<table>
<thead>
<tr>
<th>Version</th>
<th>Impacts</th>
<th>Date</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware One-Time Password User Guide</td>
<td>• Expiration Date</td>
<td>January 2020</td>
<td></td>
</tr>
<tr>
<td>Hardware One-Time Password User Guide</td>
<td>• Screenshot Updates</td>
<td>January 2019</td>
<td>M. Williams</td>
</tr>
<tr>
<td>Hardware One-Time Password User Guide</td>
<td>• Sponsored OTP Credentials    • On-screen instruction text updates</td>
<td>November 2018</td>
<td>M. Williams</td>
</tr>
<tr>
<td></td>
<td>• Self-Registration     • New Organization Adoption Invitation registration process</td>
<td>February 2021</td>
<td>B. Nair</td>
</tr>
<tr>
<td></td>
<td>• Dashboard              • Purchasing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Credentialing          • Activation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Authentication</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAG 7.0</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Contents

Purpose ................................................................................................................................................. 4
About One-Time Password Credentials ................................................................................................. 4
How to Determine if You Need a Credential .......................................................................................... 4
Acquisition and Activation Process Overview ......................................................................................... 5
Step 1: Obtain an OTP Hardware Token ............................................................................................... 5
  Sponsored OTP Hardware Token .......................................................................................................... 5
  Purchase OTP Hardware Token ............................................................................................................. 6
Step 2: Activate Credential .................................................................................................................... 8
  Activate Sponsored OTP Hardware Token ........................................................................................... 8
  Activate Purchased Credential .............................................................................................................. 10
Step 2: Identity Proofing ......................................................................................................................... 11
  US Based User Proofing: Experian Proofing ...................................................................................... 11
  International-Based User Proofing – Webcam Proofing ..................................................................... 14
Schedule Your Proofing Appointment .................................................................................................... 14
Reschedule Video Proofing Appointment .............................................................................................. 16
Complete Identity Proofing .................................................................................................................... 17
Activate Your Proofing Code .................................................................................................................. 17
  Step 4: Register Your Token ................................................................................................................. 18
Login with OTP Hardware Token ............................................................................................................. 19
  How to login with your OTP Hardware Token ..................................................................................... 19
  How to Use Your Token to Access Multiple MAG Accounts ............................................................... 19
  Elevate Credential Strength ................................................................................................................. 20
Login with Hardware OTP ....................................................................................................................... 20
Manage OTP Hardware Token ................................................................................................................ 22
  View Status ......................................................................................................................................... 22
  Reactivate OTP Hardware Token ......................................................................................................... 22
  Revoke OTP Hardware Token .............................................................................................................. 23
  Administrator Revocation ..................................................................................................................... 25
  Renew OTP Hardware Token ............................................................................................................... 25
  Expired Tokens .................................................................................................................................. 25
  Suspended Tokens: ............................................................................................................................... 26
  Proofing Upgrade ................................................................................................................................. 26
  Add Hardware OTP Token to Phone OTP Subscription ................................................................. 26
Error Conditions ....................................................................................................................................... 30
Possible Errors conditions during token activation .............................................................................. 30
Possible Login Errors ............................................................................................................................ 31
Purpose

This guide was created for users of One-Time Password (OTP) Hardware Tokens in Exostar’s Managed Access Gateway (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 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 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 into your account to access applications that require 2FA. Using this 2-factor authentication 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 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 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 my.exostar.com to learn more about account connections.

If you are unsure of the credential requirement for an application you are accessing, please the MAG Credentials page to determine your credential type.

**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: Obtain the OTP Hardware Token.**

- Purchase the credential via MAG if your OTP Hardware Token is not sponsored (paid for) by your partner.

**Step 2: Activate the OTP Hardware Token**

- Login to MAG, select **Have a License Key? Enter it here** in the My 2FA Credentials section. License keys are not applicable if your credential is sponsored.

**Step 3: Identity Proofing**

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

**Step 4: Register your OTP Hardware Token**

**NOTE:** If your OTP Hardware Token is being sponsored (paid for) by your partner, you do not need to complete a purchase, nor will you receive a license key to register the token.

**Step 1: Obtain an OTP Hardware Token**

The OTP Hardware Token can be purchased from Exostar or may be sponsored by your partner organization (buyer). If credentials are not sponsored, you are required to complete a purchase.

**Sponsored OTP Hardware Token**

You receive an email if your partner is sponsoring (paying for) your OTP Hardware Token. You must register the OTP Hardware Token to access your partner’s applications. The email may also contain an expiration date. If you fail to register the credential by the activation date, either work with your partner (buyer) to discuss sponsorship or complete a purchase for the credential.
Purchase OTP Hardware Token

If your OTP Hardware Token is not sponsored by your partner organization buyer or if your credential sponsorship has expired and will no longer be sponsored, a purchase is required.

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

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 MAG account with your email address or username and password.

To purchase an OTP Hardware Token credential:

1. Go to https://portal.exostar.com and log in to your MAG account.
2. In the My 2FA section on your MAG dashboard, select the Get 2FA button.
3. Select the desired Partner or Product from the drop-down list provided. Ensure the desired radio button is selected. Click Next.
4. Review/input your **Primary Information, Shipping Address, and Billing Address**. Click Next.

5. Choose and enter payment information. Click **Submit**.
NOTE: If paying by invoice: enter the PO Order Number. If paying by Credit Card, enter the card information. A confirmation page displays.

6. On the payment confirmation screen, select the **Activate Credential** button to proceed with the next step in the process.

Upon completion of the purchase, you receive an email notification. If you paid with a credit card, you receive a second email with the activation information for your license key. Use this license key when you activate 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 Credential**

If your credential is sponsored, please reference the **Activate Sponsored OTP Hardware Token** section. If your credential is not sponsored, please reference the **Activate Purchased Credential** section.

**Activate Sponsored OTP Hardware Token**

If you complete an organization registration and are approved for a MAG account, you receive an account activation email. During the account activation process, you setup your password and security questions.

Additionally, you must accept Terms and Conditions for applications to which your organization was subscribed. Failure to accept the Terms and Conditions prevents you from registering your sponsored credential.

Once you accept the Terms and Conditions, register your sponsored credential, as long as it is within the allotted timeframe. You must have the MAG Organization Administrator role or the Application Administrator role for the application that is pending Terms and Conditions acceptance.

If you have an existing MAG account and completed account activation:
1. Please select **Get/Activate Credentials**. Click **Continue**.

   ![Diagram of credential stages](image)

   In order to maintain a secure collaborative environment, you will need credentials that will allow you to access the subscribed application(s). Depending on the application security requirement you may have to:
   - Obtain credentials
   - Successfully complete identity proofing
   - Activate/bind your credential to your account

   Please select an option:
   - [ ] Get/Activate credentials
   - [ ] Bind EAG or 3rd party credentials
     (DAP, PIN, NCC: One Badge)

   EAG and 3rd party credential users are NOT REQUIRED to purchase credentials. By selecting this option you will also be directed to your Exostar profile to link enterprise accounts or certificates.

   ![Continue button](image)

2. The credentials recommendation page displays. The sponsored credential type displays in the **Sponsored Credentials** section. Click **Continue** to proceed.

   ![Credentials recommendation](image)

   Determine Required Credentials
   In order to maintain a secure collaborative environment, you will need to possess credentials that will allow you to access the application(s) necessary to work with other organizations. Based on the information provided, it looks like you will be working with an organization that requires you to have access to their application(s).

   **Your application(s):**
   - Collab Box
   - Boeing Portal
   - Partner Information Manager

   **Your credentials:**
   - Username & Password

   **Sponsored Credentials:**
   - Exostar Hardware One-Times Password (OTP) Token

   ![Continue button](image)
3. Enter the shipping address. Click **Continue**.

4. You receive a credential activation pending notification. You should receive the OTP Hardware Token within 3-5 business days. Paper instructions are included for completing token activation in the token kit.

**NOTE:** For additional information about Identity Proofing or OTP Hardware Token registration, please see the **Identity Proofing** and **Register Your Token** sections.

 Activate Purchased Credential
To activate a purchased credential:
1. On the payment confirmation screen, click the **Activate Credential** button. You can also copy the license key from the email confirmation.

2. Input the license key in the field provided and click **Submit** to complete the token activation process.

**Step 2: Identity Proofing**

In many cases, users must go through identity proofing 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 (Instant 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 are then 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 receive the activation code via postal mail.
- If the credit bureau is unable to locate you in their database, you are 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 are redirected into the Live Proofing process to complete the identity proofing.

Follow the steps below to complete Experian proofing:

1. Once you submit your license key (instructions above), on the Identity Proofing screen, input all required information. Click Next.

2. Locate the Verify my identity online now by Experian! option. Click Continue to Instant Proofing.

Select identity proofing method

Identity proofing is the process used to verify the legitimacy of users' digital identities. Your partner organization requires identity proofing as part of the credentialing for your applications.

Verify my identity online now by Experian (Recommended)

Complete proofing immediately through online verification. Requires approximately 10 minutes. This service is currently only available for US residents.

Verify my identity by meeting with an agent later.

Appointments are scheduled based on agent availability. This session requires approximately 15 minutes to complete. You must have access to a webcam.

Premium Identity Proofing

You can complete proofing via in-person interview with a trusted agent. This is a scheduled session and will require approximately 25 minutes to complete.
3. Complete the required fields. Click **Next** to continue.

![Verify your identity by Experian](image)

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

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

![Participation Agreement](image)

5. A list of questions regarding your financial and residential history display. These questions, and your responses, are used to verify your identity, so please answer carefully and accurately. Once you complete all questions, click **Next** to continue.

**NOTE:** If you provide incorrect answers, but the credit bureau can locate you with your personal information, you 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 redirects you to the Webcam proofing process.

Copyright ©2022 Exostar LLC. All rights reserved
6. Upon successful completion of your identity authentication, a confirmation message displays. Click **Activate** to complete the activation process.

![Activate credentials]

Proceed to the last step in the process - [register the token](#).

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

International-based users, and US users unable to complete the credit bureau proofing, are 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 troubleshooting 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.

**Schedule Your Proofing Appointment**

Follow the steps below to complete Webcam proofing:

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

![Select identity proofing method]

Copyright ©2022 Exostar LLC. All rights reserved
2. To schedule your proofing appointment, select an available date and select a time. Click Continue.
3. Enter your contact information. Click **Confirm**.

You successfully scheduled your appointment, and a confirmation page displays. You also receive an appointment confirmation email.

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 **MAG**. To reschedule your appointment:

1. Log into your **MAG account** with your username and password.
2. Go to the **My Account** tab and select the **Manage OTP** sub-tab.

![Manage OTP tab](image)

3. Select the **click here** link next to **Register**.

![Register link](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 are required to answer a series of yes or no questions, and provide acceptable, unexpired identification via a webcam to the proofer. Visit the OTP Identity Proofing Resource page for more information. Once you successfully complete proofing, the proofing agent provides you with the activation code.

**Activate Your Proofing Code**

To activate your credential:

1. Once you successfully complete your proofing, click the **Activate** button.

![Activate button](image)
2. Enter the activation code provided to you by the Proofing Agent. Click **Continue**.

![Enter proofing activation code](image)

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

![Activate credentials](image)

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

**Step 4: Register Your Token**

Once you successfully complete your proofing and activate your code, you are prompted to register your hardware token:

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

![Set up and activate hardware token](image)

**NOTE:** Locate the Token Serial Number on the sticker, on the back of your OTP Hardware
2. Press the button on the front of your token to generate the first password. Enter this number into the One-Time Password One field.

3. Wait 30 seconds and press the button on your token to generate the second password. Enter the number into the One-Time Password Two field. Click Submit.

Optional: You have the option to register a phone number to receive OTP codes via SMS text message. It is highly recommended 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 your account using a One-Time Password generated by pressing the button on your OTP Hardware Token.

How to login with your OTP Hardware Token
2. Enter your password. Click Next.
3. On the MAG dashboard, select Launch for the application that requires authentication, and the system prompts for your OTP code.

How to Use Your Token to Access Multiple MAG Accounts
You can now use one OTP token across multiple MAG accounts. For example, if you have two 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 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 the MAG account connection feature, please...
follow directions given on the Account Connections page.

Elevate Credential Strength

If you are logged in to your account with only your User ID and Password, you can choose to elevate your credential strength during your session without logging out and back in.

1. Once logged in to your account, confirm your credential strength via the My 2FA Credentials section on the dashboard. Click the Elevate Credential Strength button.

2. You will be prompted to enter a one-time password. Press the button on your OTP Hardware Token to generate the password. Enter the number into the One-Time Password field. After you enter the number, click Authenticate.

Your credential strength updates and is reflected in the portal.

Login with Hardware OTP

If you have both a Phone OTP and an OTP Hardware credential, you have the option to log in with either credential. When you launch an application, you are the presented with the option to enter a Phone OTP code or a HW OTP token.

You may choose to have the OTP phone code sent to your phone, or you can generate a code on your Hardware token. Enter the desired code to proceed with login.
Upon successful login, your chosen credential is reflected in the My 2FA section of the MAG Dashboard.
Manage OTP Hardware Token

Working within MAG, you can manage your OTP Hardware token. The Manage OTP page allows you to see your token status, allows you to resync, revoke or renew the token, and you can add a 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. Access additional OTP Hardware token information via 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:

1. Log into MAG (https://portal.exostar.com) using a valid email address or username and password.
2. Go to the My Account tab, then the Manage OTP sub-tab. Click View Details.
3. Click Resync Token.
4. Press the button on your Token to generate the first password. Enter this number into the One-Time Password One field.
5. 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.

6. Click **Resync Token**.

Upon successful reactivation of the token, you can log in to your account using your OTP Hardware Token. If the reactivation is not successful, contact Exostar’s Customer Support. It is possible your OTP Hardware Token is no longer in sync with our server and must 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 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:

1. Log into MAG ([https://portal.exostar.com](https://portal.exostar.com)) using a valid email address or username and password.
2. Go to the **My Account** tab, then the **Manage OTP** sub-tab. Click **View Details**
3. Click **Revoke**.
4. The following prompt displays. Click **OK** to proceed with revocation of the OTP Hardware Token.

![Message from webpage](image)

If you cancel the process, you return to the Manage OTP page without revoking your OTP Hardware Token. When you revoke your OTP Hardware Token, you are automatically logged out of your account, and your permanent password will reset. Exostar 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 login. The next time you access the MAG login page, only the text boxes for User ID and Password display.

To reset your permanent password following revocation:

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

6. **Click Submit.**

A confirmation displays indicating your password successfully reset.

**Administrator Revocation**

An Organization Administrator or an Exostar Administrator can revoke your OTP Hardware Token on your behalf. If an administrator does revoke your OTP Hardware Token, you 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**.

The system notifies 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 updates to one year from the original date of expiration.

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 your account. Visit the web store to renew your OTP Hardware Token.

**Important:**

- If your OTP Hardware Token is expired for more than one year 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 are required to purchase a new token, which results in additional cost to your organization.

- Prior to revocation, Exostar sends reminder emails of the token revocation date. You 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 revokes your token a year after the token expiration date. Prior to revocation, Exostar sends email notifications reminding you of the token revocation date. You receive these notification emails 30, 15, and 3 days prior to the actual token revocation date.

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,

2. Go to the My Account tab and the Manage OTP sub-tab.
3. Review the requirements for participating in the Proofing Upgrade process at the bottom of the page.
4. Select the checkbox indicating you understand and click Upgrade. You are required to participate in the Identity Proofing steps detailed in the Activate OTP Hardware Token section of this user guide.

5. You are required to participate in the Identity Proofing steps. Follow the on-screen prompts to proceed.

Add Hardware OTP Token to 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 and login using your Phone OTP credential.
2. Go to the My Account tab and the Manage OTP sub-tab.
3. Click **Purchase**.

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

5. 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 and the **Manage OTP** sub-tab.
3. Click **View Details**.

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

NOTE: Locate the Token Serial Number on the sticker on the back of your OTP Hardware Token, as shown in the picture below.
4. 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.

5. 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. 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.
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 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 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 Customer Support.

Possible Login Errors
If you forgot 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 account using only a User ID and Password.

1. Login to [https://portal.exostar.com](https://portal.exostar.com).
2. Enter your Email Address or 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 account using only a User ID and Password.

1. Login to [https://portal.exostar.com](https://portal.exostar.com).
2. 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 Customer Support to have your OTP Hardware Token reset.

Error Message:
*Your OTP Hardware Token has expired. 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 account using only a User ID and Password.
1. Login to [https://portal.exostar.com](https://portal.exostar.com).
2. **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 account using only a User ID and Password.