

# OTP Identity Proofing

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# TP Identity Proofing

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Identity Proofing refers to the process by which Exostar verifies the legitimacy of users' digital identities. If your partner requires a credential with identity proofing, you will need to undergo one of the two identity proofing methods offered by Exostar:

**Type 1.** [Experian Instant Proofing](#) (complete online instantly)

**Type 2.** [Live Video Proofing](#) (schedule a video proofing session with an agent)

Did you purchase an OTP without proofing, and now need to upgrade to an OTP with proofing? Learn how to add a [Proofing Upgrade](#) to an active OTP credential.

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## What Type Should I Select?

- Users located internationally **must** schedule a live proofing session.
  - Users located in the United States have a choice to either complete Experian instant proofing (we recommend this option), or to get proofed by scheduling a live proofing session with Exostar's proofing agent.
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## Experian Instant Proofing

Experian proofing is a credit bureau proofing process, which requires users to verify their identity by answering credit bureau-based questions. This option is available only to users located in the US.

There are three possible outcomes for the Experian proofing:

- **If you answer questions correctly**, you will be directed to activate your OTP credential.
- **If you answer some questions incorrectly**, but the credit bureau is able to locate you, you will receive the activation code in 3 to 8 business days via postal mail. Use this code to activate your OTP credential.
- **If you answer questions incorrectly**, you will be prompted to schedule a live video proofing session.

Follow the steps below to complete your Experian proofing.

After you complete the OTP purchase and enter the License Key for your product in MAG, you will be redirected to select the desired proofing option. Follow the steps below to launch the Experian proofing process:

**Step 1.** Select **Verify my identity online now** as the **Proofing Service**.

**Step 2.** Complete required fields to verify your identity. If the last four digits of your SSN are not verifiable, you are prompted to enter all nine digits. Your personal information is not stored or saved by Exostar.

**Step 3.** Click **Next**. If agreeing to the identity verification, click **Agree**.

**Step 4.** Answer credit history questions. Click **Submit**. If incorrect answers are provided, but the credit bureau is able to locate you with your personal information, you will receive an activation code in 3 to 8 business days via postal mail. The activation code is required for you to activate your credential. If the credit bureau cannot locate you, you are routed to webcam proofing.

**Step 5.** Once you successfully complete your instant proofing, you must activate your credential.

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## Live Video Proofing

During the Live Video Proofing session, you will be asked to present a valid government-issued photo identification to prove your identity to Exostar's proofing agent. This can be done via a webcam or camera on your smartphone. Please note that there is little time during the proofing session to troubleshoot any technical issues.

Review the [Live Video Proofing Resource](#) to prepare for your proofing session. Have all necessary items handy (the approved photo ID and a working webcam or smartphone) and run a Webex Systems Test (if joining via PC) or download a Cisco Webex Meetings App (if joining via phone). Follow the steps below to schedule your interview.

After you complete the OTP purchase and enter the License Key for your product in MAG, you will be redirected to select the desired proofing option. Follow the steps below to launch the Experian proofing process:

**Step 1.** Select **Verify my identity by meeting with an agent later** as the **Proofing Service**.

**Step 2.** Click **Schedule an Appointment**. Review the information and click **Continue**.

**Step 3.** Select an appointment date and time from the calendar. Click **Continue**.

**Step 4.** Enter required fields. Click **Confirm**.

**NOTE:** You will receive a confirmation email. On your scheduled appointment date, an Exostar Proofing Agent will contact you.

**Step 5.** Before your appointment, review the [Live Video Proofing Resource](#) page for assistance

**NOTE:** There is limited time to complete troubleshooting during your appointment. Failure to appear for your scheduled appointment will require you to reschedule via your Exostar MAG account.

**Step 6.** You must present valid, unexpired Government-issued photo identification, and answer a series of yes or no questions to prove your identity to an Exostar Proofing Agent over a live webcam-based proofing session.

**NOTE:** After successful completion of the webcam proofing, the proofing agent provides an activation code. This code is required to activate your credential. If you fail the webcam proofing, the proofing agent provides further instructions.

**Step 7.** Once you successfully complete your webcam proofing, you must activate your credential.

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## Add Proofing Upgrade

A proofing upgrade can be added to an active OTP credential. This might be necessary if your partner's security requirements changed, or you began to work with new partner applications that require identity proofing.

Complete the below 2 steps to purchase and add the upgrade to an active OTP credential:

### Step 1. Purchase the Proofing Upgrade

Follow the steps below to purchase the identity proofing upgrade:

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

**Step 2.** Click **Billing and Support** (located in upper right corner of the page).

**Step 3.** Choose role **External: Customer**.

**Step 4.** Click **Exostar Web Store-Home Page**.

**Step 5.** Scroll down to your type of credential.

**Step 6.** Click **Purchase Now**.

**Step 7.** Select your partner from the drop-down menu.

**Step 8.** Click **View Available Upgrades**.

**Step 9.** Click your MAG user ID, and then click Add to Cart.

**Step 10.** Follow the prompts to complete the purchase, and then return to your MAG account.

### Step 2. Add the Upgrade to Your Active OTP

Follow the steps below to add the purchased proofing upgrade to your active OTP credential:

**Step 1.** Log into your MAG account.

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

**Step 3.** In the **Proofing Upgrade** section, review **What is Required of Me**, check the box, and click **Upgrade**.

**Step 4.** Confirm your profile by completing name fields and selecting your country. Your name should match the legal name displayed on your passport or legal documentation. Required fields are marked with asterisks.

If you are located in the United States, please select **United States**. You will advance to the Experian proofing process after clicking **Next**.

If you are located outside of the United States, please select your country. You are directed to schedule a webcam video proofing appointment after clicking **Next**.

**Step 5.** Once you successfully complete the webcam interview or credit bureau-based questions, you will receive an activation code along with the instructions for the next steps. You will have 30 days to complete your upgrade.

Before your appointment, review the [Live Video Proofing Resource](#) page for assistance. There is limited time to complete troubleshooting during your appointment. Failure to appear for your scheduled appointment will require you to reschedule via your Exostar MAG account.

**Questions?** Check out the [Identity Proofing FAQs](#) page, or download the [OTP Guides](#) for additional information about proofing.  
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