing
  - International-based users will be directed through Live Video Proofing
- User obtaining an OTP-level 2 credential are not required to go through identity proofing

**Step 4: Register your Token**

**Step 1: Purchase OTP Hardware Token & License Key**

Before completing an OTP credential purchase, ensure you have access to the application that requires the OTP credential.

If you are an existing MAG account holder, you can purchase your OTP credential from within the MAG portal. If you do not have a MAG account, and are certain you require an OTP credential, please visit the Exostar Webstore. You need to log into your Exostar Managed Access Gateway (MAG) account with your username and password.
To purchase an OTP Hardware Token credential:

1. Go to https://portal.exostar.com and log in to your Exostar Managed Access Gateway (MAG) account.

   ![Sign In](image)

   Note: If you have never logged into your MAG account, refer to the First Time Login guide for more information on establishing your account.

2. Go to the My Account tab and select the Manage OTP link.

3. Click the Purchase or Register Credentials link. You are redirected to the onboarding process.

   ![Onboarding Process](image)
4. The Let’s Get Credentialed page is displayed. Click **Continue**.

5. Your list of applications is displayed. Click **Purchase**.
6. The Webstore page is displayed. Select your Partner from the dropdown list. The Webstore will present the list of appropriate credentials to use with the partner application.

![Webstore screenshot](image)

7. A list of credential products appropriate for use with the selected partner application is displayed. Locate the desired product and click Add to Cart. Click Checkout to proceed.

Note: If Add Proofing is selected, you will be required to complete the Identity Proofing process. See details steps for proofing below.

![Webstore screenshot](image)
8. The item is placed in your shopping cart. Review your order and click **Proceed to Checkout**.

**Note:** You may also purchase OTP Hardware Tokens for other users in your organization.

9. During the checkout process you may be prompted to verify your Name, Address and Shipping Address. Click **Continue**.
10. Enter the payment information. You can choose to pay by Invoice Billing or Credit Card.

If paying by invoice: enter the PO Order Number. If paying by Credit Card, enter the card information.

11. Verify the billing address. Click Edit or Change Address to modify the information presented. Click Continue to proceed with checkout.

12. Confirm your billing address and payment type. Click Place Order.
13. A confirmation page is displayed including a confirmation number. You can download the confirmation message as a pdf to keep for your records.

Click Exit Webstore to exit the webstore and return to the onboarding process.

Upon completion of the purchase, you will receive an email notification. If you paid with a credit card, you will receive a second email with the activation information for your license key.

Use this license key when you active your OTP token. It is very important you do not attempt to begin the registration process prior to receiving the OTP Hardware token.

Step 2: Activate OTP Credential

Once you receive your OTP Hardware Token, proceed with activation. At this time, locate the license key you received via email at the time of purchase.

To activate the OTP Hardware Token:

1. Go to https://portal.exostar.com and log in to your Exostar Managed Access Gateway (MAG) account.
2. Go to the **My Account** tab and select the **Manage OTP** link.

![Manage OTP link](image)

3. Click the **Purchase or Register Credentials** link to continue.

![Purchase or Register Credentials link](image)

4. The **Let's Get Credentialed** page is displayed. Review the information. Click **Continue**.

![Let's Get Credentialed page](image)
5. Your list of applications and recommended credentials are provided. Since you already purchased your OTP credential, click the **I do not need to purchase a credential** link.
6. Enter the license key you received via email in the License Key field. Click Activate.

7. Confirm your profile, and select your Country from the dropdown list. Click Next.
8. If you purchased an OTP credential without Proofing, activate the credential and proceed to the Register Your Token section below. Click Activate.

If you purchased an OTP credential with Proofing, proceed through the proofing steps below.

Step 3: Identity Proofing

In many cases, users must go through identity proofing in order to complete the activation of their OTP credential. If this does not apply to you, proceed to the Register Your Token section below.

There are two types of proofing processes:

- **US Based Users - Experian Proofing Service**: For US-based users requiring proofing, it is preferred you proceed through the Experian proofing by completing the Credit Bureau Based Proofing process. During this process, you are prompted to answer questions about credit or residency history provided and verified by a credit bureau.

- **International Based Users - Exostar Webcam Proofing**: International-based users requiring proofing must complete the Webcam Proofing process. During this process, you will meet virtually with a proofing agent and verify your identity.

**US Based User Proofing: Experian Proofing**

Experian proofing is a credit bureau proofing process which requires you to verify your identity by answering credit bureau-based questions. If you successfully complete the questions, you have completed the process, and will then be prompted to register your OTP credential. Credit Bureau-Based Proofing is only available for users located in the US.
Important:

- If you do not answer the questions correctly, but the credit bureau is able to locate you with your personal information (e.g. name and address), you will receive the activation code via postal mail.
- If the credit bureau is unable to locate you in their database, you will be redirected into the Live Proofing process to complete your identity proofing.
- Users unable (or unwilling) to complete credit bureau-based questions can opt to complete the Webcam Proofing with a live proofing agent.
- If you click I Disagree you will be redirected into the Live Proofing process to complete the identity proofing.

Follow the steps below to complete Experian proofing:

1. Locate the **Experian Proofing Service** option. Click **Continue with Proofing**.
2. Complete the required fields. Click the **Next** arrow to continue.

![Credential Verification Form](image)

**Note:** If the last four digits of your Social Security number cannot be verified, you will be prompted to enter all nine digits.

3. Read the important information about the verification process. Click **Agree** to continue.

![Verification Process Agreement](image)

4. You will be presented with a list of questions regarding your financial and residential history. These questions, and your responses, will be used to verify your identity, so please answer carefully and accurately.
Once you complete all questions, click **Submit** to continue.

**Note:** If incorrect answers are provided, but the credit bureau is able to locate you with your personal information, you will receive an activation code in four business days via postal mail. The activation code is required for you to activate your credential. If the credit bureau cannot locate you or verify your identity, the system will redirect you to the Webcam proofing process.

5. Upon successful completion of your identity authentication, a confirmation message is displayed. Click **Activate** to complete the activation process.

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Proceed to the last step in the process - **register the token**.

**International-Based User Proofing – Webcam Proofing**

International-based users, and US users who are unable to complete the credit bureau proofing, will be directed to the Webcam Proofing process. Exostar’s Webcam Proofing requires you to present valid Government-issued photo identification to prove your identity to an Exostar Proofing Agent, over a live webcam-based proofing session. Please review the **Acceptable Documentation** requirements to view the list of identity documents required.

Exostar Webcam Proofing takes place within a secure Cisco Webex meeting. Before your appointment, we highly recommend performing the **Webex System Test** on your machine, as there is limited time during the proofing session to troubleshoot your system configuration. Excessive trouble shooting time during the proofing appointment may result in a need to reschedule. For additional information about webcam proofing requirements, including acceptable documentation and troubleshooting, please reference the **Webcam Proofing Resource** page.

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Schedule Your Proofing Appointment

Follow the steps below to complete Webcam proofing:

1. Locate the **Exostar Webcam Proofing** option. Click **Schedule an Appointment**.

2. To schedule your proofing appointment, select an available date and select a time. Click **Continue**.
3. Enter your contact information. Click **Confirm**.

![Webcam Proofing Form](image1)

4. You successfully scheduled your appointment, and an appointment confirmation page displays. You will receive an appointment confirmation email.

![Webcam Proofing Confirmation](image2)

An Exostar proofing agent will contact you on your scheduled appointment date. The proofing appointment can take up to 30 minutes.

**Reschedule Video Proofing Appointment**

If you are unable to make the scheduled proofing time, or do not successfully complete the proofing during your appointment, you must reschedule. You can reschedule your Webcam Live Proofing appointment from within the MAG portal.
1. Log into your Exostar Managed Access Gateway (MAG) account with your username and password.

![Sign In Screen](image)

2. Go to the My Account tab and select the Manage OTP sub-tab.

![Navigation Menu](image)

3. Click the Purchase or Register Credential link.

![Navigation Menu](image)

4. Your confirmed proofing time is presented. Click the Re-Schedule link to select a new date/time for your proofing appointment.

Complete Identity Proofing

The Exostar Proofer will contact you on the day of your appointment. You will be required to answer a series of yes or no questions, and provide acceptable, unexpired identification via a webcam to the proofer.

Visit the Live Video Proofing Resource page for more information.

Once you successfully complete proofing, the proofing agent will provide you the activation code.

Activate Your Proofing Code

To activate your credential:

1. From the MAG portal, go to the My Account tab, then the Manage OTP sub-tab.
2. Click the **Purchase or Register Credential** link.

3. Enter the activation code provided to you by the Proofing Agent. Click **Continue**.

4. Click **Activate** to complete the credential activation.

Proceed to the last step in the process - [register your token](#).
Step 4: Register Your Token

1. Enter the token serial number found on the back of your OTP Hardware Token.

   Token Serial Number is found on the sticker on the back of your OTP Hardware Token, as shown in the picture below.

   ![Token Serial Number](image)

5. Press the button on the front of your OTP Hardware Token to generate the first password. Enter this number into the **One-Time Password One** field.

6. Wait 30 seconds and press the button on your OTP Hardware Token to generate the second password. Enter the number into the **One-Time Password Two** field.

7. Click **Submit**.

**Optional:** You have the option to register a phone number so you can receive OTP codes via SMS text message. It is **highly** recommend you register a phone at this point, because if you lose your OTP token, you will not be able to register a new token without repeating the identity proofing process. Many applications within MAG also allow authentication via the SMS OTP. If you are accessing applications hosted by **Boeing**, always use your OTP HW token for access.
Login with OTP Hardware Token

If your OTP Hardware Token is active, you can log into MAG using a One-Time Password generated by pressing the button on your OTP Hardware Token.

1. Go to https://portal.exostar.com and enter your username and password. Click Login.

2. On the next page, click the button on your OTP token and enter the code in the prompt, Click Authenticate.

Using One OTP Hardware Token to access multiple MAG accounts

You can now use one OTP token across multiple Exostar MAG accounts. For example, if you have two MAG accounts: smithj_0001 and smithj_0002 and your OTP hardware token is linked to your smithj_0001 account, you can use your OTP token to login to smithj_0002 account as well. To enable this:

- Make sure your email address, first name, last name and middle name is exactly the same on all your Exostar MAG accounts.
- The child account cannot have any issued credentials (Digital Certificates, Phone OTP, etc.) active on the account. You will use the Parent accounts’ credentials once connection is complete.

NOTE: To connect your active accounts through Exostar’s MAG account connection feature, please follow directions given on the Account Connections support page.
Manage OTP Hardware Token

Working within the MAG portal, you can manage your OTP Hardware token. The Manage OTP page allows you to see your token status, you can resync, revoke or renew the token, and you can add phone connection to the token.

View Status

The Manage OTP page displays your OTP Hardware Token Status and reflects whether it is pending activation, active, locked, suspended, or revoked.

You can access details of the OTP Hardware token by clicking the View Details button.

Reactivate OTP Hardware Token

If your OTP Hardware Token is locked due to repeated login failures (see Login with OTP Hardware Token), you must reactivate your OTP Hardware Token. You can only reactivate it if the Token Status is Active.

To reactivate:


   Note: If you are prompted to enter a One-Time Password, return to the login screen
and click on the **Login without Token** link.

2. Go to the **My Account** tab.

3. Click on **Manage OTP**.

4. Click **View Details**.

5. Click **Resync Token**.

6. Press the button on your OTP Hardware Token to generate the first password. Enter this number into the **One-Time Password One** field.

7. Wait 30 seconds.

8. Press the button on your OTP Hardware Token to generate the second password. Enter the number into the **One-Time Password Two** field.

9. Click **Resync Token**.

Upon successful reactivation of the token, you can log in to MAG using your OTP Hardware Token.

If the reactivation is not successful, **contact Exostar Customer Support**. It is possible that your OTP Hardware Token is no longer in synch with our server and needs to be reset.

**Revoke OTP Hardware Token**

If your OTP Hardware Token is compromised, lost, stolen or damaged, you must revoke it.

**Important:**

- Revoking an OTP Hardware Token is permanent and cannot be undone.
- Once an OTP Hardware Token is revoked, it cannot be reactivated by you or any other
user in MAG.

- Revocation is required before being able to activate a new OTP Hardware Token on your MAG account.
- You can revoke an OTP Hardware Token that has a status of Pending Activation, Locked, Active, Expired, or Suspended.

To revoke your OTP Hardware Token:


2. Go to the My Account tab.
3. Click Manage OTP.
4. Click View Details
5. Click Revoke.
6. The following prompt is displayed. Click **OK** to proceed with revocation of the OTP Hardware Token.

![Message from webpage]

If you cancel the process, you will return to the **Manage OTP** page without revoking your OTP Hardware Token.

When you revoke your OTP Hardware Token, you will be automatically logged out of MAG and your permanent password will reset. Exostar will send you an email containing a new temporary password for logging into MAG.

Revocation also removes the persistent cookie on your machine that displays the One-Time Password field on the login page each time you access. The next time you access the MAG login page, you will only see text boxes for User ID and Password.

To reset your permanent password following revocation:

1. Close your browser window.
3. Enter your User ID.
4. Enter the temporary **System-Generated Password** you received in the revocation notification.
5. Click **Login**.
6. When prompted, enter a new permanent password in the **Password** field. Reenter the password in the **Confirm Password** field.
7. Click **Submit**.

A confirmation displays indicating your password successfully reset.

**Administrator Revocation**

An Organization Administrator or an Exostar Administrator is capable of revoking your OTP Hardware Token on your behalf. If an administrator does revoke your OTP Hardware Token, you will receive an email notification and your permanent password will be reset.
See above for information on how to reset your permanent password following revocation.

Renew OTP Hardware Token

Your token renewal date is based on your purchase date. You can access the renewal date for your token via the Manage OTP tab, then View Details.

MAG will notify you when you are 30 days from expiration. To renew your OTP Hardware Token, visit our web store. Once payment is received for the renewal, the expiration date will update to one year from the original date of expiration.

Note: There could be a delay in receiving the updated information from the web store to update the expiration date. It is a good idea to renew your OTP Hardware Token well ahead of the actual expiration to ensure your OTP Hardware Token does not expire.

Expired Tokens

If your OTP Hardware Token is expired, the Token Status sets to Expired. You cannot use your OTP Hardware Token to access MAG. Visit the webstore to renew your OTP Hardware Token.

Important:

- If your OTP Hardware Token is expired for more than 60 days of the renewal date, Exostar automatically revokes your token to ensure proper security for both the user account and the organization. If your token is revoked, you will be required to purchase a new token, which will result in additional cost to your organization.

- Prior to revocation, Exostar will send you reminder emails of the token revocation date. You will receive these notification emails 30, 15, and 3 days prior to the actual token revocation date. You must renew the token by the end of the business day of the 59th day to avoid token revocation. If you request an invoice from Exostar beyond day 55, there will not be enough time to make the full payment by the close of business on day 59. Please renew your token early to avoid any service interruptions and added costs.

Suspended Tokens:

If your OTP Hardware Token has been suspended for more than 60 days, Exostar automatically revokes your token to ensure proper security for both the user account and the organization.

Please note Exostar will revoke your token on the 60th day after the token expiration date. Prior to revocation, Exostar will send email notifications to you reminding you of the token revocation date. You will receive these notification emails 30, 15, and 3 days prior to the actual token revocation date.
**Note:** If your token is revoked, you MUST purchase a new token which will be an additional cost to your organization, or lose access to the application.

**Proofing Upgrade:**

If you are trying to access an application that requires the OTP Hardware Token with identity proofing, and have not previously completed the identity proofing process, you may need to perform a proofing upgrade.

To determine if you need to perform a proofing upgrade,

1. Go to [https://portal.exostar.com](https://portal.exostar.com) and login using your OTP token.
2. Go to the **My Account** tab.
3. Click the **Manage OTP** sub-tab.
4. Review the requirements for participating in the Proofing Upgrade process at the bottom of the page.
5. Select the checkbox indicating you understand, and click **Upgrade**. You are required to participate in the Identity Please see the proofing steps detailed in the **Activate OTP Hardware Token** section of this user guide.

6. You are required to participate in the Identity Proofing steps. Please refer to the section of this document containing detailed steps on **Activating OTP Hardware Token**.

**Adding a Hardware OTP token to a Phone OTP subscription**

If you have an existing Phone OTP subscription, and have been asked to acquire a hardware token to access Boeing applications, follow the steps below to add a token:

1. Go to [https://portal.exostar.com](https://portal.exostar.com) and login using your Phone OTP credential.
2. Go to the **My Account** tab.
3. Click the **Manage OTP** sub-tab.
4. Click **Purchase**.

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5. Select the account, and enter shipping information. Click **Add upgrades to cart**.

6. Proceed through the payment process to complete your order.

A token will be shipped to you. Once you receive the Hardware Token:

1. Go to [https://portal.exostar.com](https://portal.exostar.com) and login using your Phone OTP credential.
2. Go to the **My Account** tab.
3. Click the **Manage OTP** sub-tab.
4. Click **View Details**.

5. Click **Add Token**.
6. Enter the token serial number found on the back of your OTP Hardware Token.

Token Serial Number is found on the sticker on the back of your OTP Hardware Token, as shown in the picture below.
8. Press the button on the front of your OTP Hardware Token to generate the first password. Enter this number into the **One-Time Password One** field.

9. Wait 30 seconds and press the button on your OTP Hardware Token to generate the second password. Enter the number into the **One-Time Password Two** field.

10. Click **Submit**.

After registering the OTP HW token, you will be returned to the **Manage OTP Details** page, where you can view and manage both your active Phone OTP and HW OTP credentials.

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**Logging in to MAG with active HW OTP and Phone OTP**

If you have both Phone OTP and OTP Hardware credentials, you have the option to log in with either credential.

During login, you are presented with the screen below, where you have the option to request and enter a Phone OTP code in the Phone OTP section, or you can choose to generate a code...
from your HW OTP token, and enter it in the Hardware OTP section.

Upon successful login, your chosen credential will be reflected by the **Credential Strength section** in the upper right corner of your MAG Home tab.
Error Conditions

Possible Errors conditions during token activation

**Error Message:**
The Token Serial Number is not correct. Enter the Token Serial Number that matches your token. Refer to the instructions if you are unsure of where the Token Serial Number is located on your token.

The Token Serial Number you entered is incorrect. Re-enter the Token Serial Number as it is displayed on the back of the OTP Hardware Token. This is the number above the barcode.

**Error Message:**
You have entered an incorrect One-Time Password. Enter the 1st and 2nd consecutive One-Time Passwords as displayed on your token correctly. You will need to wait 30 seconds between the 1st and 2nd One-Time Password.

You have entered either the One-Time Password One or the One-Time Password Two incorrectly. To resolve:

1. Click on Activate button.
2. Re-enter the Token Serial Number.
3. Press the button on your OTP Hardware Token.
4. Enter the password as displayed on your OTP Hardware Token screen in the One-Time Password One field.
5. Wait 30 seconds.
6. Press the button on your OTP Hardware Token.
7. Enter the password as displayed on your OTP Hardware Token screen in the One-Time Password Two field.
8. Click the I Agree – Submit Activation button.

**Error Message:**
The token cannot be activated on your account at this time. Contact Exostar Customer Support in order to resume activation of your token.

You entered the One-Time Password One or One-Time Password Two incorrectly too many times, or your OTP Hardware Token is out of synch with Exostar’s Token Server. Exostar needs to reset your OTP Hardware Token. Contact Exostar Customer Support to resolve.

**Error Message:**
This action cannot be completed at this time. Contact Exostar Customer Support for assistance.

An error has occurred. Try activating your OTP Hardware Token later, or contact Exostar.
Possible Login Errors

If you have forgotten your User ID or password, please refer to the MAG User Guide for detailed steps on how to recover a User ID or password.

**Error Message:**

Your OTP hardware token is locked. You must re-activate your token to your account before you can log into MAG with a One-Time Password Token. To do this, follow the link below to log in without your One-Time Password Token and proceed to Manage OTP in My Account.

You entered an incorrect One-Time Password too many times. Log into your MAG account using only a User ID and Password.

1. Login to [https://portal.exostar.com](https://portal.exostar.com).
2. Click Skip OTP.
3. Enter your User ID and Password, and then follow the steps to reactivate your OTP Hardware Token.

**Error Message:**

You cannot use your token to log into MAG at this time. Follow the link below to log in without a One-Time Password Token. You may need to re-activate your OTP hardware token by proceeding to Manage OTP in My Account.

Your OTP Hardware Token may be suspended, locked, or require reactivation. Log into your MAG account using only a User ID and Password.

1. Login to [https://portal.exostar.com](https://portal.exostar.com).
2. Click Skip OTP.
3. Check your OTP Hardware Token status by going to the Manage OTP page under the My Account tab.

If your Token Status is Suspended, follow the steps to re-enable the OTP Hardware Token. If there is no option to re-enable it, it was suspended by an Administrator and you need to contact your Organization Administrator to resolve.

If your Token Status is Locked, follow the steps to reactivate your OTP Hardware Token.

If your Token Status is something other than Suspended or Locked, or if Reactivate does not work, you may need to contact Exostar Customer Support to have your OTP Hardware Token reset.

**Error Message:**

Your OTP Hardware Token has expired. Click on Login Without Token link next to One-Time Password to log in with your User ID and Password. Once you have logged into MAG, you can renew your OTP Hardware Token by selecting the Manage OTP option on the My Account tab.
Your OTP Hardware Token is expired. Log into your MAG account using only a User ID and Password.

2. Click Skip OTP.
3. Follow the steps to renew your OTP Hardware Token.

**Error Message:**

*You cannot use your token to log into MAG at this time. Follow the link below to log in without a One-Time Password Token.*

You will receive this error if you try to use an OTP Hardware Token whose status is **Pending Approval** on your MAG account. Log into your MAG account using only a User ID and Password.

2. Click Skip OTP.