



Managed Access Gateway (MAG) Service Provider Administrator Guide

September 2022

The EXOSTAR logo, featuring a stylized 'X' with a red and grey gradient, followed by the text 'EXOSTAR' in a bold, sans-serif font. The logo is centered and overlaid on a background of several intersecting red and grey lines that form a complex geometric pattern.

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DOCUMENT VERSION

Version	Impacts	Date	Owner
IAM Service Provider (SP) Guide (MAG 6.10)	<ul style="list-style-type: none">• Credential information displays for users during SP Administrator approval process• Last MAG Access Date column added to View Users sub-tab	November 2018	S. Puthanveetil
MAG 6.11	<ul style="list-style-type: none">• Changed the product name from IAM to MAG	April 2019	S. Puthanveetil
MAG 6.12	<ul style="list-style-type: none">• Resend provisioning records	August 2019	S. Puthanveetil
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MAG 7.0	<ul style="list-style-type: none">• Self-Registration• New Organization Adoption Invitation registration process• Dashboard• Purchasing• Credentialing• Activation• Authentication	February 2021	B. Nair

INTRODUCTION

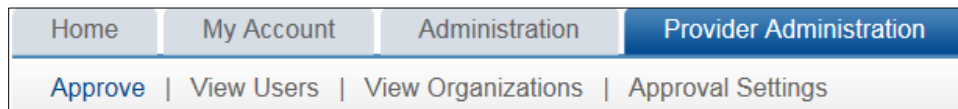
This role-based guide covers the primary actions performed specifically by users with the Service Provider (SP) Administrator role. For a more comprehensive guide, please reference the Exostar Managed Access Gateway (MAG) User Guide on the [MAG Training Resources](#) page.

ABOUT THE SERVICE PROVIDER ADMINISTRATOR

There are two types of SP Administrators: administrative and view only. The SP Administrator role with administrative permissions allows users to approve or deny access for specified partner company applications. The SP Administrator role has view only permissions. Additionally, SP Administrators can run reports. The SP Administrator role is only available to partner companies.

PROVIDER ADMINISTRATION TAB

Partner companies with the Service Provider (SP) Administrator role can complete application approvals for applications that require SP Administrator approval, view users, and organization information. From this tab, SP Administrators can also set criteria for application requests from specified organizations to skip the SP Administrator approval step.



Approve

Approve allows SP Administrators to approve or deny requests for application access. To authorize or deny requests individually:

1. Select the **Approve** sub-tab.
2. Click the hyperlinked **Request ID**.

Select	Request Id	User ID	Last Name	First Name	Org ID	Org Name	Business Unit	Application Requested
<input type="checkbox"/>	SIG_1515629764689_FPX1	guthmillerj_0540	Guthmiller	Jason	EXOs029448149	Exostar2		Forumpass 4 - UAT
<input type="checkbox"/>	SIG_1515629758592_FPX1	hensleya_0443	Hensley	Amber	EXOs029448149	Exostar2		Forumpass 4 - UAT

3. Review the information. Click **Next**.

NOTE: If user has registered multi-factor authentication credentials such as One Time Password Product or FIS Digital Certificates, information displays under credential information section.

4. If approving, you must answer **Yes** to both questions. If denying, answer **No** to the questions. Denial comments are required.

NOTE: 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 multiple requests:

1. Select the users you are approving or denying. From the **Action** menu, select **Approve** or **Deny Selected Requests**, click **Apply**. You can select 30 requests at a time.

Home | My Account | Administration | Stewardship | **Provider Administration** | Registration Requests | Cus

Approve | View Users | View Organizations | Approval Settings

Filter Requests By: All

Search For: Using Select Field to Filter Search Clear

Need additional help? - Refer [Service Provider Administration Guide](#).

Request still pending? The system may still be processing. Click the sub-tab to refresh the screen and update the status.

Action: **Approve Selected Requests** Sponsor Code(s): Apply You can approve/deny a maximum of 30 requests at a time

Select	Request Id	User ID	Last Name	First Name	Org ID	Org Name
<input checked="" type="checkbox"/>	SIG_1515629758592_FPX1	hensleya_0443	Hensley	Amber	EXOs029448149	Exostar2
<input checked="" type="checkbox"/>	SIG_1507308946156_FPX1	gellino_8537	gellin	olivier	EXOs029448149	Exostar2

2. An **Approve Confirmation** screen displays. Click **YES** to complete approval. If denying, you must enter denial comments. Click **Submit**. Users receive an email with approval/denial status.

NOTE: Regardless of how the request for application access 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.

View Users

View Users allows SP Administrators to search for users subscribed to their application. From View Users, you can modify application access (i.e. suspend).

Determine User Role

SP Administrators can determine a user’s role by following the steps below.

1. Click **View Users**.
2. Enter search criteria. Click **Search**.
3. Click the **User ID** to access user details.

Home | My Account | Administration | **Provider Administration**

Approve | **View Users** | View Organizations | Approval Settings

Click the Search button to view results.

Search For: Exact

User ID	Last Name	First Name	Last MAG Access Date
manm_6107	Man	Mandy	Oct/31/2011
mand_8306	Man	Dan	Jun/06/2012

4. Scroll to the **Application Settings** section to view the **Manage Roles** section.

Application Settings		
Manage Roles:	<input type="checkbox"/>	
	<input checked="" type="checkbox"/>	User
	<input checked="" type="checkbox"/>	App Admin
	<input type="checkbox"/>	Org Admin

Determine User Credentials

If a user registered multi-factor credential (such as a One Time Password product or FIS Digital Certificates), credential information displays in **Certificates** or **One-Time Password Service** sections.

One-Time Password Service	
Account Status: Suspended	
Expiration Date: 31 Oct, 2018 11:59 PM EDT	
Credential Type	Proofing Level
Mobile ID	level_2
To view more details about the user's otp account, click on the link .	

View Organization

View Organization allows SP Administrators to search for organizations subscribed to their application.

Modify Application Access

The SP Administrator can modify applications for users or organizations for applications they administer. If suspending, users will be unable to access the application.

Users

You can modify access to your application for users. Once suspended, users are unable to access the application. To modify a user's application access:

1. Click **View Users**.
2. Enter search criteria. Use the search filter menu or select **Exact Match** to narrow results. Click **Search**.

User ID	Last Name	First Name	Email	R-IDP User ID	External User ID	External Organization
evansa_2401	Evans	Adrienne	adrienne.evans@exostar.com			

- From results, click the hyperlinked **User ID**.
- To modify application access, 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		Suspended		Activate Delete
Exostar LLC	ForumPass 6 WebEx - US	10 Apr, 2018 09:17 AM EDT	Active	<input type="text" value="Exostar"/>	Suspend Delete
Exostar LLC	WebEx - US		Inactive	<input type="text"/>	Request Access

Organizations

You can modify access to your application for an entire organization. Once suspended, users are unable to access the application. To modify an organization’s application access:

- Click **View Organizations**.
- Enter search criteria. Use the search filter menu or select **Exact Match** to narrow results. Click **Search**.

Approve View Users View Organizations Approval Settings								
Click the Search button to view results.								
Search For: <input type="text" value="Training"/>		<input type="checkbox"/> Exact Match		Using: <input type="text" value="Organization Name"/>		Search		
Org Name	Org ID	Business Unit	External Organization ID	R-IDP	MAG Status	Address	City	State
Training	EXO058230016				Active	Unknown	Unknown	Unknown

- From results, click the hyperlinked **Org ID**.
- To modify application access, 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.

Approval Settings

Approval Settings allows SP Administrators to add organizations for automatic approval for application requests. When organizations are added, all users who request access to a SP Administrator’s application do not require SP Administrator approval.

To manage approval settings:

- Enter the organization’s Exostar **Organization ID** in the **Enter Org ID** field and select the application you are adding for approval.

Approve View Users View Organizations Approval Settings	
*Enter Org ID:	<input type="text" value="EXO058230016"/> Add Organization
*Select Application:	<input type="text" value="Forumpass 4 - UAT"/>

2. Click **Add Organization** to complete. To remove from approval list, click **Remove**. Once removed, application requests require SP Administrator approval.

*Enter Org ID:	<input type="text"/>	Add Organization			
*Select Application:	Forumpass 4 - UAT ▼				
Org ID ↕	Org Name ↕	SP ↕	Added By ↕	Added On ↕	
EXO058230016	Training	Forumpass 4 - UAT	Daivda Evans	04-12-2018	Remove

Search

Depending on role, search criteria and functionality varies for Administrators and Organization Stewards. To complete a search:

1. Select search type (e.g. View Users or View Organizations).
2. Select search criteria from the drop-down menu and enter search criteria in **Search For** field. Click **Search**.

Click the Search button to view results.

Search For: Exact Match Using:

3. Results display. Click the hyperlinked **User ID** or **Organization ID** to obtain details and complete necessary functions (i.e. suspend, reactivate, etc.).

Search Field Definitions

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

View User Results Fields

User ID	Unique identifier for the user
Last Name	Last name of user
First Name	First name of 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

View Complete Email Address

If you have the SP Administrator 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.

The screenshot shows a 'Personal Information' form with the following fields: Title (Select Title), Email (george.baker@exostar.com), Confirm Email Address (george.baker@exostar.com), Job Title (exostarpentestadmin), Phone (7035551212), First Name (Exostarpentest), Middle Name, Last Name (Admin), Fax, and Timezone (America/New_York). A red box highlights the email address field, and a tooltip shows the full email address: george.baker@exostar.com.

Unlock Pending Requests

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

1. Click the **Registration Requests** tab.
2. Status of the request displays as **Pending**. Locate the request and click the hyperlinked User ID.

Request Id	Last Name	First Name	Org Name	Status
userRegistration1521830973352	DiwanEPAlite	Reetika	Exostar2	New
userRegistration1521037320799	Star	Norman	Exostar2	Pending

3. From the opened request, click **Cancel**. You are redirected back to the request queue.

4. Click the appropriate action sub-tab to refresh (Approve, View Users, View Organizations, and Approval Settings). The request now displays a status of **New**.

Request Id ↕	Last Name ↕	First Name ↕	Org Name ↕	Status ↕
userRegistration1521830973352	DiwanEPAlite	Reetika	Exostar2	New
userRegistration1521037320799	Star	Norman	Exostar2	New

Resend Provisioning Records

To resend provisioning records:

1. Log into your MAG account.
2. Select the **Provider Administration** tab. Select one of the following:
 - a. **View Users:** select a user and click the user ID.
 - b. **View Organizations:** select an organization and click the org ID.
3. Locate the **Provisioning** section.

NOTE: The **Select an application** drop down lists all applications the selected user/org is subscribed to and the SP Admin has the administration permissions for.

4. Select an application and click the **Resend** button to resend the record.

NOTE: Resend only works if there was a change from the previous provisioning record to the new one and Force Resend resends the provisioning record to the selected service provider regardless of whether or not a change happened in the provisioning record.