

Phone OTP

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Phone OTP

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Process Overview

With Phone OTP, logging into your MAG account will work a little differently. Whenever you log in, you will use your MAG User ID and Password as usual. Then an OTP code will be sent to your mobile or landline phone via text or voice call. Use it to log in securely. Setting up Phone OTP takes 6 steps:

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Follow the workflow below to purchase and set up your Phone OTP.

STEP 1. Complete the Purchase

You will receive an email from Exostar with the **License Key** for your product after the purchase. It can take up to 24 hours for this email to arrive if you paid by credit card. If you paid by invoice, you must submit payment to Exostar before you receive your License Key. Please check your email filters and spam 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](#).

To purchase a Phone OTP with or without proofing, follow the steps below:

Step 1. Log into your Exostar MAG account at <https://portal.exostar.com> using Internet Explorer.

Step 2. Click the **My Account** tab.

Step 3. Click the **Manage OTP** sub-tab.

Step 4. Click **Purchase or Register Credentials**.

Step 5. Select **Get/Activate** Option, and click **Continue**.

Step 6. The pop-up box will display the Webstore. Select one of the below products (pick the non-US phone service options if this scenario applies to you):

- Phone Based OTP - 1 Year (US Phone Service Only) with Proofing
- Phone Based OTP - 1 Year (US Phone Service Only) without Proofing
- International Phone Based OTP - 1 Year (Non-US Phone Service Only) with Proofing
- International Phone Based OTP - 1 Year (Non-US Phone Service Only) without Proofing

Ensure you select the correct product based on your location. If you work outside the 50 United States* select the "Purchase International Phone Based OTP - 1 Year (Non-US Phone Service Only) with Proofing." US Territories will require the "Non-US Phone Service" option.

Step 7. Click **Add to Cart**.

Step 8. Review your order and click **Proceed to Checkout**.

Step 9. Select payment method. View or update billing address. Scroll down and click **Continue**.

Step 10. Click **Place Order** to receive an order number.

STEP 2. Enter the License Key

Register your OTP purchase by entering the License Key in your MAG account. After entering the License Key, proceed with one of these scenarios:

- If you don't need identity proofing, enter the License Key and proceed directly to activation.
- If you need identity proofing, enter the License Key and proceed to selecting your proofing option (Experian or Video Proofing). Make sure that the name in your Exostar account matches your legal name.

To register your OTP purchase, you must have your License Key handy. Follow the steps below to enter your License Key:

Step 1. Log into your MAG account at <https://portal.exostar.com>.

Step 2. Go to the My Account tab

Step 3. Go to the **Manage OTP** sub-tab.

Step 4. Click **Purchase or Register Credentials**.

Step 5. From the **Let's Get Credentialed** page, click **Get/Activate Credentials**. Click **Continue**.

Step 6. Select the **I Have a License Key** link and enter your license key. Click **Continue**. If you purchased an OTP with identity proofing, you will be redirected to select your proofing service: make sure that the name on your MAG account matches your legal name. Otherwise, you will proceed directly to activation (to view the steps scroll down to [Step 4. Activate Phone OTP](#)).

STEP 3. Complete Identity Proofing

After entering the License Key, you will be prompted to select your identity proofing option. Choose one of the below proofing methods:

- **Instant Proofing:** 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 video proofing session with an agent.
- **Live Video Proofing:** Users located outside of United States **must** schedule a live proofing session. US-based users may select live video proofing if they are unable to complete the Experian proofing.

Click the button below to learn more about identity proofing:

[Identity Proofing](#)

STEP 4. Activate Phone OTP

Activate your Phone OTP by registering a phone number and binding it to your MAG account. You can register up to three phone numbers to your OTP. **It is highly recommended that you register at least two phone numbers.** In instances where you no longer have access to one phone number, you can log in with the other and update the numbers associated with your subscription. For the protection of your account, the phone numbers can be updated only after you log in with your phone OTP.

Complete the steps below to register your credential:

Step 1. If you just completed the purchase and payment, 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. Select the **Get/Activate Credentials** radio button, and 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 (do not include parenthesis, dashes, etc.). 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 now access the desired applications.

STEP 5. Log in with Phone OTP

After the activation of your Phone OTP, MAG will start prompting you for a Phone OTP at every login. Please note that logging in with a Phone OTP is a crucial step for application access. If you log in with the User ID and Password, but skip the OTP step, protected applications won't be available. Complete the steps below to log in with Phone OTP, or to elevate your credential strength to Phone OTP after the login.

Follow the steps below to log in with Phone OTP:

Step 1. Navigate to www.portal.exostar.com, and log into MAG using your User ID and Password.

Step 2. Select the phone number that you want use to receive the OTP code. Click **Send** to have the code sent to your phone.

Step 3. You will receive the OTP code on your phone. Once you receive the code, it will be valid for the next two minutes. If the code expired, click **Resend Code**. Enter the code in the **OTP code** field. Click **Submit**.

If you skipped the Phone OTP step during the User ID and Password login, you can elevate the credential strength to phone OTP from within your MAG account. Follow the steps below to elevate your credential strength:

Step 1. Once logged into your account, confirm your credential strength (upper, right corner).

Step 2. Select the **My Account** tab, then the **Manage OTP** sub-tab.

Step 3. Click the **Elevate** button.

Step 4. Select the phone number to which you want to receive the code. Click **Send** to receive the code.

Step 5. Once you receive the code, enter it into the **OTP Code** field. Click **Submit**.

NOTE: Once you receive the code, it expires after two minutes. Select the **Resend Code** button to resend.

You are now logged in with your OTP credential. Your **Credential Strength** (located in the upper, right corner) should now read **Phone OTP**.

You can confirm that you are indeed logged in with Phone OTP by verifying the credential strength in the upper right corner of the MAG screen. Your credential strength should say **Phone OTP**.

STEP 6. Renew Phone OTP

Phone OTP credentials are sold as annual subscriptions. These subscriptions are valid for one year from the date of purchase, and the renewal period lasts for 12 months. During this time, you are eligible to purchase a Subscription Renewal. Make sure to purchase a renewal, and not a brand-new Phone OTP credential. After 12 months, you will need to purchase and set up a brand-new credential.

Follow the steps below to renew your Phone OTP:

Step 1. Log into MAG via <https://portal.exostar.com>.

Step 2. Go to the **My Account** tab.

Step 3. Select **Manage OTP**.

Step 4. Scroll down, and click the **Renew** button. The **Renew** button will be visible only if you are within the eligibility period for renewing your OTP credential.

Step 5. Select the appropriate Phone OTP subscription.

Step 6. Click **Add to Cart**, and complete the checkout process.

Questions? Check out the [Phone OTP FAQs](#) page, or download the [Phone OTP User Guide](#).
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