MAG Application Administrator
User Guide
April 2025

CONTENTS

DOCUMENT VERSIONS

Version	Impacts	Date
MAG 6.10	• Last MAG Access Date column added when using View Users sub-tab	November 2018
MAG 6.11	• Changed the product name from IAM to MAG	April 2019
MAG 6.14	• Remove One-Time Password from FTL • Update Password Policy	June 2020
MAG 7.0	• Self-Registration • New Organization Adoption Invitation registration process • Dashboard • Purchasing • Credentialing • Activation • Authentication	February 2021
MAG 7.8	• New Admin Dashboard • Authorize users for application	October 2024
MAG 7.9	• Request batches 25, 50, 100 • No Search results message • Lockout 100 failed attempts	April 2025

INTRODUCTION

This role-based guide covers the primary actions performed specifically by users with the Application Administrator role. For a more comprehensive guide, please reference the Managed Access Gateway (MAG) User Guide on the MAG Training Resources page.

Exostar's Training Team offers bi-monthly Organization and Application Administrator training. Please see the MAG Webinars page for registration information and upcoming event dates.

APPLICATION ADMINISTRATOR

The Application Administrator (App Admin) is responsible for approving or denying access to specific applications. When users request access to an application, the request is routed to the Application Administrator for approval. **Application Administrators can only manage requests for applications they are the Administrator for**. An organization can have a single or multiple Application Administrators.

Additional responsibilities include:
- Accept terms and conditions
- Request access on behalf of users
- Suspend application access

ACCEPT TERMS & CONDITIONS

If you are an Application Administrator, and terms and conditions have not been accepted for your designated application, an **Agree to Terms** button displays next to each application. Application Administrators are only able to accept terms and conditions for applications they administer.
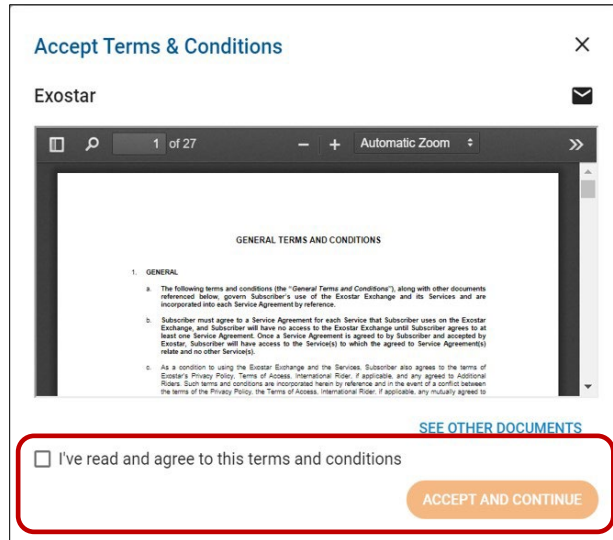
NOTE: Besides the Application Administrator, Organization Administrators and Organization Stewards can accept terms and conditions. Users within your organization are not able to access the application until the **Service Agreement** for the application is accepted.

To accept terms and conditions:
1. Locate the desired Application tile on the MAG Dashboard. Click **Agree to Terms**.
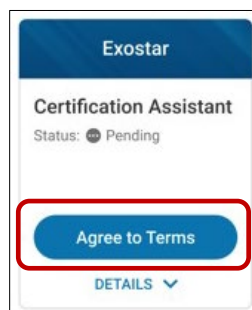
2. Review the terms and conditions. Then click **Continue**.

3. Once you review the Terms and Conditions, please a check in the box for **I've read and agree to these terms and conditions.** Click **ACCEPT AND CONTINUE**.

   NOTE: Complete this process for all pending applications. The system automatically walks you through all pending applications.

4. After you have accepted all terms and conditions for the application(s), your organization will be successfully subscribed to the application(s). Users can now access the application(s).
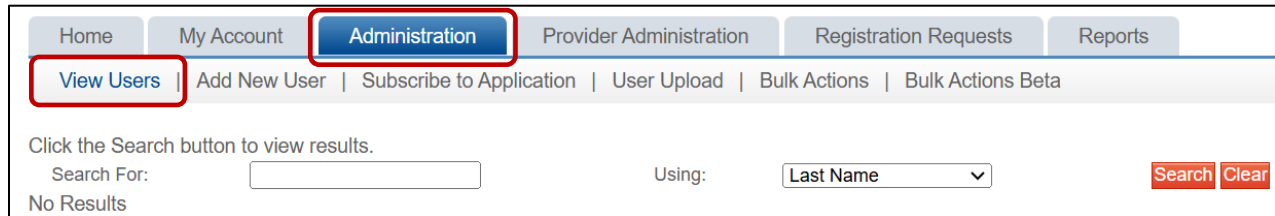
   NOTE: Organization and Application Administrators for the application can start subscribing users within their organization to the application, or users can start requesting access to the application.

What happens if you do <u>not</u> accept the Service Agreement?

- If you do not accept terms and conditions by skipping the agreement, terms and conditions will remain in Pending Acceptance of Terms & Conditions status.
- Until Organization and Application Administrators accept the terms and conditions for the application(s), Admins cannot subscribe users within their organization the application and users cannot access the application(s).

ADMINISTRATION TAB

Application Administrators can complete administrative tasks from this tab. Administrators can view information for all users linked to your organization and can manage application access.

View Users

The **View Users** sub-tab allows Administrators to complete user management activities such as request and suspend application access for users. If suspending access, comments are required.

NOTE: If you are an Application Administrator requesting access to an application on behalf of a user, the request does not require manual approval and automatically bypasses Application Administrator approval.

Search

Depending on role, search criteria and functionality varies for Administrators and Organization Stewards.

To complete a search:
1. Select search type from drop-down (e.g. View Users or View Organizations).
2. Select search criteria from the drop-down menu and enter search criteria in **Search For** field. Click **Search.**

3. Results display. Click the hyperlinked **User ID** or **Organization ID** to obtain details and complete necessary functions (i.e. suspend, reactivate, etc.).

Search Field Definitions

Reference search criteria definition for assistance.

View User Search Criteria

Last Name	Unique identifier for the user
First Name	Last name of user
User ID	Unique identifier for the user
Email	First name of user
R-IDP User ID	Email address of user

Employee Reference	Unique employee ID/reference for the user
Org ID	Organization ID for Exostar MAG account
Organization Name	Name of organization
External User ID	User ID that partner company uses
External Organization ID	Organization ID that partner company uses

View User Results Fields

User ID	Unique identifier for the user
Last Name	Last name of user
First Name	First name of user
Last MAG Access Date	Last date user logged into Exostar's MAG account
Email	Email address of user
R-IDP User ID	Remote Identity Provider User ID (information displays in the column if user has linked their account)
Employee Reference	Unique employee ID/reference for the user
Role	Role(s) assigned to user.
MAG Status	Status of user's access. Active status means user has completed first time login. Inactive status means user has not completed first time login.
Active Applications	Applications active for the user
Pending Applications	Applications pending approval by an Administrator
External User ID	User ID that partner company uses
External Organization ID	Organization ID that partner company uses
Org ID	Organization ID for Exostar MAG account
Org Name	Name of organization

New Search Interface

The new search interface allows Administrators to apply more filters. As an Administrator you can filter by:

- User ID, Last Name, First Name, Org ID, Organization Name, Business Unit, and Application Name.
- You can apply a Rule/Condition to the available fields and type in a value to be matched.
  - The ''Is'' condition matches field values to exactly what is typed.
  - The "Contains" condition expands the search to include any value that includes the typed text.
- To apply more rules, you can click **Add Rule** to add additional search criteria.
  (To remove the added rule, click the **X** option).
- You can view search results in batches of 25, 50, or 100.
- Click **Search** to display the results.
- If no search results are found, a message will display.

Determine Role

Application Administrators can determine a user's role by following the steps below:

1. Click **View Users**.
2. Enter search criteria. Click **Search**.
3. Click the **User ID** hyperlink to view the user's details.

4. Scroll to the **Application Settings** section to view the **Manage Roles** section. The Application field displays applications that the user is an Application Administrator for.

Modify Application Access

Application Administrators can only request or suspend application access for applications they administer. Once suspended, users are unable to access the application.

To modify application access:

1. Click **View Users**.
2. Use the search filter menu or select **Exact Match** to narrow results. Click **Search**.
3. Click the hyperlinked **User ID.**

4. Scroll to **Application Settings**. Locate the application and click the appropriate action (i.e. Suspend). You are required to enter a suspension reason. Click **Activate** to unsuspend.

The **Delete** option removes the ability for you to modify the application. Additionally, application access is deactivated for the user.

5. The user can request access to the application again from the **Request Applications** tab via the MAG Dashboard.

NOTE: Comments are viewable by the Application Administrator, Organization Steward, or Service Provider Administrator. If requesting access, sponsor code is not required.

REGISTRATION REQUESTS TABS

Application Administrators administer application requests from the **Registration Requests** tab.

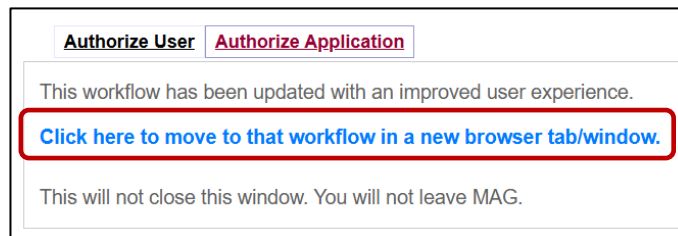## Authorize or Deny Application Access

Application Administrators can access the **Authorize Application** sub-tab to approve or deny requests individually or in multiples for application access.

To authorize or deny requests individually:

1. Click **Authorize Application.** You will be redirected to a new page, click the link to view workflow in a new browser/window.
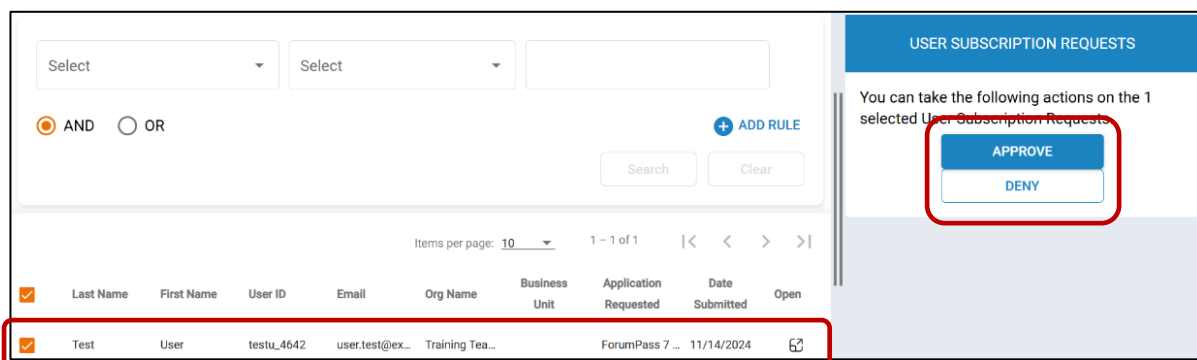

2. On the **Requests** tab, you will see any pending requests. Select the **User Requests**, then click the drop-down arrow to select **Authorize Applications.**
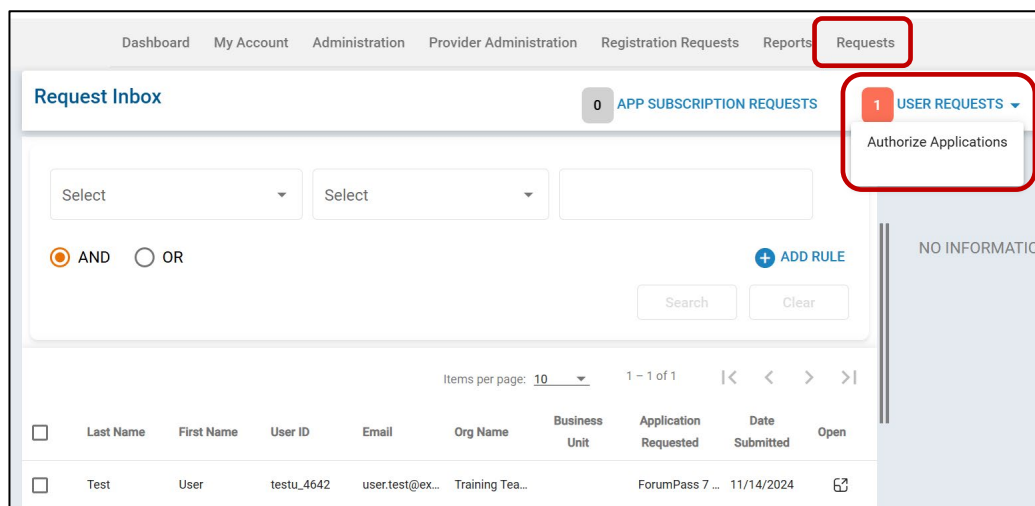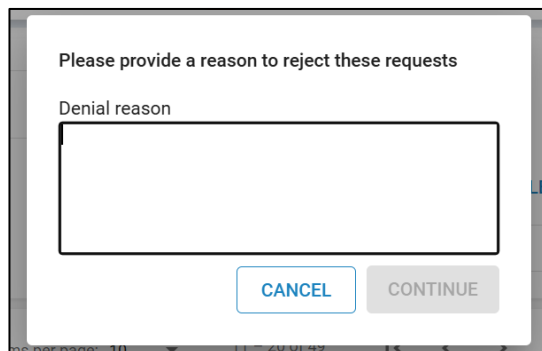
> **NOTE:** To display full email address, hover your mouse over the email address field.

3. Find the specific user or select all to **Approve** or **Deny** the request(s).

If you **Deny** a request, you must provide a reason to reject the request. Then click **Continue**.

Once **Approved**, the action is complete. The request is either approved (providing user access to the application), denied, or routes to the Application Owner for final approval. An application's administrative approval workflow depends on what is set for the application. Additionally, users receive an email notification of the approval or denial.
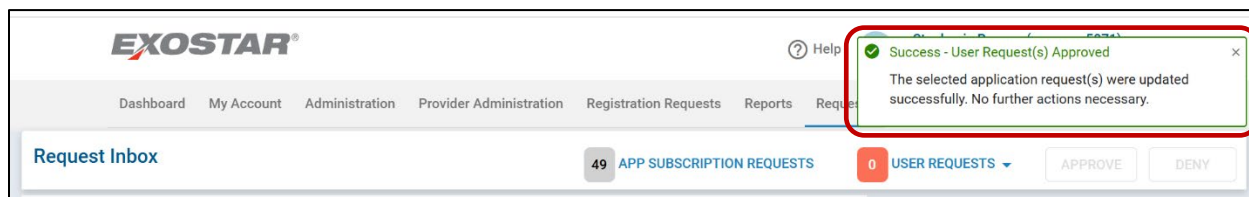
View Request Details

To view the details of the application or user request:

1. Next to the request, click the **Open** icon to view the details.

2. The user request details will display with any comments, personal information and administrator review. You can also Approve or Deny the request.

    NOTE: To view the user's full email address, hover your mouse cursor over the email field.

Unable to Approve or Authorize

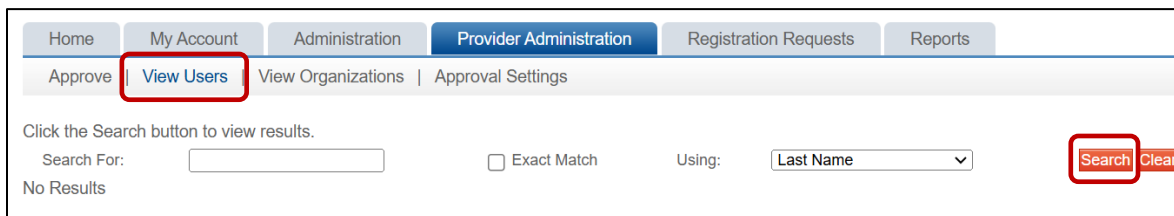If the status of a request is **Pending**, you are unable to action because another administrator locked the request. Place your mouse cursor over the request ID to determine who locked the request. To unlock the request, contact the individual whose name displays (i.e. williamsm_7011).

If you are unfamiliar with the user ID of the locked request, to determine who to contact:

1. Go to the **Administration** tab.

2. Enter user ID in the **Search For** field. Select **User ID** from the search criteria drop-down menu. Click **Search**.

Home	My Account	Administration	Provider Administration	Registration Requests	Reports

Approve | View Users | View Organizations | Approval Settings

Click the Search button to view results.

Search For: [   ]   ☐ Exact Match   Using: [Last Name ▾]   Search Clear

No Results

3. Results display. Click the hyperlinked **User ID** to access user details.
4. Contact the user to unlock the request.

Unlock Pending Requests

Requests transition to a pending status when a request is opened, but not cancelled or processed. To unlock a pending request:

1. Click the **Registration Requests** tab.
2. Status of the request displays as **Pending**. Locate the request and click the hyperlinked User ID.

Request Id ⬍	Last Name ⬍	First Name ⬍	Org Name ⬍	Status ⬍
userRegistration1521830973352	DiwanEPAlite	Reetika	Exostar2	New
userRegistration1521037320799	Star	Norman	Exostar2	Pending

3. From the opened request, click **Cancel**. You are redirected back to the request queue.
4. Click the appropriate action sub-tab to refresh (Authorize User or Authorize Application). The request now displays a status of **New**.

Request Id ⬍	Last Name ⬍	First Name ⬍	Org Name ⬍	Status ⬍
userRegistration1521830973352	DiwanEPAlite	Reetika	Exostar2	New
userRegistration1521037320799	Star	Norman	Exostar2	New