

# MAG Application Access FAQs

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# AG Application Access FAQs

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## Application not Accessible

If you are logged into your MAG account, but cannot access certain partner applications, it might be due to these common issues:



- You need to [activate your credential](#).
- You need a [stronger credential](#).
- Your [credential has expired](#).
- You need to [log into MAG with your credential](#).
- You still need to download the [FIS MLOA certificates](#).

In these scenarios, the status of your applications will read **Login Requirements not Met**. Review the sections below to learn how to troubleshoot these common access issues. Please see the [Credentials by Partner and Application](#) matrix to review acceptable credentials. For additional credentialing information, including purchase information, please visit the [MAG Credentialing FAQs](#) page.

## Activate Your Credential

How can I activate my credential?

You might not be able to access your partner application because your credential needs to be activated. Specifically, this applies to such credentials as [Phone OTP](#), [OTP Hardware Token](#), and [Exostar Mobile ID](#). Activation ensures your credential is attached to a specific MAG account. To activate your purchased credential:

**Step 1.** Log into into your MAG account, and navigate to the **My Account** tab.

**Step 2.** Click the **Manage OTP** sub-tab.

**Step 3.** Click **Purchase/Register** link. You are redirected to the **Credentialing** page.

**Step 4.** Select the **Get/Activate credentials** radio button.

**Step 5.** Click the hyperlinked **I have a license key**, enter the license key, and click **Activate**. Follow the prompts to complete the activation and to register a phone number to your MAG account.

If you do not have a credential, and want to purchase at this time, click **Continue** instead of **I have a license key**. Follow the prompts to complete the purchase and activation of your credential.

## Credentials by Partner and Application

How do I know what credential to purchase?

The credential type is dependent upon the security requirements for the application you are accessing. Please review the table below, and if you cannot find the information or need additional assistance, please contact Exostar Customer Support or the representative of your partner organization.

Application/Customer Name	Acceptable Credentials
BAE Systems Board Portal	Inviter Specified
BAE Systems Portal	User ID, Password + Phone OTP with Proofing User ID, Password + OTP Hardware with Proofing User ID, Password + Exostar Mobile ID with Proofing User ID & Password + FIS MLOA Hardware Certificates DoD CAC

<p>BAES UK Maritime Naval Ships Windchill Project</p>	<p>User ID, Password + Phone OTP with or without Proofing</p> <p>User ID, Password + OTP Hardware</p> <p>User ID, Password + Exostar Mobile ID</p> <p>User ID &amp; Password + FIS MLOA Software or Hardware Certificates</p>
<p>Boeing Supplier Portal</p>	<p>User ID, Password + OTP Hardware Token password</p> <p>User ID &amp; Password + FIS MLOA Hardware Certificates</p> <p>Enterprise Access Gateway (EAG)</p> <p>NGC OneBadge</p>
<p>Boeing SCP</p>	<p>OTP Hardware Token with Proofing</p>
<p>Boeing 787 SCMP</p>	<p>OTP Hardware Token with Proofing</p>
<p>Partner Information Manager (PIM)</p>	<p>User ID &amp; Password &amp; Phone OTP Without Proofing</p> <p>User ID &amp; Password + OTP Hardware Token or Authy</p> <p>User ID &amp; Password + FIS MLOA Hardware Certificates</p> <p>Enterprise Access Gateway (EAG) or RIDP Users</p>
<p>Information Manager - HII</p>	<p>User ID &amp; Password + FIS MLOA Hardware Certificates</p> <p>DOD CAC</p> <p>NGC OneBadge</p>
<p>Lockheed Martin Aeronautical</p> <p>Aero JTD</p> <p>CSAS Web F-16</p> <p>EDCS Airlift</p> <p>EDCS F-16</p> <p>EDCS Palmdale</p> <p>F-22 Fleet Management Tool</p> <p>LM AeroSource F-35 Production</p> <p>Lockheed Martin OneAero</p> <p>Online Account Request System (OARS)</p> <p>Transportation Management System</p> <p>User Acceptance LM AeroSource</p>	<p>User ID, Password + FIS Basic Certificates OR</p> <p>User ID, Password + OTP Hardware token password</p> <p>User ID &amp; Password + FIS MLOA Software Certificates</p> <p>User ID &amp; Password + FIS MLOA Hardware Certificates</p> <p>Enterprise Access Gateway (EAG)</p> <p>NGC OneBadge</p>
<p>Lockheed Martin Procure to Pay (LMP2P)</p>	<p>User ID, Password + Phone OTP with Proofing</p> <p>User ID, Password + Exostar Mobile ID with Proofing</p> <p>User ID, Password + OTP Hardware Token with Proofing</p> <p>Enterprise Access Gateway (EAG)</p> <p>User ID &amp; Password + FIS MLOA Hardware Certificates</p>
<p>ProcurePass Buysite (BAE Systems)</p>	<p>User ID, Password</p>
<p>Raytheon Supplier Portal</p> <p>Raytheon SecureForms</p> <p>Raytheon Supply Chain Platform (RSCP)</p>	<p>User ID, Password + Phone OTP with Proofing</p> <p>User ID, Password + OTP Hardware with Proofing</p> <p>Enterprise Access Gateway (EAG)</p> <p>User ID &amp; Password + FIS MLOA Hardware Certificates</p>

Rolls-Royce Global Supplier Portal	<p>Either of the following credentials are acceptable depending upon the application you need to access within GSP:</p> <p>User ID, Password + FIS Basic Certificates OR</p> <p>User ID &amp; Password + FIS MLOA Software Certificates</p> <p>User ID &amp; Password + FIS MLOA Hardware Certificates</p> <p>Enterprise Access Gateway (EAG)</p> <p>NGC OneBadge</p>
Supply Chain Platform - BAE Systems	<p>User ID, Password + Phone OTP with Proofing</p> <p>User ID, Password + OTP Hardware with Proofing</p> <p>User ID, Password + Exostar Mobile ID with Proofing</p> <p>User ID &amp; Password + FIS MLOA Hardware Certificates</p> <p>DoD CAC</p>
Supply Chain Platform - NNS	<p>User ID &amp; Password + FIS MLOA Hardware Certificates</p> <p>DOD CAC</p> <p>NGC OneBadge</p>

## Purchase a Stronger Credential

How do I purchase or upgrade my current credential?

If you cannot access your application, and receive the **Login Requirements Not Met** message, double-check with your partner to see what kind of credential they require for the access to your specific application. If you need a stronger credential or an upgrade to your credential in the form of Identity Proofing, follow the steps below to complete your purchase:

**Step 1.** Log into your MAG account, and navigate to the **My Account** tab.

**Step 2.** Click the **Manage OTP** tab, and select the purchasing option that addresses your credentialing situation. Scroll down and use the available buttons to either purchase a new credential, or add the proofing upgrade to your active credential.

Alternatively, you can also access the Exostar Webstore by clicking the **Billing and Support** link, located in the upper right corner in your MAG account. Locate the desired credential, and follow the prompts to complete your purchase. We suggest using this option if the buttons under the Manage OTP sub-tab are temporarily unavailable.

## Renew Expired Credential

How can I renew my expired credential?

If your credential is expired, and you receive the **Login Requirements Not Met** message, please follow these steps to complete your credential renewal:

**Step 1.** Log into your MAG account, and click **Billing and Support** located in the upper right corner.

**Step 2.** To renew expired credentials, click **Subscription Renewals** from the blue banner (top of page).

**Step 3.** Select the product from the drop-down menu, and select **Available Renewals**. Click **Add to Cart**. Follow the prompts to complete your renewal.

## Log in with Credential

How do I ensure I am logged into MAG with my credential?

If during your login to MAG you skipped the OTP step, you might not be able to access certain applications. To elevate your account's security from User Name and Password to OTP, follow the steps below:

**Step 1.** From the Home dashboard view, navigate to the **My Account** tab.

**Step 2.** Click the **Manage OTP** sub-tab.

**Step 3.** From the **Manage OTP** section of the page, click **Elevate**.

**Step 4.** Follow the steps to complete the login with your credential.

## Download the FIS MLOA Certificates

How do I download and log in with my FIS MLOA certificates?

If you purchased, but forgot to download the FIS MLOA Hardware Digital Certificates, you won't be able to access the applications that require this certificate for access. Click [here](#) for instructions on how to complete the download, and then complete the steps below:

**Step 1.** If you are not automatically prompted to select your FIS MLOA Hardware certificates during login to MAG, close your browser and navigate to <https://portal.exostar.com>.

**Step 2.** Plug the FIS Hardware Token into your computer.

**Step 3.** From the **Advanced Login Options** section, select **Digital Certificates (Hardware)**.

**Step 4.** When the certificate prompt displays, select the certificate and click **OK**.

**Step 5.** Enter your token password.

**NOTE:** If you forget this password, you must go through the proofing process again, as this password cannot be reset.

**Step 6.** Verify you successfully logged in with your credential. The credential strength can be viewed in the right upper corner of your MAG account (located below **Billing and Support**). The credential strength field should display **Medium Hardware Cert**.

## Application Statuses

I see that applications in my MAG account have different statuses. What do these statuses mean, and what should I do if some applications do not say "active"?

You can view the status of your applications from the **Home** tab (under the **My Applications** section) of your MAG account. Unless you see **Open Application** next to the application you want to use, you might need to wait or to reach out for help to Exostar Customer Support. Review the table below to see what each status means, and what action is required.

Exostar Application Status	User Action
Active	Click <b>Open Application</b> to launch the application in a separate browser window.
Organization Registration Approval Pending	None
Pending Account Creation by the Application	If the application has been in this status for more than 24 hours, contact <a href="#">Exostar Customer Support</a> .
Pending Approval by the Application Owner	If application has been in this status for more than 48 hours, contact <a href="#">Exostar Customer Support</a> .
Pending Application Administrator Approval	Contact your Application Administrator for the application.
Pending Activation	Contact your Application Administrator for the SCP application.
Pending Acceptance of Terms & Conditions	Contact your Organization Administrator.
Inactive	If you need access to the application, click <b>Request Access</b> next to the inactive status. Your request transitions to <b>Pending Application Administrator Approval</b> .
Suspended	Click <b>Reactivate Application</b> . If you do not see Reactivate Application, work with your organization's Application Administrator for the suspended application.

Pending Exostar Approval	If application has been in this status for more than 48 hours, contact <a href="#">Exostar Customer Support</a> .
Pending Proofing	Contact <a href="#">Exostar Customer Support</a> for information if you completed your in-person proofing. This status applies only to MAG users who are awaiting proofing for FIS Medium Level of Assurance (MLOA) Certificates.
Login Requirements Not Met	Log into your account with the required credential. If you do not have a credential, you need to complete a purchase from <b>Billing and Support</b> which can be accessed from your account. If you are unsure of what credential to purchase, contact <a href="#">Exostar Customer Support</a> .

**Questions?** If you use an OTP credential, explore our library of [OTP FAQs](#).  
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