

Exostar Mobile ID

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Exostar Mobile ID

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Process Overview

Exostar's Mobile ID service allows users to utilize a smartphone app for generating One Time Passwords. The Mobile ID process requires the four steps listed below. Please select the desired step for details instructions:

- Step 1.** [Complete Purchase](#)
- Step 2.** [Enter the License Key](#)
- Step 3.** [Complete Identity Proofing](#)
- Step 4.** [Activate Exostar Mobile ID](#)

Please see the [Credential Elevation](#) section for information on invoking your credential after logging in with only your user name and password.

Follow the workflow below to purchase and set up your Exostar Mobile ID.

Step 1. Complete Purchase

Once you complete a Mobile ID purchase and submit your payment, Exostar emails you a **License Key**. The license key is required to complete the remainder of the credentialing process. Please note the following:

- If paying by credit card: It can take up to 24 hours for the license key to arrive via email
- If paying 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](#).

- Step 1.** Go to Exostar's web store at https://www4.exostar.com/mobile_id.
 - Step 2.** Select from the **Partner** drop down for the purchase options to display.
 - Step 3.** Select from the following:
 - Exostar Mobile ID (1 Year) with Proofing
 - Exostar Mobile ID (1 Year) without Proofing
 - Step 4.** Click **Add to Cart**. Click **Checkout**.
 - Step 5.** Review your order and click **Proceed to Checkout**.
 - Step 6.** Select payment method. View or update billing address. Scroll down and click **Continue**.
 - Step 7.** Click **Place Order** to receive an order confirmation.
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Step 2. Enter the License Key

Once you register your License Key via MAG, you must proceed with one of following scenarios:

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

- Step 1.** From the Home dashboard, Click the **My Account** tab, and the **Manage OTP** sub-tab.
- Step 2.** Click the **Purchase or Register Credentials**.
- Step 3.** From the **Let's Get Credentialed** page, click **Get/Activate Credentials**. Click **Continue**.
- Step 4.** Select the **I have a license key** link and enter your license key. Click **Continue**.

Step 5. If you need to complete an identity proofing, on the next screen, ensure the name in your Exostar account and legal ID match. Click **Next** to select your proofing service. If you are NOT completing an identity proofing, proceed to registering your phone.

MDA Pilot participants, please see the [MDA Pilot Registration](#) page for the information regarding your sponsored credential.

Step 3. Complete Identity Proofing

After registering your License Key, select your identity proofing option:

- **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 Exostar Mobile ID

Before you start the activation, do the following:

- Find the app **Authy™** in your mobile app store and install it on your smartphone.
- Make sure that your phone is on, and has a network connection.
- Although tablets are supported as additional devices, the first device registered must be a cellular smartphone capable of receiving SMS messages or voice calls.

To activate you Mobile ID, complete the steps below:

Step 1. Log into your MAG account.

Step 2. Navigate to the **My Account** tab and **Manage OTP** sub-tab.

Step 3. Click **Purchase or Register Credential** to get redirected to the activation screens.

Step 4. Fill out the required fields, and then click **Next** and **Activate**.

Step 5. Enter the phone number (for the smartphone where Authy is installed), and click **Register**.

Step 6. On your smartphone, you will receive a message: "Your account was added. Tap to get the code." Obtain your MAG Token ID, and enter it in the **Token** field in MAG. Click **Verify**.

Your Exostar Mobile ID is now active. Please note that you can log in in two different ways. If during the OTP login you select to authenticate through a push notification, you will receive the message "Approve to authenticate": select **Approve**. If you select to authenticate through a soft OTP, enter the OTP from Authy in the **Soft OTP** field in MAG.

Credential Elevation

If you log into your account without invoking your OTP credential, you can choose to elevate your credential strength, and invoke the token during your session, without logging out. To elevate your login credential status:

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. Click **One Touch** to complete the process.

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

Questions? Check out the [Mobile ID FAQs](#) page.
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