



MAG Third Party Credential User Guide

June 2021



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DOCUMENT VERSIONS

Version	Change Overview	Date	Responsible Party
MAG 6.12	CAC Users can now edit email address	8/9/2019	Beena Nair
CAC Modernization	<ul style="list-style-type: none">• Certificate profiles will have single certificate for authentication• Eliminate DOD Identity Certificate	5/1/2020	Beena Nair
MAG 7.0		2/19/2021	Beena Nair
MAG 7.1	<ul style="list-style-type: none">• Login screen• Canada DND PKI Smart Card	6/4/2021	Beena Nair

OVERVIEW

This guide provides instruction on how to link or delink your Government-Issued Common Access Card, Northrop Grumman One Badge, NASA PIV Card, or Canada DND PKI Smart Card to your Exostar's Managed Access Gateway (MAG) account.

GET STARTED

In order to link your third-party credential, you must have an Exostar's Managed Access Gateway (MAG) Account. Please see the sections below to complete the linking process.

Prerequisites

Please see the following prerequisites for linking your account:

- The CAC Registration URL **provided by your sponsor** and application list for subscription (received via email and is not sent by Exostar).
- A valid DOD-issued CAC, NASA issued PIV Card, or Northrop Grumman One Badge.
- Card reader (may be a part of your computer and is not provided by Exostar).

NOTE: If a MAG account has already been created for you (e.g. partners of or suppliers to Boeing Defense, Space & Security (BDS), or other users who already have MAG accounts), please skip to the [Link Your Existing MAG Account to Third-Party Credential](#) section.

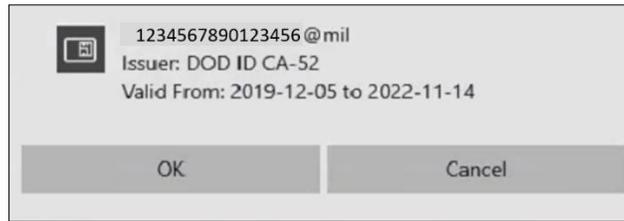
When receiving certificate prompts, please ensure the following:

- **DOD CAC users:** Select the signature certificate issued by the DOD EMAIL CA (e.g. DOD EMAIL CA-###, "DOD JITC EMAIL CA-###). This certificate contains your email address, which is required when linking your CAC to your MAG account. Although you must select the EMAIL certificate when linking your CAC to your account, you may choose either certificate when logging in.
- **PIV users:** Select the PIV Authentication (9A) certificate.
- **NGC One Badge users:** Select your Authentication certificate (this certificate has an "Enhanced Key Usage" that includes "Client Authentication (1.3.6.1.5.5.7.3.2)."

[Register for MAG Account w/ Third Party Credential](#)

Follow the steps below to register for a MAG account with your third-party credential:

1. Click the **Third-Party Credential Registration URL** provided by your sponsor. You are prompted to select your **Third-Party Credential Card Certificate** from the digital certificate list. Select your **PIV-Auth Cert** and click **OK**.

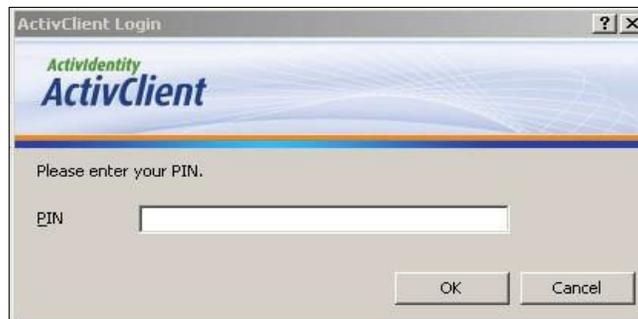


2. Then **Insert Smart Card** dialog box displays after the card is inserted in the card reader. Click **OK**.



NOTE: If you receive a message that no card is in the reader, please ensure the card is in the reader. Additional information can be found under the [Registration Error Messages](#) section.

3. You are prompted to provide the **PIN** for the card. Enter the PIN and click **OK**.



NOTE: The PIN number is provided by your credential issuer. Exostar does not have PIN information available.

4. The **User Registration** page displays. Click **Start Registration**.



5. The registration page displays. Please ensure the information displayed is accurate before clicking **Next**.

Certificate Type	Permanent Identifier (PI) Type	PI Value
DoD Common Access Card (CAC)	EDIPI	2001358807

NOTES:

- **Organization Information:** The fields in this section cannot be modified.
- **Personal Information:** The system displays the address associated with your company. Please enter any missing information in this section. If any information is incorrect, please update the information to ensure your personal information is correct. All fields marked

with a red asterisk * are required. Once your card is linked to your MAG account, your first and last name, as well as your email address, is updated on your account from your card data.

- When your CAC or NASA PIV is associated to the Exostar account the First Name, Last Name and Email address are updated based on the CAC or NASA PIV certificate details.
- If the email address on the certificate is not the one used to do business with Boeing, you are able to update after associating to the CAC or NASA PIV.
- **Permanent Identifiers from Certificates:** The fields in this section cannot be modified. When registering a DoD CAC card, the Electronic Data Interchange-Personal Identifier (EDI-PI) number is captured. When registering a NASA PIV card or NGC One Badge, the Subject Alternate Name is captured.

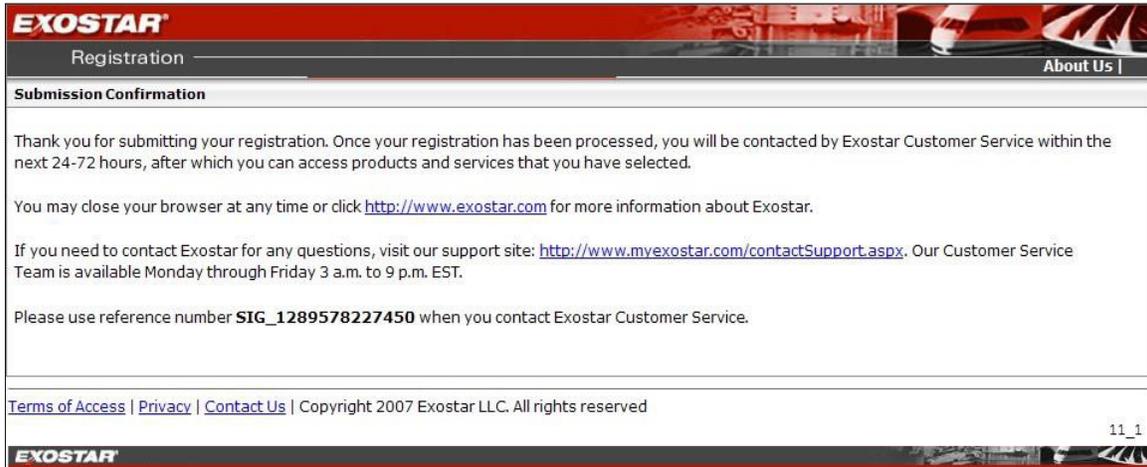
6. Select the applications you need to access. Please refer to the invitation email sent from your sponsor to help determine your application requirements. Click **Next** to complete the registration.

The screenshot shows the EXOSTAR Registration interface. At the top, there is a navigation bar with the EXOSTAR logo and links for 'About Us' and 'Help'. Below this is a 'User Registration' section with a progress indicator showing 'STEP 1 Personal Information' and 'STEP 2 Products & Services'. A yellow highlighted box contains the following text: 'The products and services that are listed on this page are based on selections that were made by your organization. You must select at least one of the following applications. NOTE: If you would like to register for a product or service that is not shown below, please contact your administrator or Exostar's Customer Service.' Below this, the 'Products & Services' section is displayed with three options, each with a checkbox and a text input field for a sponsor code:

- ForumPass 4 - Belgium Hosted**
Integrated and secure collaboration solution. Select this option to request access to the Core Profile only.
Access to a Sensitive Profile requires that you have a digital certificate. Certificates may be obtained through Exostar's FIS service. If your organization is subscribed to FIS, you will see that option below.
ForumPass 4 - Belgium Hosted Sponsor code(s):
This is an optional field. If available, enter comma-separated sponsor code(s). For help on Sponsor Codes, [view more information](#).
- ForumPass 4 - US Hosted**
Integrated and secure collaboration solution. Select this option to request access to the Core Profile only.
Access to a Sensitive Profile requires that you have a digital certificate. Certificates may be obtained through Exostar's FIS service. If your organization is subscribed to FIS, you will see that option below.
ForumPass 4 - US Hosted Sponsor code(s):
This is an optional field. If available, enter comma-separated sponsor code(s). For help on Sponsor Codes, [view more information](#).
- EDCS Palmdale**
EDCS Palmdale
EDCS Palmdale Sponsor code(s):

NOTE: For each application, you have the option to enter a sponsor code. The sponsor code field is optional and is only necessary for ForumPass applications. Sponsor codes are provided by your sponsor.

A confirmation page displays, and you will receive a confirmation email.



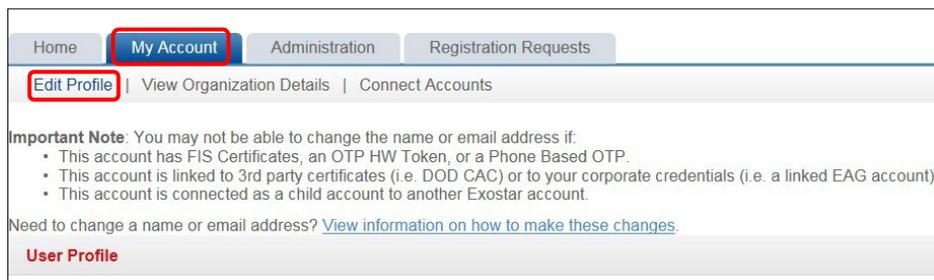
Approval Process

Once you complete the registration process and receive the confirmation email, an administrator reviews your registration request. The account and application subscriptions are approved, subject to confirmation received from the sponsor. You will receive notification of account and application approval status via email from Exostar.

Link Existing MAG Account w/ Third-Party Credential

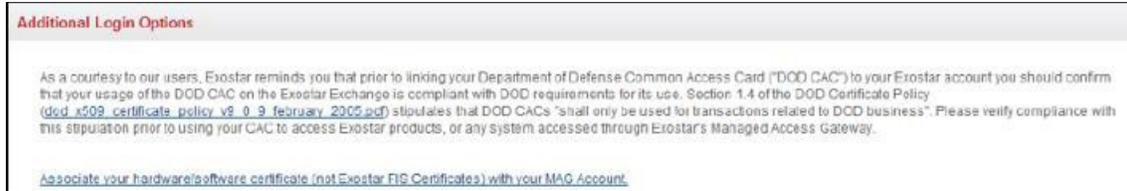
To link an existing MAG account with your Third-Party Credential, follow the steps listed below:

1. Login to your MAG account via <https://ui.portal.exostar.com/>
2. Navigate to the **My Account** tab, then the **Edit Profile** sub-tab.

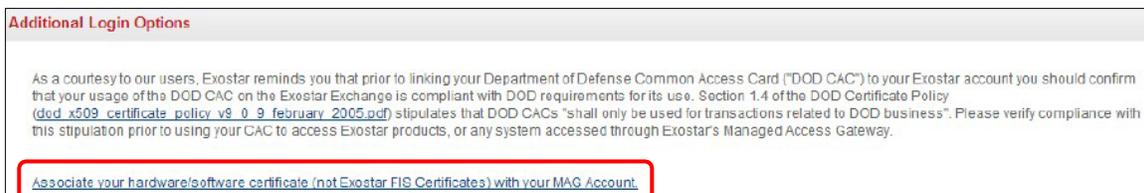


3. Scroll down to **Additional Login Options**.

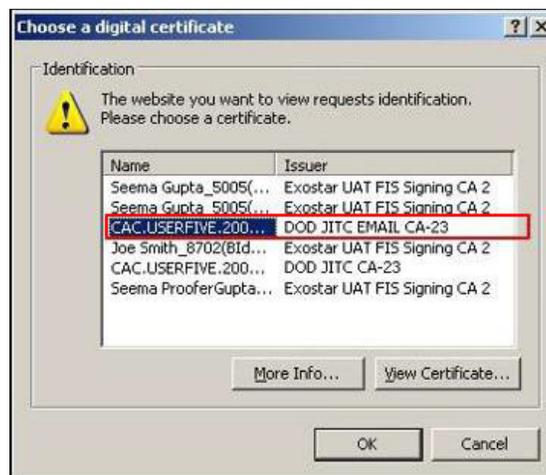
NOTE: If you do not see the **Additional Login Options** section at the bottom of the **Edit Profile** screen, you are currently unable to link your MAG account to your card. Contact [Exostar's Customer Support](#) if you need assistance.



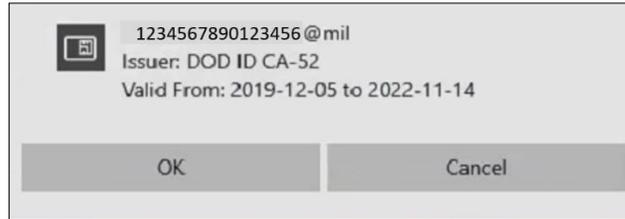
4. Ensure your **Third-Party Credential Card** is inserted into the card reader. Click **Associate your hardware/software certificate (not Exostar FIS Certificates) with your MAG account link**.



5. If you are prompted, select your certificate. Follow the prompts to complete the linking. Select your **Third-Party Credential Card Certificate** from the digital certificate list and click **OK**.



NOTE: If your CAC Card is issued after May 1, 2020, the following dialogue box displays instead. Click **OK**.



6. Then **Insert Smart Card** dialog window displays after the card is inserted in the card reader. Click **OK**.



NOTE: If you receive a message that no card is in the reader, ensure the card is in the reader. Please see the Possible Registration Error Messages section below for additional information.

7. You are prompted to provide the PIN for the card. Enter the PIN and click **OK**.



NOTE: The PIN number is issued by your credential issuer. Exostar does not have PIN information available.

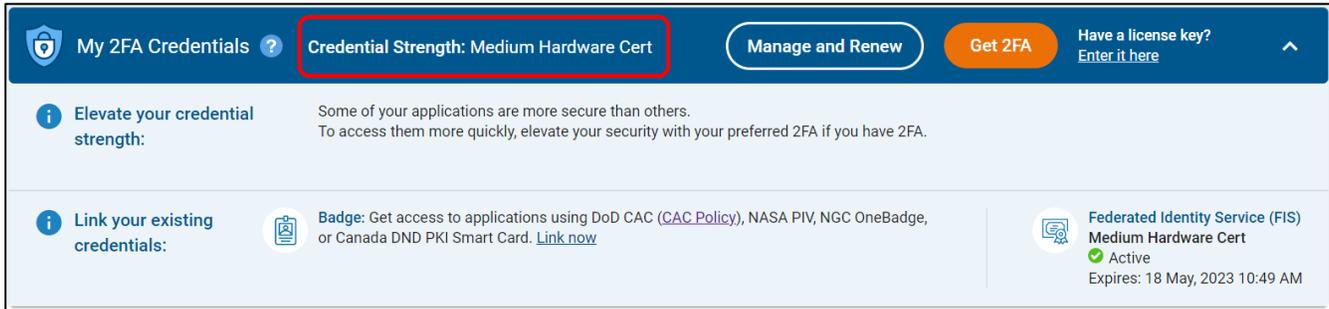
LOGIN

Follow the steps below to log into MAG with your third-party credential:

1. Once you link your Third-Party Credentials to your MAG account, go to <https://ui.portal.exostar.com/>.
2. You are prompted to select your certificate. Select your **Third-Party Credential Card**.

NOTE: If your **Third-Party Credential** is not inserted into the card reader, you may be prompted to insert it at this time.

3. Enter your **Third-Party Credential Card PIN** when prompted.
4. Once your Third-Party Credential Card is accepted, you are logged into your MAG account. From the Home dashboard, your credential strength should say Medium Hardware Cert (located in **My 2FA Credentials** section).



The screenshot shows a user interface for 'My 2FA Credentials'. At the top, there is a blue header with a shield icon, the text 'My 2FA Credentials', a question mark icon, and a red-bordered box containing 'Credential Strength: Medium Hardware Cert'. To the right of this box are buttons for 'Manage and Renew' and 'Get 2FA', and a link 'Have a license key? Enter it here'. Below the header, there are three sections: 1. 'Elevate your credential strength:' with an information icon and text: 'Some of your applications are more secure than others. To access them more quickly, elevate your security with your preferred 2FA if you have 2FA.' 2. 'Link your existing credentials:' with an information icon and text: 'Badge: Get access to applications using DoD CAC (CAC Policy), NASA PIV, NGC OneBadge, or Canada DND PKI Smart Card. Link now'. 3. 'Federated Identity Service (FIS) Medium Hardware Cert' with a checkmark icon, text 'Active', and 'Expires: 18 May, 2023 10:49 AM'.

NOTE: You can leverage your credential to access applications that require a higher credential strength than just username and password.

DELINK THIRD-PARTY CREDENTIAL

To request de-linking of your Third-Party Credential from your MAG account, contact [Exostar's Customer Support](#).

REGISTRATION ERROR MESSAGES

If you receive an error message during the registration process, follow the instructions in this section for resolution.

Error Message: Insert Smart Card

You receive the *insert one of the following smart cards* notifications when there is no card in the reader. To resolve this, ensure the card is in the reader.



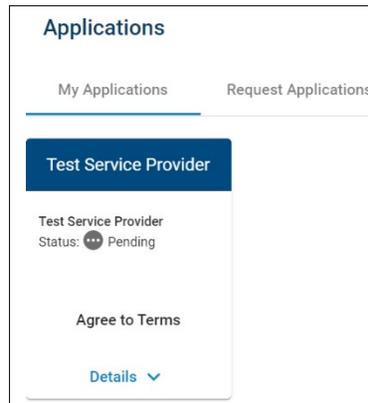
Error Message: Registration

You receive the registration message when your **Third-Party Credential** is already registered with a MAG account. To resolve this, access the MAG login page at: <https://ui.portal.exostar.com/> and select your **Third-Party Credential** from the list of certificates to access your existing account.

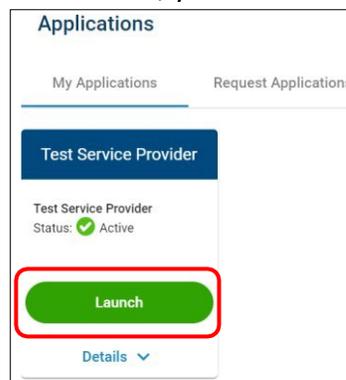


If you need to upgrade your existing account for a new application, follow the steps below:

1. From the Home dashboard, verify if the application is listed under the **My Applications** tab.



2. If the application is listed, check the status. If the application is not listed, navigate to the **Request Applications** tab, and click **Request Access**. Follow the prompts. The request routes to the next participant in the approval workflow. If approved, the request transitions to **Launch**. If you see **Launch**, you are subscribed to the application.



NOTE: You receive an email notification once the request to the application is approved or denied.

3. If you do not see the application listed under the **My Applications** or **Request Applications** sections, you need to work with your contact at your buying organization to receive an invitation to the application. Your MAG Organization Administrator can subscribe the organization to these applications.

Error Message: No User Certificate was Found

You receive the *no user certificate was found* message if you did **not** select any certificates, your certificates are expired, or clicked **Cancel** when the certificate selection pop-up displays.

1. If you have a valid **Third-Party Credential Card**, close the browser, and open a new **Internet Explorer** browser.
2. Click on the registration URL (sent by your sponsor) and select the **Third-Party Credential Card**. If clicking **Start Registration**, you may encounter an error.



If you encounter the error, close the browser, open a new Internet Explorer browser, and re-start the registration process.



Error Message: User Certificate is of Unknown Type

You receive the *user certificate is of unknown type* message if you did not select your **Third-Party Credential Card** during the certificate selection.

1. Close the browser and open a new **Internet Explorer** browser.
2. Click the registration URL and select your valid **Third-Party Credential Card**.

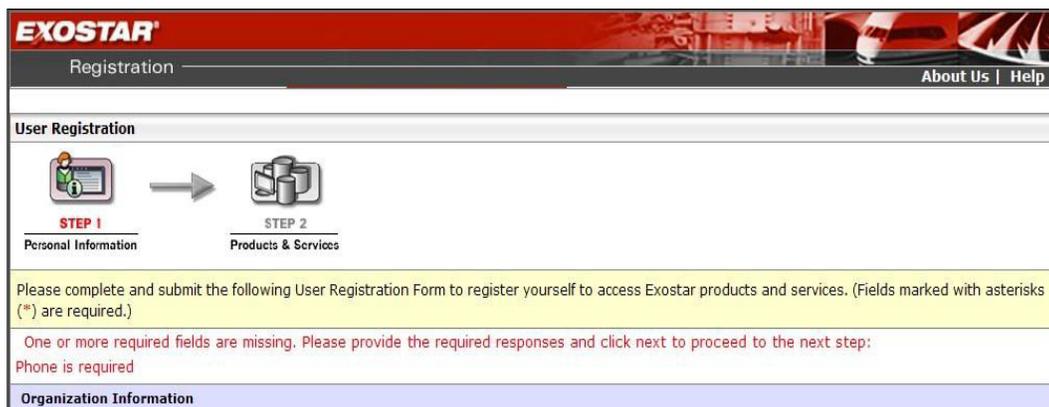


3. If you click **Start Registration**, the *system encountered a problem* error message displays. Close the browser, open a new Internet Explorer browser, and re-start the registration process.



Error Message: One or More Required Fields are Missing

You receive the *one or more required fields are missing* message when you click **Next** without providing all required information in the **Personal Information** section. Ensure all information is entered before proceeding.



Error Message: Your Entries in Email Address Fields Must be the Same

Your entries in the email address and confirm email address fields must be the same message displays if you clicked **Next** when the information in the **Email Address** and **Confirm Email Address** fields do not match. Ensure the email address matches in both fields.



Error Message: Digital Certificate Error

To resolve the digital certificate error, review your **Third-Party Credential** validity by contacting your credential issuer for verification.

Once you verify the credential is valid (and is not expired, corrupt, or revoked), and if you continue to receive this message while accessing MAG, contact [Exostar's Customer Support](#).



LOGIN ISSUES

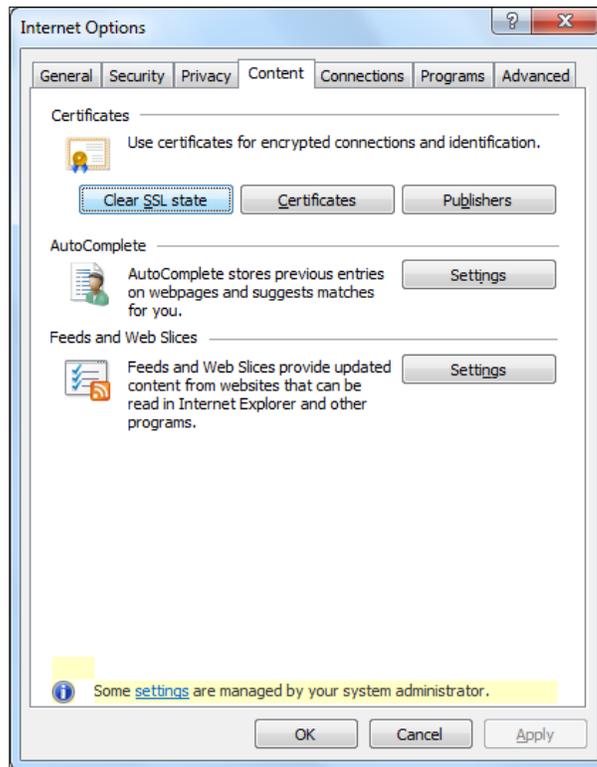
You may not be prompted for your Third-Party Credential when accessing MAG. If you are not prompted, you need to clear your SSL State.

To clear your SSL State:

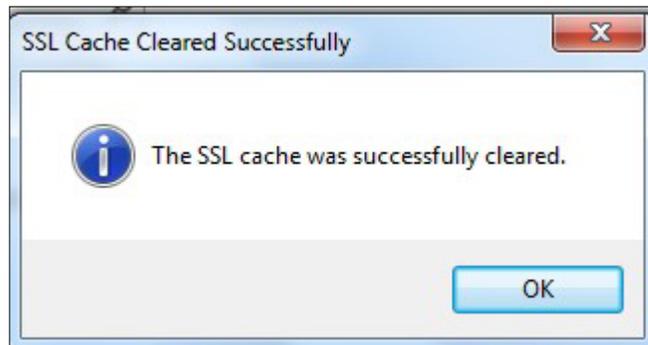
1. Go to **Tools** and select **Internet Options**.

NOTE: Tools may display as a gear icon. If you do not see Tools or the gear icon, click CTRL+T.

2. Select **Content** and **Clear SSL state**.



3. Once you click on **Clear SSL state**, you receive confirmation your SSL cache was successfully cleared.



4. Once you clear your SSL state, please access <https://ui.portal.exostar.com/>. You should be prompted to select your certificate when you access this URL. Select your **Third-Party Credential** to access MAG.