



One-Time Password (OTP) Hardware Token Guide



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Overview

This guide was created for users of One-Time Password (OTP) Hardware Tokens in Exostar's Managed Access Gateway (MAG). This guide provides information on the tasks required to purchase, activate, and manage your OTP Hardware Token.

Exostar features OTP credentialing technology, which provides users with a physical credential allowing them to access an application using 2-factor authentication (2FA). Using an OTP credential along with your username/password (2-factor authentication), mitigates security risks by providing a stronger assurance level and better identity protection than conventional username/password technologies vulnerable to theft.

There are three types of OTP credentials available, which you can use to access applications behind MAG:

1. One-Time Password Hardware Token (OTP Hardware) with or without Proofing
2. Phone Based One-Time Password (Phone OTP) with or without Proofing
3. Mobile ID with or without Proofing

This guide provides information on the Hardware Based One-Time Password credential. Hardware Based One-Time Password (OTP Hardware) Token generates a single-use digital password code on a physical token. The OTP Hardware token is used in combination with your MAG user ID and password and is required each time you log into your account to access applications that require 2FA. Using this 2-factor authentication reduces the risk of unauthorized access to your account and provides added security.

Depending on the credential requirement for the partner application you are accessing, you may require an OTP Hardware Token without Identity Proofing upgrade or an OTP Hardware Token with Identity Proofing upgrade. Identity proofing is the process of verifying your identity with Exostar.

Please see the [MAG Credentials](#) article to determine what credential type is required to access your partner's applications.

Process Overview

Once you determine your need for an OTP Hardware Token credential, proceed through the steps outlined below. Each step is covered in detail in this guide.

Step 1: Obtain the OTP Hardware Token.

- Purchase the credential via MAG if your OTP Hardware Token is not sponsored (paid for) by your partner.

Step 2: Activate the OTP Hardware Token

- Login to MAG, select Have a License Key? Enter it here in the My 2FA Credentials section. License keys are not applicable if your credential is sponsored.

Step 3: Complete Identity Proofing

- Identity proofing is required for most OTP activations (OTP-level 3)
 - US-based users are directed through Credit Bureau Proofing.
 - International-based users are directed through Live Video Proofing.
- Users obtaining an OTP-level 2 credential are not required to go through identity proofing.

Step 4: Register your OTP Hardware Token

NOTE: If your OTP Hardware Token is being sponsored (paid for) by your partner, you do not need to complete a purchase, nor will you receive a license key to register the token.

Step 1: Obtain a Hardware OTP Token

The OTP Hardware Token can be purchased from Exostar or may be sponsored by your partner organization (buyer). If credentials are not sponsored, you are required to complete a purchase.

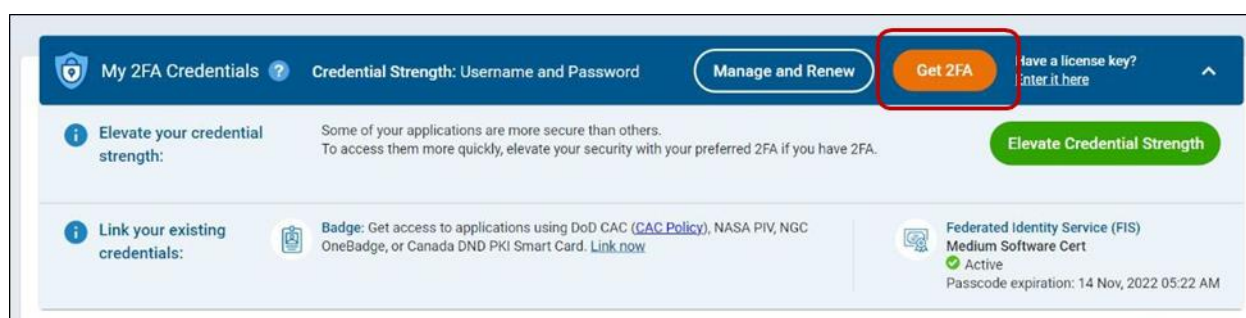
Sponsored OTP Hardware Token

You receive an email if your partner is sponsoring (paying for) your OTP Hardware Token. You must register the OTP Hardware Token to access your partner's applications. The email may also contain an expiration date. If you fail to register the credential by the activation date, either work with your partner (buyer) to discuss sponsorship or complete a purchase for the credential.

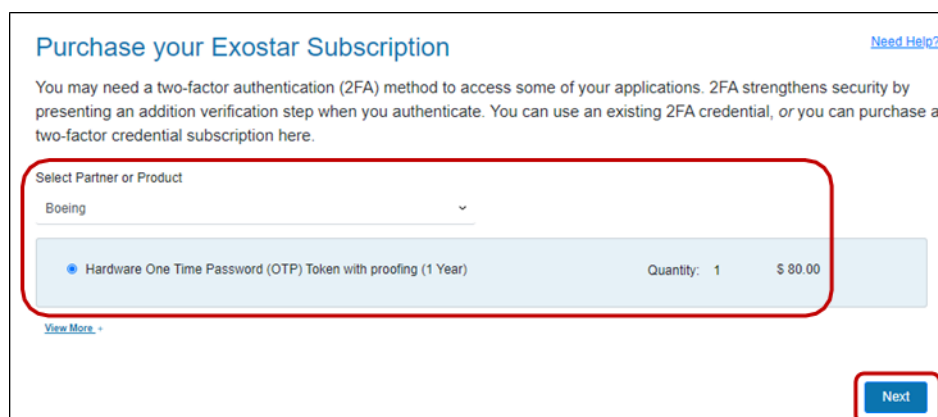
Purchase OTP Hardware Token

If your OTP Hardware Token is not sponsored by your partner organization buyer or if your credential sponsorship has expired and will no longer be sponsored, a purchase is required. Before completing a purchase, ensure you have access to the application that requires OTP. To purchase an OTP Hardware Token credential:

1. Log in to your MAG account. In the **My 2FA Credentials** section on your MAG dashboard, select the **Get 2FA** button.



2. Select the desired **Partner** or **Product** from the drop-down list provided. Ensure the desired radio button is selected. Click **Next**.



- Review/input your **Primary Information**, **Shipping Address**, and **Billing Address**. Click **Next**.

1 — 2 — 3

Primary Information

First Name
Ashleigh

Middle Name (Optional) Last Name
Howell

Email
ashleigh.howell+_90@exostar.com

Shipping Address

Address Address 2 (Optional)
1234 Main Street Apartment or suite

Country City State Zip
United States Herndon Virginia 24018

Billing Address same as Shipping Address

Billing Address

This billing address is for credit card or invoice option which you'll select on the next page.

Address Address 2 (Optional)
1234 Main Street Apartment or suite

Country City State Zip
United States Herndon Virginia 24018

Back Next

Hardware OTP Token (1 Year) without Proofing	
Quantity:	<input type="text" value="1"/>
Subtotal	\$80.00
Voucher	\$0.00
Promotion	\$0.00
Tax/Shipping	
Total	\$80.00

Voucher Code: [Apply](#)




Promotion Code: [Apply](#)

4. Choose and enter payment information. Click **Submit**.

Review your order, select payment options and submit order.

Payment

Select payment method:

Credit Card    Invoice

Name on Card Credit Card Number

No dashes or spaces

Expiration Month Expiration Year CVV Security Code

Choose... Choose...


By continuing you are agreeing to the [terms and conditions](#).

Hardware OTP Token (1 Year) without Proofing	
Quantity:	<input type="text" value="1"/>
Subtotal	\$80.00
Voucher	\$0.00
Promotion	\$0.00
Tax	\$4.24
Shipping	\$25.00
Handling	\$0.00
Total	\$109.24

NOTE: If paying by invoice, enter the **PO Order Number**. If paying by credit card, enter the card information. A confirmation page displays.

5. On the payment confirmation screen, select the **Activate Credential** button to proceed with the next step in the process.

EXOSTAR



Thank you for your order

We've emailed you an invoice with instructions on making the payment.
Remember, your order will not be processed until payment is made in full.

Order Number: 2948493

One Time Password (OTP) Hardware Token (1 Year) with Identity Verification	Quantity: 1	\$95.00
Subtotal		\$95.00
Shipping & Handling		\$25.00
Taxes		\$2.00
Total		\$122.00

[Go to Dashboard](#)

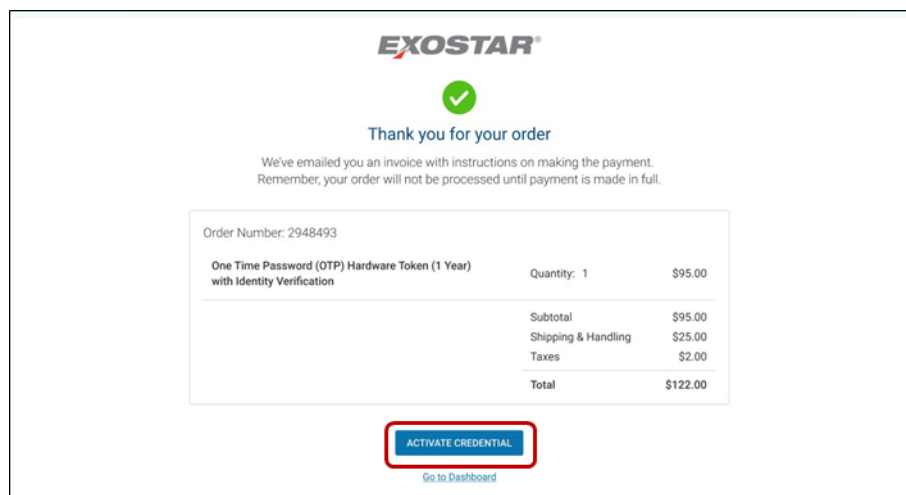
Upon completion of the purchase, you receive an email notification. If you paid with a credit card, you receive a second email with the activation information for your license key. Use

this license key when you activate your OTP token. **It is very important you do not attempt to begin the registration process prior to receiving the OTP Hardware token.**

Step 2: Activate Credential

To activate your purchased credential:

1. On the payment confirmation screen, click the **Activate Credential** button. You can also copy the license key from the email confirmation.



2. Input the license key in the field provided and click **Submit** to complete the token activation process.

Enter license key

If you purchased a credential, you should have received a purchase confirmation email which includes a license key. Enter the license key below.

License Key:

Step 3: Complete Identity Proofing

In many cases, users must go through identity proofing to complete the activation of their OTP credential. If this does not apply to you, proceed to the Register Your Token section below. There are two types of proofing processes:

- **US Based Users – Self-Service Proofing Service:** For US-based users requiring proofing, it is preferred you proceed through the Experian proofing by completing the Credit Bureau Based Proofing process. During this process, you are prompted to answer questions about credit or residency history provided and verified by a credit bureau.
- **International Based Users – Exostar Live Video (Webcam) Proofing:** International-based users requiring proofing must complete the Live Video (Webcam) Proofing process. During this process, you will meet virtually with a proofing agent and verify your identity.

US Based User Proofing: Self-Service Proofing

Experian proofing (Instant Proofing) is a credit bureau proofing process, which requires you to verify your identity by answering credit bureau-based questions. If you successfully complete the questions, you have completed the process, and are then prompted to register your OTP credential. Credit Bureau-Based Proofing is only available for users located in the US. Important:

- If you do not answer the questions correctly, but the credit bureau is able to locate you with your personal information (e.g., name and address), you receive the activation code via postal mail.
- If the credit bureau is unable to locate you in their database, you are redirected into the Live Proofing process to complete your identity proofing.
- Users unable (or unwilling) to complete credit bureau-based questions can opt to complete the Webcam Proofing with a live proofing agent.
- If you click, I Disagree, you are redirected into the Live Proofing process to complete the identity proofing.

Follow the steps below to complete Self-Service (Experian) proofing:

1. Select your **Proofing Country** from the drop-down list. Click **Next**.

Select the country where you wish to be proofed

It is important to note that some proofing methods require specific information and may not be applicable to individuals without a US Social Security Number

Proofing Country
United States

CANCEL NEXT

2. On the **Select your identity proofing method** screen, click **Proceed with Experian** button.

Select identity proofing method

Identity proofing is the process used to verify the legitimacy of users' digital identities. Your partner organization requires identity proofing as part of the credentialing for your applications.

Verify my identity online now by Experian! (Recommended)
Complete proofing immediately through online verification

~ 10 minutes
Only available for US residents

PROCEED WITH EXPERIAN

Verify my identity by meeting with an agent later
Appointments are scheduled based on agent availability.

~ 10 minutes
Available worldwide
You must have access to a webcam

SCHEDULE APPOINTMENT

3. Confirm your full name in the fields provided. Click **Next**.

Confirm your full name

Please review your full name below, this is essential for our identity proofing. If your full name is incorrect, please update it and click 'NEXT'.

First Name
Timothy

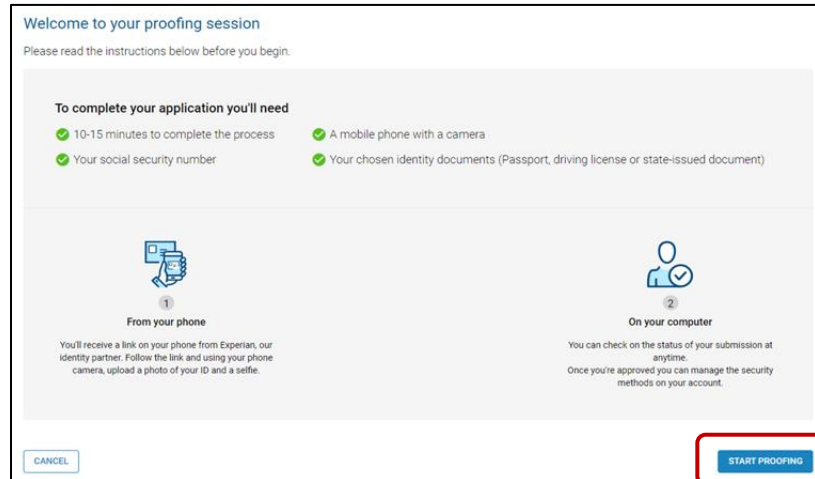
Middle Name
E

Last Name
Jones

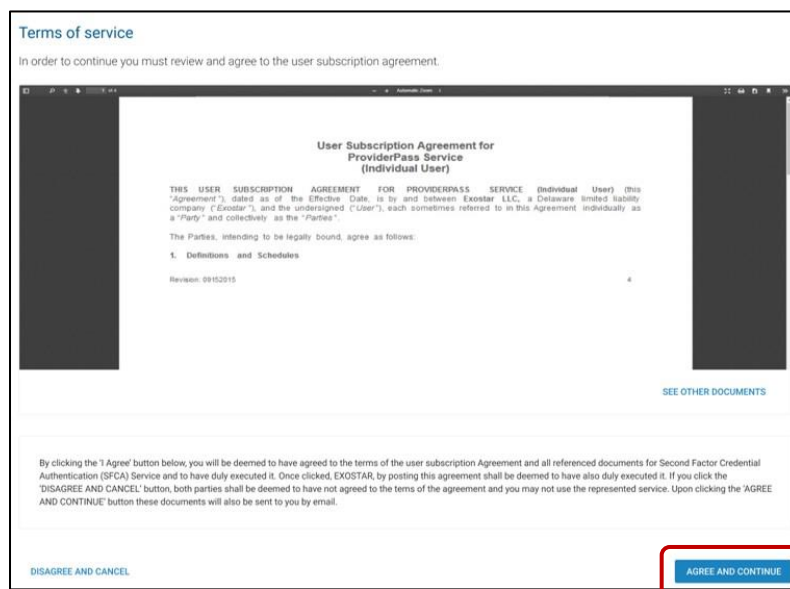
CANCEL NEXT

NOTE: If the last four digits of your Social Security number cannot be verified, you are prompted to enter all nine digits.

4. You are prompted to begin your proofing session, please read the instructions before you proceed. Click **Start Proofing**.



5. You must read and accept the terms & conditions before you can proceed with self-service proofing. Once you have read the terms & conditions, click **Agree and Continue**.



- A list of questions regarding your financial and residential history display. These questions, and your responses, are used to verify your identity, so please answer carefully and accurately. Once you complete all questions, click **Next** to continue.

The screenshot shows the 'Identity Proofing' interface. At the top, it says 'EXOSTAR' and 'Identity Proofing'. Below that, it says 'Enter your personal details' and 'Exostar does not store or manage this information, it is used only for the purpose of identity verification.' The form is divided into sections: 'Legal name' with fields for First Name (Timothy), Middle name (E), Last Name (Jones), and Suffix; a 'MY NAME IS INCORRECT' button; 'Home Address' with fields for Street 1 (222 Eastland Dr), Street 2 (Optional), City (San Francisco), State (California), Zip code (94109), and Country (United States); 'Date of birth' with a MM/DD/YYYY field; and 'Social security number (full 9 digits)' with a field. At the bottom, there are 'CANCEL' and 'NEXT' buttons.

NOTE: If you provide incorrect answers, but the credit bureau can locate you with your personal information, you receive an activation code in four business days via postal mail. The activation code is required for you to activate your credential. If the credit bureau cannot locate you or verify your identity, the system redirects you to the Live Video (Webcam) proofing process.

- Enter your mobile number to receive the identity proofing link. Click **Next**.

The screenshot shows the 'Identity Proofing' interface, step 2: 'Enter your mobile number'. It says 'We'll use your mobile number to send your identity proofing link. If your mobile provider charges to receive text messages and use the internet on your phone, please be advised that Exostar is not responsible for those charges.' Below that, it says 'Make sure your mobile:' followed by a list of requirements: 'Is switched on', 'Is connected to the internet', 'Can receive text messages', and 'Has a camera'. There is a red box around the mobile number input field, which contains '+1 XXX-XXX-XXXX'. At the bottom, there are 'BACK', 'CANCEL', and 'NEXT' buttons. The 'NEXT' button is also circled in red.

8. If more proof is needed to verify your identity, you may be prompted to answer Experian ID verification questions. Answer the questions correctly. Click **Next**.

Experian ID verification questions

Our identity proofing service is provided by Experian. The questions displayed below are required by them to verify your identity. Exostar does not record or store any of the questions or your answers.

1. According to your credit profile, you may have opened an auto loan in or around February 2016. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- CHASE HOME MTG
- CALIFORNIA FEDERAL
- CHAMPION MORT
- ABN AMRO MORTGAGE GROUP
- NONE OF THE ABOVE / DOES NOT APPLY

2. You may have opened an auto loan or auto lease in or around February 2016. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

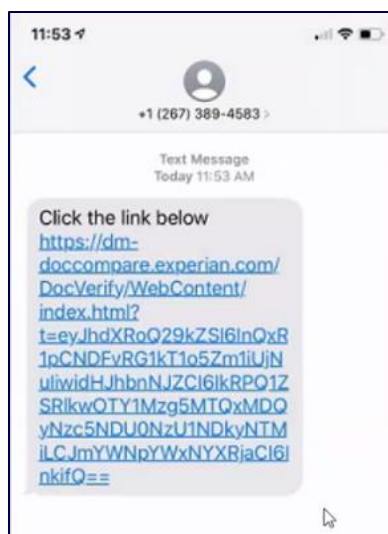
- \$285-\$384
- \$385-\$484
- \$485-\$584
- \$585-\$684
- NONE OF THE ABOVE / DOES NOT APPLY

3. Please select the term of your auto loan (in months) from the following choices. If your auto loan term is not one of the choices please select 'NONE OF THE ABOVE'.

- 24
- 36
- 48
- 60
- NONE OF THE ABOVE / DOES NOT APPLY

[CANCEL](#) [NEXT](#)

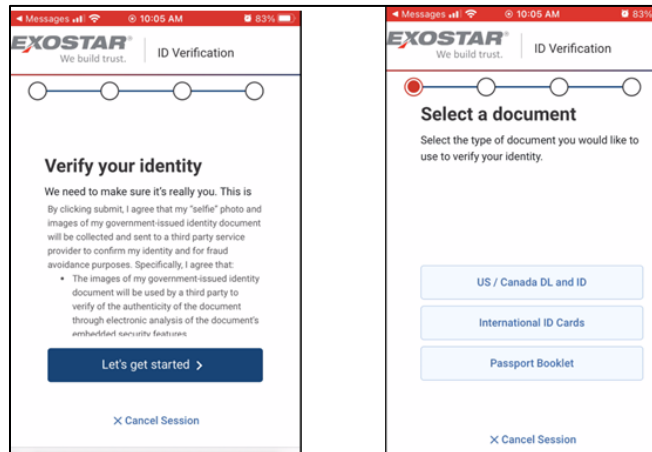
9. Once you successfully verify your identity, you will receive a proofing link via your mobile. Click the link to finish the Self-Service proofing process.



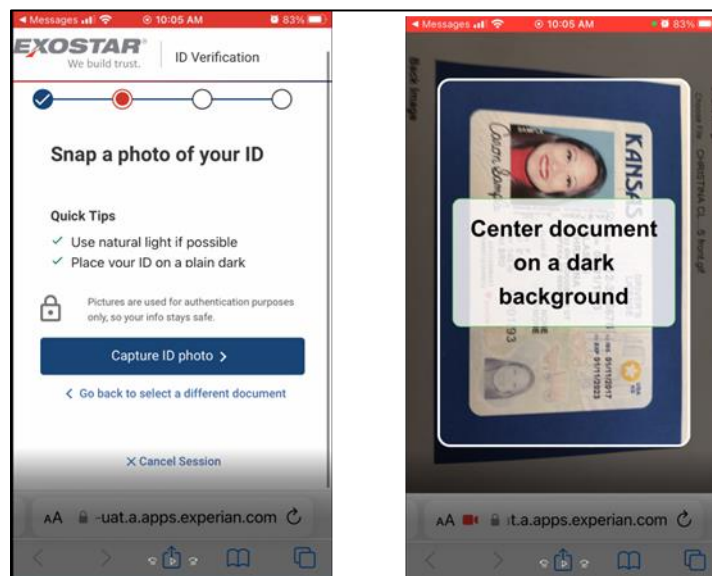
10. Click **Let's get started**.

NOTE: You will be prompted to take a photo of your US Driver's license or passport. (Please make sure you have the documents ready prior to this step).

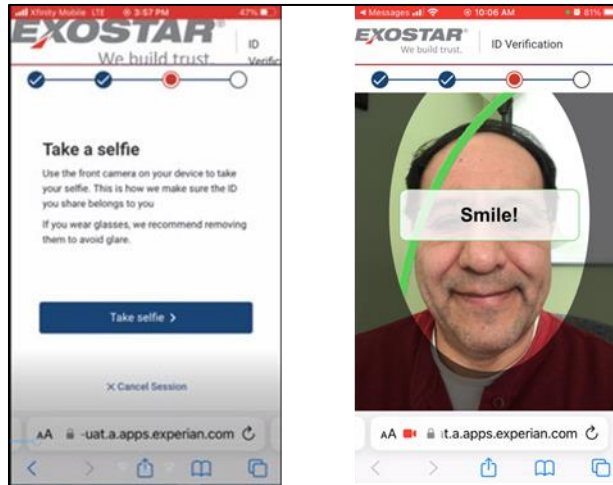
11. Select the document type, click **Capture ID photo**.



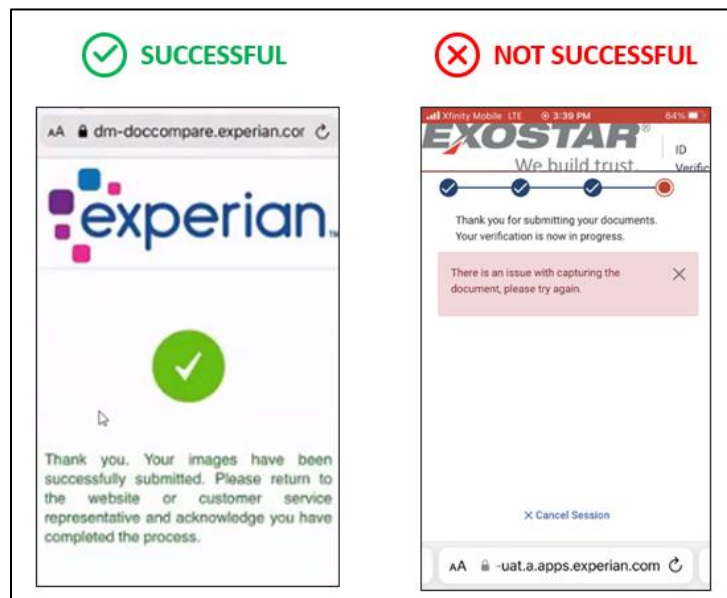
NOTE: Make sure to follow the prompts to successfully capture the front and back of your ID.



12. You will be prompted to take a picture of yourself. Click the **Take Selfie** button. Follow the prompts to successfully capture your face.

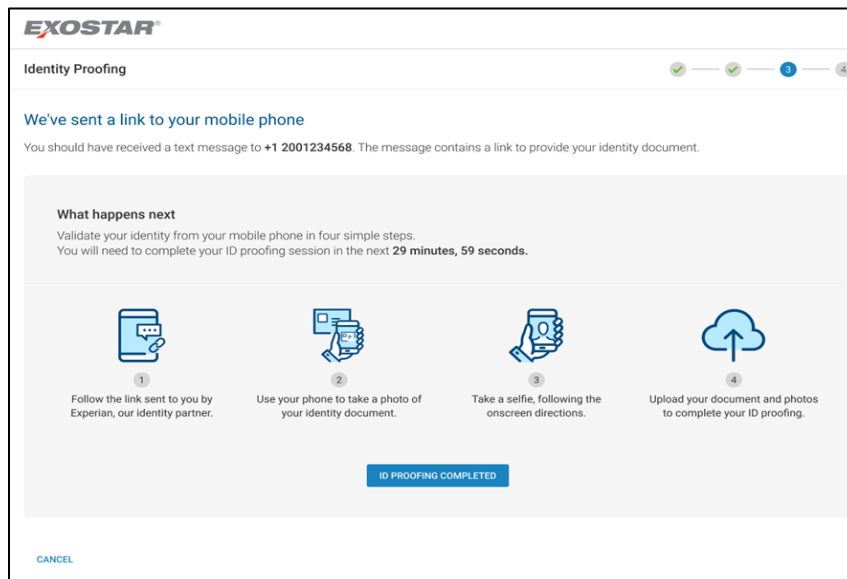


NOTE: A verification message will display your proofing is in progress. If your picture is successful, a confirmation page will display. If your picture is not successful you will receive an error message.



13. Once you successfully complete your instant proofing on your mobile phone, return to the Proofing Application (MAG).

14. Click the **ID PROOFING COMPLETED** button in the Proofing Application (MAG).



IMPORTANT: Once you successfully complete your proofing, you must register your credential.

International-Based User Proofing – Webcam Proofing

International-based users, and US users unable to complete the credit bureau proofing, are directed to the Webcam Proofing process. Exostar’s Webcam Proofing requires you to present valid Government-issued photo identification to prove your identity to an Exostar Proofing Agent, over a live webcam-based proofing session. Please review the Acceptable Documentation requirements to view the list of identity documents required.

Exostar Webcam Proofing takes place within a secure Cisco Webex meeting. Before your appointment, we highly recommend performing the Webex System Test on your machine, as there is limited time during the proofing session to troubleshoot your system configuration. Excessive trouble shooting time during the proofing appointment may result in a need to reschedule. For additional information about webcam proofing requirements, including acceptable documentation and troubleshooting, please reference the Webcam Proofing Resource.

If you must reschedule, please do so via the Manage OTP sub-tab in your MAG account.

Follow the steps below to complete Webcam proofing:

1. Locate the **Exostar Webcam Proofing** option. Click **Schedule an Appointment**.

Select identity proofing method

Identity proofing is the process used to verify the legitimacy of users' digital identities. Your partner organization requires identity proofing as part of the credentialing for your applications.

Verify my identity online now by Experian! (Recommended) ⓘ
 Complete proofing immediately through online verification. Requires approximately 10 minutes. This service is currently only available for US residents.
[Continue to Instant Proofing](#)

Verify my identity by meeting with an agent later. ⓘ
 Appointments are scheduled based on agent availability. This session requires approximately 15 minutes to complete. You must have access to a webcam.
[Schedule an Appointment](#)

Premium Identity Proofing ⓘ
 You can complete proofing via in-person interview with a trusted agent. This is a scheduled session and will require approximately 25 minutes to complete.

Select a proofing agent... You will need to meet with the trusted agent from the organization you have selected in order to complete the proofing session.

2. Select an available date and select a time. Click **Continue**.

Webcam Proofing...

Select Date and Time

November 2017 < >
Week **Month**
Time Zone (-05:00) Eastern Time v

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2 6 Available v	3 13 Available v	4
5	6 12 Available v	7 13 Available v	8 14 Available v	9 14 Available v	10 14 Available v	11 14 Available v
12	13 14 Available v	14 14 Available v	15 14 Available v	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Back
powered by timetrad
Continue

3. Enter your contact information. Click **Confirm**.

First name * Last name *

Email *

Phone Number *

Company

Comments

Confirm

IMPORTANT: You successfully scheduled your appointment, and a confirmation page displays. You also receive an appointment confirmation email. An Exostar proofing agent will contact you on your scheduled appointment date. The proofing appointment can take up to 30 minutes. **You are required to answer a series of yes or no questions, and provide acceptable, unexpired identification via a webcam to the proofer.** Visit the [OTP Identity Proofing Resource](#) page for more information. Once you successfully complete proofing, the proofing agent provides you with the activation code.

Webcam Proofing...

Wednesday, November 8, 2017 Confirmation # 9031295
9:30 AM - 10:00 AM SCHEDULED
Eastern Time

Instructions
This is a test appointment only. No follow up will be made by an Exostar proofer. If you need to have your registration request approved so you can register a phone, contact the Exostar team members with whom you are working.

Appointment Type Test and UAT Proofing Appointments Add to Calendar

Call With Test Proofer

Your Information Teresa Tester
teresa.cambetes@exostar.com
7035551234

Step 4: Activate Proofing Code

If you completed a live video proofing, complete this section to activate the proofing code provided by the proofing agent. Otherwise, skip to Step 5: Register Credential below. To activate your proofing code:

1. In MAG, click **Activate** for the Hardware OTP credential option.
2. Enter the activation code provided to you by the Proofing Agent. Click **Continue**.
3. Click **Activate** to complete the credential activation.

Step 5. Register Token

Once you successfully complete your proofing and activate your code, you are prompted to register your hardware token. YOU MUST HAVE THE HARDWARE TOKEN IN YOUR POSSESSION TO COMPLETE THIS PROCESS. To register your token:

1. Enter the token serial number found on the back of your OTP Hardware Token.

NOTE: Locate the **Token Serial Number** on the sticker, on the back of your OTP Hardware Token.



2. Press the button on the front of your token to generate the first password. Enter this number into the **One-Time Password One** field.

3. Wait 30 seconds and press the button on your token to generate the second password. Enter the number into the **One- Time Password Two** field. Click **Submit**.

Set up and activate hardware token

Enter the serial number found on the back of your hardware token. Press the token button and enter the 8-digit code in the 'Token Code 1' input field. Once the token code expires, press the token button a second time and enter the new 8-digit code in the 'Token Code 2' input field.

Note: If you do not register a OTP hardware token, you must register a phone on the following pages, otherwise you will be required to repeat the identity verification process.

Token Serial Number:

Token Code 1: @

Token Code 2: @

[Skip this](#) ⓘ

Optional: You have the option to register a phone number to receive OTP codes via SMS text message. It is highly recommended you register a phone at this point, because if you lose your OTP token, you will not be able to register a new token without repeating the identity proofing process. Many applications within MAG also allow authentication via the SMS OTP. If you are accessing applications hosted by Boeing, always use your OTP HW token for access.

Manage Hardware OTP Token

Working within MAG, you can manage your OTP Hardware token. The Manage OTP page allows you to see your token status, allows you to resync, revoke or renew the token, and you can add a phone connection to the token.

View Status

The Manage OTP page displays your OTP Hardware Token Status and reflects whether it is pending activation, active, locked, suspended, or revoked. Access additional OTP Hardware token information via the View Details button.

The screenshot shows the 'Manage OTP' section of a user interface. It includes three main sections: 'Introduction', 'Test Your Phone', and 'Manage OTP'. The 'Manage OTP' section displays 'OTP account status: Active' and a 'View Details' button. Red boxes highlight the status text and the button.

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 ?](#)

Test Your Phone
If you have not already done so, confirm that you can receive a message from Exostar using either text or voice by clicking the 'Test Phone' button below. If you have previously confirmed that you can receive messages from Exostar, check the box below to continue.
Test Phone
If you have received your test message, you must click the box below in order to proceed. If you did not receive a text message, try changing the delivery method or try using a different phone. If you continue to have problems, [view information about alternatives to Phone Based OTP](#)

Manage OTP
OTP account status: Active
In order to view the details of your OTP credentials please click on View Details **View Details**

Reactivate OTP Hardware Token

If your OTP Hardware Token is locked due to repeated login failures (see Login with OTP Hardware Token), you must reactivate your OTP Hardware Token. You can only reactivate it if the Token Status is Active. To reactivate:

1. Log into MAG using a valid email address or username and password.
2. Go to the **My Account** tab. Click the **Manage OTP** sub-tab. Click **View Details**.
3. Click **Resync Token**.

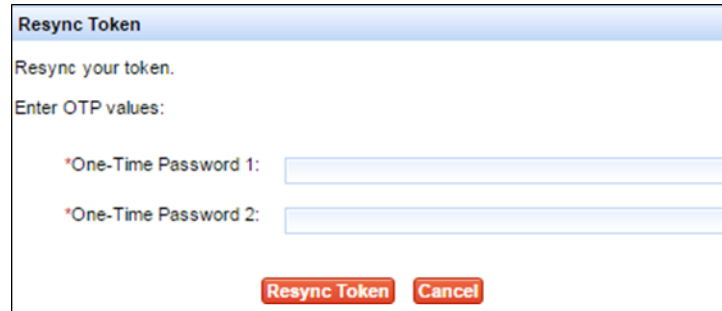
The screenshot shows the 'Manage One-Time Password Service' page. It displays 'Last Authentication Date: 24 Jun, 2016 05:26 PM EDT' and 'Renewal Date: 25 Mar, 2019 11:59 PM EDT'. Below this is the 'Manage Token' section, which shows 'Token Serial Number: gahe00121438' and 'Token Status: Active (Active)'. There are four buttons: 'Deactivate Token', 'Authenticate', 'Resync Token', and 'Add Token'. The 'Resync Token' button is highlighted with a red box.

Manage One-Time Password Service
Last Authentication Date: 24 Jun, 2016 05:26 PM EDT Renewal Date: 25 Mar, 2019 11:59 PM EDT

Manage Token
Token Serial Number: gahe00121438 Token Status: Active (Active)

Deactivate Token **Resync Token**
Authenticate Add Token

4. Press the button on your token to generate the first password. Enter this number into the **One-Time Password One** field.
5. Wait 30 seconds. Press the button on your token to generate the second password. Enter the number into the **One- Time Password Two** field.
6. Click **Resync Token**.



Resync Token

Resync your token.

Enter OTP values:

*One-Time Password 1:

*One-Time Password 2:

Resync Token Cancel

Upon successful reactivation of the token, you can log in to your account using your OTP Hardware Token. If the reactivation is not successful, contact Exostar's Customer Support. It is possible your OTP Hardware Token is no longer in sync with our server and must be reset.

Revoke OTP Hardware Token

If your OTP Hardware Token is compromised, lost, stolen or damaged, you must revoke it.

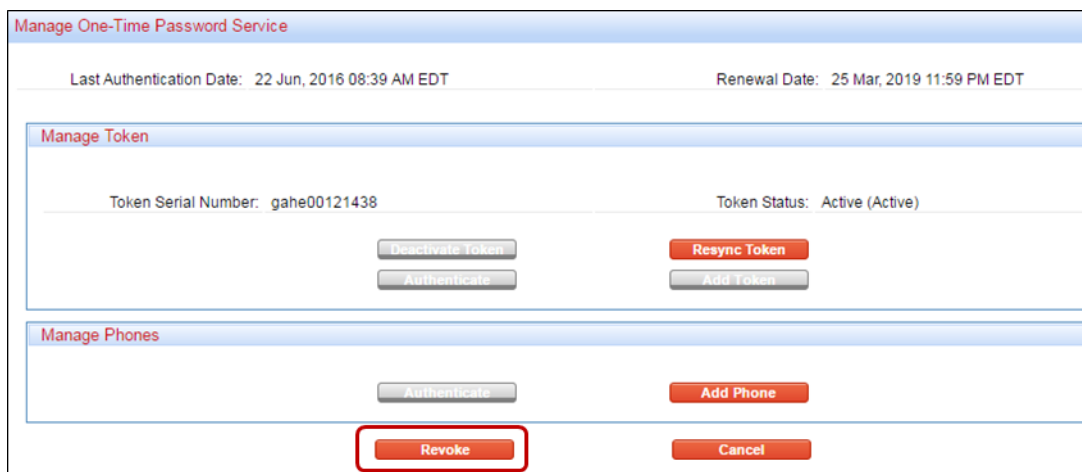
Important:

- Revoking an OTP Hardware Token is permanent and cannot be undone.
- Once an OTP Hardware Token is revoked, it cannot be reactivated by you or any other user in MAG.
- Revocation is required before being able to activate a new OTP Hardware Token on your account.
- You can revoke an OTP Hardware Token that has a status of Pending Activation, Locked, Active, Expired, or Suspended.

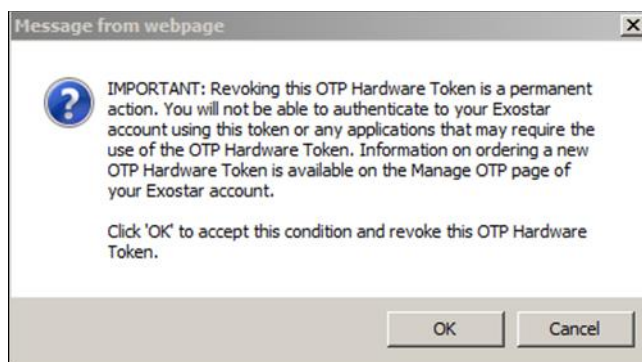
To revoke your OTP Hardware Token:

1. Log into MAG using a valid email address or username and password.

2. Go to the **My Account** tab. Select the **Manage OTP** sub-tab. Click **View Details**.
3. Click **Revoke**.



4. The following prompt displays. Click **OK** to proceed with revocation of the OTP Hardware Token.



If you cancel the process, you return to the Manage OTP page without revoking your OTP Hardware Token. When you revoke your OTP Hardware Token, you are automatically logged out of your account, and your permanent password will reset. Exostar send you an email containing a new temporary password for logging into MAG.

Revocation also removes the persistent cookie on your machine that displays the One-Time Password field on the login page each time you login. The next time you access the MAG login page, only the text boxes for User ID and Password display.



To reset your permanent password following revocation:

1. Close your browser window. Go to <https://portal.exostar.com>.
2. Enter your **User ID**.
3. Enter the temporary **System-Generated Password** you received in the revocation notification.
4. Click **Login**.
5. When prompted, enter a new permanent password in the **Password** field. Re-enter the password in the **Confirm Password** field.
6. Click **Submit**.

A confirmation displays indicating your password successfully reset.

Administrator Revocation

An Organization Administrator or an Exostar Administrator can revoke your OTP Hardware Token on your behalf. If an administrator does revoke your OTP Hardware Token, you receive an email notification, and your permanent password will be reset. *See above for information on how to reset your permanent password following revocation.*

Renew OTP Hardware Token

Your token renewal date is based on your purchase date. You can access the renewal date for your token via the Manage OTP tab, then View Details.

The system notifies you when you are 30 days from expiration. To renew your OTP Hardware Token, visit our web store. Once payment is received for the renewal, the expiration date updates to one year from the original date of expiration.

There could be a delay in receiving the updated information from the web store to update the expiration date. It is a good idea to renew your OTP Hardware Token well ahead of the actual expiration to ensure your OTP Hardware Token does not expire.

Expired Tokens

If your OTP Hardware Token is expired, the Token Status sets to Expired. You cannot use your OTP Hardware Token to access your account. Visit the web store to renew your OTP Hardware Token. **Important:**

- If your OTP Hardware Token is expired for more than one year of the renewal date, Exostar automatically revokes your token to ensure proper security for both the user account and the organization. If your token is revoked, you are required to purchase a new token, which results in additional cost to your organization.
- Prior to revocation, Exostar sends reminder emails of the token revocation date. You receive these notification emails 30, 15, and 3 days prior to the actual token revocation date. You must renew the token by the end of the business day of the 59th day to avoid token revocation. If you request an invoice from Exostar beyond day 55, there will not be enough time to make the full payment by the close of business on day 59. Please renew your token early to avoid any service interruptions and added costs.

Suspended Tokens

If your OTP Hardware Token has been suspended for more than 60 days, Exostar automatically revokes your token to ensure proper security for both the user account and the organization.

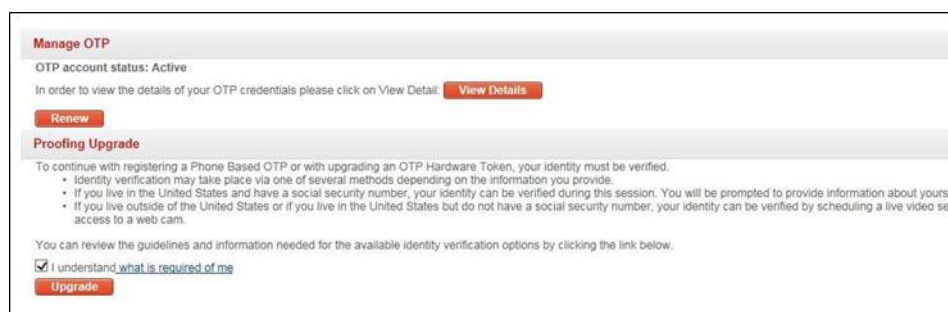
Please note Exostar revokes your token a year after the token expiration date. Prior to revocation, Exostar sends email notifications reminding you of the token revocation date. You receive these notification emails 30, 15, and 3 days prior to the actual token revocation date.

If your token is revoked, you **MUST** purchase a new token, which will be an additional cost to your organization, or lose access to the application.

Proofing Upgrade

If you are trying to access an application that requires the OTP Hardware Token with identity proofing, and have not previously completed the identity proofing process, you may need to perform a proofing upgrade. To determine if you need to perform a proofing upgrade:

1. Go to <https://portal.exostar.com> and login using your OTP token.
2. Go to the **My Account** tab and the **Manage OTP** sub-tab.
3. Review the requirements for participating in the Proofing Upgrade process at the bottom of the page.
4. Select the checkbox indicating you understand. Click **Upgrade**.



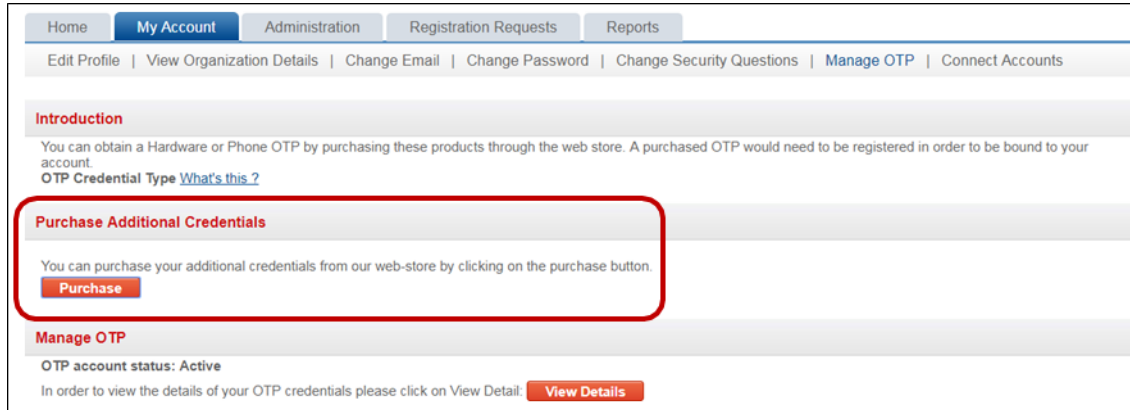
5. You are required to participate in the Identity Proofing steps. Follow the on-screen prompts to proceed.

Add Hardware OTP Token to Phone OTP Subscription

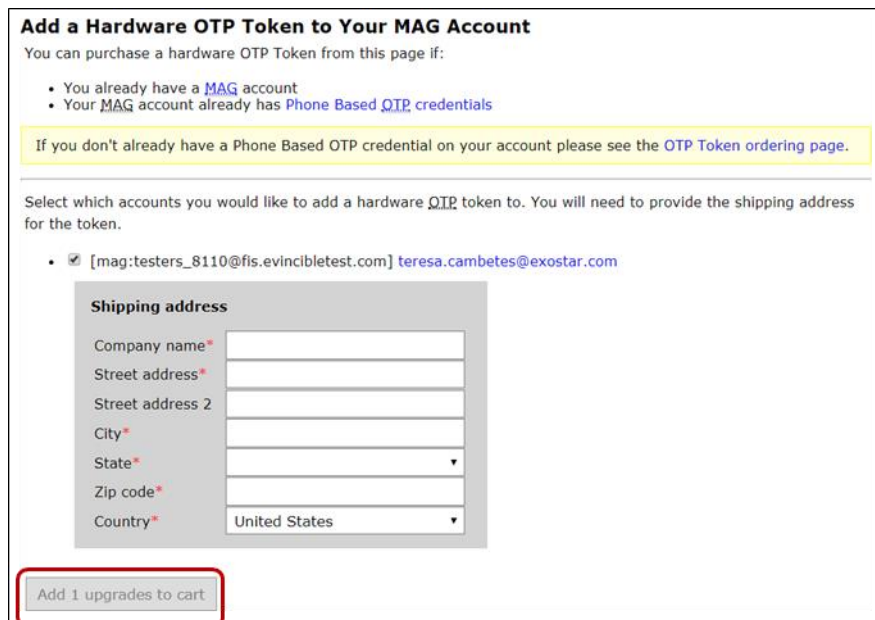
If you have an existing Phone OTP subscription, and have been asked to acquire a hardware token to access Boeing applications, follow the steps below to add a token:

1. Go to <https://portal.exostar.com> and login using your Phone OTP credential.
2. Go to the **My Account** tab and the **Manage OTP** sub-tab.

3. Click **Purchase**.



4. Select the account and enter shipping information. Click **Add upgrades to cart**.

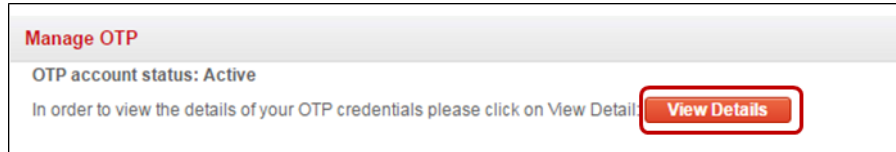


5. Proceed through the payment process to complete your order.

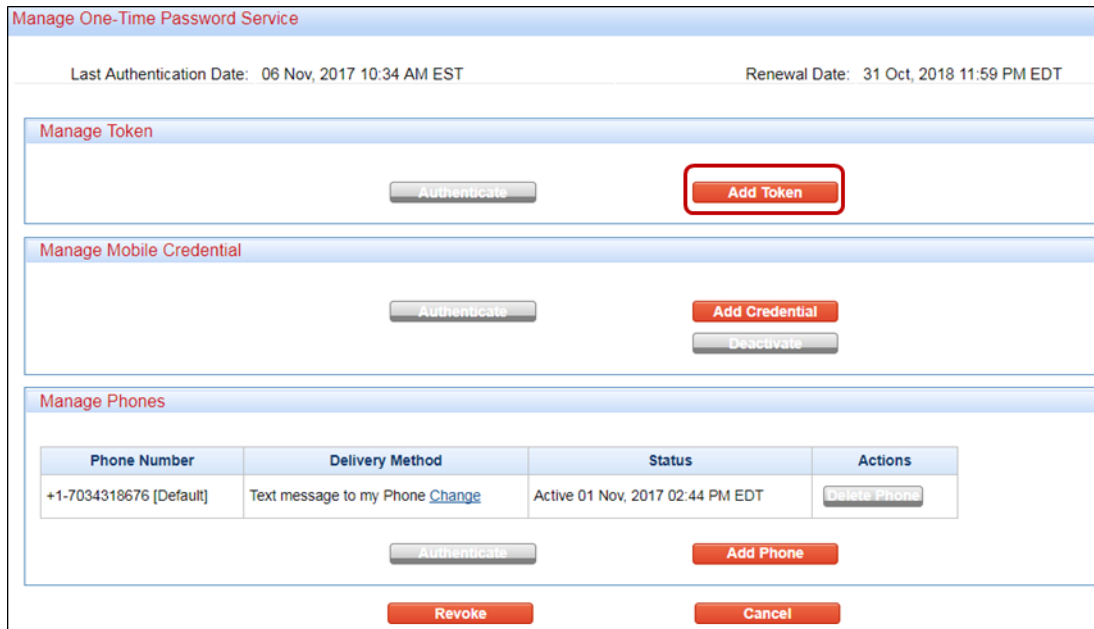
NOTE: A token will be shipped to you. Once you receive the Hardware Token:

6. Go to <https://portal.exostar.com> and login using your Phone OTP credential.
7. Go to the **My Account** tab and the **Manage OTP** sub-tab.

8. Click **View Details**.



9. Click **Add Token**.



10. Enter the token serial number found on the back of your OTP Hardware Token.

NOTE: Locate the **Token Serial Number** on the sticker on the back of your OTP Hardware Token, as shown in the picture below.



- Press the button on the front of your OTP Hardware Token to generate the first password. Enter this number into the **One-Time Password One** field.
- Wait 30 seconds and press the button on your OTP Hardware Token to generate the second password. Enter the number into the **One-Time Password Two** field. Click **Submit**.

- After registering the OTP HW token, you will be returned to the **Manage OTP Details** page, where you can view and manage both your active Phone OTP and HW OTP credentials.

Phone Number	Delivery Method	Status	Actions
+1-8287137703 [Default]	Text message to my Phone Change	Active 07 Jul, 2016 03:40 AM ACST	Delete Phone

Error Conditions

Possible Token Activation Errors

Error Message:

The Token Serial Number is not correct. Enter the Token Serial Number that matches your token. Refer to the instructions if you are unsure of where the Token Serial Number is located on your token.

The Token Serial Number you entered is incorrect. Re-enter the Token Serial Number as it is displayed on the back of the OTP Hardware Token. This is the number above the barcode.

Error Message:

You have entered an incorrect One-Time Password. Enter the 1st and 2nd consecutive One-Time Passwords as displayed on your token correctly. You will need to wait 30 seconds between the 1st and 2nd One-Time Password.

You have entered either the One-Time Password One or the One-Time Password Two incorrectly. To resolve:

1. Click **Activate** button.
2. Re-enter the **Token Serial Number**.
3. Press the button on your OTP Hardware Token.
4. Enter the password as displayed on your OTP Hardware Token screen in the **One-Time Password One** field.
5. Wait 30 seconds. Press the button on your OTP Hardware Token.
6. Enter the password as displayed on your OTP Hardware Token screen in the **One-Time Password Two** field.
7. Click the **I Agree – Submit Activation** button.



Error Message:

The token cannot be activated on your account at this time. Contact Exostar Customer Support in order to resume activation of your token.

You entered the One-Time Password One or One-Time Password Two incorrectly too many times, or your OTP Hardware Token is out of synch with Exostar's Token Server. Exostar needs to reset your OTP Hardware Token. Contact Customer Support to resolve.

Error Message:

This action cannot be completed at this time. Contact Exostar Customer Support for assistance.

An error has occurred. Try activating your OTP Hardware Token later or contact Customer Support.

Possible Login Errors

If you forgot your User ID or password, please refer to the MAG User Guide for detailed steps on how to recover a User ID or password.

Error Message:

Your OTP hardware token is locked. You must re-activate your token to your account before you can log into MAG with a One-Time Password Token. To do this, follow the link below to log in without your One-Time Password Token and proceed to Manage OTP in My Account.

You entered an incorrect One-Time Password too many times. To resolve:

1. Login to <https://portal.exostar.com>.
2. Enter your Email Address or User ID and Password and follow the steps to reactivate your OTP Hardware Token.

Error Message:

You cannot use your token to log into MAG at this time. Follow the link below to log in without a One-Time Password Token. You may need to re-activate your OTP hardware token by proceeding to Manage OTP in My Account.

Your OTP Hardware Token may be suspended, locked, or require reactivation. Log into your account using only a User ID and Password.

1. Login to <https://portal.exostar.com>.
2. Check your OTP Hardware Token status by going to the **Manage OTP** page under the **My Account** tab.

If your Token Status is Suspended, follow the steps to re-enable the OTP Hardware Token. If there is no option to re-enable it, it was suspended by an Administrator, and you need to contact your Organization Administrator to resolve.

If your Token Status is Locked, follow the steps to reactivate your OTP Hardware Token.

If your Token Status is something other than Suspended or Locked, or if Reactivate does not work, you may need to contact Customer Support to have your OTP Hardware Token reset.

Error Message:

Your OTP Hardware Token has expired. Once you have logged into MAG, you can renew your OTP Hardware Token by selecting the Manage OTP option on the My Account tab.

Your OTP Hardware Token is expired. Log into your account using only a User ID and Password. Follow the steps to renew your OTP Hardware Token.

Error Message:

You cannot use your token to log into MAG at this time. Follow the link below to log in without a One-Time Password Token.

You will receive this error if you try to use an OTP Hardware Token whose status is Pending Approval on your MAG account. Log into your account using only User ID and Password.