

MAG Login FAQs

Page Contents

- [Page Contents](#)
- [Jump to...](#)
- [First Time Login & Account Activation](#)
- [Returning to First-Time Login \(FTL\)](#)
- [Regular MAG Login](#)
- [Error during Login](#)
- [Error 2035 \(Wrong Certificate\)](#)
- [Additional Tips](#)

Jump to...

- [MAG Overview](#)
- [MAG Get Started](#)
- [MAG Credentialing](#)
- [MAG Purchase, Renew & Pay](#)
- [MAG Billing and Support](#)
- [MAG FAQs and Troubleshooting Tips](#)
- [MAG Self-Help](#)

AG Login FAQs

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First Time Login & Account Activation

How do I complete the First Time Login to MAG?

Step 1. Click the **Account Activation Link** provided in the email you received from Exostar.

NOTE: The subject line of the email is **Action Required: Exostar Account Activation Instructions** and contains your MAG User ID. If you are unable to access the link, go to <https://portal.exostar.com>. Click **Establish Your Account**.

Step 2. Enter your **Password**, retype it, and click **Next**.

Step 3. Select four security questions, provide the answers, and click **Next**.

Step 4. Login to your Exostar MAG account with your User ID and Password.

Returning to First-Time Login (FTL)

I accidentally exited during the First-Time Login process. How do I get back to it?

If you exit out of the account registration process at any time, you can log back in by accessing the registration link in the **Login Success** email or via your MAG account. You receive the Login Success email after completing first time login for your account. If you are unable to locate the email:

Step 1. Log into your MAG account.

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

Step 3. Click **Purchase or Register Credentials**.

You are redirected to the next step in the registration process you need to complete.

Regular MAG Login

How do I log into my MAG account after the First Time Login?

Step 1. Go to <https://portal.exostar.com>. Bookmark this link, to have it easily available for subsequent logins.

Step 2. In the login window, enter your **User ID** and **Password**, and click **Login**.

Step 3. From the **Home** tab, locate the desired application and click **Open Application**.

Application status may vary.

Error during Login

I received an error message during login. What should I do?

You may receive an error message during login if you have multiple MAG user accounts, and your browser has cached your information. Follow these steps to login:

Step 1. Click the **Me** icon from the dashboard to ensure the account you are logged in with, matches the account listed under Me.

Step 2. If a different user account displays under **Me** other than the one you are logged in with, clear your browser's cache and cookies.

- To clear **Cookies and Cache** from an **Internet Explorer browser**, click **Tools** or the **Gear Icon**.
- Click **Internet Options**.
- From **Browsing History**, click **Delete**.
- Check the box for **Temporary Internet files and website files, Cookies and Website Data, History, Download History and Form Data**.
- Click **Delete**, then click **Apply** and **OK**. Close the browser and open a new browser window.

Step 3. Return to the login process.

Error 2035 (Wrong Certificate)

Why do I receive a wrong certificate error (Error 2035)?

If you received this error, it means you tried to use an FIS certificate associated with a different MAG account. This may occur if you have multiple MAG accounts, and an FIS Digital Software Certificate is attached to one of them.

To resolve, you can use Account Connections to leverage your current certificate for your new account. If your account does not qualify for account connections, a purchase may be required for new certificate(s). Purchases are completed from the Billing & Support Center of your MAG account. Additionally, you need to remove the certificates from your machine. To remove old certificates:

Step 1. From **Internet Explorer**, go to **Tools** then **Internet Options**.

Step 2. Click the **Content tab** and click **Certificates**.

Step 3. Locate your **FIS Digital Certificate Software** and click **Remove**.

Step 4. Follow the prompts to complete.

Step 5. Close the browser and log into your MAG account with username and password.

Additional Tips

- ✔ Do not refresh your browser during First Time Login or click the browser back button. This may end your session.
- If you have digital certificates installed on your computer, you may be prompted to select the certificates during login. Click **Cancel** to continue your registration to MAG.

Questions? If you were able to log into MAG, but can't access an application, visit the [MAG Application Access FAQs](#) page to find your solution.

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