



Hardware One-Time Password User Guide

February 2024



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[Purpose](#)

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.

[About One-Time Password Credentials](#)

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 protections than conventional username/password technologies vulnerable to theft.

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

- One-Time Password Hardware Token (OTP Hardware)
- Phone Based One-Time Password (Phone OTP)

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.

[How to Determine if You Need a Credential](#)

One Time Password credentials are required to access partner applications that require two-factor authentication (2FA). Therefore, if you are attempting to access an application that requires 2FA, you need a security credential. In addition, many partner applications require a Level 3 credential, or a credential WITH identity proofing.

If you already have a security credential, you may not need OTP Hardware if the following applies:

- If you already have an acceptable credential used to access another application, you can use that to meet the requirements to access multiple applications. You do not need to proceed with purchasing and installing additional credentials.



- If you have another account with a credential used with another application, you can leverage that by connecting your accounts. Visit my.exostar.com to learn more about account connections.

If you are unsure of the credential requirement for an application you are accessing, please the [MAG Credentials](#) page to determine your credential type.

[Acquisition and Activation Process Overview](#)

There are several steps in the process of acquiring and activating your OTP credential. Once you determine your need for an OTP Hardware 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: 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 an OTP Hardware 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

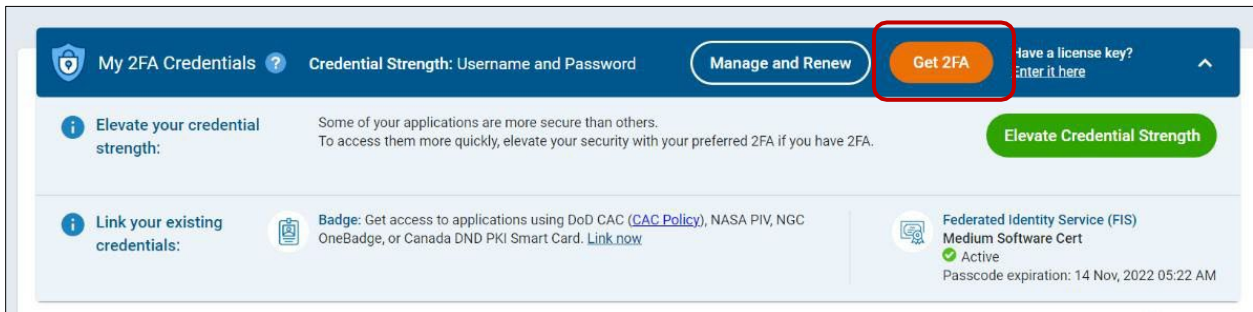
If your OTP Hardware Token is not sponsored by your partner organization buyer or if your credential sponsorship has expired and will no longer be sponsored, a purchase is required.

Before completing an OTP credential purchase, ensure you have access to the application that require OTP.

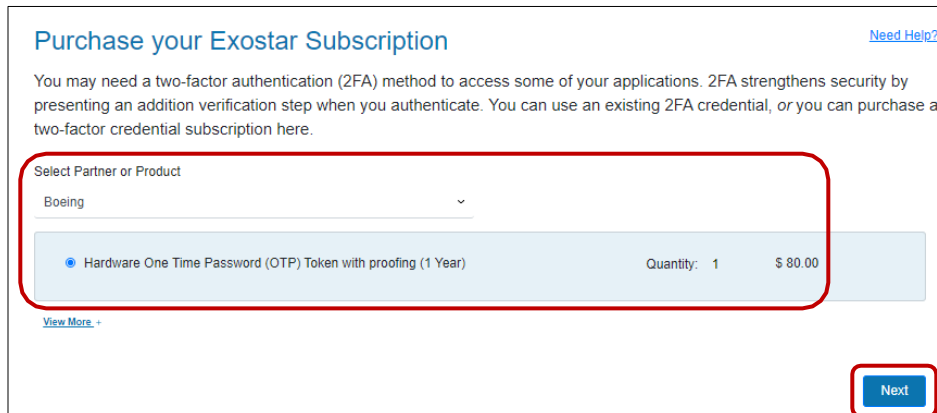
If you are an existing MAG account holder, you can purchase your OTP credential from within the MAG portal. If you do not have a MAG account, and are certain you require an OTP credential, please visit the [Exostar Webstore](#). You need to log into your [MAG account](#) with your email address or username and password.

To purchase an OTP Hardware Token credential:

1. Go to <https://portal.exostar.com> and log in to your MAG account.
2. In the **My 2FA** section on your MAG dashboard, select the **Get 2FA** button.



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



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

Progress: 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

Hardware OTP Token (1 Year) without Proofing
Quantity: 1

Subtotal	\$80.00
Voucher	\$0.00
Promotion	\$0.00
Tax/Shipping	
Total	\$80.00

Voucher Code: **Apply**

Promotion Code: **Apply**

Back **Next**

5. 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](#).

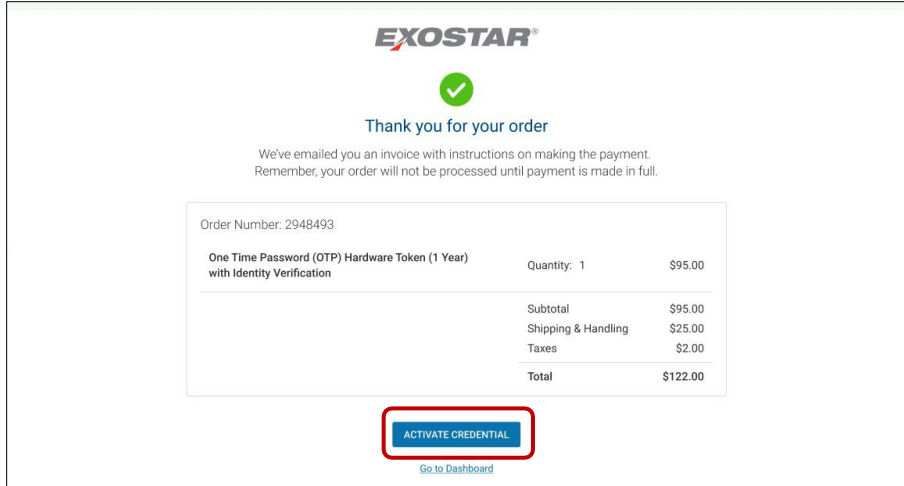
Back **Submit**

Hardware OTP Token (1 Year) without Proofing
Quantity: 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.

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



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](#)

If your credential is sponsored, please reference the [Activate Sponsored OTP Hardware Token](#) section. If your credential is not sponsored, please reference the [Activate Purchased Credential](#) section.

[Activate Sponsored OTP Hardware Token](#)

If you complete an organization registration and are approved for a MAG account, you receive an account activation email. During the account activation process, you setup your password and security questions.

Additionally, you must accept Terms and Conditions for applications to which your organization was subscribed. Failure to accept the Terms and Conditions prevents you from registering your sponsored credential.

Once you accept the Terms and Conditions, register your sponsored credential, as long as it is within the allotted timeframe. You must have the MAG Organization Administrator role or the Application Administrator role for the application that is pending Terms and Conditions acceptance.

If you have an existing MAG account and completed account activation:

1. To activate your security methods, find the Hardware Token (One-Time Password) and click **ACTIVATE** button.

Activate your security methods

Please select and set up the security credentials you want to secure your applications and transactions.

Use the cards below to set up your security methods. Your account requires 3 methods to be set up for this service.

Active/Required: 0/3

 Hardware Token (One-Time Password) Secure your apps and transactions with a dedicated security device unique to you. ACTIVATE	 Mobile ID (Authy) Download the MobileID strong authentication app to your smartphone. ACTIVATE	 Phone-based One-Time Password Add up to 3 phones for phone-based one-time password. ACTIVATE
---	--	--

CANCEL **FINISH**

2. Next enter the Token Serial Number found on your Hardware OTP Token. Then click **Next**.

Enter your hardware token serial number

You will find the serial number on the back of your device.

Token serial number

BACK **CANCEL** **NEXT**

3. Complete the setup of your OTP Hardware Token by entering the code displaying on your hardware token. Then click the token to generate a second passcode and enter that in the second box. Click **Next** once you have entered both generated codes.

Set up your hardware token

Enter the code displayed on your hardware token.

Exostar Token Serial Number: fakeplmknk

One-time password 1
Enter the code displayed on your hardware token

One-time password 2
Click token to generate a new code

BACK **CANCEL** **NEXT**

NOTE: For additional information about Identity Proofing or OTP Hardware Token registration, please see the [Identity Proofing](#) and [Register Your Token](#) sections.

Activate Purchased Credential

To activate a purchased credential:

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

EXOSTAR®		
Thank you for your order		
<small>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.</small>		
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
ACTIVATE CREDENTIAL		
Go to Dashboard		

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:

[SUBMIT](#)

Step 2: 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. Once you submit your license key (instructions above), next select your Proofing country from the drop-down list. Then 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

NOTE: This is only available in the United States. You cannot complete the Self-Service (Experian) proofing process outside the US.

2. Select your Identity Proofing Method, choose the **Verify my identity online now by Experian! (Recommended)** option. Then click **Proceed with Experian**.

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. Then click **Next** to continue.

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. Then click **Start Proofing**.

Welcome to your proofing session

Please read the instructions below before you begin.

To complete your application you'll need


- ✓ 10-15 minutes to complete the process
- ✓ A mobile phone with a camera
- ✓ Your social security number
- ✓ Your chosen identity documents (Passport, driving license or state-issued document)



1

From your phone

You'll receive a link on your phone from Experian, our identity partner. Follow the link and using your phone camera, upload a photo of your ID and a selfie.



2

On your computer

You can check on the status of your submission at anytime. Once you're approved you can manage the security methods on your account.

[CANCEL](#) [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**.

Terms of service

In order to continue you must review and agree to the user subscription agreement.

User Subscription Agreement for ProviderPass Service (Individual User)

THIS USER SUBSCRIPTION AGREEMENT FOR PROVIDERPASS SERVICE (Individual User) (this "Agreement"), dated as of the Effective Date, is by and between Exostar LLC, a Delaware limited liability company ("Exostar"), and the undersigned ("User"), each sometimes referred to in this Agreement individually as a "Party" and collectively as the "Parties".

The Parties, intending to be legally bound, agree as follows:

1. Definitions and Schedules

Revision: 09/02/15

[SEE OTHER DOCUMENTS](#)

By clicking the 'I Agree' button below, you will be deemed to have agreed to the terms of the user subscription Agreement and all referenced documents for Second Factor Credential Authentication (SFCA) Service and to have duly executed it. Once clicked, EXOSTAR, by posting this agreement shall be deemed to have also duly executed it. If you click the 'DISAGREE AND CANCEL' button, both parties shall be deemed to have not agreed to the terms of the agreement and you may not use the represented service. Upon clicking the 'AGREE AND CONTINUE' button these documents will also be sent to you by email.

[DISAGREE AND CANCEL](#) [AGREE AND CONTINUE](#)

6. 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.

EXOSTAR

Identity Proofing 1 2 3 4

Enter your personal details

Exostar does not store or manage this information, it is used only for the purpose of identity verification.

Legal name

Confirm your name as per your government issued ID

First Name: Timothy
Middle name: E
Last Name: Jones
Suffix:

[MY NAME IS INCORRECT](#)

Home Address

Provide your most recent verifiable address

Street 1 222 Eastland Dr	Street 2 (Optional)
City San Francisco	State California
Zip code 94109	Country United States

Date of birth

MM/DD/YYYY

Social security number (full 9 digits)

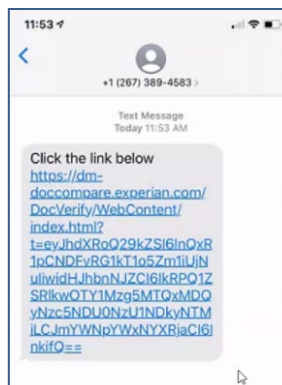
CANCEL [NEXT](#)

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.

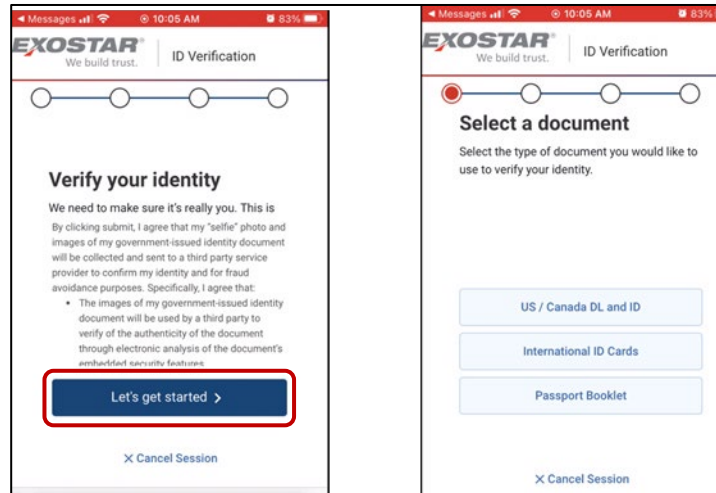
7. Next enter your mobile number to receive the identity proofing link. Then click **Next**.

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

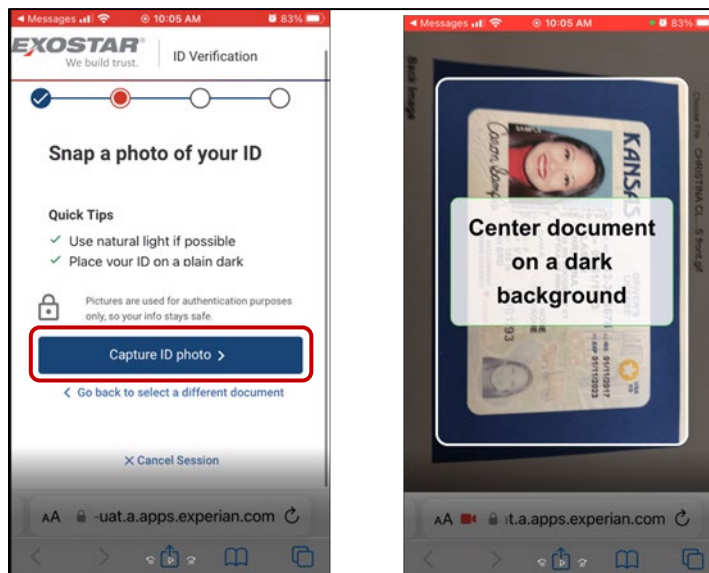
9. Once you have successfully verified your identity you will receive a proofing link via your mobile. Click the **link** to finish the Self-Service proofing process.



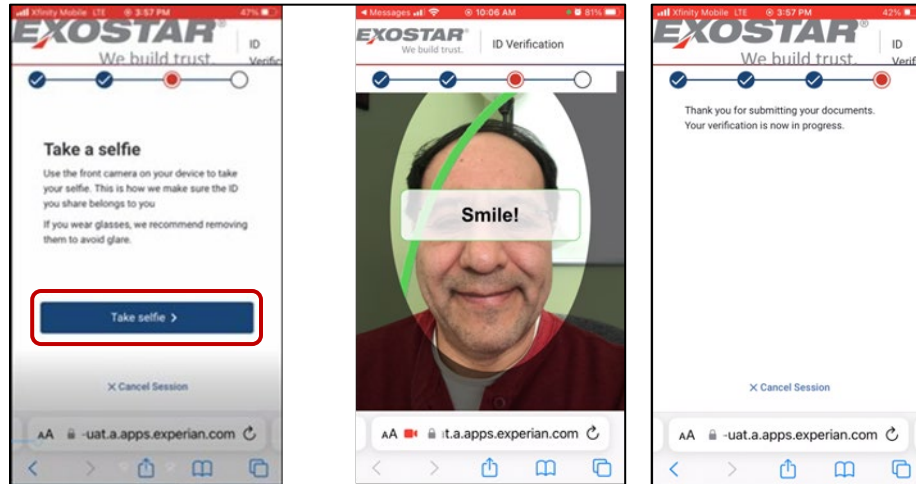
10. Next you will begin the identity verification process, you will be prompted to take a picture of yourself “selfie” and take pictures of your supporting documents.
11. Click **Let’s get started**. Next you will be prompted to take a photo of your US Driver’s license or passport. (Please make sure you have the documents ready prior to this step).



12. After you select your document, click **Capture ID photo**. Make sure to follow the prompts to successfully capture the front and back of your ID.



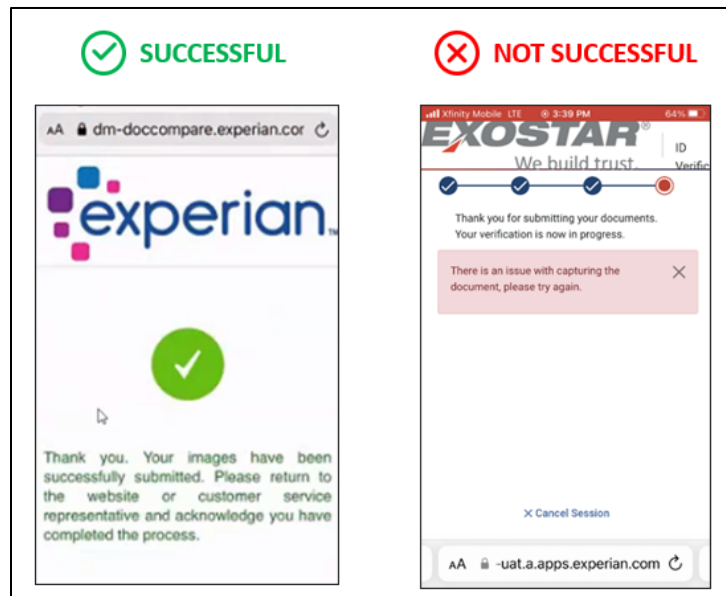
13. Next you will be prompted to take a picture of yourself “selfie”. Click the button **Take Selfie**. Follow the prompts to successfully capture your face.



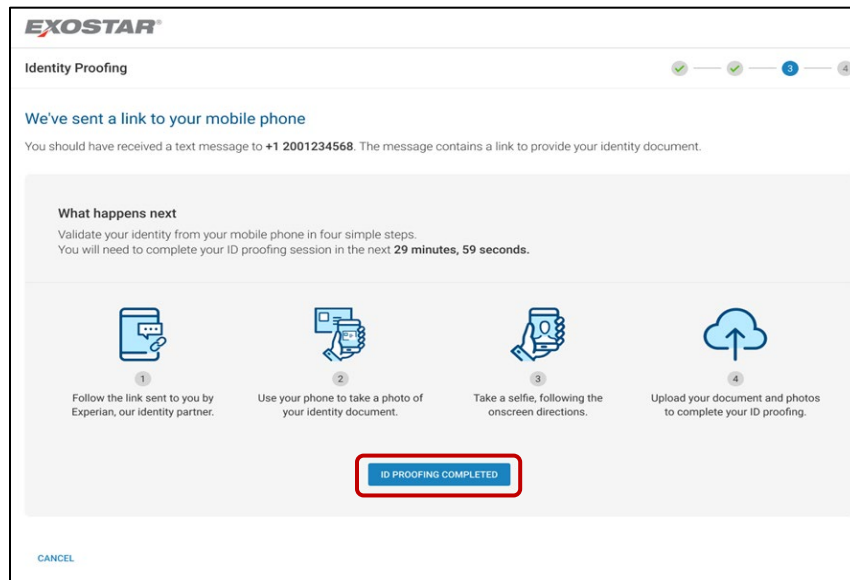
14. After you take your selfie picture, a verification message will display you're proofing is in progress.

15. If your picture is successful you will see a confirmation page display.

NOTE: If your picture is not successful you will receive an error message.



16. Once you successfully complete your instant proofing on your mobile phone, return to the Proofing Application.



17. Click on the **ID PROOFING COMPLETED** button on the Proofing Application.

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

18. Proceed to the last step in the process - [register the token](#).

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.

Schedule Your Proofing Appointment

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. To schedule your proofing appointment, 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

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2 6 Available	3 13 Available	4
5	6 12 Available	7 13 Available	8 14 Available	9 14 Available	10 14 Available	11
12	13 14 Available	14 14 Available	15 14 Available	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 timetrade **Continue**

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

First name * Last name *

Email *

Phone Number *

Company

Comments

Confirm

You successfully scheduled your appointment, and a confirmation page displays. You also receive an appointment confirmation email.

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

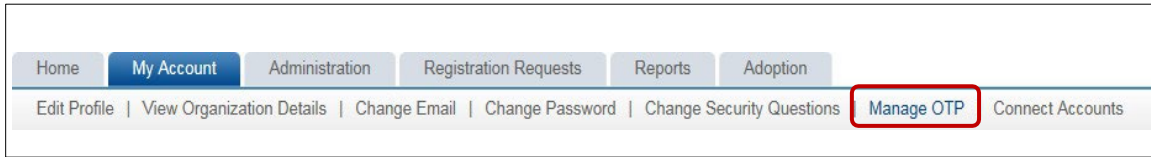
An Exostar proofing agent will contact you on your scheduled appointment date. The proofing appointment can take up to 30 minutes.

Reschedule Video Proofing Appointment

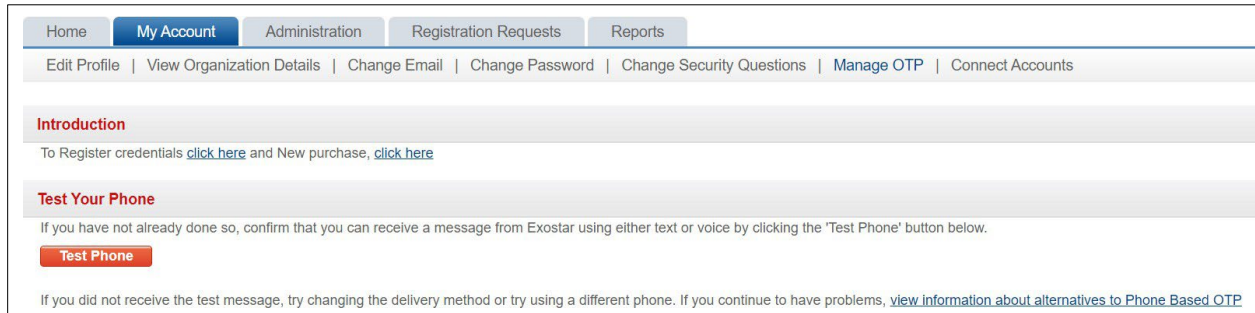
If you are unable to make the scheduled proofing time, or do not successfully complete the proofing during your appointment, you must reschedule. You can reschedule your Webcam Live Proofing appointment from within MAG. To reschedule your appointment:

1. Log into your [MAG account](#) with your username and password.

2. Go to the **My Account** tab and select the **Manage OTP** sub-tab.



3. Select the **click here** link next to **Register**.



4. Your confirmed proofing time is presented. Click the **Re-Schedule** link to select a new date/time for your proofing appointment.

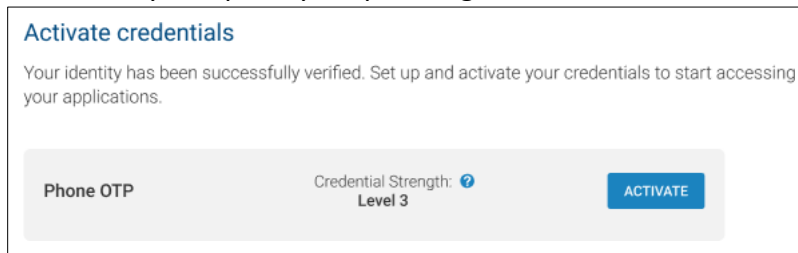
Complete Identity Proofing

The Exostar Proofer will contact you on the day of your appointment. 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.

Activate Your Proofing Code

To activate your credential:

1. Once you successfully complete your proofing, click the **Activate** button.



2. Enter the activation code provided to you by the Proofing Agent. Click **Continue**.

Enter proofing activation code

Please enter your proofing activation code below. You should have received this code upon successful completion of your proofing session from the proofer or trusted agent.

Proofing Activation Code:

CONTINUE

[Lost Activation Code](#)

3. Click **Activate** to complete the credential activation.

Activate credentials

Your identity has been successfully verified. Set up and activate your credentials to start accessing your applications.

Phone OTP Credential Strength: [?](#)
Level 3 **ACTIVATE**

Proceed to the last step in the process - [register your token](#).

Step 4: Register Your Token

Once you successfully complete your proofing and activate your code, you are prompted to register your hardware token:

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

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:

SUBMIT

[Skip this](#) [?](#)

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**.

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.

[Login with OTP Hardware Token](#)

If your OTP Hardware Token is active, you can log into your account using a One-Time Password generated by pressing the button on your OTP Hardware Token.

[How to login with your OTP Hardware Token](#)

1. Go to <https://portal.exostar.com> and enter your username. Click **Next**.
2. Enter your password. Click **Next**.
3. On the MAG dashboard, select **Launch** for the application that requires authentication, and the system prompts for your OTP code.

[How to Use Your Token to Access Multiple MAG Accounts](#)

You can now use one OTP token across multiple MAG accounts. For example, if you have two accounts: smithj_0001 and smithj_0002, and your OTP hardware token is linked to your smithj_0001 account, you can use your OTP token to login to smithj_0002 account as well. To enable this:

- Make sure your email address, first name, last name and middle name is exactly the same on all your MAG accounts.
- The child account cannot have any issued credentials (Digital Certificates, Phone OTP, etc.) active on the account. You will use the Parent accounts' credentials once connection is complete.

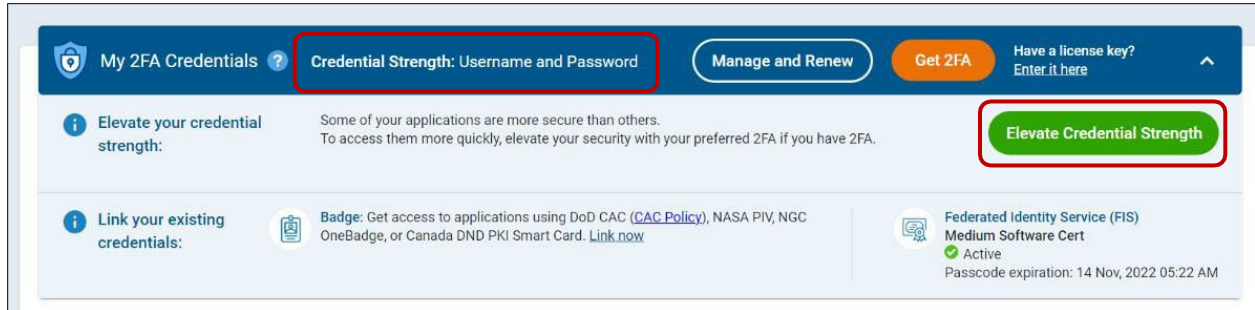
NOTE: To connect your active accounts through the MAG account connection feature, please

follow directions given on the [Account Connections](#) page.

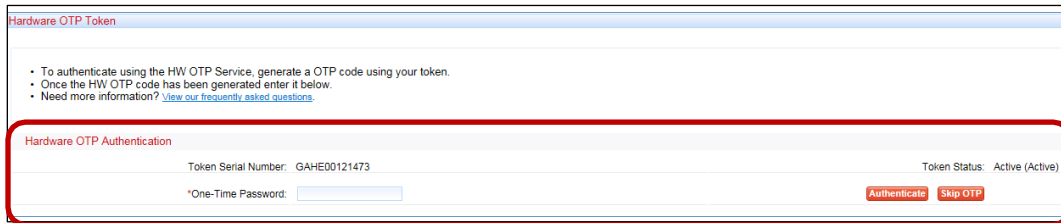
Elevate Credential Strength

If you are logged in to your account with only your User ID and Password, you can choose to elevate your credential strength during your session without logging out and back in.

1. Once logged in to your account, confirm your credential strength via the **My 2FA Credentials** section on the dashboard. Click the **Elevate Credential Strength** button.



2. You will be prompted to enter a one-time password. Press the button on your OTP Hardware Token to generate the password. Enter the number into the **One-Time Password** field. After you enter the number, click **Authenticate**.



Your credential strength updates and is reflected in the portal.

Login with Hardware OTP

If you have both a Phone OTP and an OTP Hardware credential, you have the option to log in with either credential. When you launch an application, you are presented with the option to enter a Phone OTP code or a HW OTP token.

You may choose to have the OTP phone code sent to your phone, or you can generate a code on your Hardware token. Enter the desired code to proceed with login.

Hardware OTP Token

- To authenticate using the HW OTP Service, generate a OTP code using your token.
- Once the HW OTP code has been generated enter it below.
- Need more information? [View our frequently asked questions.](#)

Hardware OTP Authentication

Token Serial Number: VIRT0616534657375 Token Status: Active (Active)

*One-Time Password: **Authenticate** **Skip OTP**

Phone OTP

- To authenticate using a Phone Based OTP, select a phone below to send an OTP Code via text or voice.
- You will be prompted to enter that code to complete authentication.
- You may be subject to charges imposed by your telephone carrier for your receipt of text messages. Exostar is not responsible for the payment of such charges.
- Need more information? [View our frequently asked questions.](#)

Phone OTP Authentication

Select Phone: Click 'Send' to have an OTP Code sent to the selected number. It will take a moment for the code to arrive. The OTP Code will expire 2 minutes after clicking 'Send'.

Delivery Method: **Send** **Skip OTP**

Upon successful login, your chosen credential is reflected in the My 2FA section of the MAG Dashboard.

[Manage OTP Hardware Token](#)

Working within MAG, you can manage you 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.

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

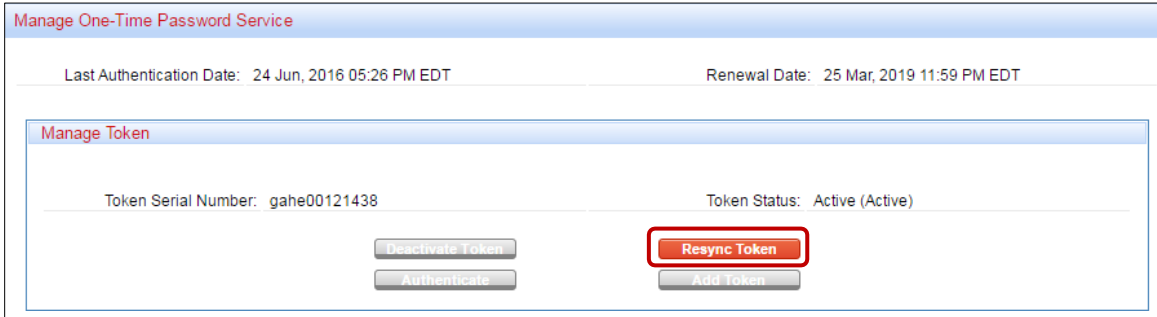
OTP account status: Active

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 (<https://portal.exostar.com>) using a valid email address or username and password.
2. Go to the **My Account** tab, then the **Manage OTP** sub-tab. Click **View Details**.
3. Click **Resync Token**.



Manage One-Time Password Service

Last Authentication Date: 24 Jun, 2016 05:26 PM EDT Renewal Date: 25 Mar, 2019 11:59 PM EDT

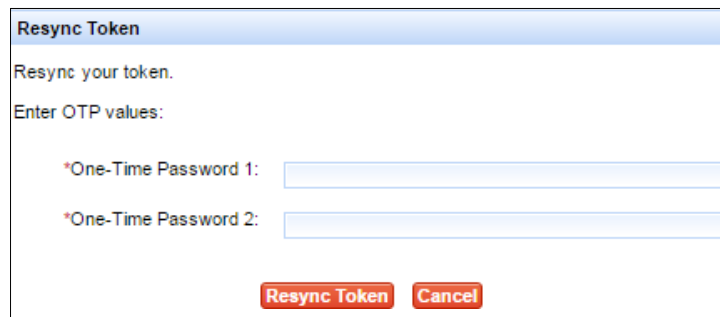
Manage Token

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

Deactivate Token Resync Token Add Token

Authenticate

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 OTP Hardware 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.

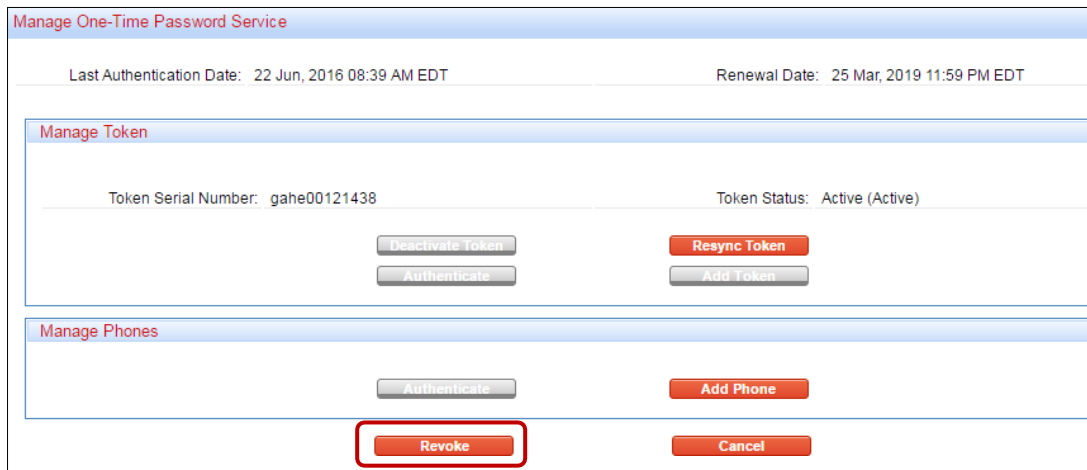
Important:

- 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.

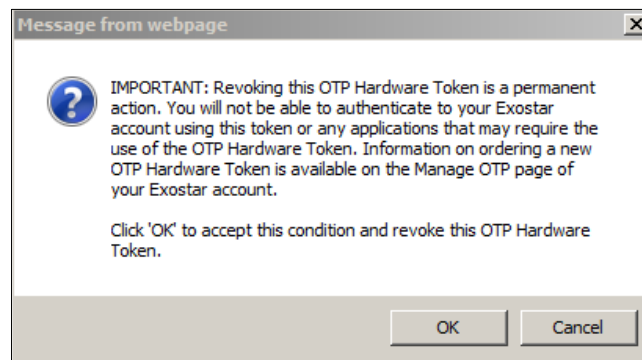
- You can revoke an OTP Hardware Token that has a status of Pending Activation, Locked, Active, Expired, or Suspended.

To revoke your OTP Hardware Token:

1. Log into MAG (<https://portal.exostar.com>) using a valid email address or username and password.
2. Go to the **My Account** tab, then 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**.
7. 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.

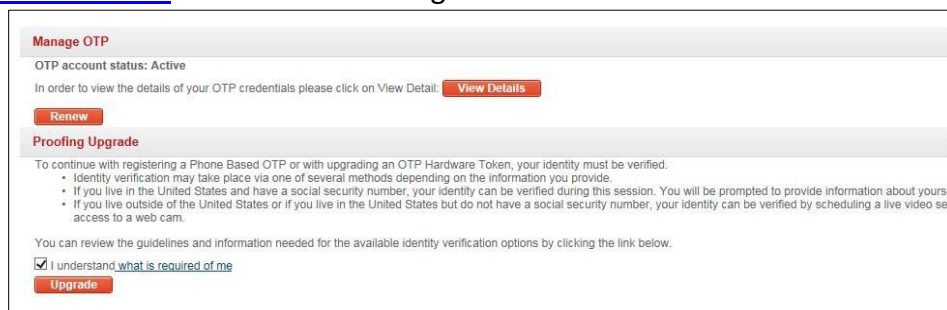
If your token is revoked, you **MUST** purchase a new token, which will be an additional cost to your organization, or lose access to the application.

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 and click **Upgrade**. You are required to participate in the Identity Please see the proofing steps detailed in the [Activate OTP Hardware Token](#) section of this user guide.



The screenshot shows a web interface with two main sections. The top section is titled "Manage OTP" and shows "OTP account status: Active". Below this, there is a "View Details" button. The bottom section is titled "Proofing Upgrade" and contains a paragraph of text explaining the verification process. It includes a checkbox that is checked, with the text "I understand what is required of me". Below the checkbox is an "Upgrade" button.

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.

The screenshot shows the 'My Account' page with a navigation bar containing 'Home', 'My Account', 'Administration', 'Registration Requests', and 'Reports'. Below the navigation bar are links for 'Edit Profile', 'View Organization Details', 'Change Email', 'Change Password', 'Change Security Questions', 'Manage OTP', and 'Connect Accounts'. The main content area has a section titled 'Introduction' with text about obtaining Hardware or Phone OTP. Below this is a section titled 'Purchase Additional Credentials' which contains the text 'You can purchase your additional credentials from our web-store by clicking on the purchase button.' and a red 'Purchase' button highlighted with a red box. At the bottom, there is a 'Manage OTP' section with 'OTP account status: Active' and a 'View Details' button.

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

The screenshot shows the 'Add a Hardware OTP Token to Your MAG Account' page. It includes a heading, a sub-heading, and a list of bullet points: 'You already have a MAG account' and 'Your MAG account already has Phone Based OTP credentials'. A yellow highlighted box contains the text: 'If you don't already have a Phone Based OTP credential on your account please see the OTP Token ordering page.' Below this is a section titled 'Select which accounts you would like to add a hardware OTP token to. You will need to provide the shipping address for the token.' with a list of accounts, one of which is selected with a checkbox. Below the list is a 'Shipping address' form with fields for 'Company name*', 'Street address*', 'Street address 2', 'City*', 'State*', 'Zip code*', and 'Country*' (set to 'United States'). At the bottom, a red 'Add 1 upgrades to cart' button is highlighted with a red box.

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

A token will be shipped to you. Once you receive the Hardware 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 **View Details**.

The screenshot shows the 'Manage OTP' page with 'OTP account status: Active' and the text 'In order to view the details of your OTP credentials please click on View Detail'. A red 'View Details' button is highlighted with a red box.

4. Click **Add Token.**

Manage One-Time Password Service

Last Authentication Date: 06 Nov, 2017 10:34 AM EST Renewal Date: 31 Oct, 2018 11:59 PM EDT

Manage Token

Manage Mobile Credential

Manage Phones

Phone Number	Delivery Method	Status	Actions
+1-7034318676 [Default]	Text message to my Phone Change	Active 01 Nov, 2017 02:44 PM EDT	<input type="button" value="Delete Phone"/>

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

Hardware Register Security Accept Credentials Access

[My Completion Checklist](#)

Setup & Activation

Please do not click the browser back button as it could delay the registration process. Enter the serial number found on the back of your OTP 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:

* Denotes a required field

[Skip this!](#)

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



4. 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.
5. 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.

Manage One-Time Password Service

Last Authentication Date: 11 Jul, 2016 10:12 PM ACST Renewal Date: 01 May, 2018 01:29 PM ACST

Manage Token

Token Serial Number: VIRT0616534657375 Token Status: Active (Active)

[Deactivate Token](#) [Resync Token](#)

[Authenticate](#) [Add Token](#)

Manage Phones

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

[Authenticate](#) [Add Phone](#)

[Revoke](#) [Cancel](#)



Error Conditions

Possible Errors conditions during token activation

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.
6. Press the button on your OTP Hardware Token.
7. Enter the password as displayed on your OTP Hardware Token screen in the **One-Time Password Two** field.
8. 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. Log into your account using only a User ID and Password.

1. Login to <https://portal.exostar.com>.
2. Enter your Email Address or User ID and Password, and then [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>.
3. 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.



1. Login to <https://portal.exostar.com>.
2. [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 a User ID and Password.