

# Managed Access Gateway (MAG) Service Provider Administrator Guide

April 2025



**EXOSTAR<sup>®</sup>**

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**DOCUMENT VERSION**

<b>Version</b>	<b>Impacts</b>	<b>Date</b>
MAG 6.10	<ul style="list-style-type: none"><li>• Credential information displays for users during SP Administrator approval process</li><li>• Last MAG Access Date column added to View Users sub-tab</li></ul>	November 2018
MAG 6.11	<ul style="list-style-type: none"><li>• Changed the product name from IAM to MAG</li></ul>	April 2019
MAG 6.12	<ul style="list-style-type: none"><li>• Resend provisioning records</li></ul>	August 2019
MAG 6.14	<ul style="list-style-type: none"><li>• Remove OTP from FTL process</li><li>• Update Password Policy</li></ul>	June 2020
MAG 7.0	<ul style="list-style-type: none"><li>• Self-Registration</li><li>• New Organization Adoption Invitation registration process</li><li>• Dashboard</li><li>• Purchasing</li><li>• Credentialing</li><li>• Activation</li><li>• Authentication</li></ul>	February 2021
MAG 7.8	<ul style="list-style-type: none"><li>• New Admin Dashboard</li><li>• Authorize users for application</li></ul>	October 2024
MAG 7.9	<ul style="list-style-type: none"><li>• Request batches 25, 50, 100</li><li>• No Search results message</li><li>• Lockout 100 failed attempts</li></ul>	April 2025

## INTRODUCTION

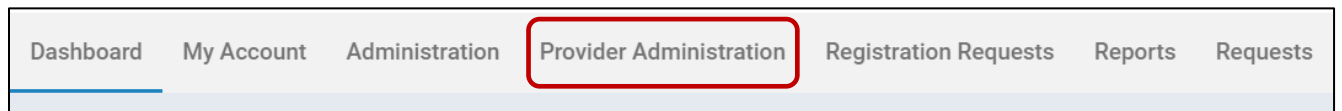
This role-based guide covers the primary actions performed specifically by users with the Service Provider (SP) Administrator role. For a more comprehensive guide, please reference the Exostar Managed Access Gateway (MAG) User Guide on the [MAG Training Resources](#) page.

## ABOUT THE SERVICE PROVIDER ADMINISTRATOR

There are two types of SP Administrators: administrative and view only. The SP Administrator role with administrative permissions allows users to approve or deny access for specified partner company applications. The SP Administrator role has view only permissions. Additionally, SP Administrators can run reports. The SP Administrator role is only available to partner companies.

## PROVIDER ADMINISTRATION TAB

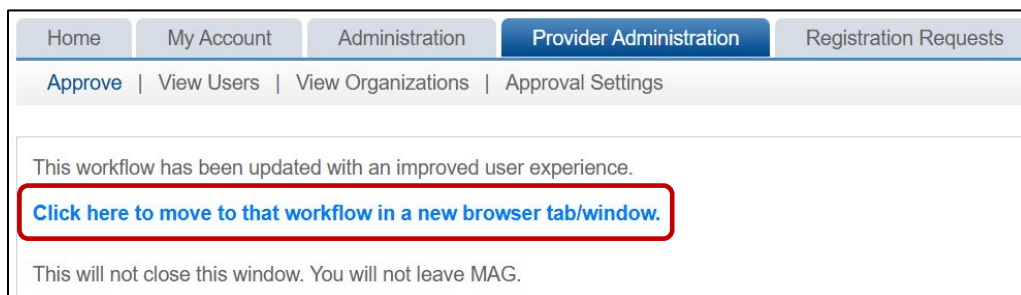
Partner companies with the Service Provider (SP) Administrator role can complete application approvals for applications that require SP Administrator approval, view users, and organization information. From the **Provider Administration** tab, SP Administrators can also set criteria for application requests from specified organizations to skip the SP Administrator approval step.



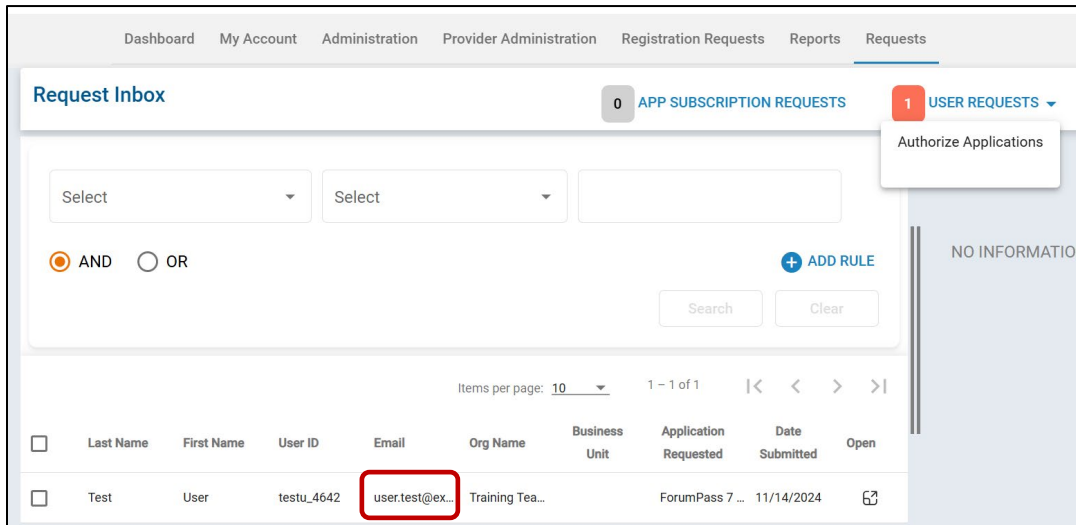
### Approve

Approve allows SP Administrators to approve or deny requests for application access. To authorize or deny requests individually:

1. Select the **Provider Administration** tab.
2. Then select the option to click the link to view workflow in a new browser/window.
3. You will be redirected to the **Requests** tab. Any pending requests will display.



- On the **Requests** page you can view any pending *Application and User Requests*.



Request Inbox

0 APP SUBSCRIPTION REQUESTS 1 USER REQUESTS

Select Select

AND OR

ADD RULE

Search Clear

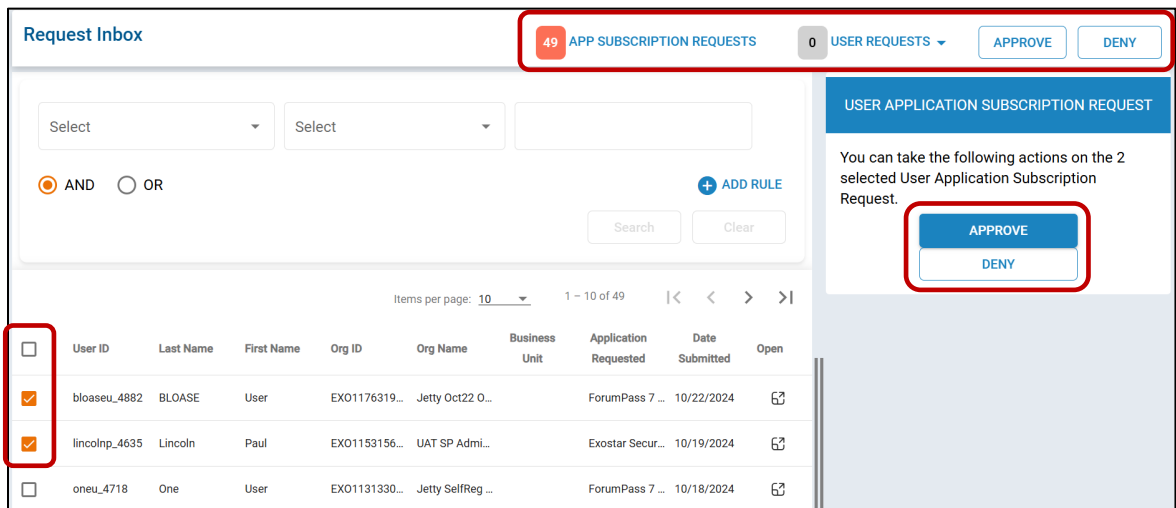
Items per page: 10 1 - 1 of 1

<input type="checkbox"/>	Last Name	First Name	User ID	Email	Org Name	Business Unit	Application Requested	Date Submitted	Open
<input type="checkbox"/>	Test	User	testu_4642	user.test@ex...	Training Tea...		ForumPass 7 ...	11/14/2024	

NO INFORMATION

**NOTE:** To display full email address, hover your mouse over the email address field.

- To approve pending requests, click the drop-down menu for either *App Subscription* or *User requests*.]



Request Inbox

49 APP SUBSCRIPTION REQUESTS 0 USER REQUESTS

APPROVE DENY

Select Select

AND OR

ADD RULE

Search Clear

Items per page: 10 1 - 10 of 49

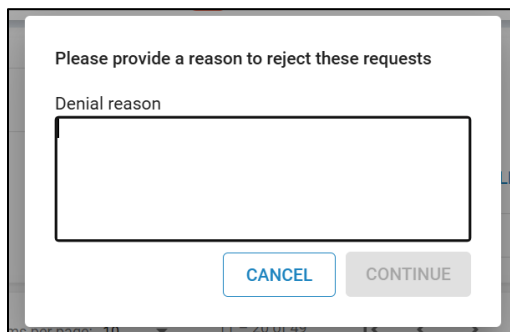
<input type="checkbox"/>	User ID	Last Name	First Name	Org ID	Org Name	Business Unit	Application Requested	Date Submitted	Open
<input checked="" type="checkbox"/>	bloaseu_4882	BLOASE	User	EX01176319...	Jetty Oct22 O...		ForumPass 7 ...	10/22/2024	
<input checked="" type="checkbox"/>	lincolnp_4635	Lincoln	Paul	EX01153156...	UAT SP Admi...		Exostar Secur...	10/19/2024	
<input type="checkbox"/>	oneu_4718	One	User	EX01131330...	Jetty SelfReg ...		ForumPass 7 ...	10/18/2024	

USER APPLICATION SUBSCRIPTION REQUEST

You can take the following actions on the 2 selected User Application Subscription Request.

APPROVE DENY

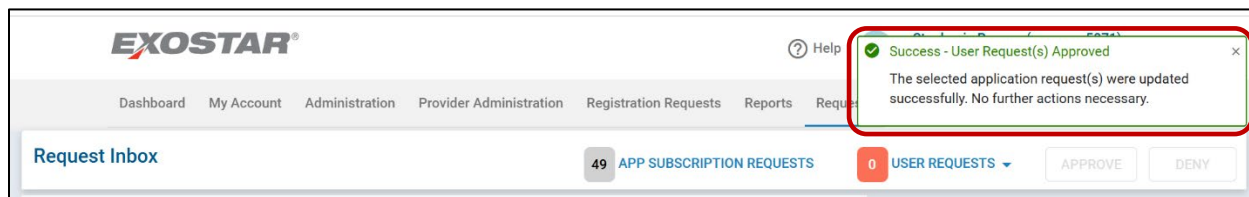
- Then place a checkmark next to the user or select all to **Approve** or **Deny** the request. If you **Deny** a request, you must provide a reason to reject the request. Then click **Continue**.



Please provide a reason to reject these requests

Denial reason


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:

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

<input type="checkbox"/>	Last Name	First Name	User ID	Email	Org Name	Business Unit	Application Requested	Date Submitted	Open
<input type="checkbox"/>	Test	User	testu_4642	user.test@ex...	Training Tea...		ForumPass 7 ...	11/14/2024	

- 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.

### USER APPLICATION SUBSCRIPTION REQUEST

ForumPass 7 UAT

Requestor Comments:

Application Administrator Comments:

#### Personal Information

First Name: User

Prefix: User

Middle Name: One

Suffix: prasanna.jetty+\_856@exc

Job Title: 333-666-3333

Fax Number: America/New\_York

Email Address: prasanna.jetty+\_856@exc

Timezone: America/New\_York

#### One-Time Password Service

Credentials Information

Account Status:

Expiration Date:

Credential Type	Proofing Level

#### Administrator Review

Has this user's account been properly provisioned in the SP?\*

Does this user have at least the minimum role/privileges necessary to begin using the SP?\*

Sponsor Code(s):

Admin General Comment on this Request

APPROVE DENY

## View Users

The **View Users** sub-tab allows SP Administrators to search for users subscribed to their application. From **View Users**, you can modify application access such as request and suspend application access for users. If suspending access, comments are required.

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:

No Results

## Determine User Role

SP 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.

Approve | [View Users](#) | View Organizations | Approval Settings

Click the Search button to view results.

Search For:  ☐ Exact Match Using:  [Search](#) [Export Search Results](#) [Clear](#)

User ID	Last Name	First Name	Last MAG Access Date	Email	R-IDP User ID	External User ID
<a href="#">phooeyh_2610</a>	Phooey	H		Unknown@unknown.com		
<a href="#">phooeyh_1350</a>	Phooey	H		Unknown@unknown.com		

4. Scroll to the **Application Settings** section to view the **Manage Roles** section. You can modify the user's access or make them an Administrator. Then select which Applications they will have access to.

**Application Settings**

Manage Roles:

Role	Application
<input checked="" type="checkbox"/> User	
<input checked="" type="checkbox"/> App Admin	
<input type="checkbox"/> Org Admin	

## Determine User Credentials

If a user registered multi-factor credential (such as a One Time Password product or FIS Digital Certificates), credential information displays in **Certificates** or **One-Time Password Service** sections.

**One-Time Password Service**

Account Status: **Suspended**  
Expiration Date: 31 Oct, 2018 11:59 PM EDT

Credential Type	Proofing Level
Mobile ID	level_2

To view more details about the user's otp account, click on the [link](#).

## View Organization

View Organization allows SP Administrators to search for organizations subscribed to their application.

Approve | View Users | [View Organizations](#) | Approval Settings

Click the Search button to view results.

Search For:  ☐ Exact Match Using:  [Search](#)

Org Name	Org ID	Business Unit	External Organization ID	R-IDP	MAG Status	Ac
Seema Test Company	<a href="#">EXO107443030</a>		Exostar LLC:only a test	ExostarUAT1	Active	1353

## Modify Application Access

The SP Administrator can modify applications for users or organizations for applications they administer. If suspending, users will be unable to access the application.

### Users

You can modify access to your application for users. Once suspended, users are unable to access the application. To modify a user's application access:

1. Click **View Users**.
2. Enter search criteria. Click **Search**.

Approve | [View Users](#) | View Organizations | Approval Settings

Click the Search button to view results.

Search For:  ☐ Exact Match Using:

User ID	Last Name	First Name	Last MAG Access Date	Email
<a href="#">testu_4642</a>	Test	User		user.test@exostar.com
<a href="#">testu_0901</a>	test	user	Nov/14/2024	User1@sponsor.qa3multi3.com
<a href="#">testu_0581</a>	Test	user	Jul/24/2024	User2@partner.qa3multi3.com

3. From results, click the hyperlinked **User ID**.
4. To modify application access, scroll to **Application Settings**. Locate the application and click the appropriate action. If you suspend access, you are required to enter a suspension reason. Click **Activate** to unsuspend. **Delete** removes the ability for you to modify the application. Additionally, application access is deactivated for the user.

**NOTE:** The user can request access to the application again from their dashboard.

Provider	Application	Last Access Date	Status	Sponsor Code(s)	Action
Raytheon	Raytheon Technologies Supplier Portal		Pending account creation by the Application		
Raytheon	Supply Chain Platform - Raytheon Technologies UAT		Pending Application Administrator Approval		
PIM	Partner Information Manager	17 Feb. 2021 02:20 AM EST	Active	<input type="text"/>	<input type="button" value="Suspend"/> <input type="button" value="Delete"/>
Exostar	VQM - Vendor Qualification Manager		Active	<input type="text"/>	<input type="button" value="Suspend"/> <input type="button" value="Delete"/>
Raytheon	Raytheon Technologies SecureForms		Active	<input type="text"/>	<input type="button" value="Suspend"/> <input type="button" value="Delete"/>
Exostar	Exostar LLC Main Supplier Portal		Suspended		<input type="button" value="Activate"/> <input type="button" value="Delete"/>
Exostar	Raytheon Supplier Testing Portal		Inactive	<input type="text"/>	<input type="button" value="Request Access"/>

### Organizations

You can modify access to your application for an entire organization. Once suspended, users are unable to access the application. To modify an organization's application access:

1. Click **View Organizations**.
2. Enter search criteria. Use the search filter menu or select Exact Match to narrow results. Click **Search**.

[Approve](#) | [View Users](#) | [View Organizations](#) | [Approval Settings](#)

Click the Search button to view results.

Search For:

☐ Exact Match

Using: 

Organization Name

Search

Org Name	Org ID	Business Unit	External Organization ID	R-IDP	MAG Status	
Digital Certs for Training LLC	<a href="#">EXO116904017</a>				Active	1
Training Team Test 1	<a href="#">EXO119676134</a>				Active	23

««««

«

»

»»»»

3. From results, click the hyperlinked **Org ID**.
4. To modify application access, 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.

## Approval Settings

Approval Settings allows SP Administrators to add organizations for automatic approval for application requests. When organizations are added, all users who request access to a SP Administrator's application do not require SP Administrator approval.

To manage approval settings:

1. Enter the organization's Exostar **Organization ID** in the **Enter Org ID** field and select the application you are adding for approval.

[Approve](#) | [View Users](#) | [View Organizations](#) | [Approval Settings](#)

\*Enter Org ID:

Add Organization

\*Select Application: 

ForumPass 7 UAT

Org ID	Org Name	SP
EXO113545427	Sierra Nevada Corporation	ForumPass 7 UAT

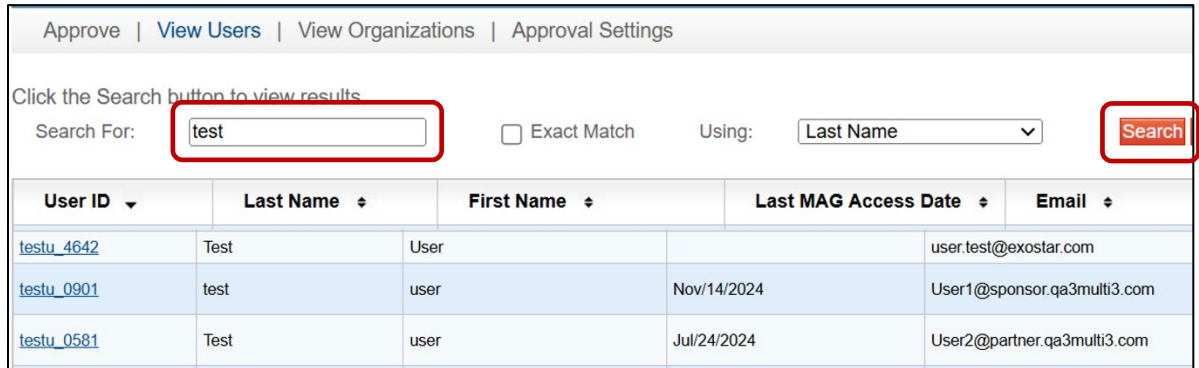
2. Click **Add Organization** to complete. To remove from approval list, click **Remove**. Once removed, application requests require SP Administrator approval.

Search

Depending on role, search criteria and functionality varies for Administrators and Organization Stewards. To complete a search:

1. Select search type (e.g. View Users or View Organizations).

2. Select search criteria from the drop-down menu and enter search criteria in “Search For” field. Then click **Search**.



Approve | [View Users](#) | View Organizations | Approval Settings

Click the Search button to view results

Search For:  ☐ Exact Match Using: Last Name Search

User ID ▾	Last Name ↕	First Name ↕	Last MAG Access Date ↕	Email ↕
<a href="#">testu_4642</a>	Test	User		user.test@exostar.com
<a href="#">testu_0901</a>	test	user	Nov/14/2024	User1@sponsor.qa3multi3.com
<a href="#">testu_0581</a>	Test	user	Jul/24/2024	User2@partner.qa3multi3.com

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

### 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
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)
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

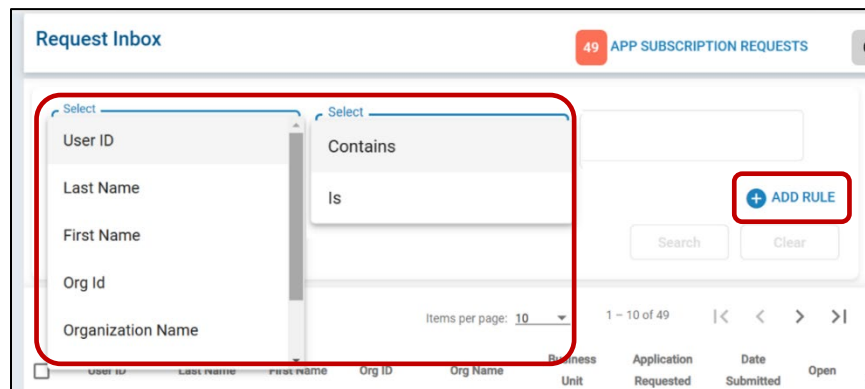
### View Organization Search Criteria

Org Name	Organization Name
Org ID	Organization ID for Exostar MAG account
External Organization ID	Organization ID that partner company uses

### 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.



Request Inbox

49 APP SUBSCRIPTION REQUESTS

Select

Last Name

Select

Is

S

Select

User ID

Select

Contains

S

AND OR

ADD RULE

Search

Clear

View Complete Email Address

If you have the SP Administrator role and need to view a user’s complete email address when approving or denying a request, please hover over the email address to display the full address.

Items per page: 10 1 – 2 of 2									
	Last Name	First Name	User ID	Email	Org Name	Business Unit	Application Requested	Date Submitted	Open
<input type="checkbox"/>	Test4	User4	test4u_8019	user4_test@e...	Training Tea...		Exostar Secur...	11/19/2024	
<input type="checkbox"/>	Test4	User4	test4u_8019	user4_test@exostar.com	Training Tea...		ForumPass 7 ...	11/19/2024	

Unlock Pending Requests

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

- 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
<a href="#">userRegistration1521830973352</a>	DiwanEPAlite	Reetika	Exostar2	New
<a href="#">userRegistration1521037320799</a>	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 (Approve, View Users, View Organizations, and Approval Settings). The request now displays a status of **New**.

Request Id	Last Name	First Name	Org Name	Status
<a href="#">userRegistration1521830973352</a>	DiwanEPAlite	Reetika	Exostar2	New
<a href="#">userRegistration1521037320799</a>	Star	Norman	Exostar2	New

## Resend Provisioning Records

To resend provisioning records:

1. Log into your MAG account.
2. Select the **Provider Administration** tab. Select one of the following:
  - a. **View Users:** select a user and click the user ID.
  - b. **View Organizations:** select an organization and click the org ID.
3. Locate the **Provisioning** section.

**NOTE:** The **Select an application** drop down lists all applications the selected user/org is subscribed to and the SP Admin has the administration permissions for.

4. Select an application and click the **Resend** button to resend the record.

**NOTE:** Resend only works if there was a change from the previous provisioning record to the new one and Force Resend resends the provisioning record to the selected service provider regardless of whether or not a change happened in the provisioning record.