

General OTP FAQs

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General OTP FAQs

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What is OTP?

What is One-Time Password (OTP)? Is it the same as 2FA/MFA?

One Time Password refers to technology that requires users to authenticate during login with an additional temporary PIN. This PIN is valid for a single login session, and it is sent to the device or app that the user has in his/her possession. Exostar provides three types of OTP credentials: **Exostar Mobile ID**, **OTP Hardware Token**, and **Phone OTP**.

We use the terms OTP, 2FA (two-factor authentication), and MFA (multi-factor authentication) interchangeably, to mean the two-level protection for applications hosted in our system. The first level consists of the traditional user ID and password combination. The OTP provides the second layer of protection.

Credential Requirements by Partner

What credential do I need?

The OTP requirement depends on your partner. Review the table below to see acceptable credentials by partner. If you cannot find the information, please contact [Exostar Customer Support](#) or the representative of your partner.

Application/Customer Name	Acceptable Credentials
Boeing Supplier Portal	User ID, Password + OTP Hardware Token password User ID & Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) NGC OneBadge
Boeing SCP	OTP Hardware Token with Proofing
Elbit - PIM	User ID + Password & Phone OTP Without Proofing
Information Manager - HII	User ID & Password + FIS MLOA Hardware Certificates DOD CAC NGC OneBadge
Lockheed Martin Aeronautical Aero JTD CSAS Web F-16 EDCS Airlift EDCS F-16 EDCS Palmdale F-22 Fleet Management Tool LM AeroSource F-35 Production Lockheed Martin OneAero Online Account Request System (OARS) Transportation Management System User Acceptance LM AeroSource	User ID, Password + FIS Basic Certificates OR User ID, Password + OTP Hardware token password User ID & Password + FIS MLOA Software Certificates User ID & Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) NGC OneBadge

Lockheed Martin Procure to Pay (LMP2P)	User ID, Password + Phone OTP with Proofing User ID, Password + Exostar Mobile ID with Proofing User ID, Password + OTP Hardware Token with Proofing Enterprise Access Gateway (EAG) User ID & Password + FIS MLOA Hardware Certificates
Raytheon Supplier Portal	User ID, Password + Phone OTP with Proofing User ID, Password + OTP Hardware with Proofing Enterprise Access Gateway (EAG) User ID & Password + FIS MLOA Hardware Certificates
Rolls-Royce Global Supplier Portal	Either of the following credentials are acceptable depending upon the application you need to access within GSP: User ID, Password + FIS Basic Certificates OR User ID & Password + FIS MLOA Software Certificates User ID & Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) NGC OneBadge
Supply Chain Platform - NNS	User ID & Password + FIS MLOA Hardware Certificates DOD CAC NGC OneBadge

Purchase an OTP

I know what I need now, but how do I start the purchase?

To complete the purchase, log into your MAG account, and follow the steps below:

Step 1. Log into your MAG account.

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

Step 3. Click **Purchase or Register Credentials** and follow the prompts to complete your purchase.

OTP Login

Do I always have to login with my OTP?

Yes, if your applications require an OTP credential for access. If you skip OTP during the login, you will receive the **Login Requirements Not Met** message when trying to access these applications.

I did not use the OTP during login, and now I can't access certain applications. What should I do?

If you logged in without your OTP credential, you can elevate your security to OTP after you are already in MAG. To do so, complete these steps:

Step 1. From the **Home** dashboard view, click **My Account**.

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 login with OTP.

The credential strength (located in the upper right corner of the page), changes from Username and Password to your OTP credential type.

I am no longer prompted to login with my OTP credential. What should I do?

If the system no longer prompts for your credential during login, your credential is most likely expired. To renew your credential, follow these steps:

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**.

Step 4. Click **Add to Cart**. Follow the prompts to complete your renewal.

OTP Sharing

Can I share my OTP credential with someone else?

No, credentials cannot be shared. Each user requires their own credential. Sharing credentials is a violation of Exostar's policy.

I have not activated my OTP credential. Can I give it to someone else?

If you have not activated the credential, it can be given to someone else, as long as the license key (provided at the time of purchase) has not been used.

Lost or Stolen OTP

My OTP credential has been lost or stolen. What should I do?

We recommend suspending the credential if you think it might have been misplaced. However, if you suspect it was stolen, revoke your credential immediately.

FIS MLOA

I have FIS Medium Level of Assurance (MLOA) Hardware Digital Certificates. Do I still need to purchase an OTP credential?

No, FIS MLOA Hardware allows you to access all applications. For more information on Federated Identity Service (FIS), please click [here](#).

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