

# Certificate Reapply

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# Certificate Reapply

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Reapply for certificates for any of the following reasons:

- Your certificates have been revoked.
- Your certificates expired (you must complete a new purchase in this case).
- You want to upgrade the certificate assurance level, in which case, a new purchase must be made.
- Your Organization Administrator instructed you to reapply for FIS certificates.

There are three ways to reapply for your certificates:

1. **Yourself:** Log-in to your Identity and Access Management Platform (MAG) account using your user ID and password, and follow the steps provided below.
2. **Organization Administrator:** Your Organization Administrator can reapply for certificates on your behalf.
3. **Exostar Customer Support:** If you are unable to request certificates yourself, or the Organization Administrator is unable to request them on your behalf, contact [Exostar Customer Support](#).

To reapply:

**Step 1.** Go to the **My Account** tab, **Manage Certificates** sub-tab, then the **Reapply** sub-tab.

**Step 2.** Click on the **Reapply** button and follow on-screen prompts.

**NOTE:** If you are reapplying for **Medium Level of Assurance Certificates**, you must make the appropriate selections:

- Partner/Application
- Certificate Assurance Level
- Certificate Usage
- Certificate Type
- Certificate Validity Period
- Request Reason

**Step 3.** If you received a sponsor code, enter it and click **Next**.

**NOTE:** This is not a required field.

Following submission of the request, the following activities take place:

- Your company's FIS administrator approves your request.
- Exostar receives the approval from your FIS administrator and completes the approval process.

Once the approval process is complete, you receive an email with a passcode to download the new certificates. The download process for re-applied certificates is same as downloading a new certificate.

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