



MAG Organization Admin Guide





Table of Contents

Introduction 2

 Organization Administrator 2

Administration Tab 3

View Users 3

 Search Users 4

 Change User Role..... 4

 Change Application Access 5

 Reset Permanent Password..... 6

Add New Users 6

 Self-Registration Invitation 7

Registration Requests 8

 Authorize Users 8

Subscribe to Application 10

 Bulk User Upload 10

 File Requirements / Known Issues 11

 Bulk User Upload 11

 User Upload Errors..... 14

Bulk Actions Upload 15

 Bulk Actions Errors 17



Introduction

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

Organization Administrator

The **Organization Administrator** (Org Admin) is responsible for performing administrative activities on behalf of their organization. An organization can have a single or multiple Organization Administrators.

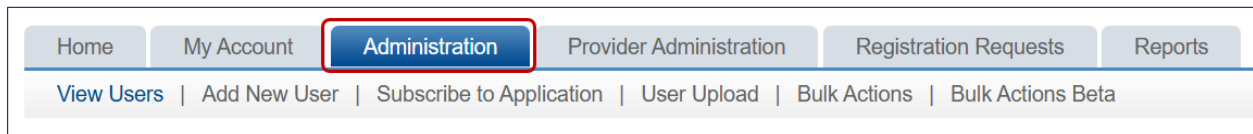
Organization Administrator responsibilities include:

- Accept Terms and Conditions for applications the organization is subscribed.
- Create, suspend, unsuspend, delete user accounts individually or using the Bulk Upload function.
- Request, suspend, unsuspend, and delete applications for users individually or in bulk.
- Approve user accounts for users who completed self-registration.
- Request access to application on a user's behalf.
- Subscribe the organization to public applications (e.g. Federated Identity Service [FIS]).
- Reset user passwords.
- For organizations subscribed to Exostar's Enterprise Access Gateway (EAG) service, subscribe users to EAG using Bulk Uploads or Bulk Actions upload functionality.
- Update user roles.
- Run reports.

Exostar's Training Team offers quarterly Organization and Application Administrator webinars. For registration information and a list of upcoming training events, please see the [MAG Webinars](#) page.

Administration Tab

Organization Administrators complete organization management functions by using the **Administration** tab. Under the Administration tab there are sub-tabs to manage users, subscribe to application and bulk actions. To learn more about each sub-tab, see the sections below.



View Users

The **View Users** sub-tab allows Organization Administrators to search for users and complete administrative functions. Administrators can complete user management activities such as request and suspend application access for users. If suspending application access, comments are required. Additionally, they can manage user activities such as assign user roles, suspend, reset passwords, and delete users.

Search Field Definitions

The table below displays the search field options and definitions.

Search Criteria	Definition
Last Name	Last Name of the User
First Name	First Name of the User
User ID	Unique Identifier for the User
E-mail	Email address of the User
R-IDP User ID	Remote Identity Provider User ID (information displays in the column if user has linked their account)
Employee Reference	Unique Employee ID/Reference for the User

Search Users

To search for a user:

1. First select the **"Using"** drop-down menu option to search by first/last name or email.
2. In the **"Search For"** field, begin to type either part or the full user's name/email.
 - a. You also can view all users by selecting the search field criteria (i.e., Last name or email) and clicking Search.
3. Then click **Search**.
4. A list of users will display.
5. Click the **hyperlink** name of the user you wish to edit or make changes to.

Change User Role

To change user's role:

1. Select **View Users** sub-tab under the Administration tab.
2. Enter search criteria. Then click **Search**.
3. Select the **hyperlink User ID** to access user details.

Home

My Account

Administration

Provider Administration

Registration Requests

Reports

View Users

Add New User

Subscribe to Application

User Upload

Bulk Actions

Bulk Actions Beta

Click the Search button to view results.

Search For:

Using:

Last Name

Search

Export Search Results

Clear

Results Per page:

25

User ID	Last Name	First Name	Last MAG Access Date	Employee Reference	Email	R-IDP User ID	Role	MAG Status
test5L_2177	Test5	Training	Feb/18/2025		TRAINING@EXOSTAR.COM		Org Admin	Active
testuser1_6913	Test User	Training	Feb/18/2025		TRAINING@EXOSTAR.COM		App Admin	Active
user1_5842	User	Training	Aug/19/2025		training@exostar.com		User	Active

4. Scroll to the **Application Settings** section. Select role from the **Role** column.

Application Settings		
Manage Roles:	Role	Application
☒	User	
☒	App Admin	ForumPass 7 UAT Update
☐	Org Admin	

NOTE: If assigning the Application Administrator role or updating applications for a user to administer, you must select the application you want the user to administer by selecting Update.

5. Check the box(es) column for the **applications** you want the user to administer. Click **Done**.

Applications to Administer		
Exostar	Supplier Portal	☒
Exostar LLC	Partner Information Manager	☐
Test Service Provider	Test Service Provider	☒
exostar	Exostar Governance, Risk, and Compliance	☐

6. To finalize your changes, scroll to the bottom of the page and click **Submit**.

Change Application Access

Organization Administrators can request or suspend application access for users. Once suspended, users are unable to access the application. To modify application access:

1. Click **View Users**.
2. Enter the search criteria and click **Search**.
3. Next find the user and click the **hyperlink User ID** to view their details.
4. Scroll to **Application Settings**. Locate the application and click the appropriate action (i.e., Request, Suspend).

Exostar	VQM - Vendor Qualification Manager		Inactive		Request Access
Exostar	ForumPass 7 UAT		Active		Suspend Delete

NOTES:

- If you select **Suspend**, you are required to enter a suspension reason.
- To remove an application, click **Delete**. (Additionally, application access is removed for the user).
- **Request Access** to be subscribed to an application. (A user can also request access to an application from their Dashboard).

- Comments are viewable by the Application Administrator, Organization Steward, or SP Administrator. If requesting access, a sponsor code is not required.

Reset Permanent Password

Organization Administrators can reset a user's MAG account password.

To reset a user's permanent password:

1. Organization Administrators, access **View Users** from the **Administration** tab.
2. Enter search criteria. Click **Search**.
3. Select the required **User ID**.
4. Scroll to the **Application Settings** section of the page. Click **Reset Permanent Password**.



5. The user's password is now reset. The user will receive an email with a link to reset their password.

Add New Users

The **Add New User** sub-tab allows Organization Administrators to create new user accounts within their organization.

To add a new user:

1. Under the Administration tab, click **Add New User** sub-tab and enter user details.
2. Make sure you fill out all the fields marked with an *asterisk.
3. Next select the user's **Role**. Then select the **Application(s)** you want to subscribe the user to.
4. Click **Continue**.

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

View Users | **Add New User** | Subscribe to Application | User Upload | Bulk Actions | Bulk Actions Beta

All fields marked with a * are required.
Please make sure to use the person's full legal name.

Add New User

Title:

*First Name:

Middle Name:

*Last Name:

Job Title:

*Street Address 1:

Street Address 2:

*City:

*State:

*Zip/Postal Code:

*Country:

Time Zone:

*Phone:

Fax:

*Email:

Restricted Access: ☐ On ☒ Off

Application Settings

Role:

Application Access:

Enter comma-separated sponsor code(s). For help on Sponsor Codes, [view more information](#).

Application	Select	Sponsor Code(s)
Identity Service (FIS)	☐	
Supply Chain Platform	☐	
Raytheon	☐	
Exostar	☐	

[Continue](#)

5. Verify all the information is correct, then click **Submit** to create the new user.
6. The user will receive an email notification to activate their account.

Self-Registration Invitation

Organization Administrators can send users a self-registration invitation link.

To send the self-registration invitation:

1. Send the user the self-registration URL: <https://portal.exostar.com> and your company's Exostar Organization ID.
2. Once the user completes the invitation, you are required to approve the request from your MAG account.

To learn more about approving/denying user requests, please see the [Registration Requests](#) section.

Registration Requests

Organization Administrators can approve users who self-register under the Registration Requests tab. It's important to note:

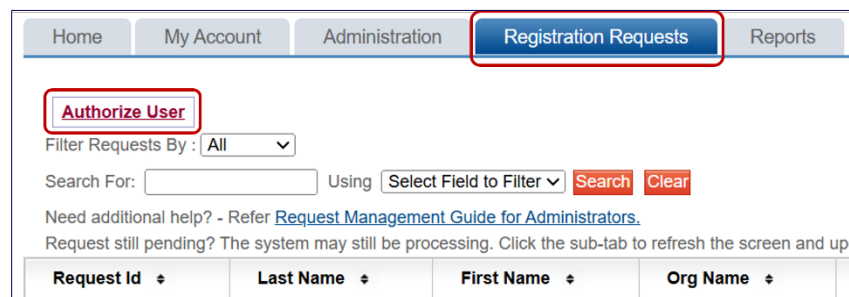
- Only Application Admins can approve application access.
- Only FIS Administrator can authorize FIS (Federate Identity Service) access.

Authorize Users

Organization Administrators can approve or deny new user requests. When a user completes a self-registration invitation, the request requires approval before the user's account is created.

To Approve or Deny Users:

1. Select the **Registration Requests** tab and click **Authorize User** sub-tab.



The screenshot shows the 'Registration Requests' tab selected in the top navigation bar. Below it, the 'Authorize User' sub-tab is highlighted with a red box. The interface includes a 'Filter Requests By' dropdown set to 'All', a 'Search For' input field, and a 'Select Field to Filter' dropdown. There are 'Search' and 'Clear' buttons. Below the search area, there is a link to the 'Request Management Guide for Administrators' and a note about pending requests. At the bottom, a table header is visible with columns: Request Id, Last Name, First Name, and Org Name.

2. Any **new** or **pending user requests** will display. (You can also search for a specific user by entering the search criteria).
3. Select the **hyperlink User ID** to view the request. If necessary, modify any personal information. Then click **Next**.

User Registration Request

Requestor Comments:

Organization Information

Organization Name: Exostar QA
Business Unit:
Organization ID: EXO113295868

Personal Information

Title **Select Title**

* First Name **Pavan**
Middle Name
* Last Name **Pendyala**
Job Title
* Address 1 **123 Herndon**
Address 2
* City **Herndon**

* State/Province **VA**
* Zip/Postal Code **20171**
* Country **UNITED STATES**
* Timezone **America/New_York**
* Phone **2402711292**
Fax
* Email **pavan.pendyala+_1003@e**
* Confirm Email Address **pavan.pendyala+_1003@e**

Products & Services

☒ **Test Service Provider**
Test Service Provider Sponsor code(s):
This is an optional field. If available, enter comma-separated sponsor code(s). For help on Sponsor Codes, [view more information](#).

☒ **Federated Identity Service (FIS)**
The Federated Identity Service provides certificate lifecycle services (registration, issuance, renewal, revocation) for Exostar Basic and Medium Level of Assurance certificates.
Please note that additional information may be required based on your selection of the FIS service.
Federated Identity Service (FIS) Sponsor code(s):
This is an optional field. If available, enter comma-separated sponsor code(s). For help on Sponsor Codes, [view more information](#).

Cancel

Next >>

- Answer questions by selecting responses from the drop-down menus. If approving, select **YES** for both questions. If denying, enter denial comments (required). Click **Next** to complete.

User Registration Request

Organization Administrator Review

Organization Name: Exostar2
* Is this individual an employee of the above-named organization? **Yes**

* Have you verified this individual's employment credentials? **Yes**
Org Admin General Comments on this Request:

* Action: **Approve**

Cancel

<< Back

Next >>

- Once approved the user account is created, and the user will receive an email to activate their account. If you denied the user request, the user will receive a denial notification.

Subscribe to Application

The Subscribe to Application sub-tab allows Organization Administrators to subscribe their organization to public applications. If the organization is subscribed to all available public applications, application subscription information is unavailable.

To subscribe your organization or group of organizations to public applications:

- Under the Administration tab, select the **Subscribe to Application** sub-tab.
- Click the **Subscribe to Application** button next to the desired application.

Home

My Account

Administration

Provider Administration

Registration Requests

Reports

View Users

Add New User

Subscribe to Application

User Upload

Bulk Actions

Bulk Actions Beta

Subscribe to Application

Company	Application	Action
SAP NS2 PREPROD	FGL NS2 Preprod Bolt	Subscribe to Application
Fedramp Service Provider	Fedramp Service Provider 4	Subscribe to Application
Exostar LLC	Marketplace (Dev)	Subscribe to Application

- Next assign an existing **Application Administrator** from the drop-down menu or create a new Application Administrator. Click **Next**.
- The request routes to Exostar for approval. (*Note: It can take up to 48 business hours to process the request*).
- If approved, Organization Administrator or Application Administrator for the application must accept Terms and Conditions before users can request access to the application.

Bulk User Upload

The **Bulk User Upload** allows Organization Administrators to add multiple users to an organization in a single instance using an Excel .CSV file upload. Before you begin the Bulk User Upload process, please review the **File Requirements / Known Issues** first.

File Requirements / Known Issues

- Max file size is 4 MB.
- Number of rows must not exceed 10,000 (Only 10,000 users per upload).
- Make sure you delete any dummy user information (i.e., the first row is filled with dummy user info as an example of what to fill out for each user).
- Please make sure the file contains only one sheet to upload.
- Number of columns must not exceed 50 (admin can include other columns in request, these additional columns will not be used but passed back in the response)
- Country Codes: Please make sure this column is filled out using the ISO 3166-2 standard region code requirements.
- To find your Country Code view one of these links:
 - https://en.wikipedia.org/wiki/ISO_3166-2
 - <https://www.iso.org/obp/ui/en/#search>
- Examples: (Virginia: US-VA), (Puerto Rico: US-PR), (Texas: US-TX), (California: US-CA), (New York: US-NY), (Bavaria: DE-BY)
- When using Excel to upload data, be aware that by default Excel strips leading zeros from a number. This can have unintended effects, especially for phone numbers or postal codes. End users need to be aware of this. To avoid this lossy conversion, the user should format the cells as Text, or put a ' (single quote) in front of the number, etc.
- Validation Status: after you upload your file the system will validate the data, you will see the results display for successes and/or failures.
- When you download the results file, you will notice the following columns added to the file's furthest left column: Item Number, Status, Reject Reason, Created User Entity, and the User ID.
- The rejection reason will explain what data is incorrect and which column(s) need to be fixed.
- Duplicate users with the same email will not be permitted (email addresses are checked).

Bulk User Upload

1. Download the **blank CSV file template** and **save** the file to your computer. Click here to download the templates: [Bulk User Upload - CSV file](#).

IMPORTANT: Do not modify or remove any formatting or column headers (i.e., field locations, or field titles).

2. Before you fill out the CSV template, review the **table** below for the required fields.

Field	Requirements	Reason/Comments
Last Name	Required (max 32 characters)	Accepts letters and numbers.
First Name	Required (max 32 characters)	Accepts letters and numbers.
Middle Name	<i>Optional</i> (max 32 characters)	Accepts letters and numbers.
Suffix	<i>Optional</i> (max 4 characters)	Accepts letters and numbers. If entered value does not match one of the following options: II, III, IV, V, VI, VII, VIII, Jr., or Sr., the system saves it as an 'Other' value.
Honorifics	<i>Optional</i>	Accepts only the following: Dr., Miss, Mr., Mrs., Ms., Prof., Sir.
Job Title	<i>Optional</i> (max 50 characters)	Accepts letters and numbers.
Email Address	Required (RFC822 compliant)	Must be unique.
Phone Number	Required (min 4 / max 20 characters)	Accepts only the following characters: Numbers, '-', '+', '.', '(', ')', 'e', 't', 'x' and embedded white spaces.
Fax Number	<i>Optional</i> (min 4 / max 20 characters)	Accepts only the following characters: Numbers, '-', '+', '.', '(', ')', 'e', 't', 'x' and embedded white spaces.
Address Line 1	Required (max 64 characters)	Accepts letters and numbers.
Address Line 2	<i>Optional</i>	Accepts letters and numbers.
City	Required (max 52 characters)	Accepts letters and numbers.
Zip/Postal Code	Required (max 16 characters)	Accepts letters and numbers.
Country code (ISO 3166-2)	Required (identify country & region/state)	Use ISO 3166-2 standard region code: https://en.wikipedia.org/wiki/ISO_3166-2/ https://www.iso.org/obp/ui/en/#search

		(i.e.: Virginia:US-VA, Puerto Rico:US-PR, Texas:US-TX, Bavaria:DE-BY)
Role	Required	Accepts only the following values: user, org_admin, or app_admin.
R-IDP User ID (New users only)	Optional	R-IDP User ID must be unique for the associated R-IDP. Organization must be associated to an R-IDP. Minimum 1 character required if value is entered.
Employee Reference	Optional (max 16 characters)	Accepts letters and numbers.

- Next **enter** the **data** in the required fields. Then make sure you **save** the file as a **.CSV** for the upload functionality to work.
- Go back to MAG under the **User Upload** tab and click **Browse for CSV File**.

- Find the file and click **Open** to upload it.
- Next click **Validate** to check the CSV file for any errors or issues. If there are no errors, you will see a **green checkmark**.
 - If there are **errors**, you will see a **red X-mark**. Correct the errors and re-upload the file again. You can also Export to CSV to download the errors and fix them.

User Upload

Organization Name: Training Team Test 1
Organization ID/Exostar ID: EXO119676134 / 119676134

Click the **Commit** button to load the users with a green checkmark below. The Bulk Action will not be completed for any users with a red X below. To correct errors and load a new file, click on the ***Required Back** button.

Export To Csv

	Line	E-mail	Name	Errors
	2	Apr14_test@exostar.com	fnameApr26 testApr14	

Back

Commit

7. Select the Application(s) the user's will need access to. Then click **Commit** to upload the users.
8. An **Acknowledgement** message will display the users' have been uploaded successfully. Click **Back** to return to the previous screen.

Acknowledgement

Organization Name: Training Team Test 1
Organization ID/Exostar ID: EXO119676134 / 119676134

Users have been successfully created.
Total number of users updated : 1

Export To Csv

	Line	E-mail	Name	User ID
	2	Apr14_test@exostar.com	fnameApr26 testApr14	testapr14f_1932

Back

User Upload Errors

If you encounter errors while validating the bulk user upload file, refer to the table below for a list of common errors and their explanations.

	Line	E-mail	Name	Errors
	2	jackson.smith@exostar.com	Jackson Smith	Warning: An account is already created for this email address in this organization or more than one user with the same email address found in the file.
	3	dee.evans@exostar.com	Dee	- Required: Last Name - Invalid Country Code: Country - Exception: Invalid ISO-3166-A2 code: UK

Error Condition	Resolution
Required field is missing from the file	<Column Name> is required.
Data in field is too long	<Column Name> is too long.

Data in field is invalid.	<Column Name> is not valid.
Organization is subscribed to application bundle and application being requested is flagged as bundle only.	User cannot be subscribed to <Application name>.
Both a password and R-IDP ID are present in the file.	Either User Password or Remote User ID may be set, but <u>not</u> both.
R-IDP ID is not unique within the organization's R-IDP.	This remote account is already linked to another MAG account.
Organization is not subscribed to an R-IDP but file contains R-IDP User ID and no password for a user.	This organization is not enabled for EAG.
Email Address already exists for user in organization.	An account is already created for this email address in this organization, or more than one user with the same email address found in the file. <i>Note: This is not an error, just an additional message.</i>
Account is a child account and FIS is being requests.	This account is not eligible for FIS because it is a child account.
User is already subscribed to the application.	User is already subscribed to <Application Name>.
User is already an application administrator for an application.	User is already an application administrator for <Application Name>.

Bulk Actions Upload

The **Bulk Actions Upload** allows Organization Administrators to delete, suspend, and/or unsuspend multiple user accounts and/or applications in a single instance using an Excel .CSV file.

To upload the bulk actions file:

1. Download the .CSV file template here: [Bulk Action CSV Template](#)

- Next **enter** the **data** in the required fields. Then make sure you **save** the file as a **.CSV** for the upload functionality to work.

IMPORTANT: Do not modify or remove any formatting or column headers.

Field	Cardinality/Values
User ID	Required
Role	<i>Optional</i>

- Next in the MAG portal under the Administration tab, select the **Bulk Actions** sub-tab.
- Then click **Browse for CSV File**. Find the file on your computer and click **Open**.

User Bulk Actions

Organization Name: Training Team Test 1
Organization ID/Exostar ID: EXO119676134 / 119676134

* Select an action:

☐ Suspend MAG Account
☒ Reactivate MAG Account
☐ Delete MAG Account
☐ Subscribe Application
☐ Suspend Application
☐ Reactivate Application
☐ Delete Application

To batch reactivate MAG account for users, select the CSV file to be loaded and click the **Validate** button below.

*Select File:

File Selected: Bulk-Actions-Workbook-test.csv

- Next click **Validate** to check the CSV file for any errors or issues. If there are no errors, you will see a **green checkmark**.
 - If there are **errors**, you will see a **red X-mark**. Correct the errors and re-upload the file again. You can also Export to CSV to download the errors and fix them.
- Verify all data is correct and has a green checkmark. Then click **Commit** to submit.

Bulk Actions - Delete MAG Account

Organization Name: Training Team Test 1
Organization ID/Exostar ID: EXO119676134 / 119676134

Click the **Commit** button to load the users with a green checkmark below. The Bulk Action will not be completed for any users with a red X below. To correct errors and load a new file, click on the **Back** button.

Export To Csv

	Line	User ID	E-mail	Name	Errors
✓	2	testapr14f_1932	Apr14_test@exostar.com	fnameApr26 testApr14	
✓	3	trainingtesta_4588	training@exostar.com	Admin Training Test	

- An **Acknowledgement** message will display your bulk action change was successful. Click **Back** to return to the previous screen.

Acknowledgement

Organization Name: Training Team Test 1
Organization ID/Exostar ID: EXO119676134 / 119676134

Users MAG accounts have been successfully deleted.

Total number of users updated : 2

[Export To Csv](#)

	Line	E-mail	Name	User ID
✓	2	Apr14_test@exostar.com	fnameApr26 testApr14	testapr14f_1932
✓	3	training@exostar.com	Admin Training Test	trainingtesta_4588

[Back](#)

- The process is now complete. **Note:** Any application subscriptions require approval by your organization's Application Administrator.

Bulk Actions Errors

If you encounter errors while validating the bulk actions file, refer to the table below for a list of common errors and their explanations.

Error Message	Resolution
User: User ID Not Found	There is no existing user in the organization. You need to add a new user to the organization.
User: Unauthorized action. User subscription to the application <appname> is not active. Cannot suspend or unsuspend or delete selected application for user <userID>.	User's application status is inactive. In order to change the application status, the user must be actively subscribed to the application.
User: MAG account for the user <userID> was suspended. Cannot suspend or unsuspend or delete application.	User's account is already suspended. No further action required.
User: User ID Not Found	Organization Administrator can perform bulk upload on the users belonging to his organization only. If a user not belonging to his organization is in upload file.

<i>User: Unauthorized action. User subscription to the application is not eligible to unsuspend</i>	Unsuspend an application for a user with status other than "SUSPEND"
<i>Application: No application was selected.</i>	Suspend or activate an application without selecting an application
<i>User: Unauthorized action. MAG account status for the user <userID> is DEFERRED.</i>	Trying to unsuspend MAG account for a user whose MAG account status is DEFERRED.
<i>User: User account <userID> is already active.</i>	Trying to unsuspend MAG account for a user whose MAG account is already enabled.
<i>User: Unauthorized action. MAG account status for the user <userID> is NASCENT-Pending First Logon.</i>	Trying to unsuspend MAG account for a user whose MAG account status is NASCENT.
<i>User: User account <userID> was already suspended.</i>	Message should be displayed on trying to suspend MAG account for a user whose MAG account is already suspended
User: User ID Not Found	Once a MAG account is deleted for a user no further upload action is allowed on that account. Warning displays on trying to perform any action for a user having MAG account status as DELETED.

User Upload Errors

The upload utility has features built in to help resolve data formatting issues. Use the table below to help understand and resolve issues occurring during file validation.

Error Condition	Validation Message
Required field is missing from the file	<Column Name> is required.
Data in field is too long	<Column Name> is too long.
Data in field is invalid.	<Column Name> is not valid.

Organization is subscribed to application bundle and application being requested is flagged as bundle only	User cannot be subscribed to <Application name>.
Both a password and a R-IDP ID are present in the file	Either User Password or Remote User ID may be set, but not both
R-IDP ID is not unique within the organization's R-IDP.	This remote account is already linked to another MAG account
Organization is not subscribed to an R-IDP but file contains R-IDP User ID and no password for a user	This organization is not enabled for EAG.
Email Address already exists for user in organization	An account is already created for this email address in this organization, or more than one user with the same email address found in the file. Note: Not an error, just an additional message.
Account is a child account and FIS is being requests	This account is not eligible for FIS because it is a child account.
User is already subscribed to the application	User is already subscribed to <Application Name>.
User is already an application administrator for an application	User is already an application administrator for <Application Name>.