



Managed Access Gateway

FIS Certificates Renewal/Re-apply Guide

(For Users)

Version 1.2

Exostar, LLC

July 19th, 2010

Before you begin, please note:

- This document is a quick reference guide to renew your certificates.
- You will need your login credentials and the expiring certificates to complete the renewal process.
- Renewing your certificates will not expire/revoke or remove your existing certificates from your browser. Contact your IT Administrator for policies related to removing expired/revoked certificates.
- For more information, refer to www.myexostar.com.

In this document, we will review the following information:

- [Renew Certificates Vs. Re-apply for certificates](#)
- [Apply for Certificate Renewal](#)
- [Download the renewed certificate](#)
- [Re-apply for certificates](#)
- [Download reapplied certificate](#)
- [Disable/Remove Old Certificate](#)
 - [All Users – Remove certificates](#)
 - [Users with Restricted access or Locked down computers- Disable certificate](#)
- [Use new certificate to access ForumPass](#)
- [Renewal error messages](#)
 - [Error#1:You are not currently logged in with your certificates](#)
 - [Error #2: Certificate not eligible for renewal](#)
 - [Error #3: Error with your digital certificates](#)

Renew Certificates vs. Re-apply for certificates

What is difference between renewing your certificate and re-applying for a new one?

If you have a certificate that will expire within 90 days, you are able to complete renewal request for the certificate. When you renew a certificate, you provide all information to the FIS Administrator (FISA) to approve you for the correct certificate. In addition, irrespective of the type of certificate you are renewing, you will receive the passcode to download the certificate in an email. You can only renew a **non-expired** certificate.

You can always re-apply for a new certificate. You will generally re-apply for a new certificate:

1. If you want to upgrade from Basic Level of assurance (BLOA - Identity) to either BLOA (Secure Email) or Medium Level of Assurance (MLOA) certificates.
2. If your current certificate has expired. If you re-apply for an MLOA certificate, you will be required to complete face-to-face proofing session with an Exostar Trusted Agent.

What are the benefits or renewing expiring certificates vs. reapplying for a new one?

1. If you have an MLOA certificate that is expiring, you will not have to go through face-to-face proofing session with an Exostar Trusted agent.
2. All renewal emails related to the expiring certificate will stop.
3. The FISS will not make a mistake in approving your request as the FISA can only approve you for the certificate

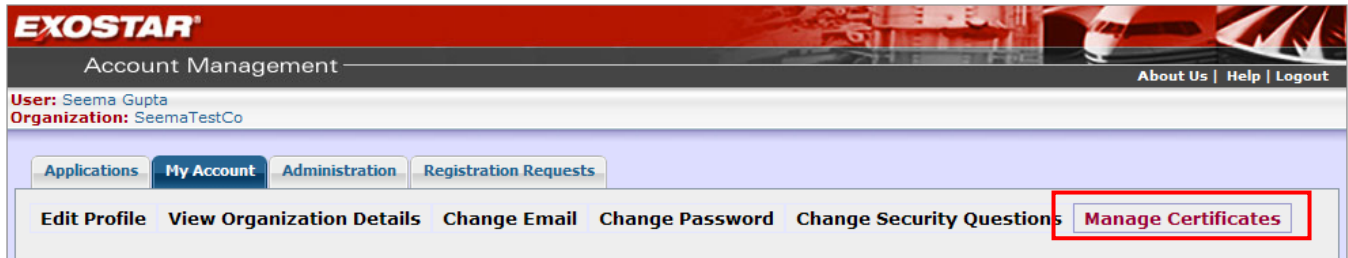
Apply for Certificate Renewal

Step 1. Login to MAG

You will need your login credentials to login to MAG. Access Exostar MAG by clicking here: <https://portal.exostar.com>.

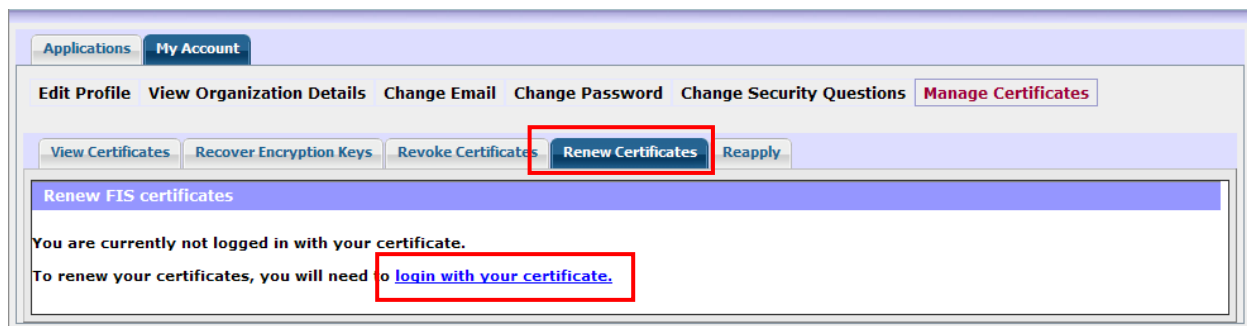
Step 2. Access you account information

Once logged in, click on "My Account" tab. Click on "Manage Certificates" sub-tab.

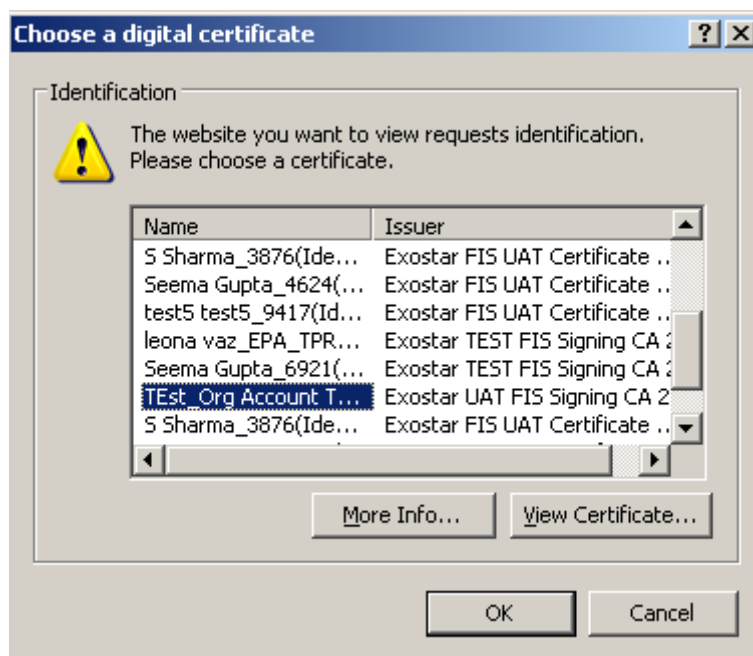


Step 3. Renew certificates

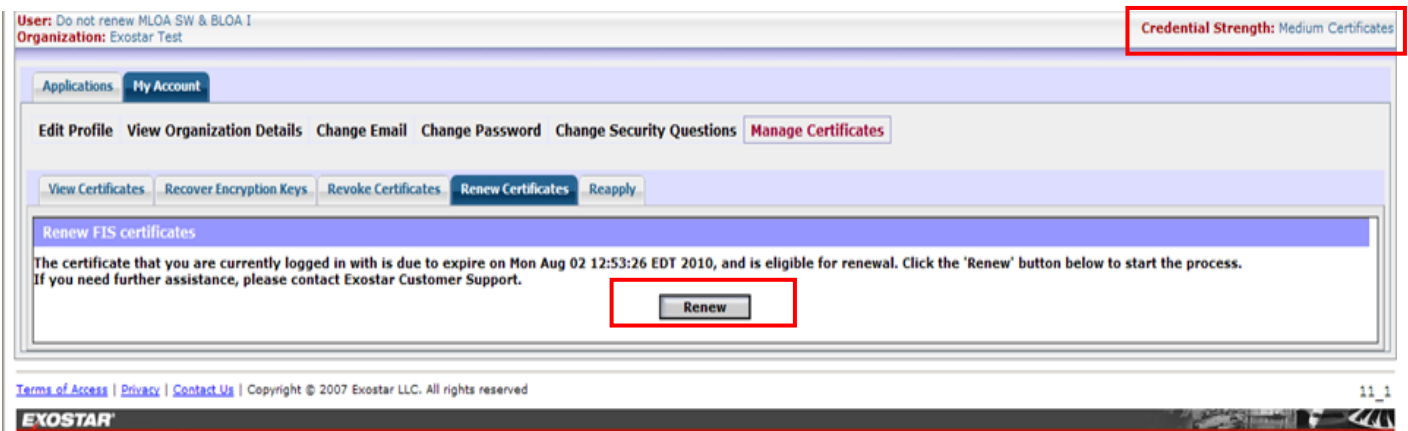
Click on Renew certificates tab to display the following screen. If you are not logged-in with any digital certificates, you will be required to log-in with the certificates that you are attempting to renew.



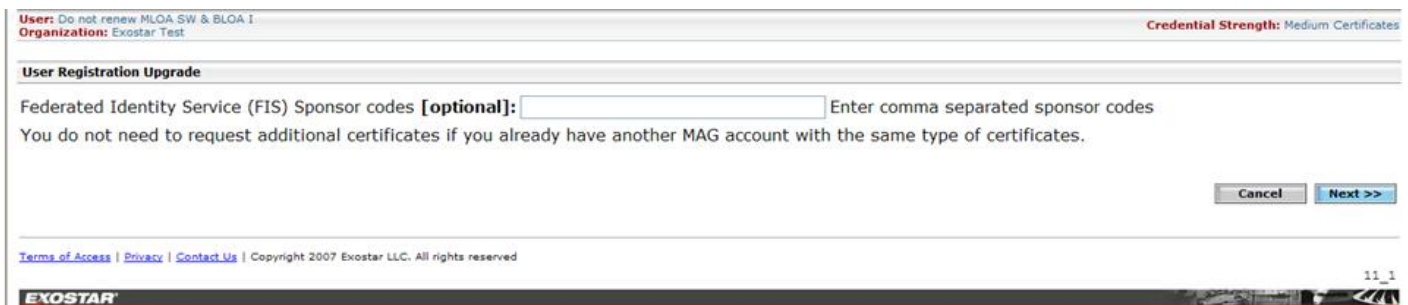
Click on the link on the message screen to select the certificates you want to renew.



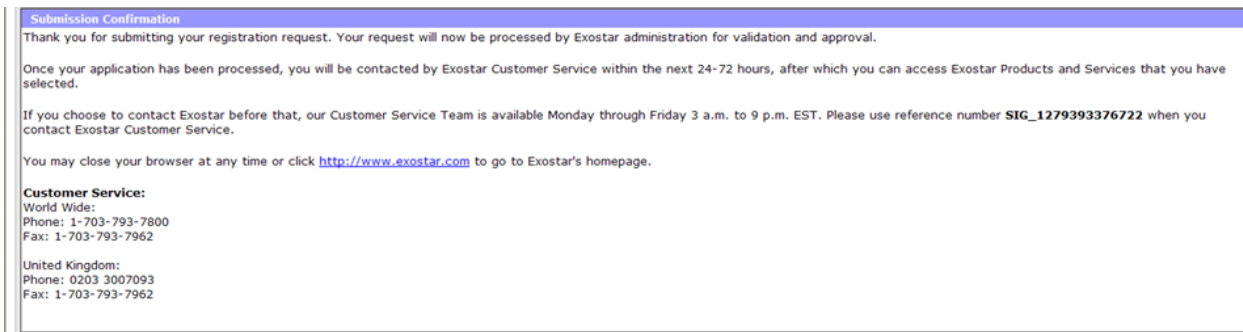
Select the certificate to renew. You will be presented with the certificate expiration information and a Renew button. At the top right-hand corner, you can also see the certificate credential strength based on the certificate you selected.



Click on Renew.



Provide a sponsor code if one is available to you. It is an optional field and can be left blank. Click on Next>>.



The Confirmation page will be displayed.

Next Steps:

Once you have submitted your certificate renewal request, the following actions will happen:

1. You will receive two confirmation emails that your request for renewal has been submitted to the FIS Administrator (FISA) for approval.
2. The FISA receives a notification to approve your request.
3. If the FISA approves your request, you will receive an approval email with a passcode to download your certificates.

Follow the steps in the Download renewed certificates section for information on how to download your renewed certificates.

Download renewed Certificate

IMPORTANT: To download your renewed certificates:

1. You will need to login to [MAG](#) with your User ID & password AND the certificates that you have renewed.
2. You will need the passcode received in certificate renewal approval email.

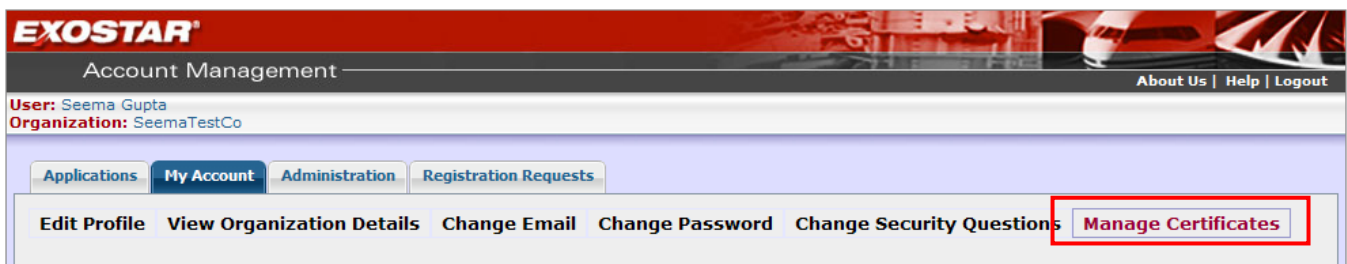
If you do not login with your digital certificates, you will NOT be able to download your new certificates. If you have renewed your BLOA certificates, you will need to login with your current BLOA certificate. If you renewed your MLOA certificates, you need to login with your current MLOA certificates.

Step 1. Login to MAG

You will need your login credentials to login to MAG. Access MAG [here](#) to login with your certificates.

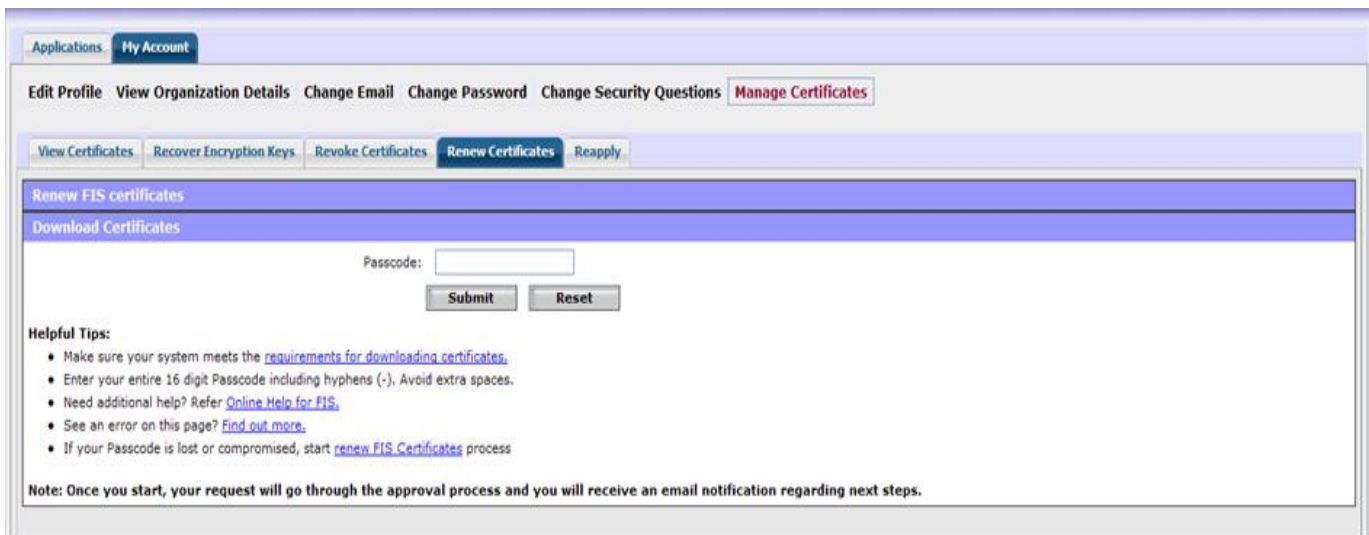
Step 2. Access you account information

Once logged in, click on *My Account* tab. Click on *Manage Certificates/Renew Certificates* sub-tab.



Step 2: Enter the Passcode

You will receive the Passcode in an email from Exostar acknowledging your approval for FIS subscription. Enter the passcode and click Submit.



IMPORTANT: The Passcode is a 16 digit number separated by hyphens, for example: **1234-5678-1234-5678**. You **must** enter all the characters including the hyphens.

Note: The Passcode is **NOT** the same as your MAG login password.

Step 3: Download Certificate

If you entered your passcode correctly, you will be able to start the certificate download process.

From this point onwards, the process of downloading re-applied certificates is same as downloading a new certificate. For detailed information on downloading BLOA or MLOA certificates, refer to the *Manage Certificates* section of the [MAG User Guide](#).

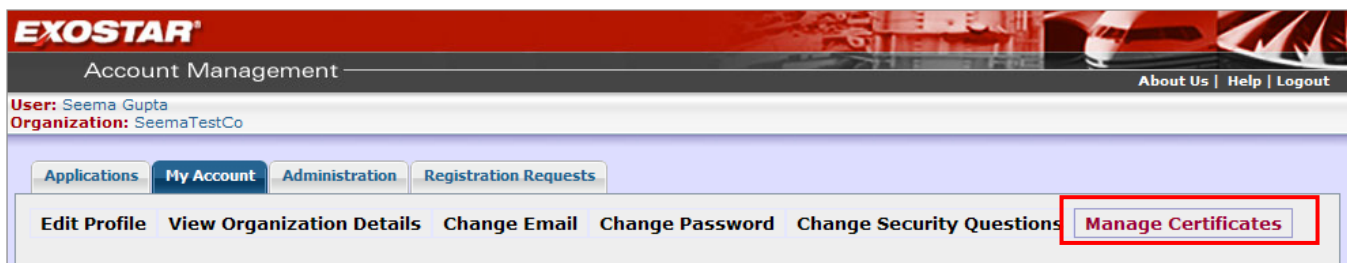
Re-apply for a new Certificate

Step 1. Login to MAG

You will need your login credentials to login to MAG. Access Exostar MAG by clicking here: <https://portal.exostar.com>.

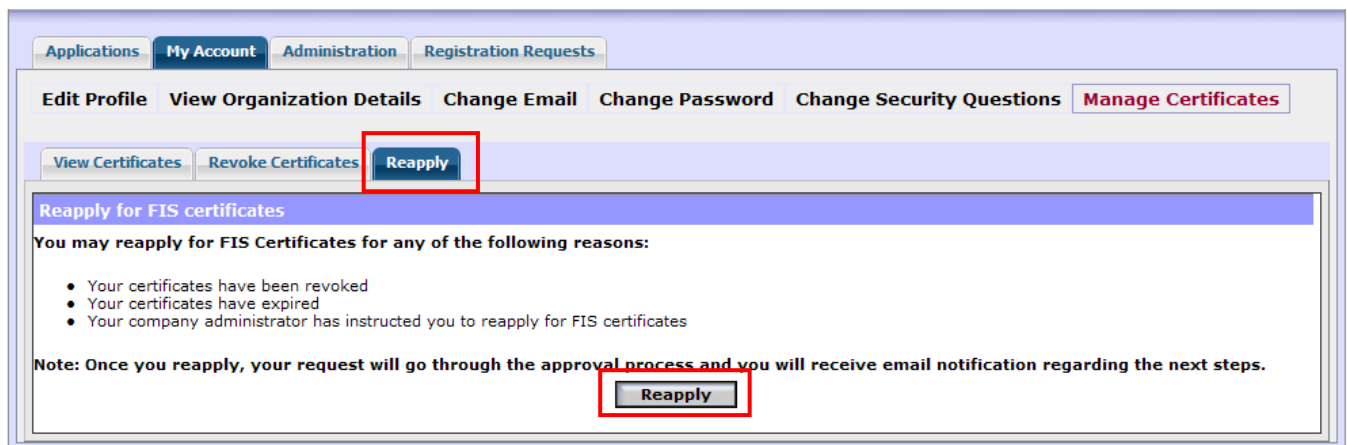
Step 2. Access your account information

Once logged in, click on “My Account” tab. Click on “Manage Certificates” sub-tab.



Step 3. Reapply for certificates

Click on Reapply tab to display the following screen. Click on the Reapply button to complete the renewal process. You will receive an acknowledgement page.



Step 4. Enter the sponsor code

If you have received a sponsor code, enter it here and click Next. Please note that this is not a required field.

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User Registration Upgrade

STEP 1 Personal Information → STEP 2 Products & Services

Products & Services

FIS sponsor codes: Enter comma separated sponsor codes

Cancel Next >>

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You will receive an acknowledgement at this time (see below).

IMPORTANT: Please do not use the browser back button at this time. This may lead to errors. To return to your Portal applications page, click on the browser link as highlighted below.

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Submission Confirmation

Thank you for submitting your registration request. Your request will now be processed by Exostar administration for validation and approval.

Once your application has been processed, you will be contacted by Exostar Customer Service within the next 24-72 hours, after which you can access Exostar Products and Services that you have selected.

If you choose to contact Exostar before that, our Customer Service Team is available Monday through Friday 3 a.m. to 9 p.m. EST. Please use reference number **SIG 1233767200688** when you contact Exostar Customer Service.

Click [here](#) to return to the Portal Applications page.

Customer Support:
World Wide:
Phone: 1-703-793-7800
Fax: 1-703-793-7962

United Kingdom:
Toll Free Phone: 0 800 917-2485
Fax: 1-703-793-7962

Email: customerservice@exostar.com

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Approvals:

Following submission of the request, the following activities take place:

1. Your company's FIS administrator approves your request for Basic Level Of Assurance Certificate.
2. Exostar receives the approval from your FIS administrator and completes the approval process.

Once the approval process is completed, you will receive an email with a passcode to download the new certificates. Refer to next section for details.

Download re-applied Certificates

The process of downloading re-applied certificates is same as downloading a new certificate. For detailed information on downloading BLOA or MLOA certificates, refer to the *Manage Certificates* section of the [MAG User Guide](#). Quick reference information is provided below:

Step 1: Login to MAG

Login to your Exostar MAG account and access 'My Account'. Click on 'Manage Certificates'. You will be presented the following screen.

reapply for FIS Certificates. Note: Once you reapply, your request will go through the approval process and you will receive email notification regarding the next steps.'" data-bbox="83 195 921 445"/>

NOTE: You will only be able to see 'Download Certificates' sub-tab under 'Manage Certificates' only when you have an approved FIS request pending certificate download. If no certificates are available for download, you will not view this sub-tab.

Step 2: Enter the Passcode

You will receive the Passcode in an email from Exostar acknowledging your approval for FIS subscription. Enter the passcode and click Submit.

IMPORTANT: The Passcode is a 16 digit number separated by hyphens, for example: **1234-5678-1234-5678**. You **must** enter all the characters including the hyphens.

Note: The Passcode is **NOT** the same as your MAG login password.

Step 3: Download Certificate

If you entered your passcode correctly, you will see the certificate that you can download. After you have downloaded your certificates successfully, you will see a confirmation message on your screen.

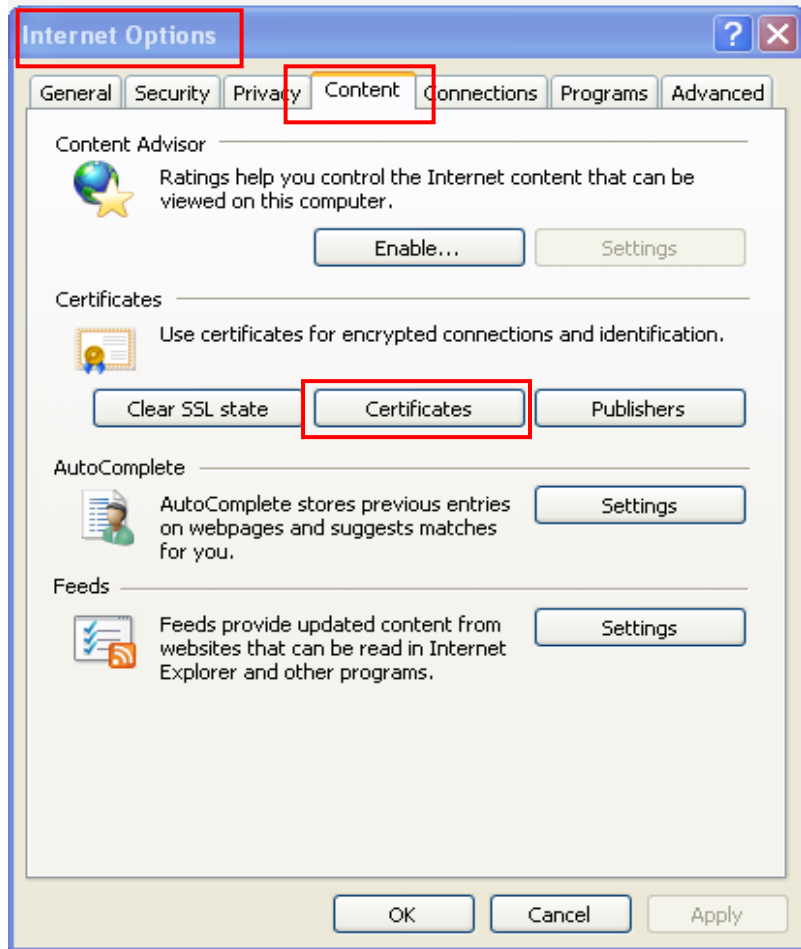
Disable/Remove Old Certificate

All users: (remove certificates)

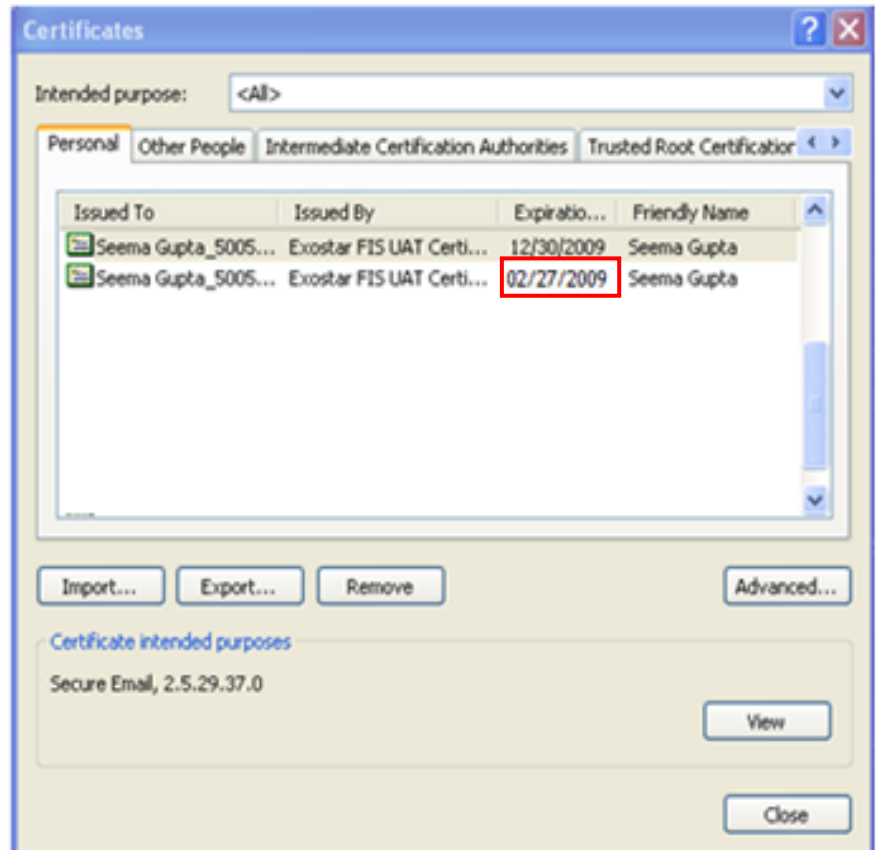
NOTE: Exostar recommends removing the expired certificate to ensure that the user is not presented with multiple certificates at the time of accessing ForumPass application.

To start the process, open an Internet Explorer browser window.

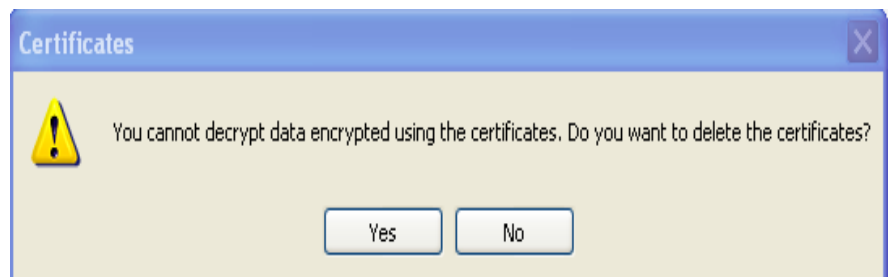
Click Tools/Internet Options/Content/Certificates (see right). If you are unable to access this page, you may have a locked-down/restricted computer. Refer to the [Disable Certificate](#) section.



The following screen will be presented. Select the certificate that you wish to remove. Check the Expiration date as highlighted on the right. Click on **Remove**.



The following message will be presented. Click Yes.



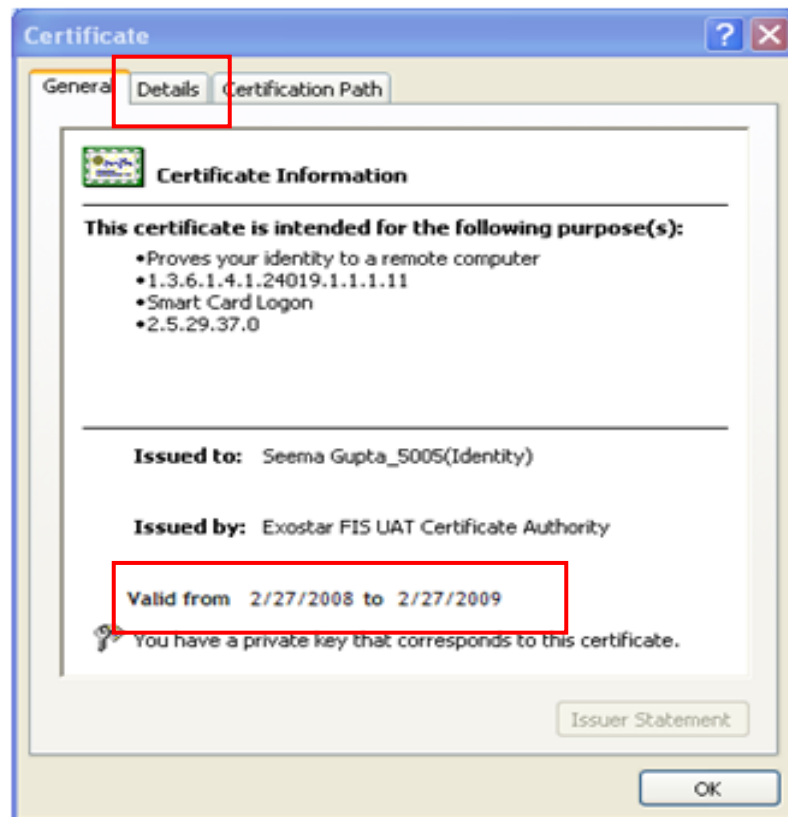
Users with Restricted access/locked down computers: (disable certificates)

From the Applications tab, click Open Application to open ForumPass. Follow the steps to disable your old certificate.

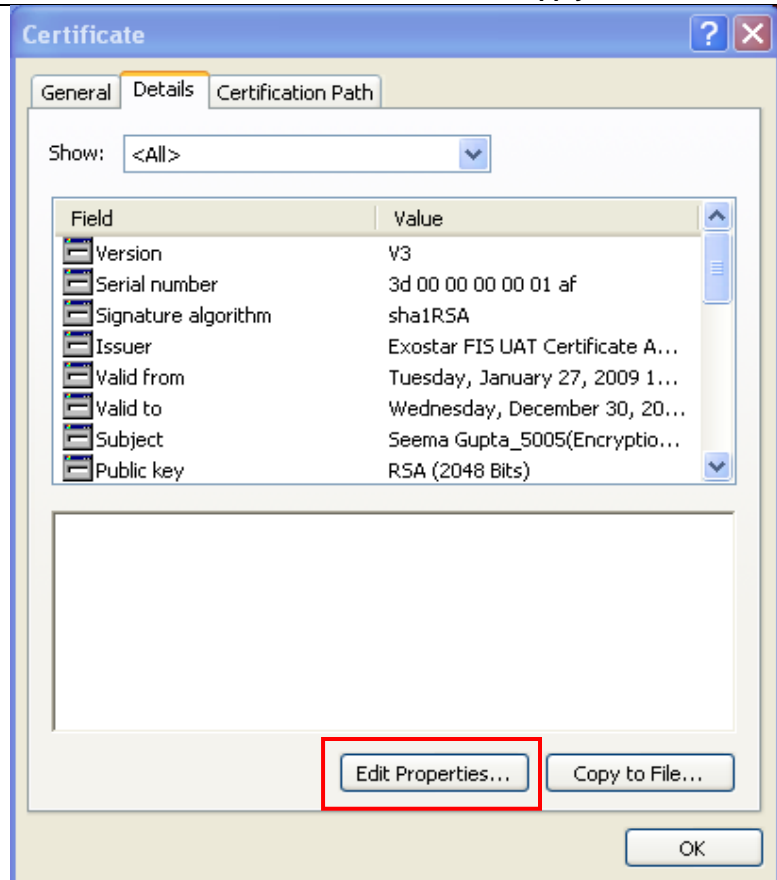
The following window is presented to you. Click **View Certificate**.



Check the validity of the certificate (highlighted on right). The validity date provides the date on which your certificate will expire. If this is the certificate set to expire, click on **Details**.

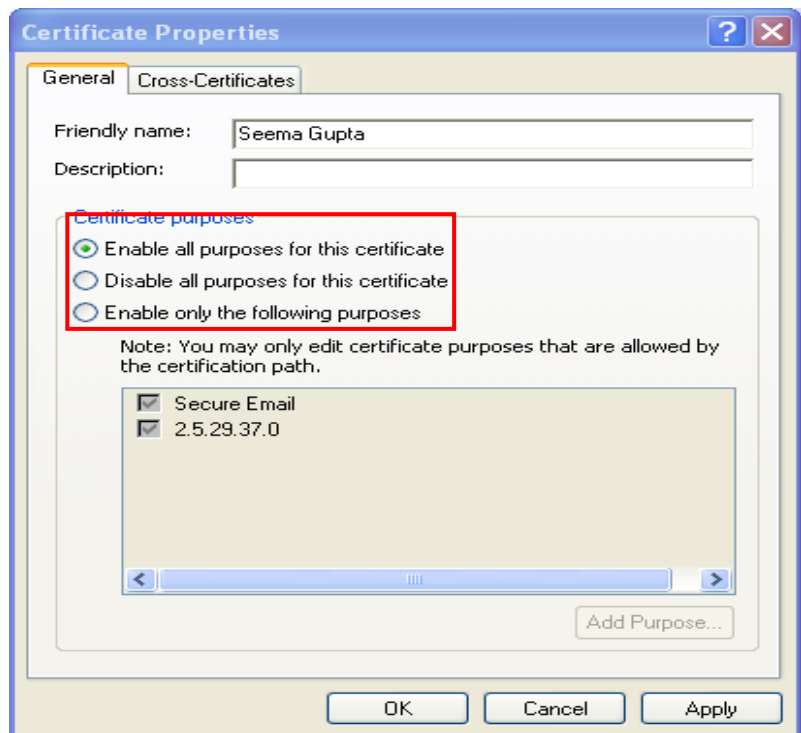


The following screen is presented:



Click on **Edit Properties**. Select the "Disable all purposes for this certificate. Click Apply.

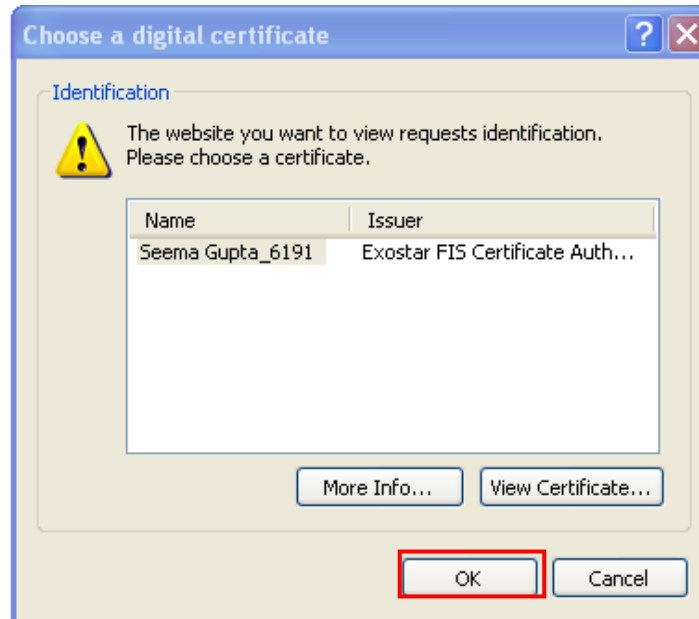
NOTE: This step does not delete or revoke your certificate. You will continue to view the certificate. The certificate will appear as follows:



Using New Certificate to Access ForumPass

All Users

If not already logged-in to Exostar MAG, login to your account. From the Applications tab, click Open Application to open ForumPass. You should be presented with the certificate list.



Select the Certificate and click OK. You will be presented with ForumPass application.

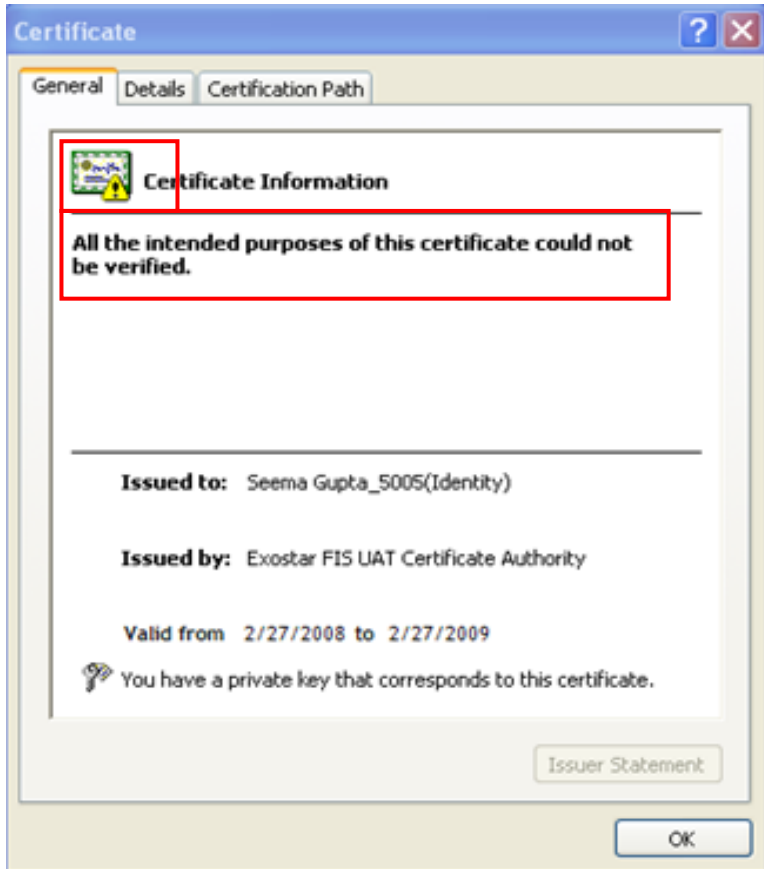
Users with restricted access/lockdown computers

If not already logged-in to Exostar MAG, login to your account. From the Applications tab, click Open Application to open ForumPass. You should be presented with the certificate list again.

The following window is presented to you. Click **View Certificate**.



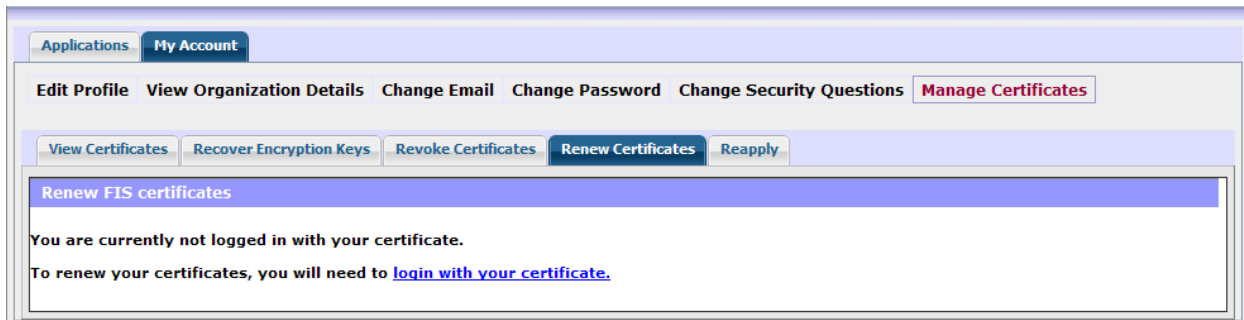
Check the validity of the certificate. The disabled Certificate will appear as highlighted on the right. Click OK to go back and select the new certificate. You will be presented with the ForumPass application.



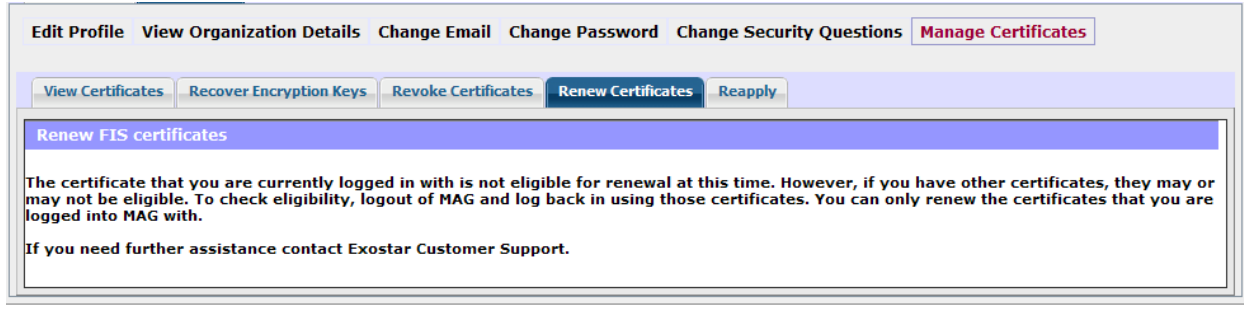
Note: Select your Digital Certificate, if prompted. You may also be prompted with additional dialogue boxes including Signing Data with Your Private Exchange Key and a Security Alert –For both these dialogue boxes, click Yes or OK.

Renewal Error Messages

Error #1: You are not currently logged in with your certificates



This error message is presented when the user is attempting to renew certificates but is not logged in with the expiring certificates. Click on the link highlighted in blue in the error message and you will be presented with the certificate selection list (if your IE is set to present the certificates to choose) or the system will automatically pick up a valid certificate and complete the login process. You should then the renew button if your certificate is eligible for renewal.

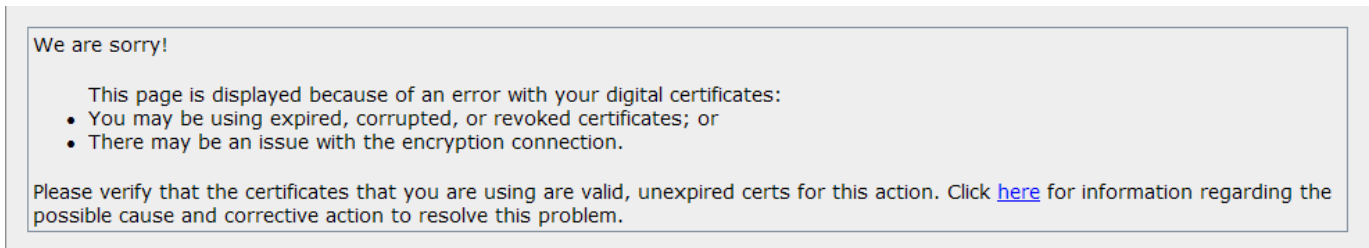
Error #2: Certificate not eligible for renewal

The screenshot shows a web interface for managing certificates. At the top, there are navigation links: Edit Profile, View Organization Details, Change Email, Change Password, Change Security Questions, and Manage Certificates. Below these are tabs for View Certificates, Recover Encryption Keys, Revoke Certificates, Renew Certificates, and Reapply. The Renew Certificates tab is active, and the page title is "Renew FIS certificates". The main content area contains the following text:

The certificate that you are currently logged in with is not eligible for renewal at this time. However, if you have other certificates, they may or may not be eligible. To check eligibility, logout of MAG and log back in using those certificates. You can only renew the certificates that you are logged into MAG with.

If you need further assistance contact Exostar Customer Support.

This message is presented if your certificate is not eligible for renewal. A certificate can be renewed any time from 90 days prior to the expiration date to the date of expiry.

Error #3: Error with your digital certificates

The screenshot shows an error message box with the following content:

We are sorry!

This page is displayed because of an error with your digital certificates:

- You may be using expired, corrupted, or revoked certificates; or
- There may be an issue with the encryption connection.

Please verify that the certificates that you are using are valid, unexpired certs for this action. Click [here](#) for information regarding the possible cause and corrective action to resolve this problem.

Follow the link provided in the error message for detailed information on how to resolve this error.