

Credentialing - Lockheed Martin Existing Users

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This section provides the steps associated with renewing an existing Phone One Time Password (OTP) with Proofing credential and upgrading an existing credential to a Phone One Time Password (OTP) with Proofing credential.

Token Renewal

Your token renewal date is based on your purchase date. To access and view your renewal date:

Step 1. Login to your MAG user account - <https://portal.exostar.com>.

Step 2. From your MAG Dashboard, select My Account tab.

Step 3. Next select **Manage OTP** sub-tab, then select **View Details**.

NOTE: The system notifies you when you are 60, 30, 15, and days from expiration, as well as the day of and 30 days after expiration.

To renew your Phone OTP:

Step 1. Go to Exostar's web store at https://www4.exostar.com/sms_otp.

Step 2. Select **Lockheed Martin Procure to Pay (LMP2P)** from the drop-down list.

Step 3. Next select the **View Available Renewals** button under the **Subscription Renewal** product.

Step 4. Follow the prompts on the screen to select the desired product and click **Add to Cart**.

Once payment is received for the renewal, the expiration date updates to one year from the original date of expiration.

NOTE: There could be a delay in receiving the updated information from the web store, to update the expiration date. It is a good idea to renew your OTP Token well ahead of the actual expiration to ensure it does not expire.

Proofing Upgrade

If you already have a Phone-Based OTP, but you have not previously completed the identity proofing process, you must perform a proofing upgrade. To determine if you need to perform a proofing upgrade:

Step 1. Login to your MAG Account with your UserID, Password and OTP token - <https://portal.exostar.com>.

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

Step 3. Review the requirements for participating in the **Proofing Upgrade** process at the bottom of the page.

Step 4. Select the checkbox indicating you understand, and click **Upgrade**.

NOTE: Please see the proofing steps detailed in the **Activate OTP Hardware Token** section of the **OTP User Guide** from the [Downloadable Guides](#) page.

Step 5. Confirm your identity information and select your country. Click **Next**.

Step 6. In order to complete the upgrade, you are required to participate in the identity verification process. Follow the prompts on the screens presented. How useful was this content?

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