# Table of Contents

Purpose ........................................................................................................................................... 1
OTP Credential Types ..................................................................................................................... 1
What is the Proofing Upgrade? ........................................................................................................ 1
How to Determine if You Require the Proofing Upgrade ............................................................... 1
Order OTP Hardware Token & License Key .................................................................................... 2
Activate OTP Hardware Token ........................................................................................................ 4
  To activate the OTP Hardware Token: ....................................................................................... 4
  Possible Errors during Activation ............................................................................................... 7
Login with OTP Hardware Token .................................................................................................... 8
  Using One OTP Hardware Token to access multiple MAG accounts ...................................... 9
  Possible Login Errors .................................................................................................................. 9
Manage OTP Hardware Token ......................................................................................................... 12
  Reactivate OTP Hardware Token ............................................................................................ 13
  Revoke OTP Hardware Token .................................................................................................. 14
  Administrator Revocation .......................................................................................................... 17
Renew OTP Hardware Token ......................................................................................................... 17
Expired Tokens: ............................................................................................................................... 18
Suspended Tokens: ........................................................................................................................ 19
Proofing Upgrade: .......................................................................................................................... 19
Adding a Hardware OTP token to a Phone OTP subscription ....................................................... 20
Logging in to MAG with active HW OTP and Phone OTP ............................................................ 22

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**Note:** There may be some minor differences in the screenshots presented in this guide. We attempt to update all screenshots as changes happen to our product.
Purpose
This guide has been created for users of One-Time Password (OTP) Hardware Tokens in Managed Access Gateway (MAG). This guide will provide you information on the tasks that you need to perform to purchase, activate, and manage your OTP Hardware Token.

OTP Hardware Token Credential Types
Depending on the credential requirement for the partner application you are accessing, you will require an OTP Hardware Token without the proofing upgrade or OTP Hardware Token with the proofing upgrade.

What is the Proofing Upgrade?
Upgrading the credential includes adding identity proofing to the credential. The proofing upgrade increases the Level of Assurance (LOA) Exostar and application owners have about your identity when using the credential. Identity proofing is the process of verifying your identity with Exostar. Users in the US are prompted to answer questions about their credit history provided by a credit bureau. Users outside of the US, or those in the US who are unable to complete credit bureau-based questions will be required to complete agent-based proofing with a proofing agent via webcam, someone in your company, or someone within your buyer’s organization.

How to Determine if You Require the Proofing Upgrade
Users can determine if they require an OTP credential with the proofing upgrade credential based on the application(s) that they access through Exostar’s Managed Access Gateway (MAG). Most partner applications will require OTP with the proofing upgrade. However, several of the BAE Systems applications accept the OTP credential without the proofing upgrade. Please note that the credential requirement for a partner application is determined by the partner and not Exostar. If you require an OTP Hardware Token without the proofing upgrade, please reference the Managed Access Gateway One-Time Password Guide. If you are unsure what the credential requirement is please contact Exostar Tier I Support.

To manage an OTP Hardware Token, you must be logged into MAG. All lifecycle activities related to your OTP Hardware Token can be found in the My Account tab under ‘Manage OTP’.

This guide will provide you information on the OTP Hardware Token functionality. It is intended for users who plan to use OTP Hardware Tokens for authenticating to MAG and accessing partner applications. This guide provides information on the following:

- Order OTP Hardware Token
- Activate OTP Hardware Token
- Login with OTP Hardware Token
- Manage OTP Hardware Token
  - Reactivate OTP Hardware Token
  - Suspend/Enable OTP Hardware Token
  - Revoke OTP Hardware Token
  - Renew OTP Hardware Token
Order OTP Hardware Token & License Key
If you do not have an OTP Hardware Token and would like to purchase one:

2. Go to My Account.
3. Click on Manage OTP
4. Click Purchase Hardware OTP.
Clicking on the Purchase button will redirect you to Exostar’s web store where you can purchase an OTP Hardware Token. From the web store, follow the instructions to purchase an OTP Hardware Token.

Select from the drop down which company’s applications you intend to access with the OTP HW token, then enter your information in the prompts on the page and click Add to Cart.

Follow the prompts to complete the purchase process through the webstore.

You may also purchase OTP Hardware Tokens for other users in your organization. After completing your purchase, you will immediately receive a license key via email, which you will need to leverage when you attempt to activate your OTP token. It is very important that you do not attempt to begin the registration process prior to receiving the OTP Hardware token.
Activate OTP Hardware Token

Once you have received your OTP Hardware Token, you must activate it before you can use it to log in to MAG. It is very important that you do not attempt to begin the registration process prior to receiving the OTP Hardware token.

To activate the OTP Hardware Token:

2. Go to My Account.
3. Click on Manage OTP
4. Click on Register

This will display the first step of the Identity Proofing process. You must complete the identity proofing process in order to register your OTP Hardware Token. If you are located in the United States you can participate in Experian Online proofing. If you are located outside the United States, you will need to participate in Live Video Proofing. Additional Information on Live Video Proofing can be found here.

Follow the instructions at the top of the page:

Make sure you have the OTP HW token on hand before proceeding. Enter the license key you received when you completed the purchase. Click Submit.

If you selected United States as your country, you will now see the information entry page of the Identity Proofing process. Complete the required fields on the page to the best of your ability and click I Agree.
If Experian is able to locate you in their database, you will be presented with a series of questions used to verify your identity.

If Experian is able to locate you in their database, but does not have sufficient data to generate questions, you will be mailed a verification code via certified mail to enter on the Manage OTP page.

If Experian is not able to locate you in their database, you will be sent to Live Video Proofing.

If you reach the maximum number of attempts (3) to complete the proofing questions successfully, you will be sent to the Video Proofing.

If you do not consent to be proofed online via the Experian process (I Disagree) you will be sent to Live Video Proofing. View more information on Live Video Proofing.

Upon answering the questions successfully, you will be sent to Step 3: Register Device.

To activate your OTP Hardware Token, follow these instructions:

1. Enter the Token Serial Number in the Token Serial Number field. The Token Serial Number is found on the sticker on the back of your OTP Hardware Token, as shown in the picture below.
2. Press the button on your OTP Hardware Token to generate the first password. Enter this number into the One-Time Password One field.
3. Wait 30 seconds.
4. Press the button on your OTP Hardware Token to generate the second password. Enter the number into the One-Time Password Two field.
5. Click the Submit button.

A confirmation page will display.
Optional: You now have the option of registering a phone number onto your account so that you can receive OTP codes via SMS text message. We highly recommend that you register a phone at this point, because if you lose your OTP token, you will be able to register a new token without repeating the identity proofing process. Many applications within MAG will also allow authentication via the SMS OTP. If you are accessing applications hosted by Boeing, you will need to always use your OTP HW token for access.

Again, registering a phone is Optional if you have just registered an OTP HW token, but it is recommended.

After either skipping the phone registration or registering a phone, you will be returned to the Manage OTP tab. The status of your OTP account will now show Active.

Possible Errors during 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, you will need to:

1. Click on the Activate button.
2. Re-enter 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 have entered the One-Time Password One or One-Time Password Two incorrectly too many times, or your OTP Hardware Token is out of sync with Exostar’s Token Server. Your OTP Hardware Token needs to be reset by Exostar. 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 Customer Support.

**Login with OTP Hardware Token**

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

To begin, enter your username and password at the MAG Login page and click **Login**: https://portal.exostar.com
On the next page, click the button on your OTP token and enter the code in the prompt, then 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 that 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.

**Possible Login Errors**

Did you forget your User ID? Follow the steps from the [MAG User Guide](#) to recover a forgotten User ID.

Did you forget your password? Follow the steps from the [MAG User Guide](#) to recover a forgotten 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. You will need to log into your MAG account using only a User ID and Password. To do this, click on the ‘Skip OTP’ link.
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. You will need to log into your MAG account using only a User ID and Password. To do this, click on the ‘Skip OTP’ link.

Enter your User ID and Password, and then check your OTP Hardware Token status by going to the Manage OTP page in 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 will 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. You will need to log into your MAG account using only a User ID and Password. To do this, click on the ‘Skip OTP’ link.

Enter your User ID and Password, and then 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.

You will need to log into your MAG account using only a User ID and Password. To do this, click on the ‘Skip OTP’ link.

Manage OTP Hardware Token

The following options are available for managing your OTP Hardware Token:

- Resync
- Revoke
- Renew
- Add Phone

The Manage OTP Hardware Token page will display your OTP Hardware Token Status appropriately based on whether it is pending activation, active, locked, suspended, or revoked. Details of the OTP Hardware token can be accessed 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 will need to reactivate your OTP Hardware Token. You can only reactivate it if the Token Status is Active.

To reactivate:

1. Log into MAG (https://portal.exostar.com) using a valid username and password. Make sure the login screen looks like the following screenshot. If it does not, you need to click on the ‘Login without Token’ link so that you are not prompted to enter a One-Time Password from your OTP Hardware Token.

2. Go to My Account.
3. Click on Manage OTP
4. Click on View Details
5. Click on Resync.
To reactivate your OTP Hardware Token, follow these instructions:

1. Press the button on your OTP Hardware Token to generate the first password. Enter this number into the One-Time Password One field.
2. Wait 30 seconds.
3. Press the button on your OTP Hardware Token to generate the second password. Enter the number into the One-Time Password Two field.
4. Click the Submit button.

If the reactivation is successful, you can again log in to MAG using your OTP Hardware Token.

If the reactivation is not successful, you should 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 need to revoke it. 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 My Account.
3. Click on Manage OTP
4. Click on View Details
5. Click on the Revoke button.

You will be prompted with the following message:
Click OK to revoke your OTP Hardware Token. Clicking Cancel will return you 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 be reset. Exostar will send you an email containing a new temporary password for logging into MAG. Revocation will also remove 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 a User ID in the User ID field.
4. Enter the temporary password that you received in the revocation notification email in the Password field.
5. Click Login.
6. When prompted, enter a new permanent password in the Password field.
7. Enter the same password in the Confirmation Password field.
8. Click Submit.
A confirmation will be displayed indicating that your password has been reset. This is the password you will need to use to authenticate to MAG.

**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 email notification and your permanent password will be reset.

To reset your permanent password following revocation:

2. Click on Login Without Token link above One-Time Password field.
3. Enter a User ID in the User ID field.
4. Enter the temporary password that you received in the revocation notification email in the Password field.

![Image of revocation email]

5. Click Login
6. When prompted, enter a new permanent password in the Password field.
7. Enter the same password in the Confirmation Password field.
8. Click Submit.

**Renew OTP Hardware Token**

Your token renewal date is based on your purchase date. You can review the process for renewing tokens for users by clicking [here](https://portal.exostar.com). The Manage OTP > View Details page displays the Renewal Date for your OTP Hardware Token.
MAG will notify you when you are 30 days from expiration. To renew your OTP Hardware Token, you will need to visit our web store.

Once payment is received for the renewal, the expiration date will be updated to one year from 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 that your OTP Hardware Token does not expire.

If your OTP Hardware Token does expire, the Token Status is set to Expired. You will not be able to use your OTP Hardware Token to access MAG. You will still be able to renew your OTP Hardware Token.

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

**Expired Tokens:**

NOTE: If your OTP Hardware Token has been expired for more than 60 days of the renewal date, Exostar will automatically revoke your token to ensure proper security for both the user account and the organization.

Please note that 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.

IMPORTANT: You will need to have your token renewed 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 the day 59. Please renew your tokens early to avoid any service interruptions and added costs.”
Suspended Tokens:

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

Please note that 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, log into your MAG account with your OTP token and navigate to the Manage OTP tab.

Review the requirements for participating in the Proofing Upgrade process at the bottom of the page, check the box indicating you understand, then click Upgrade. You will be required to participate in the Identity Proofing steps detailed in the Activate OTP Hardware Token section of this user guide starting on Page 3.
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, you can follow the steps below to add a token.

1. Navigate to the My Account tab of your MAG Account.
2. Click the Manage OTP subtab.
3. Click the Purchase Hardware OTP button.

Step through the purchase process (as detailed in the Order OTP Hardware Token step). A token will be shipped to you.

Once you have received the Hardware Token:

1. Authenticate to MAG using your Phone OTP subscription.
2. Navigate to the My Account tab, then the Manage OTP subtab.
3. Click the View Details button.

- Click the Add Token button
- Enter the Token Serial Number in the Token Serial Number field. The Token Serial Number is found on the sticker on the back of your OTP Hardware Token, as shown in the picture below.
• Press the button on your OTP Hardware Token to generate the first password. Enter this number into the One-Time Password One field.
• Wait 30 seconds.
• Press the button on your OTP Hardware Token to generate the second password. Enter the number into the One-Time Password Two field.

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

Logging in to MAG with active HW OTP and Phone OTP
If you have both of the above credentials, the secondary/authentication page during Login to MAG (after entering your username and password) will look a bit different, as you now have the option of logging in with either credential. Either request and enter a Phone OTP code in the Phone OTP section, or generate a code from your HW OTP token and enter it in the Hardware OTP section, and proceed with login.
The credential you chose to authenticate with will be reflected by the **Credential Strength** in the upper right corner of your MAG Home tab:

```
User: Trent Russell(russell_2287) | Organization: Trent 1211 Patch/test company | Credential Strength: Hardware OTP
```

```
Requests  Reports

Action Required: Access Pending | Access Suspended
```