

MAG Password & User ID FAQs

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AG Password & User ID FAQs

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Reset User ID or Password

I forgot my User ID or Password. Can I reset it without calling Customer Support?

You can reset your User ID or Password if you know/remember the email address and zip code used to set up your MAG account. If you have this information on hand, follow the steps below to easily reset your forgotten user information:

Step 1. Go to <https://portal.exostar.com>. Click **Forgot User ID?** or **Forgot Password?** link.

Step 2. If you need help with your user ID, click **Forgot User ID**. Enter email address and zip/postal code. Click **Continue**.

Step 3. User ID information is sent to the email address associated with your account. Enter **Email Address** and **Zip/Postal Code** and click **Continue**.

Step 4. If you need help with your password, click **Forgot Password**. Enter **User ID** and click **Continue**.

Step 5. Answer security questions. Click **Continue**.

A system-generated password is sent to the email address on file.

Reset Security Questions

I forgot my security questions. How can I reset them?

You can reset your security questions if you know/remember the email address and zip code used to set up your MAG account. If you have this information on hand, follow the steps below to easily reset your forgotten user information:

Step 1. If you do not remember your questions, click **Forgot Security Questions/Answers?-Follow these steps to reset your password**. Enter **Email Address** and **Zip/Postal Code** and Click **Continue**.

Step 2. A system-generated password is sent to the email address on file.

If you have multiple accounts registered with the same email address, contact [Exostar Customer Support](#) for assistance.

Update Password & Security Questions

I remember my password and security questions, but I would like to change them. How can I do this?

To change your password:

Step 1. After logging in, click the **My Account** tab. Click **Change Password**.

Step 2. To change your password, enter the old password and new password. Confirm your password and click **Submit**.

Your password is successfully changed.

To change your security questions:

Step 1. After logging in, click the **My Account** tab. Click **Change Security Question** and click the change box to enable edit-mode.

Step 2. Select questions and enter answers. Click **Submit**.

Your security questions are now updated.

Whom to Contact for Additional Assistance

Whom should I contact if I do not remember my zip code or email address, and cannot update my password?

If you do not remember what email or zip code were used to set up your MAG account, you can reach out to the MAG Organization Administrator within your company, who can easily reset your permanent MAG password. If the Organization Administrator is not available, please reach out to [Exostar Customer Support](#).

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