

Credentialing - Lockheed Martin Aeronautics

Page Contents

- [Page Contents](#)
- [Jump to...](#)
- [New Users](#)
 - [Step 1. Purchase Credential](#)
 - [Step 2. Activate License Key](#)
 - [Step 3. Complete Proofing](#)
 - [Experian Instant Proofing](#)
 - [Live Webcam Proofing](#)
 - [Step 4. Register Phone](#)
 - [Step 5. Login with Credential](#)
 - [Other Acceptable Credentials](#)
- [Existing Users](#)
 - [Token Renewal](#)
 - [Proofing Upgrade](#)

Jump to...

- [Aeronautics Overview](#)
- [Aeronautics Get Started](#)
- [Aeronautics Register](#)
- [Aeronautics Self-Help](#)

Credentialing - Lockheed Martin Aeronautics

e

New Users

In order to access the Lockheed Martin Aeronautics solution, you must purchase and register a Phone One Time Password (OTP) with Proofing credential. Please see instructions for the end-to-end credentialing process below:

Step 1. Purchase Credential

To complete a Phone OTP with Proofing purchase:

Step 1. Log into your MAG account.

Step 2. From the **My Account** tab, click **Manage OTP**, then click **Purchase or Register Credentials**.

Step 3. From the **Let's Get Credentialed** page, select the **Get/Activate Credentials** radio button. Click **Continue**.

Step 4. Click **Purchase**. Select **Lockheed Martin** from the **Partner** drop down.

Step 5. Select **Phone Based OTP- 1 Year with Proofing**

NOTE: Ensure you select the correct product based on your location: US Phone Service or Non-US Phone Service.

Step 6. Click **Add to Cart**. Click **Checkout**.

Step 7. Review your order and click **Proceed to Checkout**.

Step 8. Select payment method. View or update billing address. Scroll down and click **Continue**.

NOTE: If you purchase with a credit card, you receive the license key via email. If you select the invoice option, you must submit payment to Exostar before you receive your license key.

Step 9. Click **Place Order** to receive an order number.

NOTE: It can take up to 24 hours to receive the license key if you purchased with a credit card. Please check your junk, spam or email filters if you have not received the license key. If you have not received the license key email after 24 hours, please contact [Exostar Customer Support](#).

Step 2. Activate License Key

To activate your Phone OTP with proofing license key:

Step 1. Log into your MAG account.

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

Step 3. Click the **Purchase or Register Credentials**.

Step 4. From the **Let's Get Credentialed** page, click **Get/Activate Credentials**. Click **Continue**.

Step 5. Select the **I have a license key** link and enter your license key. Click **Continue**.

Step 6. Ensure the name in your Exostar account and legal ID match. Click **Next** to select your proofing service.

Step 3. Complete Proofing

Exostar uses two proofing methods to verify a user's identity. If you are located in the United States, you can complete identity proofing instantly by answering Experian credit bureau-based questions, or by scheduling a live proofing via webcam. Users located outside of United States **must** schedule a live proofing session.

Experian Instant Proofing

This proofing service is only available to US-based users. To complete your instant, Experian identity proofing:

Step 1. Select **Verify my identity online now** as the **Proofing Service**.

Step 2. Complete required fields to verify your identity.

NOTE: If the last four digits of your SSN are not verifiable, you are prompted to enter all nine digits. Your personal information is not stored or saved by Exostar.

Step 3. Click **Next**. If agreeing to the identity verification, click **Agree**.

Step 4. Answer credit history questions. Click **Submit**.

NOTE: If incorrect answers are provided, but the credit bureau is able to locate you with your personal information, you will receive an activation code in four business days via postal mail. The activation code is required for you to activate your credential. If the credit bureau cannot locate you, you are routed to webcam proofing.

Step 5. Once you successfully complete your instant proofing, you must register your credential.

Live Webcam Proofing

International users and some US users are asked to complete a Live Webcam Proofing. To complete the proofing:

Step 1. Select **Verify my identity by meeting with an agent later** as the **Proofing Service**.

Step 2. Click **Schedule an Appointment**. Review the information and click **Continue**.

Step 3. Select an appointment date and time from the calendar. Click **Continue**.

Step 4. Enter required fields. Click **Confirm**.

NOTE: You will receive a confirmation email. On your scheduled appointment date, an Exostar Proofing Agent will contact you.

Step 5. Before your appointment, review the [Live Video Proofing Resource](#) page for assistance

NOTE: There is limited time to complete troubleshooting during your appointment. Failure to appear for your scheduled appointment will require you to reschedule via your Exostar MAG account.

Step 6. You must present valid, unexpired Government-issued photo identification, and answer a series of yes or no questions to prove your identity to an Exostar Proofing Agent over a live webcam-based proofing session.

NOTE: After successful completion of the webcam proofing, the proofing agent provides an activation code. This code is required to activate your credential. If you fail the webcam proofing, the proofing agent provides further instructions.

Step 7. Once you successfully complete your webcam proofing, you must register your credential.

Step 4. Register Phone

In order to access the Lockheed Martin Procure to Pay (LMP2P) solution, you must purchase and register a Phone One Time Password (OTP) with Proofing credential. To register your credential:

Step 1. If you are completing a new organization registration and need to activate credentials, click **Continue** from the **Let's Get Credentialed** page. If you have an existing MAG account, go to **My Account** and click **Manage OTP**. Click **Purchase or Register Credentials**.

Step 2. You are registering a **Phone OTP** credential. From the **Let's Get Credentialed** page, select **Get/Activate Credentials** radio button, click **Continue**.

Step 3. Click **Continue** again.

Step 4. Confirm your name information and select your country from the drop down menu. Click **Next**.

Step 5. Click the **Activate** button.

Step 6. On the **Register Your Phone** page, select **Text Capable** or **Voice Only**, **Country**, and enter your phone number. Click **Register**.

Step 7. Enter the code you receive on your phone into the **Verification** field provided on the screen. Click **Continue**.

A confirmation screen displays and you can access LM Aeronautics.

Step 5. Login with Credential

To login to MAG using your credential:

Step 1. After logging in with your user ID and password, the Phone OTP Authentication page displays. Select **Phone** and choose your **Delivery Method** (Mobile or Landline).

Step 2. Click **Send**. The OTP Code expires two minutes after clicking **Send**.

Step 3. You receive the OTP code on your phone. Enter the **OTP Code** in the OTP Code field. Click **Submit**.

Step 4. You are now logged in with your Phone OTP credential. The credential strength will display Phone OTP from your MAG Home dashboard (upper, right corner).

Other Acceptable Credentials

Lockheed Martin also accepts the following credentials, if you already have one:

- [OTP with Identity Proofing](#)
- [FIS Medium Level of Assurance Hardware Digital Certificates](#)
- [Enterprise Access Gateway \(EAG\)](#)
- [Third-Party Credentials](#) (e.g DoD CAC, NASA PIV or NGC OneBadge)

Existing Users

This section provides the steps associated with renewing an existing Phone One Time Password (OTP) with Proofing credential and upgrading an existing credential to a Phone One Time Password (OTP) with Proofing credential.

Token Renewal

Your token renewal date is based on your purchase date. To access and view your renewal date:

Step 1. Login to your MAG user account.

Step 2. Select the **Manage OTP** tab, then select **View Details**.

NOTE: The system notifies you when you are 30 days from expiration.

To renew your Phone OTP:

Step 1. Go to Exostar's web store at https://www4.exostar.com/sms_otp.

Step 2. Select **Lockheed Martin Procure to Pay (P2P)** from the drop down provided.

Step 3. Select the **View Available Renewals** button under the **Subscription Renewal** product.

Step 4. Follow the prompts on the screen to select the desired product and click **Add to Cart**.

Once payment is received for the renewal, the expiration date updates to one year from the original date of expiration.

NOTE: There could be a delay in receiving the updated information from the web store, to update the expiration date. It is a good idea to renew your OTP Token well ahead of the actual expiration to ensure it does not expire.

Proofing Upgrade

If you already have a Phone-Based OTP, but you have not previously completed the identity proofing process, you must perform a proofing upgrade. To determine if you need to perform a proofing upgrade:

Step 1. Go to <https://portal.exostar.com> and login using your OTP token.

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

Step 3. Review the requirements for participating in the Proofing Upgrade process at the bottom of the page.

Step 4. Select the checkbox indicating you understand, and click **Upgrade**.

NOTE: Please see the proofing steps detailed in the **Activate OTP Hardware Token** section of the **OTP User Guide** from the Downloadable Guides page.

Step 5. Confirm your identity information and select your country. Click **Next**.

Step 6. In order to complete the upgrade, you are required to participate in the identity verification process. Follow the prompts on the screens presented.

How useful was this content?

Your Rating:

Results:

10 rates