Phone OTP FAQs

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Maximum Number of Phones

How many phone numbers can I register in my account? Should I register additional phone numbers?

You can register up to three phone numbers, and we recommend registering at least two. If at some point you lose access to your primary and only phone number, you lose access to your OTP as well. With two or three phone numbers, you can use your alternative phone numbers to receive OTPs and update phone numbers on record.

Update an Existing Primary Phone Number

How can I update the primary phone number registered to my OTP?

For the security of your account, you must be logged in with your Phone OTP credential to add or update phone numbers. If you are unable to login with the currently registered phone number, you must purchase a new subscription.

To update the primary phone number, log into your MAG account with your Phone OTP. Add the desired phone number as new, and then delete the previous phone number. To add the phone number, follow these steps:

Step 1. Log into your Exostar MAG account with your Phone OTP credential.

Step 2. Click the **My Account** tab and then **Manage OTP**.

Step 3. From the **Manage OTP** section, click **View Details**.

Step 4. Click **Add Phone**.

Step 5. Select **Delivery Method** and enter phone number in **Phone Number and Confirm Phone Number** fields.

Step 6. Click **Send Code**. A verification code is sent to the selected delivery method.

Step 7. Enter the verification code in the **Verification Code** field. Click **Submit** to complete.

Add a New Phone Number

How can I add an additional phone number to my account?

You can add additional phone numbers only after you set up your initial phone number. Follow the steps below to add additional phone numbers:

Step 1. Log into your Exostar MAG account with your Phone OTP credential.

Step 2. Click the **My Account** tab and then **Manage OTP** sub-tab.

Step 3. From the **Manage OTP** section, click **View Details**.

Step 4. Click **Add Phone**.

Step 5. Select **Delivery Method** and enter phone number in **Phone Number and Confirm Phone Number** fields.

Step 6. Click **Send Code**. A verification code is sent to the selected delivery method.

Step 7. Enter verification code in **Verification Code** field. Click **Submit** to complete.

Not Prompted for a Phone OTP

I am not getting prompted for a Phone OTP during login into MAG. What should I do?

If you are not getting prompted for a phone OTP during login, you can solve this issue by doing one of the following things:

- Clear your browsing history, close the browser, re-launch, and try to log in again
- Elevate credential strength after you are logged into your MAG account.

Complete these steps to clear your browsing history in Internet Explorer:

Step 1. Click **Tools** or the **Gear Icon**.

Step 2. Click **Internet Options.**

Step 3. In **Browsing History,** click **Delete.** Check the boxes for temporary Internet files and website files, cookies and website data, history, download history, and form data.

Step 4. Click **Delete**, then click **Apply** and **OK**. Close the browser, and open a new browser window.

Step 5. Return to the login process.

Complete these steps to elevate your credential strength from User ID and Password to Phone OTP:

Step 1. Log into MAG with the User ID and Password, and 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 prompts to complete the login with your OTP credential.

Add a Proofing Upgrade to Phone OTP

How do I purchase the identity proofing upgrade for an existing Phone OTP?

If you have an existing MAG account with an OTP attached to it, you must initiate the purchase of a proofing upgrade after you log into your MAG account. Follow the steps below to complete your purchase:

Step 1. Log into your MAG account.

Step 2. Go to the **My Account** tab, and click the **Manage OTP** sub-tab.

Step 3. Scroll to the **Proofing Upgrade**, check the box that you understand the requirements, and click **Upgrade**.

Step 4. Follow the prompts to complete your purchase. In order to finalize your upgrade, complete the identity proofing process. To learn more, review the information on the Identity Proofing page.

Expired Token

What do I do if my Phone OTP expired?

As long as your token still shows in your MAG account, you can follow the renewal process. To view your token in MAG:

Step 1. Log into your MAG account.

Step 2. Navigate to the **My Account** tab.

Step 3. Select the **Manage OTP** sub-tab to view your token.
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