

MAG Credentialing FAQs

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AG Credentialing FAQs

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Credential Types

What types of credentials does Exostar offer?

- Standard username and password
- One Time Password (OTP) Hardware Token with or without identity proofing
- Phone One Time Password (OTP) with or without proofing
- Exostar Mobile ID Bundle (powered by Authy™), includes Phone OTP and Exostar Mobile ID with or without proofing
- Federated Identity Service (FIS) Digital Certificates (Basic (BLOA), Secure Email, Medium Level of Assurance (MLOA) Software and Hardware)
- Exostar's Enterprise Access Gateway (EAG) solution

Credentials by Partner and Application

How do I know what credential to purchase?

The credential type is dependent upon the security requirements for the application you are accessing. Please review the table below, and if you cannot find the information or need additional assistance, please contact Exostar Customer Support or the representative of your partner organization.

Application/Customer Name	Acceptable Credentials
BAE Systems Board Portal	Inviter Specified
BAE Systems Portal	User ID, Password + Phone OTP with Proofing User ID, Password + OTP Hardware with Proofing User ID, Password + Exostar Mobile ID with Proofing User ID & Password + FIS MLOA Hardware Certificates DoD CAC NGC OneBadge Boeing SecureBadge Enterprise Access Gateway (EAG) – Level 3 or above NASA PIV Cards
BAES UK Maritime Naval Ships Windchill Project	User ID, Password + Phone OTP with or without Proofing User ID, Password + OTP Hardware User ID, Password + Exostar Mobile ID User ID & Password + FIS MLOA Software or Hardware Certificates
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
Boeing 787 SCMP	OTP Hardware Token with Proofing
Partner Information Manager (PIM)	User ID & Password & Phone OTP Without Proofing User ID & Password + OTP Hardware Token or Authy User ID & Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) or RIDP Users

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
ProcurePass Buysite (BAE Systems)	User ID, Password
Raytheon Supplier Portal Raytheon SecureForms Raytheon Supply Chain Platform (RSCP)	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 - BAE Systems	User ID, Password + Phone OTP with Proofing User ID, Password + OTP Hardware with Proofing User ID, Password + Exostar Mobile ID with Proofing User ID & Password + FIS MLOA Hardware Certificates DoD CAC Enterprise Access Gateway (EAG) – Level 3 or above
Supply Chain Platform - NNS	User ID & Password + FIS MLOA Hardware Certificates DOD CAC NGC OneBadge

[Purchase a Credential](#)

Where can I purchase credentials?

New users can purchase credentials when completing the First-Time Login process. Existing users, who completed First-Time Login, can purchase credentials by logging into their MAG account. To complete the purchase:

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.

Sharing Credentials

Can credentials be shared?

No, user accounts and activated credentials cannot be shared and is against Exostar policy. OTP Hardware Tokens, Phone OTP, and Exostar Mobile ID subscriptions that have not been activated can be transferred.

Credentials and Access to Applications

Why can't I access my application even though I purchased and activated credentials?

You either purchased an incorrect credential or you have not logged in with your activated credential. If you purchased an incorrect credential, you are required to purchase the correct credential. To confirm the credential you logged in with, follow the steps below:

Step 1. Log into your MAG account with your credential.

Step 2. Once logged in, your credential strength can be found at the top, right of the screen next to your name and User ID. If credential strength displays Username and Password, you are not logged in with your credential.

User : Jennifer Blue(bluej_4804) | Organization : Iron Builders LLC | Credential Strength : Phone OTP

If you still can't access a specific application, review the [MAG Application Access FAQs](#) for additional troubleshooting tips.

Credential not Renewing

Why is my OTP product still suspended even though I purchased a renewal?

It can take up to 24 hours for the renewal to process. If it has exceeded 24 hours, please contact [Exostar Customer Support](#).

Refunds

Can my purchase of a credential be refunded?

eTools purchases, activated credentials, expired license keys for products or used renewals are ineligible for refund. For questions about refunds, please contact [Exostar Customer Support](#).

Additional Self-Help Resources

Visit our [One Time Password](#) or [Federated Identity Service](#) pages to find relevant information. To troubleshoot an OTP-related issue, explore our library of [OTP FAQs](#).

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