#### Northrop Policy: Northrop Grumman will not pay for lost or stolen tokens or to revoke and reissue digital certificates. You will need to purchase a new certificate package from Exostar and reapply for certificates in the Exostar MAG.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**Policy Statement:**

**Please remember your password. It is permanent and you will need it every time you use your certificate!**

The integrity of your digital identification depends on your private key being controlled exclusively by you. You should never share your digital ID with anyone. Your digital ID has legal signature authority, which means that someone using your digital ID can sign legal documents and leave you responsible. For this reason, **there are no password resets** **for certificates**.

Your digital certificate password will never expire and will be valid for one year or three years, depending on which option you chose at the time of purchase.If you cannot recall your password, you will not be able to use your digital certificate. If you have forgotten your password or if your token has been locked due to multiple invalid password entries, you must go through the in-person vetting process again and download a new set of certificates.

#### It is your responsibility to protect your digital ID and remember your password. Northrop Grumman will not pay for lost or stolen tokens or to revoke and reissue digital certificates. You will need to purchase a new certificate package from Exostar and reapply for certificates in the Exostar MAG.

#### To begin the process, follow the instructions in the link below:

#### <http://www3.exostar.com/Replacement-Products>

You will need to work with Exostar Customer Support to initialize your token so a new password can be set and the new certificates can be downloaded. To contact the Exostar Customer Support, please call 703-793-7800, press 4, press 6.