



One Time Password (OTP) Renewal Guide

August 2024





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OVERVIEW

This guide provides instructions on completing a One Time Password (OTP) renewal, specifically using a voucher code or promotion code.

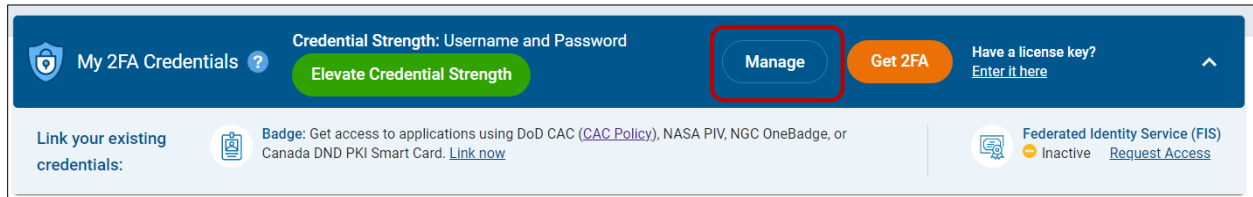
A voucher code is like a gift certificate, as it can be used until the value is depleted or the voucher code expires. Voucher codes expire one year after issuance. The token you purchase is good for 12 months from the date of purchase of the actual token. Multiple voucher codes can be used on a single order by separating the codes with a comma.

Promotion codes are used to discount or purchase credentials. Promotion codes are issued by Exostar Finance as part of a bundled purchase or as part of an agreement. Only one promotion code can be used per order.

DETERMINE RENEWAL DATE

To renew your OTP credential, you must be within the eligibility period. You will receive emails prompting you to renew periodically prior to expiration. To determine your renewal date:

1. Log in to your MAG account with your **Email Address** or **User ID** and **Password**.
2. In the **My 2FA Credentials** section, click the **Manage** button to open the **Manage OTP** page in your MAG account.



The screenshot shows a user interface for managing 2FA credentials. At the top, there is a header with a shield icon, the text "My 2FA Credentials", a question mark icon, and a "Credential Strength: Username and Password" indicator. Below this, there are three buttons: a green "Elevate Credential Strength" button, a blue "Manage" button (highlighted with a red box), and an orange "Get 2FA" button. To the right of the "Get 2FA" button is a link "Have a license key? Enter it here" with an upward arrow icon. Below the header, there are three sections: "Link your existing credentials:" with a clipboard icon, "Badge: Get access to applications using DoD CAC (CAC Policy), NASA PIV, NGC OneBadge, or Canada DND PKI Smart Card. Link now" with a badge icon, and "Federated Identity Service (FIS) Inactive Request Access" with a person icon.

3. Click the **View Details** button.

The screenshot shows a user account management interface. At the top, there are navigation tabs: Home, My Account (selected), Administration, Registration Requests, and Reports. Below the tabs are links: Edit Profile, View Organization Details, Change Email, Change Password, Change Security Questions, and Manage OTP. The main content area has a section titled 'Introduction' with text about purchasing Hardware or Phone OTP. Below that is a 'Purchase Additional Credentials' section with a 'Purchase' button. The 'Manage OTP' section shows 'OTP account status: Active' and a 'View Details' button highlighted with a red box. There is also an 'Elevate' button.

4. In the **Manage One Time Password Service** section, view the **Renewal Date**.

The screenshot shows the 'Manage OTP' section. It contains a list of instructions for managing One-Time Password Service and registered OTP devices. Below the instructions is a link for 'Need more information? View our frequently asked questions.' The 'Manage One-Time Password Service' section shows 'Last Authentication Date: 13 Jul, 2021 12:28 PM EDT' and 'Renewal Date: 01 Jan, 2050 11:59 PM EST', with the 'Renewal Date' highlighted by a red box.

RENEW VIA MAG ACCOUNT

To renew your OTP credential:

1. Verify you are logged into your MAG user account with your OTP in the **My 2FA Credentials** section. Click the **Manage** button and click to **Renew**.

The screenshot shows the 'My 2FA Credentials' section. It displays 'Credential Strength: Username and Password' and a 'Manage' button highlighted with a red box. There is also a 'Get 2FA' button and a link for 'Have a license key? Enter it here'. Below the main section, there are links for 'Link your existing credentials:' and 'Federated Identity Service (FIS) Inactive Request Access'.

2. Make the necessary product selection, based on your current OTP credential. Click **Next**.

3. Review the data input for **Primary Information** and **Billing Address**. Add information for any missing fields.

Primary Information

First Name
Ashleigh

Middle Name (Optional) Last Name
Howell

Email
ashleigh.howell@exostar.com

Billing Address

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

Address Address 2 (Optional)
Sunrise Valley Dr. Apartment or suite

Country City State Zip
United States Herndon Choose... 20171

4. On the right-hand side, input the **Voucher Code** or **Promotion Code**. Click **Apply**. Click **Next**.

next page.

Voucher Code:
 [Apply](#)




Promotion Code:
 [Apply](#)

[Next](#)

5. Select **Invoice**. Complete the **Captcha Code**. Click **Submit**.


Payment

Select payment method (select invoice if using a voucher): "Please note, Exostar does not accept credit card payments greater than \$5,000."

Credit Card    **Invoice**

If you choose the invoice option:

- An invoice with instructions on making the payment will be emailed to you.
- Your invoice must be paid in full for order to be processed.

I'm not a robot  reCAPTCHA
Privacy - Terms

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

Phone-Based OTP US (1 Year) with Proofing

Quantity:

Subtotal	\$40.00
Voucher	-\$40.00
Promotion	\$0.00
<hr/>	
Tax	\$0.00
Shipping	\$0.00
Handling	\$0.00
<hr/>	
Total	\$0.00

The renewal date should update in your MAG account.

EXPRESS RENEW

This option requires the user to receive a renewal email with a renewal link. Once you receive the email, click the **Renew Now** link. This link redirects to the web store, where you can complete your purchase.

Renew Your Exostar Subscription

Dear 1M,

Your **One Time Password (OTP) - Hardware EPCS - PAC** subscription associated with **mag:1MAlex_2NON@fis.evincible.com** account will expire on **04/06/2024**. Please click "RENEW NOW" to renew your account.

If you do not renew subscriptions prior to the expiration date, accounts **will be suspended from use and then revoked completely after 90 days**. If you wait to renew until after accounts have been revoked you will be required to replace your Hardware Token and go through the identity proofing process again.

If you need assistance, please contact [Exostar Customer Support](#).

We appreciate your business and look forward to serving you in the years ahead.

Exostar

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