



Managed Access Gateway (MAG) User Guide



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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.

Roles and Responsibilities

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 Administrators

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.

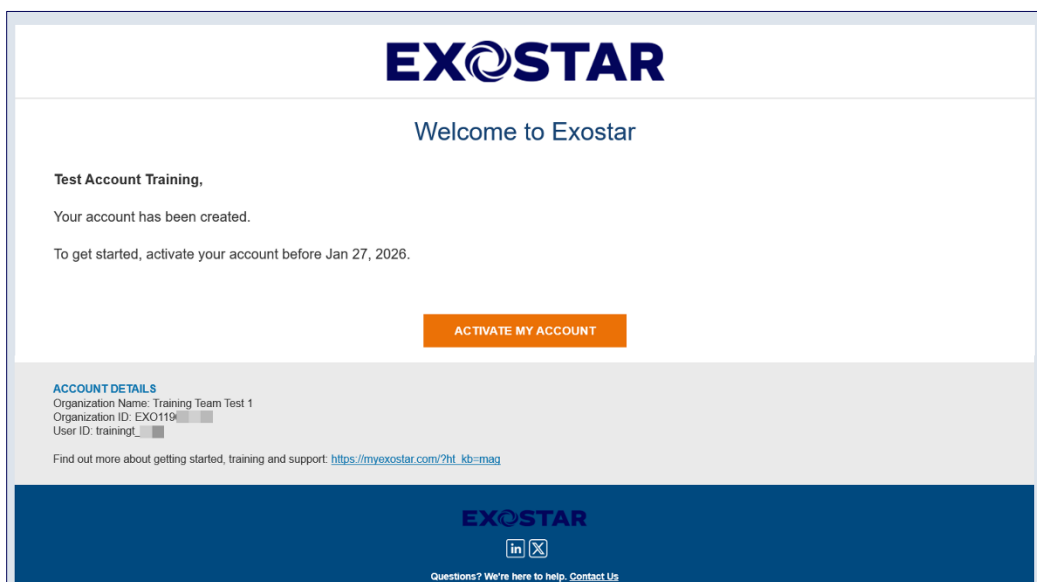
Login Information

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

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 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**.

Create password

Create a password to secure your account. The checklist below will help you meet our password strength requirements.

Enter password
.....

Confirm password
.....

Very strong

- ✓ Minimum length: 15
- ✓ Maximum length: 64
- ✓ Minimum alphabetic character: 1
- ✓ Minimum numbers: 1
- ✓ Minimum special characters: 1
- ✓ No leading and trailing spaces

[Need help?](#) **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:

- Minimum length: 15 characters,
- Maximum length: 64 characters,
- 1 alphabetic character,
- 1 numeric character,
- 1 special character,

- Must contain at least 4 distinct characters,
- NO leading or trailing white spaces.

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 login 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

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.

Step 2/2: Password

Password

accountt_7812

Enter your Password

Password 

[Use a different Email or User ID](#)

[Forgot Password?](#)

NEXT

3. On the **Account Recovery** page, select the desired recovery method. Click **NEXT**.

Account Recovery

Select a method to reset your password

Enter verification code from email

Enter verification code from phone

CANCEL **NEXT**

* While phone-based OTPs offer a convenient way to authenticate, there are more secure options available. Consider upgrading to a more resilient authentication method to enhance your security.

NOTE: If you registered with a credential, an **Account Recovery** screen will display to verify your account. (If you have a Hardware Token and Mobile ID, will only display if the user registered with that credential).

4. Follow the prompts and click **Next**. The **Create New Password** screen displays. Enter your new password twice and click **Next**.

Create password

Create a password to secure your account.
The checklist below will help you meet our password strength requirements.

Enter password
.....

Confirm password
.....

Very strong

- ✔ Minimum length: 15
- ✔ Maximum length: 64
- ✔ Minimum alphabetic character: 1
- ✔ Minimum numbers: 1
- ✔ Minimum special characters: 1
- ✔ No leading and trailing spaces

[Need help?](#) 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.

⚠ Account Locked

Your account has been locked due to repeated invalid attempts.

Please [contact us](#) to have your account unlocked.

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

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

The screenshot shows a two-pane interface. The left pane is titled "Expired Password" and contains the text "Your account password has expired. Reset your password." Below this is a link "Use a different Email or User ID" and a blue "RESET" button. The right pane is titled "Account Recovery" and contains the text "Select a method to reset your password". There are two radio button options: "Enter verification code from email" (unselected) and "Enter verification code from phone" (selected). Below these are "CANCEL" and "NEXT" buttons. A disclaimer at the bottom of the right pane reads: "* While phone-based OTPs offer a convenient way to authenticate, there are more secure options available. Consider upgrading to a more resilient authentication method to enhance your security."

3. You will receive a verification code based on the recovery method you selected (text or email). Enter the **verification code** and then click **Next**.

The screenshot shows a "Two-Step Verification" screen. It contains the text "A verification code has been sent to your phone." Below this is a text input field labeled "Enter code" with a blue underline. Underneath the input field is the text "Enter the code sent to your phone". At the bottom left is a link "Resend verification code". At the bottom right are "CANCEL" and "NEXT" buttons.

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

MAG Dashboard Navigation

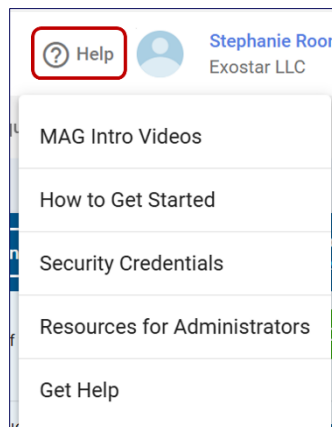
When you login to MAG, the dashboard displays. Please see the sections below for more information on each portion of the dashboard.

Top Header

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

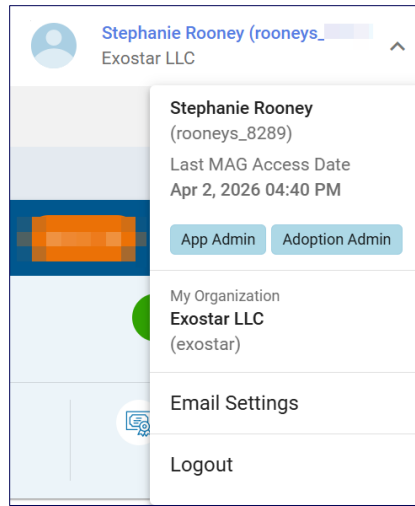
The **Help menu** provides the following information:

- **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 menu** shows the following information:

- **User Information:** This section shows your user-specific information, including your last MAG access date and roles (i.e., User, Admin). If you click this section, it redirects you to the **My Account** tab.
- **My Organization:** This section displays organization-specific information and when clicked, redirects to the Organization Details page.
- **Email Settings:** This is for Application Admins only. It redirects you to the email notification settings.
- **Logout:** Select this to log out 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 (i.e., 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.
- **Manage Certificates:** *Only* displays if you have an active 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.

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:** Select this option to manage or renew your existing credentials via the Manage OTP page.
- **Get 2FA:** 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.

- **Credential Strength:** Displays your credential strength you currently logged in with (i.e., username and password, Software or Medium Cert, Phone OTP).
- **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.

The screenshot shows a dashboard for 'My 2FA Credentials'. At the top, there is a navigation bar with a shield icon, the text 'My 2FA Credentials', a help icon, and 'Credential Strength: Medium Hardware Cert'. To the right are buttons for 'Manage and Renew', 'Get 2FA', and 'Have a license key? Enter it here' with an upward arrow. Below the navigation bar, there are three main sections:

- Elevate your credential strength:** Includes an information icon, the text 'Some of your applications are more secure than others. To access them more quickly, elevate your security with your preferred 2FA if you have 2FA.', and a green 'Elevate Credential Strength' button.
- Link your existing credentials:** Includes an information icon, a badge icon, and the text 'Badge: Get access to applications using DoD CAC (CAC Policy), NASA PIV, NGC OneBadge, or Canada DND PKI Smart Card. [Link now](#)'.
- Federated Identity Service (FIS) Medium Hardware Cert:** Includes a gear icon, the text 'Active', and 'Expires: 7 Sep, 2026 12:34 PM'.

Applications

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

- **My Applications:** Lists all applications 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)

The screenshot displays the 'Applications' section with three tabs: 'My Applications', 'Open Applications', and 'Request Applications'. The 'My Applications' tab is active. It shows four application cards:

Organization	Application Name	Status	Last Access	Launch Button	Details Button
Exostar LLC	ForumPass 7 - US	Active	04/01/2026 12:27 PM	Launch	Details
Exostar LLC	Supply Chain Platform - MOD	Active	01/08/2026 02:27 PM	Launch	Details
Exostar LLC	Exostar Supplier Collaboration	Active	03/05/2026 03:43 PM	Launch	Details
SMMITLL	Supplier Management MITLL	Active	01/08/2026 02:27 PM	Launch	Details


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.



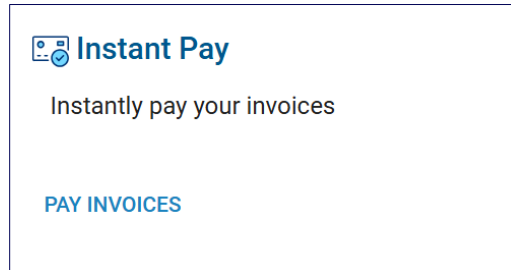
Billing & Support

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.



My Account tab

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

The **Edit Profile** sub-tab 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, if you need to update your Email address you will need to contact Exostar's Customer Support.

Home	My Account	Administration	Registration Requests	Reports	Adoption																										
Edit Profile	View Organization Details Change Password Manage Certificates Manage OTP Connect Accounts																														
<p>Important Note: You may not be able to change the name or email address if:</p> <ul style="list-style-type: none"> This account has FIS Certificates, an OTP HW Token, or a Phone Based OTP. This account is linked to 3rd party certificates (i.e. DOD CAC) or to your corporate credentials (i.e. a linked EAG account). This account is connected as a child account to another Exostar account. <p>Need to change a name or email address? View information on how to make these changes.</p>																															
User Profile																															
<table border="0"> <tr> <td>User ID: rooneys_8289</td> <td></td> </tr> <tr> <td>Email: stephanie.rooney@exostar.com</td> <td></td> </tr> <tr> <td>Role: App Admin, Adoption Admin</td> <td>*Street Address 1: <input type="text" value="2325 Dulles Corner Blvd"/></td> </tr> <tr> <td>Organization Name: Exostar LLC</td> <td>Street Address 2: <input type="text" value="Suite 600"/></td> </tr> <tr> <td>Organization ID: exostar</td> <td>*City: <input type="text" value="Herndon"/></td> </tr> <tr> <td>Title: <input type="text" value="Select Title"/></td> <td>*State: <input type="text" value="Virginia"/></td> </tr> <tr> <td>*First Name: Stephanie</td> <td>*Zip/Postal Code: <input type="text" value="20171"/></td> </tr> <tr> <td>Middle Name:</td> <td>*Country: <input type="text" value="UNITED STATES"/></td> </tr> <tr> <td>*Last Name: Rooney</td> <td>Time Zone: <input type="text" value="America/New_York"/></td> </tr> <tr> <td>Suffix:</td> <td>Restricted Access: Off</td> </tr> <tr> <td>Job Title: <input type="text"/></td> <td>Created Date: 18 May, 2020 10:29 AM EDT</td> </tr> <tr> <td>*Phone: <input type="text" value="7035610500"/></td> <td>Suspended Date(From MAG): N/A</td> </tr> <tr> <td>Fax: <input type="text"/></td> <td>Last MAG Access Date: 06 Apr, 2026 01:12 AM EDT</td> </tr> </table>						User ID: rooneys_8289		Email: stephanie.rooney@exostar.com		Role: App Admin, Adoption Admin	*Street Address 1: <input type="text" value="2325 Dulles Corner Blvd"/>	Organization Name: Exostar LLC	Street Address 2: <input type="text" value="Suite 600"/>	Organization ID: exostar	*City: <input type="text" value="Herndon"/>	Title: <input type="text" value="Select Title"/>	*State: <input type="text" value="Virginia"/>	*First Name: Stephanie	*Zip/Postal Code: <input type="text" value="20171"/>	Middle Name:	*Country: <input type="text" value="UNITED STATES"/>	*Last Name: Rooney	Time Zone: <input type="text" value="America/New_York"/>	Suffix:	Restricted Access: Off	Job Title: <input type="text"/>	Created Date: 18 May, 2020 10:29 AM EDT	*Phone: <input type="text" value="7035610500"/>	Suspended Date(From MAG): N/A	Fax: <input type="text"/>	Last MAG Access Date: 06 Apr, 2026 01:12 AM EDT
User ID: rooneys_8289																															
Email: stephanie.rooney@exostar.com																															
Role: App Admin, Adoption Admin	*Street Address 1: <input type="text" value="2325 Dulles Corner Blvd"/>																														
Organization Name: Exostar LLC	Street Address 2: <input type="text" value="Suite 600"/>																														
Organization ID: exostar	*City: <input type="text" value="Herndon"/>																														
Title: <input type="text" value="Select Title"/>	*State: <input type="text" value="Virginia"/>																														
*First Name: Stephanie	*Zip/Postal Code: <input type="text" value="20171"/>																														
Middle Name:	*Country: <input type="text" value="UNITED STATES"/>																														
*Last Name: Rooney	Time Zone: <input type="text" value="America/New_York"/>																														
Suffix:	Restricted Access: Off																														
Job Title: <input type="text"/>	Created Date: 18 May, 2020 10:29 AM EDT																														
*Phone: <input type="text" value="7035610500"/>	Suspended Date(From MAG): N/A																														
Fax: <input type="text"/>	Last MAG Access Date: 06 Apr, 2026 01:12 AM EDT																														

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 sub-tab provides information about a user’s organization. Users can determine who their Organization and Application Administrators are.

Home | **My Account** | Administration | Registration Requests | Reports | Adoption

Edit Profile | **View Organization Details** | Change Password | Manage Certificates | Manage OTP | Connect Accounts

Need to change your organization's name, address, or organization administrator?
[Complete the organization information change request form](#) and follow the instructions for submitting it to Exostar's Customer Service.

Organization Details

Organization Name: Exostar LLC	Address 1: 2325 Dulles Corner Blvd #600
Organization ID/Exostar ID: exostar / 97679	Address 2:
Business Unit:	City: Herndon
MPID: ae9da2ea- [redacted]	*State/Province: Virginia
Organization's HQ/Country of Incorporation: US	Zip/Postal Code: 20171
DUNS #:	Country: US
Do not allow users of my Organization to use Exostar provided OTP tokens: No	Created Date: N/A
Do not allow users of my Organization to be invited to applications: No	Suspended Date: N/A
	Do not allow users of my Organization to use Exostar provided Phone Based No OTP:

Organization Contact

First Name	Last Name	Email	Phone
Brendan	[redacted]	Brendan [redacted]@exostar.com	703 [redacted]

Organization Administrators

First Name	Last Name	Email	Phone
Adrienne	[redacted]	adrienne [redacted]@exostar.com	703 [redacted]
Mark	[redacted]	mark [redacted]@exostar.com	703 [redacted]
Hanson	[redacted]	hanson [redacted]@exostar.com	703 [redacted]

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.

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. Then enter a **new password** and then re-enter the same password again. (Make sure you meet the password requirements).
5. Click **Next** to save your new password.

Manage Certificates

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.

Certificate Template	Subject DN	Validity Period	Valid From	Valid To	Serial Number
ExostarFISMediumHardwareIdentityCertificateV4	CN=Stephanie Rooney_8289(Identity), O=Exostar LLC, DC=fis, DC=evincible, DC=com	3 Years	08 Sep, 2023 12:34 PM EDT	07 Sep, 2026 12:34 PM EDT	
ExostarFISMediumHardwareEncryptionCertificateV4	CN=Stephanie Rooney_8289(Encryption), O=Exostar LLC, DC=fis, DC=evincible, DC=com	3 Years	08 Sep, 2023 12:34 PM EDT	07 Sep, 2026 12:34 PM EDT	
ExostarFISMediumHardwareSignatureCertificateV4	CN=Stephanie Rooney_8289(Signature), O=Exostar LLC, DC=fis, DC=evincible, DC=com	3 Years	08 Sep, 2023 12:34 PM EDT	07 Sep, 2026 12:34 PM EDT	

You will not see Manage Certificates if you have any of the following:

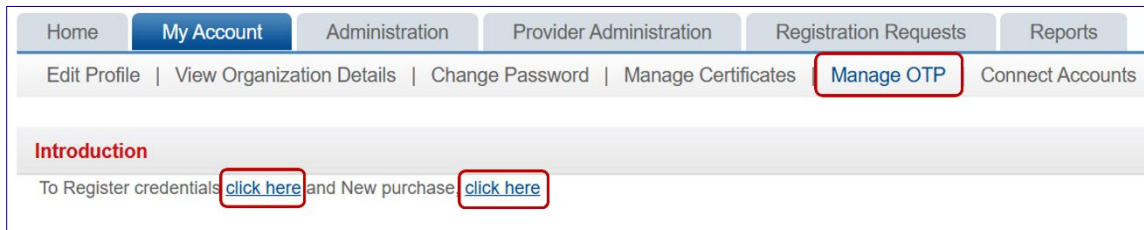
- Expired certificates (e.g., if your FIS status is Inactive).
- Your organization is not subscribed to FIS.
- Your organization has not accepted terms and conditions for FIS.

- If FIS is in Pending Application Administrator Approval, Pending Exostar Approval or Pending Proofing status.

Manage OTP

Under the **Manage OTP** sub-tab, users can manage their One-Time Password (OTP) credentials.

1. Select the **Manage OTP** sub-tab, the first time you login you will see the option to **Register** credential or **Purchase** a New credential.
 - a. To **Register** credential, select the “**click here**” link. You will be redirected to **Enter your License Key**, then follow the prompts to finish registering your credential. After you have completed this, you will be able to login to MAG with your credential for future logins.
 - b. To **Purchase** a new credential, select the New purchase, “**click here**” link. You will be redirected to Exostar’s Web Store to purchase a new credential. Follow the steps to purchase your new credential. Once you receive your credential, come back to follow the steps to register it.



2. After you have registered your credential, the Manage OTP page will display different options.
 - a. **Purchase:** Click the Purchase button to buy a new credential.
 - b. **Manage OTP:** This will display your credential status. You can click “**View Details**” to see more information. Click **Elevate** to strengthen your credential and verify your identity by completing multi-factor authentication.
 - c. **Proofing Upgrade:** To upgrade your credential, read the information and then check the box “**I understand what is required of me**” and click **Upgrade** button.

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Introduction

You can obtain a Hardware or Phone OTP by purchasing these products through the web store. A purchased OTP would need to be registered in order to be bound to your account.
OTP Credential Type [What's this ?](#)

Purchase Additional Credentials

You can purchase your additional credentials from our web-store by clicking on the purchase button.

Purchase

Manage OTP

OTP account status: Active

In order to view the details of your OTP credentials please click on View Detail: **View Details**

In order to elevate your credential please click on elevate: **Elevate**

Proofing Upgrade

To continue with registering a Phone Based OTP or with upgrading an OTP Hardware Token, your identity must be verified.

- Identity verification may take place via one of several methods depending on the information you provide.
- If you live in the United States and have a social security number, your identity can be verified during this session. You will be prompted to provide information about yourself during this session.
- If you live outside of the United States or if you live in the United States but do not have a social security number, your identity can be verified by scheduling a live video session with a web cam.
- Please note that due to security requirements, you will have to rebind all your currently active credentials, that is Phone OTP, Mobile ID(Authy), and Hardware OTP, during the process before going through the process

You can review the guidelines and information needed for the available identity verification options by clicking the link below.

I understand [what is required of me](#)

Upgrade

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 sub-tab 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 must match exactly between accounts.
- The child account cannot 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 cannot 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, select **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.

The screenshot shows the 'My Account' section of the Exostar portal. The 'Connect Accounts' sub-tab is selected and highlighted with a red box. Below the navigation bar, there are links for 'Edit Profile', 'View Organization Details', 'Change Password', 'Manage Certificates', 'Manage OTP', and 'Connect Accounts'. The main content area explains that connecting accounts allows using a single Exostar account to access multiple Exostar accounts. It lists two requirements: one account must be designated as the Parent account, and the parent account should have any additional credentials. A link to the 'Account Connections User Guide' is provided. Below this, the 'Connect Accounts' section shows a list of potential child accounts. The account 'rooneys_8988' is highlighted with a red box, and a note indicates 'This account can be connected'.

3. Enter the **password** of the account to which you want to connect. Click **Connect Account**.

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Connect Account

Enter the password of the account below. If you do not know the password or the password has expired, you will need to recover the password before you can continue. Clicking 'Cancel' Need additional help? [Go to the Account Connections User Guide](#)

User ID: rooneys_8988

*Password:

[Connect Account](#) [Cancel](#)

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.

Connect Account

Connecting Accounts Was Successful!

Your accounts have been successfully connected.

Parent Account: rooneys_1583
Child Account: rooneys_6557

You will log into Exostar using the Parent account to access it and all child accounts. You will be prompted to select the account you would like to access when you log in. You will not be able to log in using a child account's User ID/Password unless you disconnect it from the Parent account.

The profile on your child account may have been updated as a result of the connection with the Parent account. You can view any changes by going to the Edit Profile page of your child account the next time you access that account.

Need additional help? [Go to the Account Connections User Guide](#)

[Return to Connect Accounts Main Page](#)

Login Connected Account

After connecting accounts, you are required 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.

Select your account

User ID / Nickname	Company	Active Applications
rooneys_1583 Main	Exostar QA 113295868 2325 Dulles Corner Suite 3334 Herndon, VA 20171	PHOENIXSMBQA
rooneys_4230	SEM Buyer UAT 2 112092376 2325 Dulles Corner Blvd Herndon, VA 20171	
rooneys_6557	Supplier SEM 1 114874704 2325 Dulles Corner Blvd Herndon, VA 20171	Onboarding Module

NEXT

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).