



# **My Account Modernization Guide**

Secure Access Manager (SAM)

Date: March 2026 | Version: 1.0

## REVISION HISTORY

Date	Version	Author	Description of Changes
March 2026	1.0	Exostar	Initial release

## OVERVIEW

This release introduces a modernized My Account experience in SAM. The My Profile, Security Questions, View Organization, and Account Consolidation pages have been redesigned with an updated interface that consolidates account management tasks into a single, consistent location.

In addition, users whose organizations support federated authentication (EAG/RIDP) will find a new workflow for linking their corporate credential directly from the My Profile page.

**Note:** Credential Management remains available via its existing legacy interface in this release. A link to the legacy Credential Management page is accessible from the My Profile page and will continue to function as before.

## MY PROFILE

The My Profile page is the central hub for managing your SAM account. It displays your profile information and provides quick access to all account management actions.

The My Profile page can be accessed in two ways:

- Navigate to **My Account** in the top navigation bar.
- Click your name or user icon in the top-right corner of SAM and select **Edit Profile** or **View Organization** from the dropdown menu.

### Viewing and editing your profile

Your profile fields are displayed on the My Profile page. Editable fields can be updated directly on the page. When you make a change to any field, the **Update** button becomes active. Click **Update** to save your changes, or **Cancel** to discard them and revert to the previously saved values.

The following profile fields are available:

Field	Required	Notes
User ID	Read-only	Your unique SAM identifier. Cannot be changed.
Email	Read-only	Use the Change My Email Address button to update.
Role	Read-only	Displays your current SAM roles (e.g., EPA, SP Admin, MPA, Org Admin, User).
Organization Name	Read-only	
Organization ID	Read-only	

Onboarding Sponsor	Read-only	
Title	No	Honorific (e.g., Mr., Dr.).
First Name	Yes	
Middle Name	No	
Last Name	Yes	
Suffix	No	Name suffix (e.g., Jr., III).
Job Title	No	
Phone Number	Yes	
Fax Number	No	
Street Address 1	Yes	
Street Address 2	No	
City	Yes	
Country	Yes	
State	Yes	
Zip / Postal Code	Yes	
Time Zone	Yes	
Created Date	Read-only	The date your SAM account was created.
Suspended Date	Read-only	Populated if your account has been suspended.
Last Access Date	Read-only	The date you last logged in to SAM.

### Read-only fields for identity-validated users

If you hold an active identity-validated credential, the following profile fields are displayed as read-only and cannot be edited:

- First Name
- Last Name
- Middle Name
- Suffix

**Note:** These fields are managed by your identity-validated credential and will remain locked until the credential is revoked or expires.

### Read-only fields for users linked to a corporate credential (EAG/RIDP)

If your account is linked to your organization's federated identity provider (EAG/RIDP), any profile fields that were populated from your organization's identity provider during the linking process will be displayed as read-only. These fields display the message "This field is managed by your organization."

If the EAG/RIDP link is later removed by an administrator, these fields will become editable again.

## CHANGING YOUR EMAIL ADDRESS

To update the email address associated with your SAM account, click the **Change My Email Address** button on the My Profile page. This will take you to the email update workflow, where you will complete validation and confirmation steps before the change is applied.

## CHANGING YOUR PASSWORD

To update your password, click the **Change My Password** button on the My Profile page. You will be taken to the SAM password reset workflow to complete the process.

**Note:** The Change My Password and Change My Email Address options are not available for users whose accounts are linked to an EAG/RIDP corporate credential, as authentication and identity attributes are managed by your organization's identity provider.

## UPDATING YOUR SECURITY QUESTIONS

Security questions are used to verify your identity during certain account recovery workflows. You can update your security questions at any time from the My Profile page.

### How to update security questions

1. On the My Profile page, click the **Update Security Questions** link.
2. The Security Questions page displays your four current security questions in dropdown menus.
3. Select a new question from each dropdown and enter your answer in the corresponding text field.
4. Use the **Show Answers** toggle at the bottom of the page to reveal all answers you have entered and verify they are correct.
5. Click **Submit** to save your updated security questions.

**Note:** Each security question must be unique. Once a question has been selected for one slot, it will not be available for the remaining slots in the same session. Each answer must be at least 3 characters long.

**Note:** The Security Questions option is not available for users linked to an EAG/RIDP corporate credential.

## VIEWING YOUR ORGANIZATION

The View Organization page provides a read-only summary of your SAM organization, including organization details, administrators, contacts, and the applications your organization has access to. This page can be accessed from My Account or from the user profile dropdown in the top-right corner of SAM.

### Organization details

The Organization Details section displays the following read-only information:

Field	Description
Onboarding Sponsor	The sponsor associated with your organization.
Management Type	The management classification of your organization.
Individual Level Organization	Indicates whether the organization is classified as individual level.
Organization Name	The full registered name of your organization in SAM.
Organization ID	The unique Exostar identifier for your organization.
Business Unit	The business unit associated with your organization.
Organization Country of Incorporation	The country where the organization is incorporated.
Level 3 Override	Indicates if a Level 3 assurance override is in place.
Allowed Domains for User Email Address	Email domains permitted for users in this organization.
Address 1	Organization street address.
Address 2	Secondary address line, if applicable.
City	
Country	
State or Province	
Created Date	The date the organization was registered in SAM.

### Organization administrators

The Organization Administrators section displays the First Name, Last Name, email address, and phone number of each administrator assigned to your organization. If there are more than three administrators, the list is scrollable.

### Organization contacts

The Organization Contacts section displays the First Name, Last Name, email address, and phone number of each designated organization contact. If there are more than three contacts, the list is scrollable.

## Organization application list

The Organization Application List displays all applications your organization has access to, filtered by your organization's onboarding sponsor. The list is scrollable and includes the following columns:

- **Sponsor** – The onboarding sponsor associated with the application.
- **Application Name** – The name of the application.
- **Application Status** – The current status of the application for your organization: **Active**, **Pending Terms and Conditions**, or **Suspended**.

**Note:** If your organization is associated with the general onboarding sponsor, all available applications will be displayed in this list.

## ACCOUNT CONSOLIDATION

Account Consolidation allows you to merge multiple SAM accounts into a single account. This feature is now fully embedded within the modernized My Account interface – no external redirect or new browser tab is required.

To access Account Consolidation, navigate to **My Account** and select the **Account Consolidation** tab. All existing Account Consolidation functionality remains unchanged.

**Note:** Account Consolidation is not available for users whose accounts are linked to an EAG/RIDP corporate credential.

## CREDENTIAL MANAGEMENT

Credential Management is accessible from the My Profile page and continues to operate through the existing interface in this release. Click the **Credential Management** link on the My Profile page to access your credential management options.

**Note:** A modernized Credential Management experience is planned for a future release. No changes to Credential Management functionality are included in this release.

## LINKING YOUR CORPORATE CREDENTIAL (EAG/RIDP)

If your organization is configured for federated authentication through EAG/RIDP, you can link your corporate credential to your SAM account from the My Profile page. Once linked, you will be able to authenticate into SAM using your organization's identity provider.

**Note:** The option to link a corporate credential will only appear on your My Profile page if your organization is configured for EAG/RIDP. If you do not see this option and believe your organization supports it, contact your SAM administrator.

## How to link your corporate credential

The linking process follows a three-step guided workflow. A progress stepper at the top of the page shows your current step throughout the process.

Step	Description
Step 1: Confirm your User ID	Review and confirm your SAM User ID before connecting to your identity provider.
Step 2: Connect to your Identity Provider	You will be redirected to your organization's configured identity provider to authenticate with your corporate credentials.
Step 3: Complete Account Linking	Review the pre-populated User ID and EAG Username. Click Finish Setup to complete the link. You will be logged out of SAM immediately after linking is complete for security purposes. Click Cancel to abort the process and return to Step 1.

## What changes after linking

Once your corporate credential is successfully linked, the following changes apply to your SAM account:

- Profile fields populated from your organization's identity provider will be set to read-only.
- The **Security Questions**, **Change Password**, **Change Email**, and **Account Consolidation** options will no longer be visible on your My Profile page, as these are managed through your organization's identity provider.
- You will authenticate into SAM using your corporate credential.

**Note:** If your EAG/RIDP link is removed by an administrator, your profile fields will become editable again and the full My Profile options will be restored.

## FREQUENTLY ASKED QUESTIONS

### Where do I access the new My Account pages?

Navigate to My Account in the top navigation bar, or click your name or user icon in the top-right corner of SAM. The View Organization, Edit Profile, and Manage 2FA links in the dropdown will now take you directly to the modernized pages.

### Why are some of my profile fields greyed out and not editable?

Profile fields may be read-only for two reasons: your account is linked to an EAG/RIDP corporate credential and those fields are managed by your organization's identity provider, or you hold an identity-protected credential which locks your name fields (First Name, Last Name, Middle Name, and Suffix) to protect the integrity of your proofed identity.

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**I cannot see the Change Password, Change Email, or Security Questions options. Why?**

These options are hidden for users whose accounts are linked to an EAG/RIDP corporate credential. Authentication and security settings are managed through your organization's identity provider. Contact your IT administrator if you need to make changes to these settings.

**Where is the Credential Management page?**

Credential Management is accessible from the My Profile page via the Credential Management link. It continues to use the existing interface in this release. A modernized experience is planned for a future release.

**Will users receive a notification when profile changes are saved?**

Yes. A success notification will be displayed on-screen when your profile update has been saved. If your organization's applications are configured for provisioning, the updated profile information will also be synchronized to those applications.