Managed Access Gateway (MAG)
User Guide
May 2025

CONTENTS

Version	Impacts	Date
MAG 6.14	• Remove One-Time Password from First-Time Login process • Update Password Policy	May 2020
MAG 7.0	• Self-Registration • New Organization Adoption Invitation registration process • Dashboard • Purchasing • Credentialing • Activation • Authentication	February 2021
MAG 7.3	• My 2FA Credentials Section	August 2022
MAG 7.5	• Proofing and credentialling enhancements • Credential management enhancement • Accepting Terms and Conditions • Reports enhancements • Login and registration UI enhancements	April 2023
MAG 7.6	• Update on add user page full name • Bulk Uploads enhancements • Locked requests fixed • Stronger Password Security features • Resent Activation Email fixed	August 2023
MAG 7.7	• Acceptable use policy message • Account locked out failed attempts • Update text in FIS renewal email • 2FA email confirmation	November 2023
MAG 7.8	• Self-registration re-enabled • New Admin User Interface • FedRAMP login options	August 2024
MAG 7.8.3	• Change Account Recovery options • Update Logout page	February 2025
MAG 7.10	• Removed Security Questions authentication method	May 2025

INTRODUCTION

Exostar's **Managed Access Gateway (MAG)** is a secure Identity and Access Management solution for highly regulated industries including Aerospace & Defense. With the cloud-based Exostar MAG Platform, users can administer accounts, purchase and activate credentials, access their partner applications, and more.

GETTING STARTED

For your organization to access partner applications behind MAG, your company requires an account. Your partner company invites your organization to complete registration via email, for their applications.

Before users can access an application, the Organization or Application Administer must accept terms and conditions. Once an organization is registered, users will require their own MAG account. The account's MAG Organization Administrator can create user accounts or send invitations to users to self-register. After users register, they will receive an account activation email.

Additionally, a partner company's application may require a multi-factor credential (such as Exostar's Federated Identity Service (FIS) Digital Certificates or Phone One Time Password (OTP). Using a multi-factor credential along with User ID/Password, mitigates security risks by providing a stronger assurance level and better identity protections than conventional username/password technologies vulnerable to theft. You will be unable to access a partner company's application if you do not have the proper credential(s) or if terms and conditions have not been accepted.

Organization and User ID Information

When an organization's account is created in MAG, the account is assigned an Organization ID. The Organization ID is a unique identifier for each organization. Once the organization account is created, new user accounts can be added under that organization's MAG account. A user account is assigned a unique User ID. The User ID format is last name, first initial and a four-digit number (e.g. doej_1234).

ROLES

MAG is a role-based solution. Users can be assigned a single role or multiple roles. Once the organization is established, Organization Administrators can add or remove roles for each user. The sections below provide additional information for each role.

Exostar's Training Team hosts quarterly webinars for the Organization and Application Administrator roles which provides an overview of the MAG solution, basic navigation, and basic

administrator functionalities. Please visit the MAG Webinars page to sign-up for upcoming sessions.

Users

Users have access to only their MAG account and their applications. Users have no administrative privileges for their organization in MAG.

Organization Administrator

The Organization Administrator is responsible for performing activities on behalf of their organization. An organization can have a single or multiple Organization Administrators. Organization Administrator responsibilities include:

- Accept organization-level agreements on behalf of their organization and users.
- Accept terms and conditions for applications to which the organization is subscribed.
- Create, suspend, un-suspend, delete user accounts individually or use the Bulk Upload or Bulk Actions functionalities.
- Request, suspend, un-suspend, and delete applications for users individually or in bulk.
- Approve user accounts for users who completed self-registration.
- Request access to applications on a user's behalf.
- Subscribe the organization to public applications (e.g., Federated Identity Service [FIS]).
- Reset users' password.
- For organizations subscribed to Exostar's Enterprise Access Gateway (EAG) service, subscribe users to EAG using Bulk Upload or Bulk Actions upload functionality.
- Update user roles.
- Run reports.

Application Administrator

Application Administrators can only manage requests for applications they are administering, and they are responsible for approving or denying access to that specific application. When users request access to an application, the request is routed to an Application Administrator for approval. An organization can have one or multiple Application Administrators. Additional responsibilities may include:

- Accepting Terms and Conditions for their specific applications.
- Requesting access to applications on behalf of users.
- Suspending access to applications.

FIS Administrator

FIS Administrators can only manage requests for Federated Identity Service (FIS), and they are responsible for approving or denying access to the FIS application. Responsibilities include:

- Authorizing FIS user requests.
- Revoking FIS certificates for users within organization.
- Upgrading Organization from BLOA to MLOA certificate.

Adoption Administrator

Adoption Administrators are responsible for inviting suppliers to use MAG and subscribing them to their partner's applications. Exostar must assign the Adoption Administrator role. For more information, please visit the Adoption Administrator page.

Service Provider Administrator

There are two types of SP Administrator roles: *administrative* and *view only*. The SP Administrator role with administrative permissions allows users to approve or deny access for specified partner applications, as well as to resend provisioning records. The SP Administrator role has view only permissions. Additionally, SP Administrators can run reports. The SP Administrator role is only available to partner companies. For more information on this role, please visit to Service Provider Administrator page.

Organization Steward

The Organization Steward role allows a single user to exercise administrative control over groups of designated organizations. Organization Stewards have the same privileges and responsibilities as Organization Administrators and Application Administrators for all applications the organizations are subscribed to. For instructions on how to obtain the Organization Steward role, please reference the Organization Steward page.

Your MAG account was created for you to access partner applications. You must activate your account, which includes completing permanent password and security questions/answers setup.

Account Activation

To complete account activation:

1. Locate the email with the subject line "Activate your Exostar Account". Click the **ACTIVATE MY ACCOUNT** button in the body of the email.
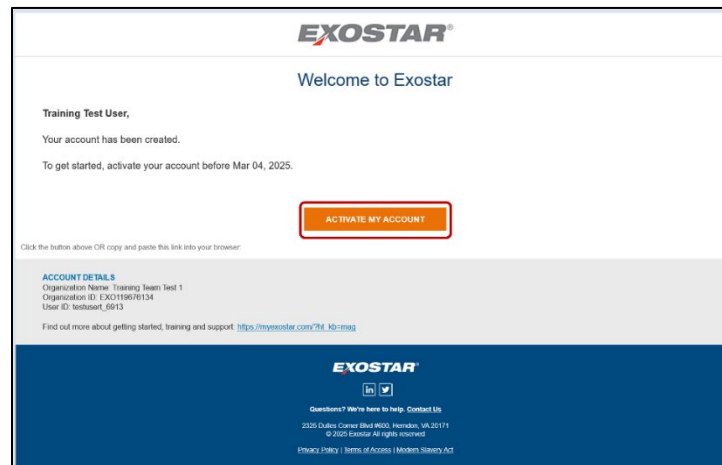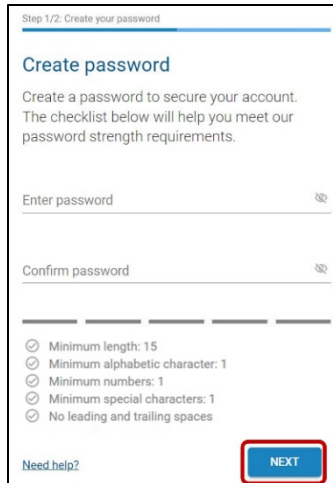
NOTES:
- Users receive email reminders to complete account activation on the 14th day, the 28th day, the 42nd, as well as 14 days before the 180-day expiration period.
- Every reminder email provides a new activation link and when a user receives a new reminder email, the activation link in the old email expires.
- If a user selects an expired activation link, the system prompts the user to enter their email address. Once the email address is validated, the user is sent a new account activation link.

2. Create your new **Password**, then re-type it again to confirm your password. Click **NEXT**.
NOTE: Make sure your password meets the requirements listed at the bottom of the screen.

PASSWORD REQUIREMENTS: Your new password must meet the following requirements:
- A minimum of 15 characters,
- 1 alphabetic character,
- 1 numeric character,
- 1 special character,
- Must contain at least 4 distinct characters.
- Leading and trailing white spaces are not permitted.

IMPORTANT! Passwords are checked against a breached password list to ensure that users are not using a password that was already compromised on another website. Users will receive an error when a password is part of breached compromised list (https://haveibeenpwned.com/).

3. A confirmation screen will display your account is now **Active**. Click **Continue** to navigate to the MAG Dashboard.

Resend Account Activation Email

If you have not completed account activation or misplaced your account activation email, follow the directions below for the system to resend the email:

1. Navigate to the MAG Login screen.
2. Input your **Email Address** or **User ID**. Click **Next**.
3. The system displays an *"Account not Activated"* message. Click the **Resend Activation Email** link.
4. Once you receive the new email, follow the Account Activation instructions to finish setting up your MAG account.

Subsequent Logins

Users who completed account activation follow the steps below for all subsequent logins to MAG:

1. Go to https://portal.exostar.com.

2. Enter your **User ID/Email**. Click **Next**.
3. Enter your **Password**. Click **Next**.

NOTE: Upon successful login, the MAG Dashboard displays.

Advanced Login Option

If you are accessing partner applications with Federated Identity Service (FIS) certificates, Third-Party Credentials (such as DoD CAC Card, NASA PIV Card, NGC One Badge), or Exostar's Enterprise Access Gateway (EAG) service, and you are not automatically prompted for the credential, select the **Login Using Badge/Certificate** link from the login screen. Also, if you are accessing partner applications with Exostar's Enterprise Access Gateway (EAG) service and you are not automatically prompted for the credential, select the **Login Using Company Credential (EAG)** link from the login screen.

PASSWORD LOGIN ISSUES

This section reviews common password login issues that you may run into:
- Forgotten password for an active account
- Account locked (too many unsuccessful password attempts)
- Expired password

NOTE: These options are not available if your MAG account is linked to your corporate network log-in via Enterprise Access Gateway (EAG). If you have issues accessing your account, refer to the EAG User Guide or contact Exostar Customer Support for additional information.
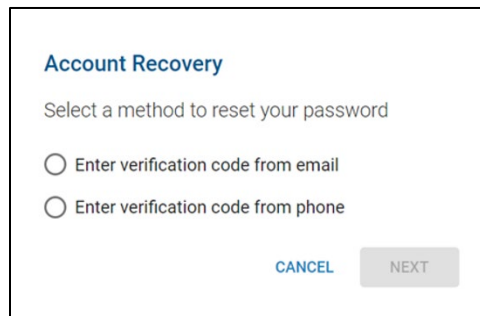
Forgot Password (Active Account)

Follow the steps below if you have an active MAG account and do not remember the password:

1. Access the MAG login page and enter your **User ID/Email**. Click **NEXT**. (**NOTE:** If you have multiple accounts with the same email, please use the User ID to login instead).
2. On the Password screen, select the **Forgot Password?** link.
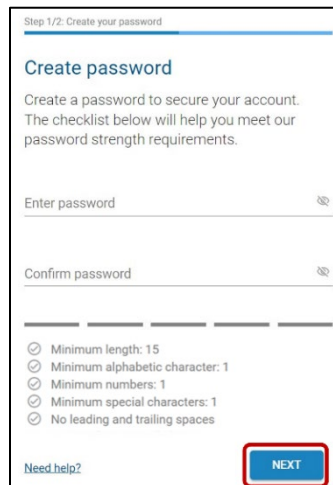
3. On the **Account Recovery** page, select the desired recovery method. Click **NEXT**.

NOTE: If you registered with a credential, a screen will display for **Account Recovery** for verification via phone, Hardware Token and Mobile ID only display if the user registered with that credential.
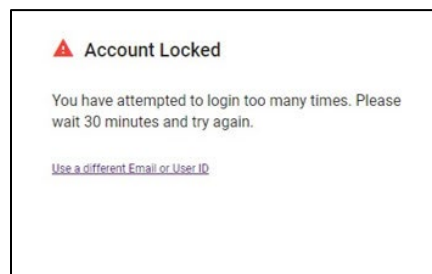
4. Depending on the recovery selection, follow the prompts and click **Next**. The **Create New Password** screen displays. Enter your new password twice and click **Next.**

Locked Account

If you enter the wrong password three times, the system will lock your account. You will have to wait *thirty (30) minutes* before trying to login again.

Once your account is locked, you will receive an email notification that your account has been locked due to multiple failed login attempts.

![Exostar logo]

If you made the error, please wait *thirty (30) minutes* and try again. If you did not make this error, please contact Exostar's Customer Support to reset your password.
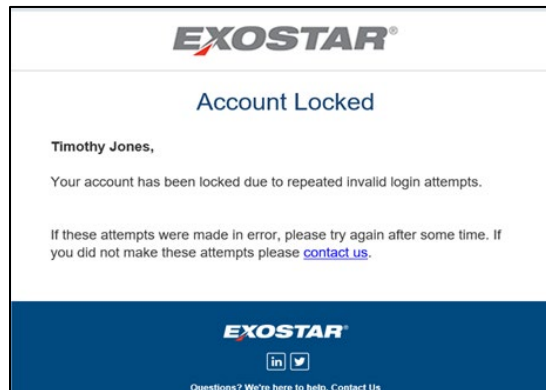
Expired Password

If you attempt to login and your password expired, you will receive an expired message. Follow the steps below to reset your password:

1. Click **Reset**.
2. On the **Account Recovery** page, select the desired recovery method. Click **Next**.

3. Follow the prompts based on your account recovery method, and then click **Next**.

   NOTE: Select the Verify a different way link to make a different selection, if necessary.

4. The **Create New Password** screen displays. Enter your new password, then re-type the new password again. Click **Next**.

MAG DASHBOARD NAVIGATION

When you login to MAG the dashboard displays. Please see the sections below for more information on each portion of the dashboard.

Top Header

The top header provides a **Help** menu and a **Profile** menu available in the top, right corner.

The **Help menu** provides the following information:

- **MAG Intro Videos:** This option displays the **Get Started** videos for MAG Registration and Two-Factor Authentication.
- **How to Get Started:** This option opens the **MAG Get Started** page, which provides instructions and videos on the registration and credentialing process.
- **Security Credentials:** This option opens the **MAG Get Started** page and goes directly to the step to complete the credentialing process.
- **Resources for Administrators:** This option opens the **MAG Administrator Resources** page, which provides a button per administrator role.
- **Get Help:** This option opens **Managed Access Gateway** home page which provides an overview of the application and important resources.

The **Profile (your name) menu** provides the following information:

- **User Information:** This section shows user-specific (your name) information and when clicked, redirects to the **My Account** tab.
- **My Organization:** This section displays organization-specific information and when clicked, redirects to the **Organization Details** page.
- **Logout:** Select this to logout of the MAG application.
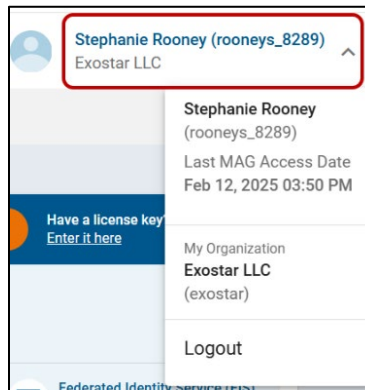
Dashboard

The Dashboard is your home page which displays the following sections:
- My Account tab
- My 2FA Credentials
- Applications
- Billing & Support
- Instant Pay

To learn more about each section, see additional information below.

My Account

The **My Account** tab redirects you to your MAG profile and displays the following sub-tabs:
- **Edit Profile:** Allows you to modify your account information (e.g., name, address, etc.).
- **View Organization Details:** Displays information about a user's organization, including the Administrators.
- **Change Password:** Allows you to change your old password to a new one.
- **Change Security Questions:** Allows you to change your security questions and answers.
- **Manage Certificates:** *Only* displays if you have an <u>active</u> Federated Identity Service (FIS) Certificate.
- **Manage OTP:** Allows you to register any OTP credential you have or purchase a new one.
- **Connect Accounts:** Allows you to connect multiple MAG accounts (if applicable).

To learn more about these sub-tabs see the My Account section below.

![Exostar® logo]

My 2FA Credentials

The 2FA module on the dashboard displays a snapshot of your 2FA credentials, as well as messages and clickable options to complete the process or manage existing credentials. Please note this section is collapsible via the arrow in the upper, right corner.

The following information displays:

- **Manage and Renew button:** Select this option to manage or renew your existing credentials via the Manage OTP page.
- **Get 2FA button:** Select this button to obtain a 2FA credential via Exostar's web store.

NOTE: If you already completed a 2FA purchase, an option displays Have a License Key? Enter it here link.

- **Elevate your credential strength:** Displays the credential to which you are currently logged-in (username and password, MLOA Hardware, OTP, etc.).
- **Link your existing credentials:** This section displays for you to link existing Company Credentials, as well as Badges.
- If applicable, a **Federated Identity Service (FIS)** section may display.
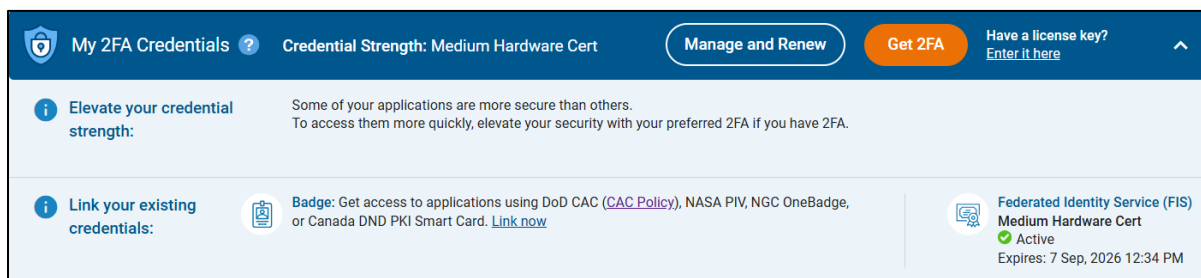
Applications

The Applications section provides an option to view in card or list view, and displays two tabs:

- **My Applications:** Lists all applications to which you have access. If you are logged in with the required credentials, select the Launch button to open that specific application. If you are not currently logged in with the required credentials, or do not have the required credentials, select the Get 2FA button to begin the process.
- **Open Applications:** This tab displays applications accessible to all users, without required approval, which have no active subscriptions. Currently, Certificate Assistant is the only open application displayed.
- **Request Applications:** Displays applications to which your organization is subscribed, but you do not personally have access. Click **Request Access** to begin the access process.

NOTE: In card view, select the **Details** button (displayed for each, individual application), to review the following:

- Announcements
- Application Status (if applicable)

- Acceptable Credentials
- Application Administrators (clickable to view administrator list)
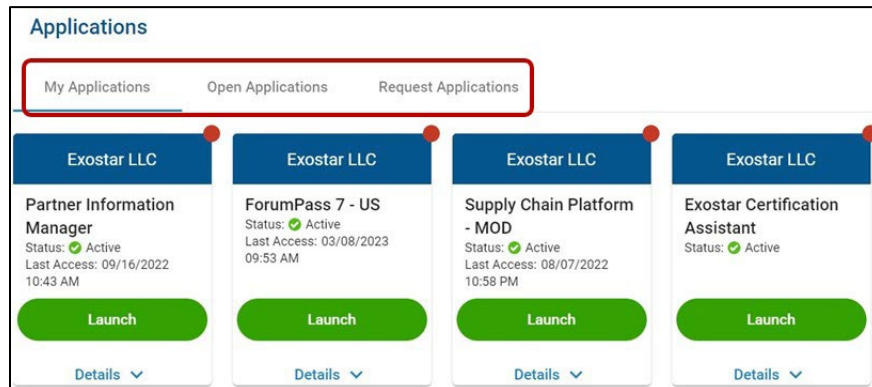
Application Status

Please see the comprehensive application status list below:

Status	Status Description	User Action
Active: Launch	Subscription is approved to access the application.	Click **Launch** to open the application in a separate browser window.
Active: Get 2FA	You have been granted access, but do not have 2FA setup.	Purchase and complete credential setup.
Pending: Approval	Organization or Application Administrator must approve your access request.	Contact your Organization or Application Administrator.
Pending: Pending Terms	Organization Administrator has not yet accepted Terms & Conditions for the application.	Contact your Organization Administrator.
Pending: Agree to Terms	Displays if you are the Organization or Application Administrator.	Select to open and agree to terms and conditions.
Pending: Pending Proofing	Specific to FIS Medium Level of Assurance, you must complete the in-person proofing process.	Contact Exostar Customer Support for information if in-person proofing **is complete**.
Pending: Download	FIS Certificates are ready for download.	Select to initiate certificate download.

Billing & Support

This section provides a **VIEW** button to redirect to the Billing and Support page in Exostar's Web Store.

Billing & Support

View billing information and track support cases

VIEW

Instant Pay

This section provides a **PAY INVOICES** button, which redirects to the **Pay Exostar Invoice** section on the MAG Billing & Support page.

Instant Pay

Instantly pay your invoices

PAY INVOICES

MY ACCOUNT

The **My Account** tab provides information regarding your account. You can find information about your organization, including administrator information and managing credentials. Additionally, you can modify account information and connect qualified accounts.

Edit Profile

Edit Profile allows you to modify your account information (e.g., name, address, etc.). Users whose organizations are subscribed to Exostar's Enterprise Access Gateway service (EAG) or have third-party credentials, can complete the linking process from **Edit Profile** (see picture below).

Please note, not all fields can be modified for a user's role, to update your Email or User ID you will need to contact Exostar's Customer Support.

NOTES:

- If your account has been linked to your corporate network account via Enterprise Access Gateway (EAG), your screen may look different.
- Not all profile information you update in the portal propagates across all your Exostar-enabled applications. You can update application-specific profiles within the respective application.
- **Restricted Access:** If you are accessing ForumPass, the ON/OFF setting is one of the factors that determines whether you can access Restricted Profile sites in ForumPass. If you have any questions regarding this setting, please contact your Organization Administrator.
- To determine your role and Organization ID, look under the User Profile section to see your role and Organization ID.

View Organization Details

View Organization Details provides information about a user's organization. Users can determine who their Organization and Application Administrators are.

To determine who your Organization and Application Administrators are, scroll down to the **Organization Administrators** and **Application Administrators** section of the page. The application column identifies the Application Administrator for that specific application.

Application Administrators

First Name	Last Name	Email	Phone	Application
Adrienne		s@exostar.com	703	Federated Identity Service (FIS)
Joel		exostar.com	+44	Federated Identity Service (FIS)
prasanna		@exostar.com	571-	Federated Identity Service (FIS)

Change Password

Users can change their passwords under the **My Account** tab. To change your password:

1. Select the **Change Password** sub-tab.
2. To change your password, select the "**To change your password click here**" link.

3. You will be redirected to a screen to **Change Password**.
4. First enter your old password. Next enter a new password and then re-enter the same password again. Once you have met the password requirements, click **Next** to save your new password.
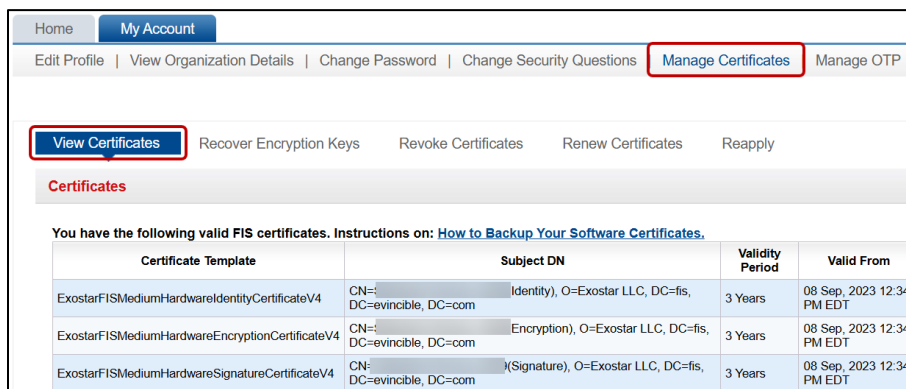
NOTE: Your new password must meet the following requirements – it must be a minimum of 15 characters, maximum 64 characters, 1 alphabetic character, 1 numeric character and 1 special character. **No** leading and trailing white spaces are permitted.

IMPORTANT! Passwords are checked against a breached password list to ensure that users are not using a password that was already compromised on another website. Users will receive an error when a password is part of breached compromised list (https://haveibeenpwned.com/).

Manage Certificates (FIS only)

Under the **My Account** tab, the **Manage Certificates** sub-tab **only** displays if you have an active Federated Identity Service (FIS) Digital Certificate. Users can view installed certificates, recover encryption keys, revoke, renew, and reapply for certificates via this tab.
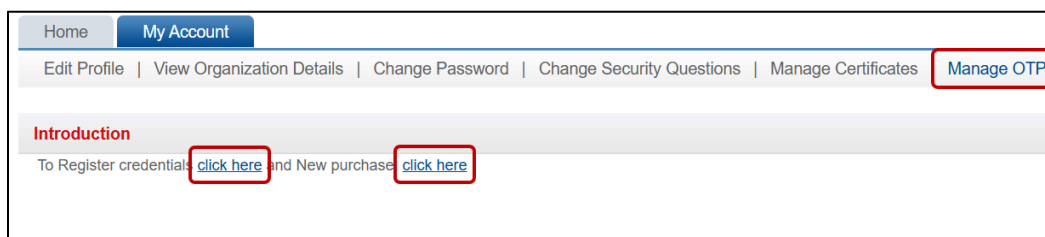
You will not see Manage Certificates if you have any of the following:
- Expired certificates (e.g., if your FIS status is Inactive).
- Your organization is not subscribed to FIS.
- Your organization has not accepted terms and conditions for FIS.
- If FIS is in Pending Application Administrator Approval, Pending Exostar Approval or Pending Proofing status.

Manage OTP

Under the My Account tab, users can manage their OTP credentials.

1. Select the **Manage OTP** sub-tab, then you can choose to register credentials or purchase a new credential.

2. If you click **Register credential**, you will be redirected to **Enter your License Key**, then follow the prompts to finsih registering your credential. After you have completed this, you will be able to login to MAG with your credential for future logins.
3. If you click **New purchase**, you will be redirected to **Exostar's Web Store** to purchase a new credential. Follow the steps to purchase your new credential.

Please note depending on your partner and application(s) you need access to, different credentials could be required. To learn more view the MAG Credentials page.

To learn more about purchasing and registering (activating) credentials view the MAG Get Started page.

Connect Accounts

Connect Accounts allows you to connect multiple accounts in order to leverage credentials of one account to access applications associated with another account. Accounts are connected using a Parent (primary) – Child (secondary) hierarchy. Child accounts may be connected to the Parent account. Users are given a choice of accounts to access when logging in with the parent account's credentials. The parent account's credentials can then be leveraged to access applications the child accounts to which they are subscribed.

Account Connection Rules:

In order to connect a child account to a parent account, it must meet the following rules for eligibility:

- The first name, last name, and email address <u>must match exactly</u> between accounts.
- The child account <u>cannot</u> have any issued credentials (i.e. FIS Digital Certificates, Third Party Credentials such as a CAC Card, PIV card or NGC OneBadge; OTP Hardware Tokens, Phone OTP, Mobile ID, etc.) active on the account. You use the parent account's credentials once connection is complete.
- The child account <u>cannot</u> have a US Person Status attestation. If you have faxed Exostar a notarized US Person Attestation, please contact Exostar Customer Support to remove this attestation from the child account.

To Connect your Accounts:

1. Under the **My Account** tab, click **Connect Accounts** sub-tab.
2. The **Connect Accounts** section displays any accounts with a matching first name, last name, and email address, as well as notes indicating whether the account is eligible for connection. Select an account to designate as a child account.

3. Enter the password of the account to which you want to connect. Click **Connect Account**.
4. A notification will display your account connection was successful. To add additional child accounts, click **Return to Connect Accounts Main Page**.

5. From **Connected Account Details**, you can add a **Memo** to the account for organizational purposes (memos display during login). You can also **Disconnect** one or all linked accounts.

Login with Connected Account

After connecting accounts, you are <u>required</u> to login with your Parent Account Credentials first, then you can select which account to access. If you try logging in using the child account (and not the parent account), you will receive the following message, "***Your User ID/Password combination was not recognized***".

1. Enter your Parent Account Credentials first, then select the **account** you want to access. Click **Next** to complete the login process.
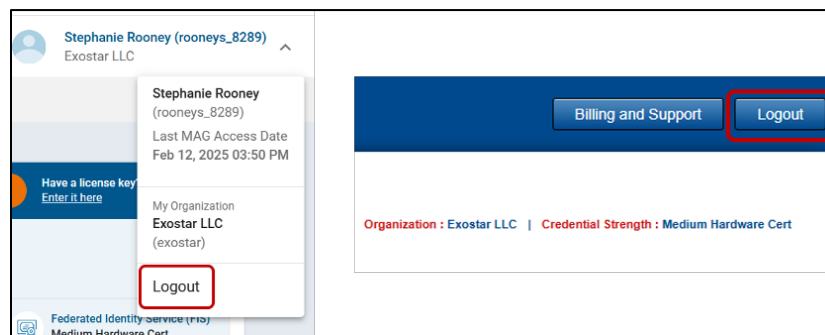
2. Enter your **Password**. Click **Next** to complete login in with your connected account.

Logout MAG

To log out of MAG, depending which screen you are on:

1. From the **Dashboard**, click your name (top, right corner) and select **Logout** from the drop-down menu.
2. From the **Home/My Account page**, click the **Logout** button (top, right corner).

3. After you have logged out of MAG, you can log back in by clicking the "Return to **Log in** page" link.