

MAG Credentialing FAQs

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AG Credentialing FAQs

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Credential Types

What types of credentials does Exostar offer?

- Standard username/email and password
- One Time Password (OTP) Hardware Token with or without identity proofing
- Phone One Time Password (OTP) with or without identity proofing
- Exostar Mobile ID Bundle (powered by Authy™), includes Phone OTP and Exostar Mobile ID with or without identity proofing
- Federated Identity Service (FIS) Digital Certificates (Basic (BLOA), Secure Email, Medium Level of Assurance (MLOA) Software and Hardware)
- Exostar's Enterprise Access Gateway (EAG) solution

Credentials by Partner and Application

How do I know what credential to purchase?

The credential type is dependent upon the security requirements for the application you are accessing. Please review the table below, and if you cannot find the information or need additional assistance, please contact Exostar Customer Support or the representative of your partner organization.

Application/Customer Name	Acceptable Credentials
BAE Systems Board Portal	Inviter Specified
BAE Systems Portal	Email or User ID and Password + Phone OTP with proofing Email or User ID and Password + Hardware OTP Token with proofing Email or User ID and Password + Exostar Mobile ID with Proofing Email or User ID and Password + FIS MLOA Hardware Certificates DoD CAC NGC OneBadge Boeing SecureBadge Enterprise Access Gateway (EAG) – Level 3 or above NASA PIV Cards Canada DND PKI Smart Card
BAES UK Maritime Naval Ships Windchill Project	Email or User ID and Password + Phone OTP with or without Proofing Email or User ID and Password + Hardware OTP Token Email or User ID and Password + Exostar Mobile ID Email or User ID and Password + FIS MLOA Software or Hardware Certificates
Boeing Supplier Portal	Email or User ID and Password + Hardware OTP Token with Proofing Email or User ID and Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) NGC OneBadge Canada DND PKI Smart Card
Boeing SCP	Hardware OTP Token with Proofing
Boeing 787 SCMP	Hardware OTP Token with Proofing

Partner Information Manager (PIM)	Email or User ID and Password + Phone OTP Without Proofing Email or User ID and Password + Hardware OTP Token or Authy Email or User ID and Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) or RIDP Users
Information Manager - HII	Email or User ID and Password + FIS MLOA Hardware Certificates DOD CAC NGC OneBadge Canada DND PKI Smart Card
Lockheed Martin Aeronautical Aero JTD CSAS Web F-16 EDCS Airlift EDCS F-16 EDCS Palmdale F-22 Fleet Management Tool LM AeroSource F-35 Production Lockheed Martin OneAero Online Account Request System (OARS) Transportation Management System User Acceptance LM AeroSource	Email or User ID and Password + FIS Basic Certificates OR Email or User ID and Password + Hardware OTP Token Email or User ID and Password + FIS MLOA Software Certificates Email or User ID and Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) NGC OneBadge Canada DND PKI Smart Card
Lockheed Martin Procure to Pay (LMP2P)	Email or User ID and Password + Phone OTP with Proofing Email or User ID and Password + Exostar Mobile ID with Proofing Email or User ID and Password + Hardware OTP Token with Proofing Enterprise Access Gateway (EAG) Email or User ID and Password + FIS MLOA Hardware Certificates
ProcurePass Buysite (BAE Systems)	Email or User ID and Password
Raytheon Supplier Portal Raytheon SecureForms Raytheon Supply Chain Platform (RSCP)	Email or User ID and Password + Phone OTP with Proofing Email or User ID and Password + Hardware OTP Token with Proofing Enterprise Access Gateway (EAG) Email or User ID and Password + FIS MLOA Hardware Certificates
Rolls-Royce Global Supplier Portal	Either of the following credentials are acceptable depending upon the application you need to access within GSP: Email or User ID and Password + FIS Basic Certificates OR Email or User ID and Password + FIS MLOA Software Certificates Email or User ID and Password + FIS MLOA Hardware Certificates Enterprise Access Gateway (EAG) NGC OneBadge Canada DND PKI Smart Card
Supply Chain Platform - BAE Systems	Email or User ID and Password + Phone OTP with Proofing Email or User ID and Password + Hardware OTP Token with Proofing Email or User ID and Password + Exostar Mobile ID with Proofing Email or User ID and Password + FIS MLOA Hardware Certificates DoD CAC Enterprise Access Gateway (EAG) – Level 3 or above

Supply Chain Platform - NNS	Email or User ID and Password + FIS MLOA Hardware Certificates DOD CAC NGC OneBadge Canada DND PKI Smart Card
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Purchase a Credential

Where can I purchase credentials?

Step 1. Log into your MAG account, from the Dashboard, click the **Get 2FA** button.

Step 2. You are redirected to Exostar's web store. From the **Purchase your Exostar Subscription** page, select the desired credentials.

Step 3. Follow the prompts to complete your purchase.

Sharing Credentials

Can credentials be shared?

No, user accounts and activated credentials cannot be shared and is against Exostar's policy. OTP Hardware Tokens, Phone OTP, and Exostar Mobile ID subscriptions that have not been activated can be transferred.

Credentials and Access to Applications

Why can't I access my application even though I purchased and activated credentials?

Either you purchased an incorrect credential or have not logged in with your activated credential yet. If you purchased an incorrect credential, you are required to purchase the correct credential. To confirm the credential you logged in with, follow the steps below:

Step 1. From the MAG Dashboard, click **Launch** from the application card or you may click **Elevate Credential Strength** (green button) from the **My 2FA Credentials** section.

Step 2. You are redirected to the **Two-Step Verification** page, that displays a list of 2FA Credentials associated with your account.

Step 3. Select one of the methods and proceed with the authentication process.

After you return to the MAG Dashboard, your credential strength displays and you should be able to open your application. If you still can't access a specific application, review the [MAG Application Access FAQs](#) for additional troubleshooting tips.

Credential not Renewing

Why is my OTP product still suspended even though I purchased a renewal?

It can take up to 24 hours for the renewal to process. If it has exceeded 24 hours, please contact [Exostar Customer Support](#).

Refunds

Can I receive a refund for my credential purchase?

eTools purchases, activated credentials, expired license keys for products or used renewals are ineligible for refund. For questions about refunds, please contact [Exostar Customer Support](#).

Additional Self-Help Resources

Visit our [One Time Password](#) or [Federated Identity Service](#) pages to find relevant information. To troubleshoot an OTP-related issue, explore our library of [OTP FAQs](#).

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