

Login Information

Your Managed Access Gateway (MAG) account was created for you to access a business partner’s online resources. If you did not request creation of your MAG account, then your project partner and Exostar will provide information regarding your access. To complete your first time login (account activation), you require:

- **User ID:** lastnamefirstinitial\_XXXX
- **One-time password:** no longer valid after you complete first-time login
- **System generated password:** XXXX-XXXX-XXXX-XXXX; type (or use cut and paste) the password exactly as it appears in the email you receive, including the hyphens as depicted above.

Depending on how your account is created, the above information is sent to you, via email, as follows:

#	Account created by?	One Time Password	System Generated Password	Information in registration email
1.	User (Self-Registration)	Created by the user	Via Account Registration email	<ul style="list-style-type: none"> <li>• User ID</li> <li>• System Generated Password</li> <li>• List of subscribed applications</li> </ul>
2.	Organization Administrator (Org Admin)	Supplied by the Organization Administrator	Via Account Registration email	<ul style="list-style-type: none"> <li>• User ID</li> <li>• Org Admin’s Information</li> <li>• Org Admin’s email</li> <li>• System Generated Password</li> <li>• List of subscribed applications</li> </ul>
3.	Adoption Administrator	Via Account Registration email	Via Account Registration email	<ul style="list-style-type: none"> <li>• User ID</li> <li>• Adoption Admin’s name</li> <li>• Administrator’s email</li> <li>• One Time Password</li> <li>• System Generated Password</li> <li>• List of subscribed applications</li> </ul>

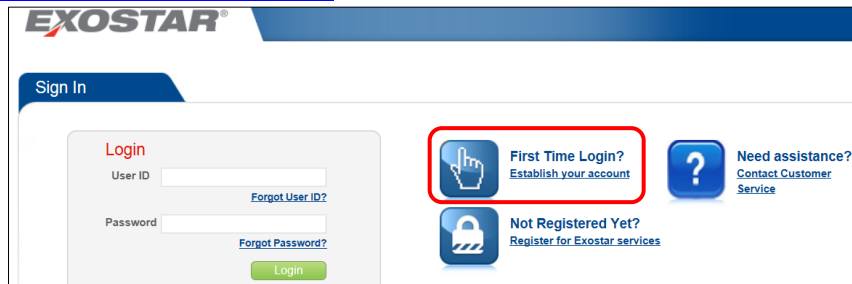
4.	Exostar	Via Account Registration email	Via Account Registration email	Two separate emails are sent: Email #1: <ul style="list-style-type: none"> <li>• User ID</li> <li>• System Generated Password</li> <li>• List of subscribed applications</li> </ul> Email #2: <ul style="list-style-type: none"> <li>• One Time Password</li> </ul>
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If you have any questions regarding your account registration, contact the individual listed in the registration email.

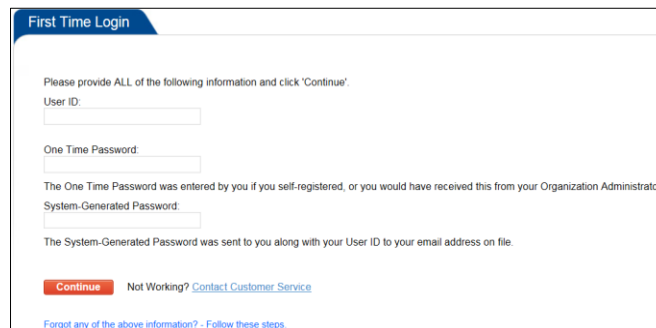
First Time Login

Follow the instructions below to complete the first-time login process:

1. Go to <https://portal.exostar.com> and click on the link below **First Time Login?**

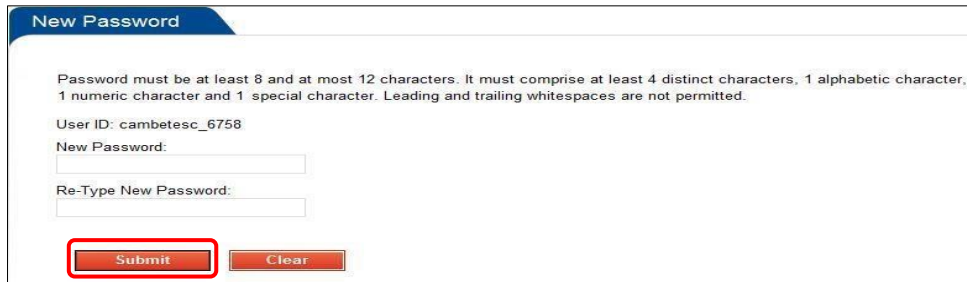


2. Once you click the link, the following screen appears. Enter the information provided to you in the email from Exostar:
  - a. MAG User ID
  - b. One-Time Password
  - c. System Generated Password



**IMPORTANT:** You must have both your **one-time password**, and the **system generated password** to complete the login process. If you receive errors, refer to the [Errors](#) section for resolution information.

3. Click **Continue**, and enter your new password twice. Use the password strength policy on the screen as reference. Once complete, click **Submit**.



4. You are presented with the **Password Reset Secrets** screen. Select four unique questions from the drop-down list, and enter a response for each question.



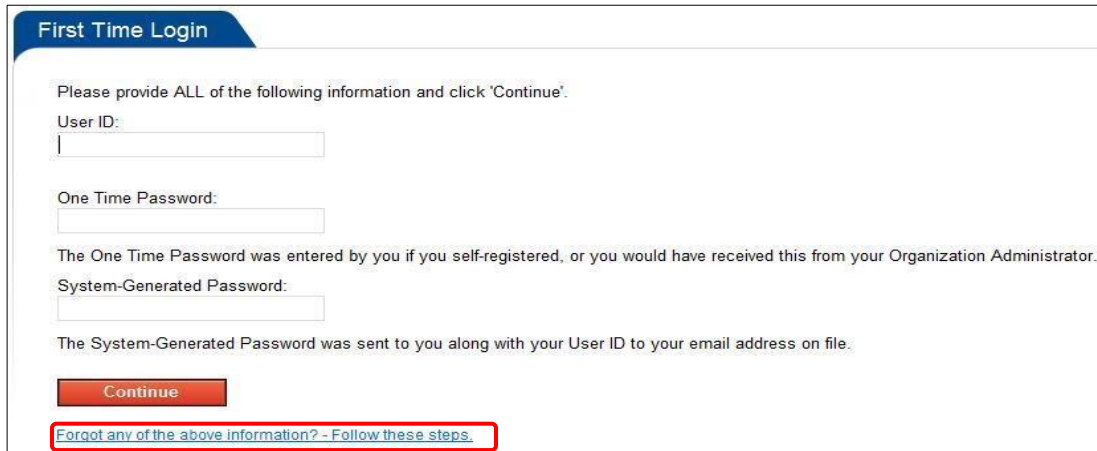
**IMPORTANT:** Please ensure you remember these **secrets**. You are required to provide answers to your secret questions if you need to reset your password in the future.

5. Once you fill out your questions, click **Submit**.
6. The **first-time login completed** window displays, indicating you successfully modified your password. You are then automatically redirected to the **Account Management Home** page. You will receive an acknowledgement email.

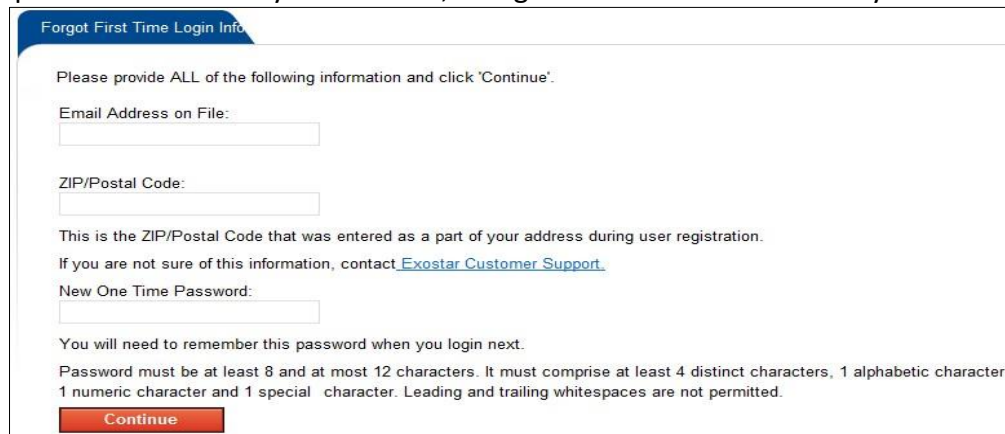
## [Retrieve Lost First Time Login Information](#)

In case you misplace your credentials, follow the directions below to retrieve your first-time login information.

1. Click on **Forgot any of the above information? Follow these steps** link, at the bottom of the first-time log-in page.



2. Input your **email address** and the **zip/postal code** used at the time of account creation. Then, create a **new password**, following the password guidelines provided. This is a one-time password to access your account, along with other details sent to you via email.



3. Click **Continue** to complete the request.
4. You will receive an email from **Exostar Administrators** with your **Login ID** and 16-digit numeric **system-generated password**. You also need the **one-time password** you created above, to login.
5. Follow the steps provided in the [First-Time Login](#) section.

## Errors

Here are common errors you may encounter while completing the first-time login process:

**Incorrect Login information:** If you attempt to complete first-time login from <https://portal.exostar.com> and enter only your user ID.

The screenshot shows a login form with the following elements:

- Header:** Login
- Fields:** User ID (text input), Password (text input)
- Links:** [Forgot User ID?](#), [Forgot Password?](#)
- Button:** Login (green)
- Error Message:** Your User ID/Password combination was not recognized. If you have forgotten your User ID/Password, follow the links above to obtain your User ID or reset your Password.

**Multiple IDs:** The email address you used is associated with multiple user accounts. You need to contact [Exostar Customer Support](#) to resolve your access issues.

**Email Address/Zip Code Combination is Incorrect:** You receive this error if:

- You typed your email address or zip code incorrectly.
- You do not have correct information.

**Note:** If you continue to receive this error after trying multiple times, contact either your Organization Administrator to reset your credentials or [Exostar Customer Support](#).

## Accessing your Applications and Other Information

When you log-in to Exostar, you are presented with the **Account Management Home** page.

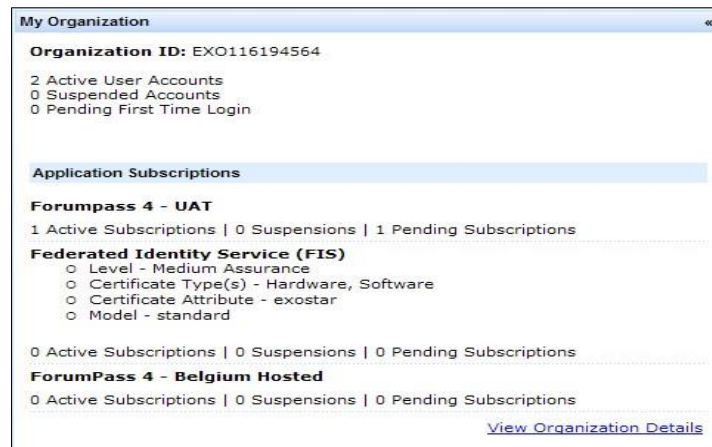
The screenshot shows the Exostar Account Management Home page with the following components:

- Header:** EXOSTAR logo, Billing and Support, Logout
- User Info:** User: Teresa Cambetes | Organization: Exostar Training/Training | Credential Strength: Username and Password
- Navigation:** Home, My Account
- My Applications Table:**

Company-Application	Status	Action	Announcements
Exostar LLC			
Federated Identity Service (FIS)	Active		
ForumPass 4 - EU	Active Last Access Date: 08 Mar, 2012 10:46 AM EST	<a href="#">Open Application</a>	ForumPass EU is now hosted in the United Kingdom
ForumPass 5 - US	Active	<a href="#">Open Application</a>	
- Expand All Sections:** + Expand All Sections
- My Organization:** My Tasks -- Task(s) Pending!
- Quick Links:** Account Summary

**Home:** This tab is a dashboard view of your MAG account. It includes information on your roles and responsibilities. Here is a brief introduction to the components of the page:

- **My Applications:** The applications listed in this section are based on your subscriptions. Applications are grouped based on the **Service Provider** for easy view. The status of each application, and available actions are provided next to the application name. If there are any special announcements for the application, the **Announcements** column provides the information.
- **My Organization:** You are able to view this section by clicking the **+Expand all sections** button, or by clicking the expander icon for the section. Depending upon your roles, this section provides information regarding your organization account, along with the available subscriptions. The view presented below is for a user with the **Organization Administrator** role.



- **My Tasks:** You are able to view this section by clicking the **+Expand all sections** button, or by clicking the expander icon for the section. Depending on your roles, you may view all requests pending approval by you in this section. If no pending tasks are available, you are shown the message below:



- **Account Summary:** You are able to view this section by clicking the **+Expand all sections** button to expand all sections, or by clicking on the expander icon for the section. This section provides information on your account and roles for the organization’s MAG account.



- **Quick Links:** You are able to view this section by clicking the **+Expand all sections** button, or by clicking the expander icon for the section. This section provides links to various training demos, and additional support links for quick reference.



- **My Account:** This tab provides information regarding your account. You can also find information on the Org Admin, as well as App Admin, for subscribed applications. You can make modifications to your account by selecting appropriate actions. Refer to [MAG User Guide](#) for details on using the **My Account** tab.
- **Administration:** This is only available to users with an **Org Admin** role. This tab allows you to view information on all users linked to your organization.
- **Registration Requests:** This is only available to users with an **App Admin** role. This is the tab you need to complete all approvals and authorization tasks.



For further information on the administration tasks, refer to [MAG Administration Guides](#).

**Credential Strength:** In addition to the available tabs, you are also provided information on the credential strength of your login. This information is provided in the upper right-hand corner of your screen.



The following information is displayed, depending on your log-in credential strength:

- **Username & Password:** If you logged-in to MAG using only your User ID and password.
- **Basic Software Cert:** If you logged-in to MAG using FIS Basic Level of Assurance (BLOA) certificates.
- **MLOA Software:** If you logged-in to MAG using FIS Medium Level of Assurance (MLOA) software certificates.
- **MLOA Hardware:** If you logged-in to MAG using FIS Medium Level of Assurance (MLOA) hardware, or any eligible third party LOA three certificates such as a DOD Common Access Card.

### [Accessing your Profile](#)

Click on the **My Account** tab to display the available options:



- **Edit Profile:** Allows you to edit profile information. Review your zip code to ensure correct information is provided. You need the zip code to retrieve your account information in case of lost user ID/password.
- **View Organization Details:** Allows you to review the status of your organization’s MAG account, and contact information for the Org Admin and the App Admin for each subscribed application.
- **Change Email:** Allows you to change your email address. If you already have FIS certificates, contact [Exostar Customer Service](#) for information on changing your email address.
- **Change Password:** Allows you to change your current password.
- **Change Security Questions:** If you have forgotten responses to your security questions, this tab allows you to re-enter the information or change the security questions.
- **Manage Certificates:** This tab is only available if you currently have or have been approved for FIS certificates. Refer to the [Federated Identity Service](#) section of MyExostar for details.



### Important URLs

- **MAG Information:** <http://myexostar.com/mag.aspx>
- **FIS Information:** <http://myexostar.com/fis.aspx>
- **ForumPass:** <http://www.myexostar.com/ForumPass/>
- **Supply Chain Platform (SCP):** <http://www.myexostar.com/SCP/>