

Get Started - OTP

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Get Started - OTP

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Top OTP Tips

An active OTP credential in your MAG account ensures you have access to partner applications that require OTP authentication. To gain a better understanding of your OTP product, we compiled information on **the four topics** our customers ask most frequently about:

[Purchase and Set up OTP](#): Follow the step-by-step instructions to select, purchase, and bind an OTP credential to your MAG account.

[Locate the Manage OTP Tab](#): Learn where your OTP management tabs and buttons are located.

[Access Partner Applications](#): Learn how to troubleshoot common issues related to application access.

[Renew the OTP Subscription](#): OTP credentials are sold as annual subscriptions. Learn how to renew your OTP credential without losing access to your existing OTP credential.

Purchase and Set up OTP

Click the buttons below to learn how to select and purchase the correct OTP credential, complete all required activation steps, and to link it to your MAG account.

[Phone OTP](#) [Exostar](#) [Mobile ID](#) [OTP](#) [Hardware Token](#)

Locate the Manage OTP Tab

Click **Play** to watch our short video to learn about the location of the **Manage OTP** sub-tab, your main portal for managing your OTP. The **Manage OTP** sub-tab is located under the **My Account** tab in your MAG account, and from this sub-tab you can accomplish most of your OTP-related tasks (purchase and activate an OTP credential, purchase additional OTP credentials, review the information about your OTP, purchase a proofing upgrade, or renew your OTP credential).

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Access Partner Applications

Once your credential is active, you will be able to access secure partner applications. Log in with your OTP every time when planning to work with applications. If you click **Skip OTP** during the login, some applications won't be accessible until you elevate security. To elevate security, navigate to the **My Account** tab and **Manage OTP** sub-tab and click **Elevate**.

You can tell whether you are logged in with your OTP by checking **Credential Strength** in the upper right corner of your MAG account:

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

Questions? If you followed the usual login procedure, but applications are still not accessible, please see our [Application Access FAQs](#) page for the tips on troubleshooting common access issues.

Renew OTP Subscription on Time

OTP product subscriptions are sold as annual subscriptions. They 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 credential). After 12 months, you will need to purchase and set up a brand-new credential.

Follow the steps below to renew your OTP credential:

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 subscription.

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

Questions? Please see the [Credential Purchase and Renewals FAQs](#) page for the steps to complete your renewal.
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