

# Managed Access Gateway (MAG) Organization Steward Guide

September 2022



**EXOSTAR**<sup>®</sup>

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## DOCUMENT VERSIONS

Version	Impacts	Date	Owner
MAG 6.9	<ul style="list-style-type: none"> <li>View Complete Email Address</li> <li>Employee Reference included in Search</li> <li>Role Management</li> <li>All Details report available to Organization Administrators provides all user details</li> <li>Application Status Report available to Organization And Application Administrators provides status of application for all users</li> <li>Application Status Report available to Organization And Application Administrators provides status of application for all users</li> </ul>	July 2018	S. Puthanveetil
MAG 6.9	<ul style="list-style-type: none"> <li>Updated hyperlinks to training documents</li> </ul>	September 2018	S. Puthanveetil
MAG 6.10	<ul style="list-style-type: none"> <li>Updated screenshots to include last Exostar IAM Platform (MAG) Access Date</li> </ul>	November 2018	S. Puthanveetil
MAG 6.11	<ul style="list-style-type: none"> <li>Changed the product name from IAM to MAG</li> <li>Wrote the section on reports available to Organization Administrators and Organization Stewards</li> </ul>	April 2019	S. Puthanveetil
MAG 6.14	<ul style="list-style-type: none"> <li>Remove One-Time Password from First-Time Login Process</li> <li>Update Password Policy</li> </ul>	June 2020	B. Nair
MAG 7.0	<ul style="list-style-type: none"> <li>Self-Registration</li> <li>New Organization Adoption Invitation registration process</li> <li>Dashboard</li> <li>Purchasing</li> <li>Credentialing</li> <li>Activation</li> <li>Authentication</li> </ul>	February 2021	B. Nair

## INTRODUCTION

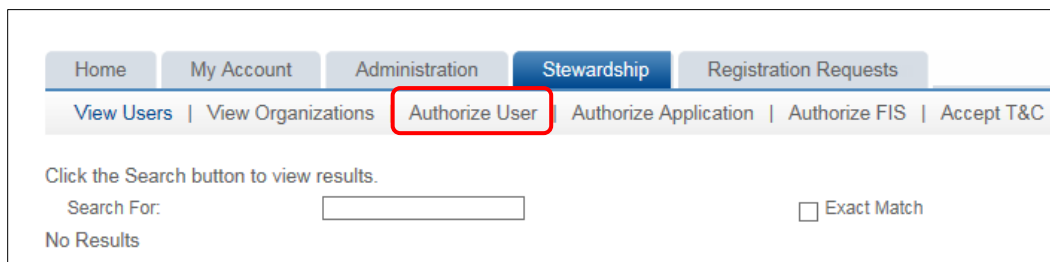
This role-based guide covers the primary actions performed specifically by users with the Organization Steward role. For a more comprehensive guide, please reference the Exostar Managed Access Gateway Platform (MAG) User Guide from the [MAG Training Resources](#) page.

## ORGANIZATION STEWARD

The Organization Steward (Org Steward) role allows a single user to exercise administrative control over groups of designated organizations. Organization Stewards have the same privileges and responsibilities as Organization Administrators and Application Administrators for all applications the organization is subscribed. For instructions on how to obtain the Organization Steward role, please reference the [Organization Steward](#) page.

## STEWARDSHIP TAB

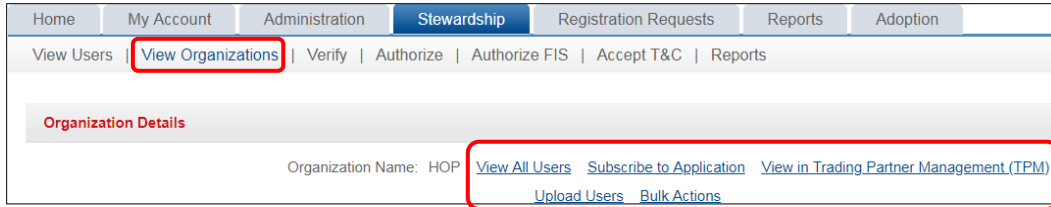
Organization Stewards complete organization management functions for organizations in their stewardship group from the **Stewardship** tab.



### View Organizations

The View Organizations sub-tab allows Organization Stewards to search for organizations included in their stewardship group. Organization Stewards can also subscribe organizations in their stewardship group to public applications, restrict credentials and information from customer organization (buyer) searches, identify an organization's small disadvantaged business status, and restrict user profile access for restricted ForumPass sites.

Additionally, they can create, suspend, unsuspend, delete user accounts using the user bulk upload function and request, suspend, unsuspend, and delete applications for users using the bulk actions upload function for organizations in their stewardship group.

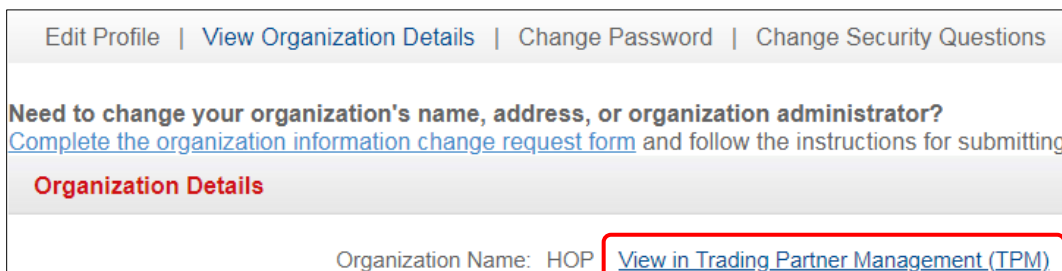


## Restrict Credentials or Information from Search Results

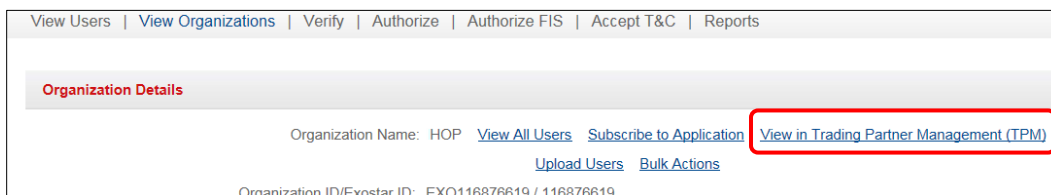
Organization Stewards can restrict users within their organization from using OTP Hardware and Phone OTP credentials. They can also restrict visibility of the organization and associated users from displaying in application invitation search results completed by customer companies (buyers).

To restrict:

1. For Organization Stewards, navigate to the **Stewardship** tab, then **View Organizations** to search for the organization.
2. Select **View in Trading Partner Management (TPM)** in the **Organization Name** section.



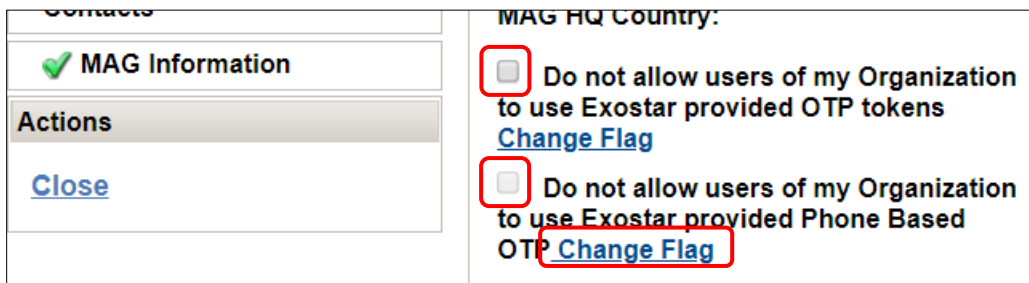
**NOTE:** Organization Stewards click the **Org ID** from search results to access organization details. Click **View in Trading Partner Management (TPM)** in the **Organization Name** section.



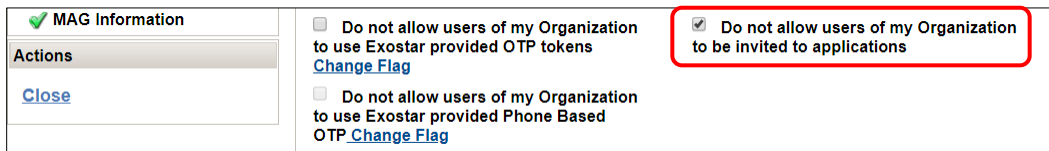
3. TPM displays. Click **MAG Information**.



4. To restrict credentials, check the box for **Do not allow users of my Organization to use Exostar provided OTP Tokens** or **Do not allow users of my Organization to use Exostar provided Phone Based OTP**. If the box is greyed out, click **Change Flag**, then check the box.



5. To restrict visibility of the organization and associated users from displaying in application invitation searches completed by customer organizations (buyers), check the **Do not allow users of my Organization to be invited to applications** box.



6. To complete, click **Save** at the bottom of the page. To close the window, click **Close**.

✓ MAG Information

Actions

Close

Do not allow users of my Organization to use Exostar provided OTP tokens [Change Flag](#)

Do not allow users of my Organization to use Exostar provided Phone Based OTP [Change Flag](#)

Do not allow users of my Organization to be invited to applications

---

Organization Admin

Admin name	MAG user id	Email	Phone	2FA compliant flag	MAG role	MAG last access date	P2P last access date	User account status
Dauida Evans	facef_0839	DAVIDA.EVANS@EXOSTAR.COM	7035551212	No	Org Admin	27 Apr, 2018 10:00 AM EDT	N/A	ACTIVE
Dee Evans	evansd_6083	davida.evans@exostar.com	5555551212	No	Org Admin	06 Mar, 2018 05:02 PM EST	N/A	ACTIVE
Dee Evans	evansd_6141	davida.evans@exostar.com	7035551212	No	Org Admin	14 Mar, 2018 02:00 PM EDT	N/A	ACTIVE
Adrienne Evans	evansa_1758	a1evans@msn.com	7037794752	No	Org Admin	N/A	N/A	NASCENT

---

LMP2P Admin

Admin name	MAG user id	Email	Phone	2FA compliant flag	MAG role	MAG last access date	P2P last access date	User account status
Dauida Evans	facef_0839	DAVIDA.EVANS@EXOSTAR.COM	7035551212	No	App Admin	27 Apr, 2018 10:00 AM EDT	N/A	ACTIVE
Dee Evans	evansd_8554	davida.evans2@exostar.com	5555551212	No	App Admin	26 Apr, 2018 03:36 PM EDT	N/A	ACTIVE
Dee Evans	evansd_6141	davida.evans@exostar.com	7035551212	No	App Admin	14 Mar, 2018 02:00 PM EDT	N/A	ACTIVE
Adrienne Evans	evansa_1758	a1evans@msn.com	7037794752	No	App Admin	N/A	N/A	NASCENT

Save

Cancel

### Identify Small Disadvantaged Business Status

If your organization is a small disadvantaged business (SDB), Organization Stewards can alert customer organizations (buyers) of the organization’s SDB status.

To set the SDB flag:

1. For Organization Stewards, navigate to the **Stewardship** tab, then click **View Organizations**.
2. From **View Organization Details** or **View Organizations**, click **View in Trading Partner Management (TPM)** in the **Organization Name** section. Organization Stewards need to search for the organization before they are able to view organization details to access **View in Trading Partner Management (TPM)**.

[Edit Profile](#) | [View Organization Details](#) | [Change Password](#) | [Change Security Questions](#)

---

**Need to change your organization's name, address, or organization administrator?**  
[Complete the organization information change request form](#) and follow the instructions for submitting

Organization Details

---

Organization Name: HOP 
[View in Trading Partner Management \(TPM\)](#)



3. TPM displays. Click **MAG Information**.

HOP - Org Summary

- Organization Summary
- Business Description
- Company Profile
- Alerts
- Socio-economic
- Self-certification
- History
- D&B Other Information
- Foreign (Non-U.S.) / Domestic (U.S.) Owned
- Payments/Remittance
- Contacts
- MAG Information**

4. Check the box for **SDB Flag**. Scroll down and click **Save**.

MAG Information

MAG Organization Name: HOP

MAG DUNS Number: [ ]

Address 1: 123 PANCAKE DR

City: HERNDON

ZIP/Postal Code: 20171

MAG HQ Country: United States

Business Unit: [ ]

**SDB Flag:**

Address 2: [ ]

State/Province: VA

Country: United States

Do not allow users of my [ ]  Do not allow users of my [ ]

## VIEW USERS

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

Organization Stewards access **View Users** from the **Stewardship** tab.

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

**View Users** | View Organizations | Verify | Authorize | Authorize FIS | Accept T&C | Reports

Click the Search button to view results.

Search For: [ ]  Exact Match Using: [ Las

No Results

## Employee Reference

Organization Stewards can include employee reference information in the **Employee Reference** field for new or existing users. Employee reference can be added for new users using the [User Upload](#) function. To add employee reference for existing users:

1. Enter information in the **Employee Reference** field.
2. Scroll to the bottom of the page and click **Submit**.
3. Click **OK** to complete.

## Change Role

Organization Stewards can update user roles. See the steps below.

### Change Role (Org Steward)

To change role(s) as an Organization Steward:

1. From the **Stewardship** tab, click **View Users**.
2. Enter search criteria. Click **Search**.
3. Click the **User ID** to access user details.

User ID	Last Name	First Name	Email	R-IDP User ID	Role	MAG Status
evansd_8554	Evans	Dee	davida.evans2@exostar.com		App Admin	Active

4. Scroll to the **Application Settings** section. Select the role from the **Role** drop-down menu.

**NOTE:** If assigning the Application Administrator role, you must select the application you want the user to administer by checking the box in the **Select** column.

Applications to Administrator	Provider	Application	Select
Exostar		Federated Identity Service (FIS)	<input type="checkbox"/>
Supply Chain Platform - Template		TEMPLATESCP	<input type="checkbox"/>
Exostar		SourcePass	<input type="checkbox"/>
Exostar		Exostar Secure File Transfer	<input checked="" type="checkbox"/>
PIM		Partner Information Manager	<input type="checkbox"/>

5. To complete, scroll to the bottom of the page and click **Submit**.

## Request or Suspend Application Access

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

1. Click **View Users**.

- Use the search filter menu or select **Exact Match** to narrow results. Click **Search**. Click the hyperlinked **User ID**.

View Users   Add New User   Subscribe to Application   User Upload   Bulk Actions				
Click the Search button to view results.				
Search For: <input type="text" value="cambet"/>			Using:	
User ID ↕	Last Name ↕	First Name ↕	Last MAG Access Date ↕	Employee
<a href="#">cambetest_3601</a>	Cambetes	Teresa	Feb/06/2018	

- Scroll to **Application Settings**. Locate the application and click the appropriate action (i.e. Suspend). You are required to enter a suspension reason. Click **Activate** to unsuspend. **Delete** removes the ability for you to modify the application. Additionally, application access is deactivated for the user. However, the user can request access to the application again from their Home tab.

Exostar LLC	ForumPass 6 WebEx - UK		<a href="#">Suspended</a>		<a href="#">Activate</a> <a href="#">Delete</a>
Exostar LLC	ForumPass 6 WebEx - US	10 Apr, 2018 09:17 AM EDT	Active	<input type="text" value="Exostar"/>	<a href="#">Suspend</a> <a href="#">Delete</a>
Exostar LLC	WebEx - US		Inactive	<input type="text"/>	<a href="#">Request Access</a>

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

### Restrict Profile Access Attribute

Organization Stewards can restrict access to ForumPass sites. ForumPass restricted profiles require users to have a user ID, password, Medium Level of Assurance (MLOA) certificate, restricted attribute enabled in the MAG platform, and the TLS 1.0 setting. The **ON/OFF** setting is one of the factors that determines whether users can access restricted profile sites in ForumPass.

To restrict or remove the restriction attribute:

- Organization Stewards will access **View Users** from the **Stewardship** tab.
- Enter search criteria. Click **Search**. Select the required **User ID**.

View Users   Add New User   Subscribe to Application   User Upload   Bulk Actions				
Click the Search button to view results.				
Search For: <input type="text" value="cambet"/>			Using:	
User ID ↕	Last Name ↕	First Name ↕	Last MAG Access Date ↕	Employee
<a href="#">cambetest_3601</a>	Cambetes	Teresa	Feb/06/2018	

- From the **User Profile** section, select the required radio button for **Restricted Access**.

The screenshot shows a 'User Profile' form with the following fields and values:

- User ID: cambetest\_3601
- Email: teresa.cambetes@exostar.com
- Role: Customer Support
- Organization Name: Exostar2
- Organization ID: EXOs029448149
- Title: Select Title (dropdown)
- \*First Name: Teresa
- Middle Name:
- \*Last Name: Cambetes
- Suffix:
- Job Title: Training
- \*Phone: 7034318676
- Fax:
- Employee Reference:
- \*Street Address 1: Unknown
- Street Address 2:
- \*City: Unknown
- \*State: VA
- \*Zip/Postal Code: Unknown
- \*Country: United States (dropdown)
- Time Zone: America/New\_York (dropdown)
- Restricted Access:  On  Off (highlighted with a red box)
- Created Date: N/A
- Suspended Date(From MAG): N/A
- Last MAG Access Date: 06 Feb, 2018 06:33 AM EST

- Scroll to the bottom of the page and click **Submit**. The setting is saved. To learn more about the additional settings for restricted access, please reference the [ForumPass User Guide](#).

## Password Reset

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

To reset a user's permanent password:

- Organization Stewards, access **View Users** from the **Stewardship** tab.
- Enter search criteria. Click **Search**.
- Select the required **User ID**.
- Scroll to the **Application Settings** section of the page. Click **Reset Permanent Password**.

The user's password is reset. The user receives an email with a system generated password.

## USERS SELF-REGISTRATION

Organization Stewards can send users a self-registration invitation.

To send the self-registration invitation:

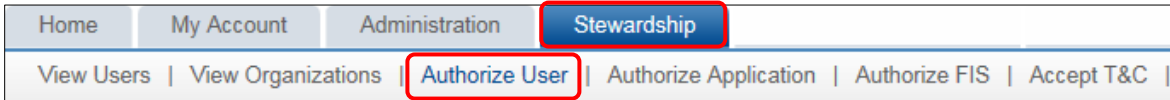
- Send the user the self-registration URL: <https://portal.exostar.com> and your company's Exostar Organization ID.
- Once the user completes the invitation, you are required to approve the request from your MAG account. For assistance with authorization, see the section below, **Approve/Deny User Requests**.

## Approve or Deny User Requests

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

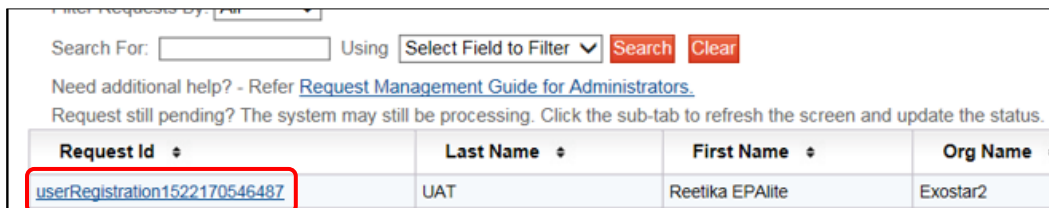
To approve:

1. Organization Stewards access the **Stewardship** tab and click **Authorize User**.



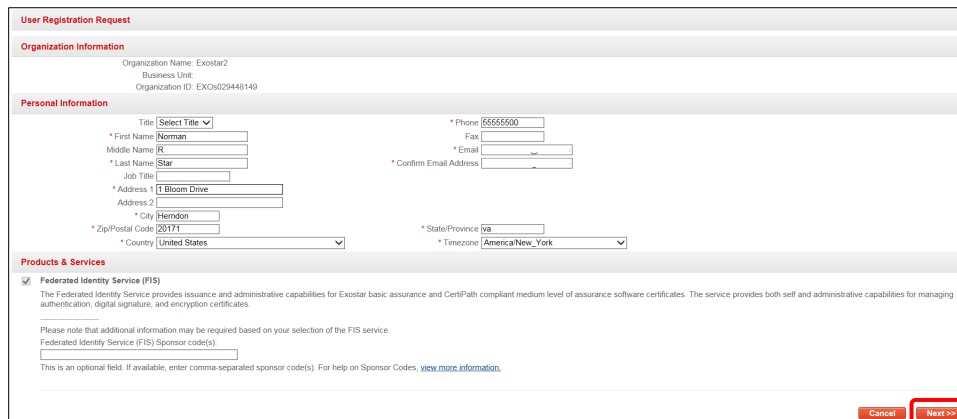
The screenshot shows a navigation bar with four tabs: Home, My Account, Administration, and Stewardship. The Stewardship tab is highlighted with a red box. Below the tabs is a horizontal menu with several links: View Users, View Organizations, Authorize User, Authorize Application, Authorize FIS, and Accept T&C. The Authorize User link is highlighted with a red box.

2. Click the hyperlinked **User ID** in the **Request ID** field.



The screenshot shows a search interface with a search bar and a table of requests. The search bar contains the text "Search For:" followed by a dropdown menu "Using Select Field to Filter" and "Search" and "Clear" buttons. Below the search bar is a link "Need additional help? - Refer Request Management Guide for Administrators." and a note "Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status." The table has four columns: Request ID, Last Name, First Name, and Org Name. The first row has the value "userRegistration1522170546487" in the Request ID column, "UAT" in the Last Name column, "Reetika EPALite" in the First Name column, and "Exostar2" in the Org Name column. The Request ID cell is highlighted with a red box.

3. View the request, and modify personal information if necessary. Click **Next**.



The screenshot shows the "User Registration Request" form. The form is divided into three sections: Organization Information, Personal Information, and Products & Services. The Organization Information section shows "Organization Name: Exostar2" and "Organization ID: EXO029446149". The Personal Information section has fields for Title, First Name (Norman), Middle Name (R), Last Name (Star), Job Title, Address 1 (1 Bloom Drive), Address 2, City (Hickory), Zip/Postal Code (28771), Country (United States), Phone (555555500), Fax, Email, and Confirm Email Address. The Products & Services section has a checkbox for "Federated Identity Service (FIS)" which is checked. Below this is a note about the FIS service and a field for "Federated Identity Service (FIS) Sponsor code(s)". At the bottom right of the form are "Cancel" and "Next >>" buttons. The "Next >>" button is highlighted with a red box.

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

**User Registration Request**

**Organization Administrator Review**

Organization Name: Exostar2

Is this individual an employee of the above-named organization?: Yes ▾

\* Have you verified this individual's employment credentials?: Yes ▾

Org Admin General Comments on this Request:

\* Action: Approve ▾

Cancel << Back Next >>

Once approved, a user ID is created, and the user receives instructions on how to complete account activation. If denied, the user receives a denial notification.

## USER UPLOAD

User Upload allows Organization Stewards to add multiple users to an organization in a single instance using a .CSV file upload. The file upload can also be used to subscribe existing users to new applications.

It is important to note that Organization Stewards must use the **Stewardship** tab to complete these activities for organizations in their stewardship group. Reference the [User Upload and Bulk Actions User Guide](#) for assistance.

## BULK ACTIONS

Bulk Actions allows Organization Stewards to delete, suspend, and/or unsuspend multiple user accounts and/or applications in a single instance using a .CSV file upload.

Organization Stewards can complete these actions for organizations in their stewardship group. It is important to note these activities are completed from the **Stewardship** tab. Reference the [User Upload and Bulk Actions User Guide](#) for assistance.

## APPROVE OR DENY APPLICATION ACCESS

Organization Stewards can serve as an Application Administrator to approve or deny application requests for organizations in their stewardship group. You can view what application a user is requesting access to from the **Application Requested** column.

To authorize or deny requests individually:

1. Click **Authorize Application**.
2. Click the hyperlinked **Request ID**.

Select	Request ID	Last Name	First Name	User ID	Email	Org Name	Business Unit	Application Requested
<input type="checkbox"/>	<a href="#">User SP Subscription1531928316926</a>	Ali	Saleha	alis_3575	saleha.ali@exostar.com	Exostar Test	Internal QA Test	Collab Drive
<input type="checkbox"/>	<a href="#">SIG_1531145086556_EGRC</a>	dabhi	sanjay	dabhis_3798	sanjay.dabhi@exostar.com	Exostar Test	Internal QA Test	Exostar Governance, Risk, and Compliance
<input type="checkbox"/>	<a href="#">SIG_1531135926921_EGRC</a>	dabhi	sanjay	dabhis_4462	sanjay.dabhi@exostar.com	Exostar Test	Internal QA Test	Exostar Governance, Risk, and Compliance
<input type="checkbox"/>	<a href="#">SIG_1530026785340_SUPPLIERPORTALQA</a>	Fort	John	fortj_1942	john.fort@exostar.com	Exostar Test	Internal QA Test	Supplier Portal

**NOTE:** If the user requests reactivation of a suspended application, comments display in the **User Application Subscription Request** section if the user entered them. Review the information and click **Next**.

3. Select **Approve** or **Deny** from the drop-down menu. If denying, you must enter a denial comment. Sponsor code is optional. Click **Next**.

**User Application Subscription Request**

Application Requests/Test Service Provider

Comments: ... added by [Domain Users] on 03/29/2018 08:16 PM GMT

**App Administrator Review**

Application Admin Comments on this Request:

\*Is this user authorized to have an account provisioned for them in this application? **Approve**

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

Cancel << Back Next >>

Once approved, the action is complete. The request is either approved (providing user access to the application), denied, or routes to the Application Owner for final approval. An application's administrative approval workflow depends on what is set for the application. Additionally, users receive an email notification of the approval or denial.

To administer requests in multiples:

1. Click **Authorize Application**.
2. Select the users you are approving or denying. From the **Action** menu, select **Approve** or **Deny Selected Requests**, click **Apply**. If denying, denial comments are required.

Select	Request ID	Last Name	First Name	User ID	Email	Org Name	Business Unit	Application Requested
<input checked="" type="checkbox"/>	<a href="#">User SP Subscription1531928316926</a>	Ali	Saleha	alis_3575	saleha.ali@exostar.com	Exostar Test	Internal QA Test	Collab Drive
<input type="checkbox"/>	<a href="#">SIG_1531145086556_EGRC</a>	dabhi	sanjay	dabhis_3798	sanjay.dabhi@exostar.com	Exostar Test	Internal QA Test	Exostar Governance, Risk, and Compliance

3. Click **YES** to complete the action. Regardless of how the request for application was administered, the request is either approved (providing user access to the application), denied, or routes to the Application Owner for approval. An application’s administrative approval workflow depends on what is set for the application. Users receive an email notification of the approval or denial.

## AUTHORIZE FIS

The Authorize FIS sub-tab allows Organization Stewards to approve or deny requests for Federated Identity Service (FIS) Digital Certificates. FIS Administrators access the **Authorize FIS** sub-tab to approve or deny requests for FIS.

1. Click **Authorize FIS**.
2. Pending requests display. Click the **Request ID**.

The screenshot shows the 'Stewardship' tab in the 'Authorize FIS' section. It includes a search bar, a filter dropdown, and a table of pending requests. The first row of the table is highlighted with a red box.

Select	Request ID	Last Name	First Name	User ID	Email
<input type="checkbox"/>	<a href="#">SIG_1529941134138_FIS</a>	Evans	Dee	evansd_6801	davida.evans+_103@exostar.com

3. Review the information in the **User Information** section. Please ensure the user is using a valid email address (public email addresses such as Hotmail, Gmail, etc. are not allowed). You must verify the user’s user ID, first and last name matches their legal name.

**NOTE:** For example, Dee Evans is a match for evansd\_6801. If the request displays a first and last name of Dee Evans, but the user ID is smithj\_1234, the request must be denied.



**User Registration Request Approval** evansd\_6801

Requestor Comments:

**User Information**

Title	Select Title	* Phone	7035551212
* First Name	Dee	Fax	
Middle Name		* Email	davida.evans+_103@exc
* Last Name	Evans	Suffix	
Job Title			
* Address 1	1 Fleet St.		
Address 2			
* City	Herndon	* State/Province	VA
* Zip/Postal Code	20171	* Timezone	America/New_York
* Country	United States		

**NOTE:** If the user requested Medium Level of Assurance (MLOA) Digital Certificates, it is important their first and last name match their identity documents. Please ensure the address information is accurate. This is the address where a trusted agent will be dispatched to complete in-person proofing. Please ensure the user does not have a PO Box listed.

4. You can modify the following fields if the user entered incorrect information:
  - **Partner/Application** that requires the digital certificates.
  - **Certificate Assurance Level:** Basic (BLOA), Medium (MLOA), or Unknown.
  - **Certificate Usage:** Only displays if user selects Basic
  - **Certificate Type:** Software, Hardware, or Unknown.
  - **Certificate Validity Period:** 1 or 3 years. Basic only offers 1 year.
  - **Request Reason:** Reason why user requires certificates.
  
5. From **FIS Administrator Action**, select **Approve** or **Deny**. If denying, you are required to enter comments. Click **Next**.

**FIS Administrator Action**

Administrator Comment:

\* Is this user authorized to be provisioned with FIS certificates?: Approve

Cancel
Next >>

6. If approving a BLOA certificate request, the user receives an email with installation instructions. If approving MLOA certificates, the request is routed to Exostar for purchase review and proofing dispatch. If you are denied the request, the user receives a notification along with denial comments.

## SUBSCRIBE TO APPLICATION

Organization Stewards can subscribe organizations in their stewardship group to public applications. If the organization is subscribed to all available public applications, application subscription information is unavailable.

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

1. Click the **Subscribe to Application** button next to the desired application. Organization Stewards must click on **Subscribe to Application** from organization results from **View Organizations** to get to the application subscription page illustrated below.

Home		My Account	Administration	Registration Requests	Reports
View Users   Add New User   <b>Subscribe to Application</b>   User Upload   Bulk Actions					
<b>Subscribe to Application</b>					
Company			Application		
Exostar LLC			Federated Identity Service (FIS)		
Exostar LLC			SourcePass		

2. Assign an existing Application Administrator from the drop-down menu or create a new Application Administrator. Click **Next**.

**SourcePass Roles and Responsibilities**  
 Access to the SourcePass application requires designation of the following role:  
 SourcePass Application Administrator (App Admin): The SourcePass Application Administrator is required to approve individual requests for access to the SourcePass application. Such approvals constitute your organization's approval for a given user to be granted access. The Application Administrator shall have the authority to approve or deny such requests.

**SourcePass Administrator**

SourcePass Administrator:

Title:

\* First Name:   
 \* Middle Name:   
 \* Last Name:

\* Address 1:   
 \* Address 2:   
 \* City:   
 \* Zip/Postal Code:   
 \* Country:

\* Phone:   
 \* Fax:   
 \* Email:   
 \* Confirm Email Address:

\* One-time Password:   
 \* Confirm Password:

Passwords must be 8 to 12 characters long. They must include at least 4 different characters: 1 alphabetic character, 1 numeric character, and 1 special character. Leading and trailing spaces are not allowed.

\* State/Province:   
 \* Timezone:

**NOTE:** If creating a new Application Administrator, a new user account is created.

The request routes to Exostar for approval. It can take up to 48 business hours to process. If approved, the Organization Steward, Organization Administrator or Application Administrator for the application must accept Terms and Conditions before users can request access to the application.

## ACCEPT TERMS AND CONDITIONS

Organization Stewards can accept Terms and Conditions for applications organizations within their stewardship group are subscribed. Once Terms and Conditions are accepted, users from the organization can request access to these application.



Organization Administrator or Application Administrator for the application accepts the T&C.

- Until acceptance occurs, Organization and Application Administrators for the application cannot start subscribing users within their organization the application.
- Users cannot start requesting access to the application.

### View Complete Email Address

If you have the Organization Steward role and need to view a user’s complete email address when approving or denying a request, please hover over the email address to display the full address.

### Unable to Approve or Authorize

If the status of a request is **Pending**, you are unable to action the request because another administrator has locked the request. Place your cursor over the request ID to determine who locked the request.

To unlock the request, contact the individual whose name displays.

Request still pending? The system may still be processing. Click the sub-tab to re

Request Id ↕	Last Name ↕	Firs
<a href="#">userRegistration1522170546487</a>	UAT	Reetika
<a href="#">userRegistration1521830973352</a>	DiwanEPAlite	Reetika
<a href="#">userRegistration1521037</a>	Locked By: williamsm_7011@securepass.exostartest.com orma	

If you are unfamiliar with the user ID of the locked request, follow these steps to determine whom to contact:

1. Organization Stewards access **View Users** from the **Stewardship** tab.
2. Enter user ID in the **Search For** field. Select **User ID** from the search criteria drop-down menu. Click **Search**.

- Results display. Click the hyperlinked **User ID** to access user details.

User ID ↕	Last Name ↕	First Name ↕	Last MAG Access Date ↕
<a href="#">williamsm 7011</a>	Williams	Matthew	Oct/31/2018

- You must contact the user to unlock the request.

### Unlock Pending Requests

Requests transition to a pending status when a request was opened, but not cancelled or processed. To unlock a pending request:

- Locate the pending request, and click the hyperlinked User ID. The status of the request will show as **Pending**.

Request Id ↕	Last Name ↕	First Name ↕	Org Name ↕	Status ↕
<a href="#">userRegistration1521830973352</a>	DiwanEPAlite	Reetika	Exostar2	New
<a href="#">userRegistration1521037320799</a>	Star	Norman	Exostar2	Pending

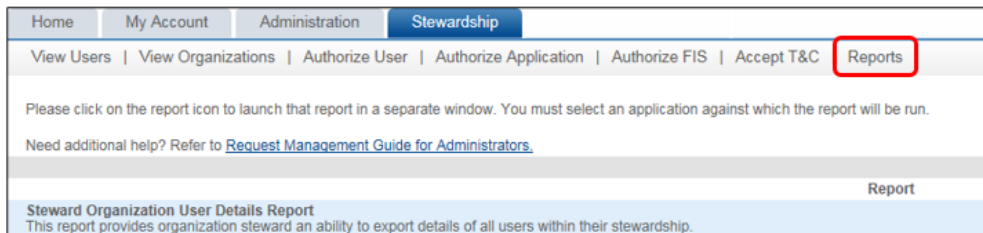
- From the opened request, click **Cancel**. You are redirected to the request queue.
- Click the appropriate action sub-tab to refresh. The status of the request switches to **New**.

Request Id ↕	Last Name ↕	First Name ↕	Org Name ↕	Status ↕
<a href="#">userRegistration1521830973352</a>	DiwanEPAlite	Reetika	Exostar2	New
<a href="#">userRegistration1521037320799</a>	Star	Norman	Exostar2	New

## REPORTS TAB

The reporting feature is available to Organization Stewards. Click the **Reports** tab to access the list of reports available to you. Follow the prompts to generate your reports.

We encourage you to spend some time exploring reporting options to see what type of user data might make your administrative duties easier. Organization Stewards have access to the following reports: All Details Report, Organization User Details Report, and Application Status Report. Additionally, Organization Stewards can access the Steward Organization User Details Report in the **Reports** sub-tab of the Stewardship tab:



**All Details Report** is one of the most comprehensive reports available in MAG. It conveniently packages all data across an organization into a single document: comprehensive user data, MAG statuses, access to applications, and dates of account creation and last access.

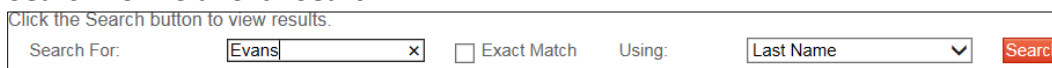
**Organization User Details Report** is the abbreviated version of All Details Report. Along with the User ID and name, you will get a quick overview of MAG statuses, dates of last MAG login, and access to partner applications.

**Application Status Report** provides Application Administrators with the overview of the team's MAG and partner application statuses. Do you need to check who on the team has active MAG accounts, and when they last accessed a specific partner application? This report is an excellent option for getting these details in a single document.

## SEARCH

As an Organization Steward you can search for Users or Organizations, click the **Stewardship** tab to get started.

1. Select the type of search (for instance, **View Users** or **View Organizations**).
2. Select the search criteria from the drop-down menu, and then type your query in the **Search For** field. Click **Search**.

A screenshot of the search interface. It shows a search bar with the text 'Evans' entered. To the right of the search bar is a checkbox for 'Exact Match' and a dropdown menu for 'Using:' with 'Last Name' selected. A red 'Search' button is on the far right. Above the search bar, there is a note: 'Click the Search button to view results.'

- From the list of results, click the hyperlinked **User ID** or **Organization ID** and complete necessary actions (i.e. suspend, reactivate, etc.).

### View User Search Criteria

Last Name	Unique identifier for the user
First Name	Last name of user
User ID	Unique identifier for the user
Email	First name of user
R-IDP User ID	Email address of user
Employee Reference	Unique employee ID/reference for the user

### View User Results Fields

User ID	Unique identifier for the user
Last Name	Last name of user
First Name	First name of user
Employee Reference	Unique employee id/reference for the user
Last MAG Access Date	Last date user logged into Exostar's MAG account
Email	Email address of user
R-IDP User ID	Remote Identity Provider User ID (information displays in the column if user has linked their account)
Role	Role(s) assigned to user.
MAG Status	Status of user's access. Active status means user has completed first time login. Inactive status means user has not completed first time login.
Active Applications	Applications active for the user
Pending Applications	Applications pending approval by an Administrator
External User ID	User ID that partner company uses
External Organization ID	Organization ID that partner company uses
Org ID	Organization ID for Exostar MAG account
Org Name	Name of organization

### View Organization Search Criteria

Org Name	Organization Name
Org ID	Organization ID for Exostar MAG account
External Organization ID	Organization ID that partner company uses

### Organization Results Fields

Org Name	Organization Name
Org ID	Organization ID for Exostar MAG account
Business Unit	Unit of an organization representing a specific business function
External Organization ID	Organization ID that partner company uses
R-IDP	Remote Identity Provider (information displays in column if organization is using EAG.)
MAG Status	Status of organization's account. Active status means the organization is active in Exostar's MAG Platform.
Address	Organization's Address
City	Organization's City
State	Organization's State
Country	Organization's Country
Active Applications	Applications active for the organization.
Suspended Application	Applications suspended for the organization