



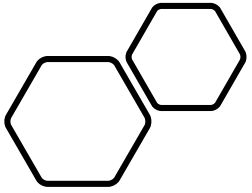
Emergency Token Request User Guide

Emergency Token Request Guidelines

- Used for when the SecurID app is not available
- Registration must be completed no sooner than 24-hours after registering for SecurID
- Registration must be completed prior to receiving an Emergency Token
- Contact the help desk if you need your security information updated
 - Phone: 833-941-0066
 - Email: MFASupportHD@kindermorgan.com

kmtoken.kindermorgan.com

- [Emergency Token Registration](#)
- [Retrieving an Emergency Token](#)



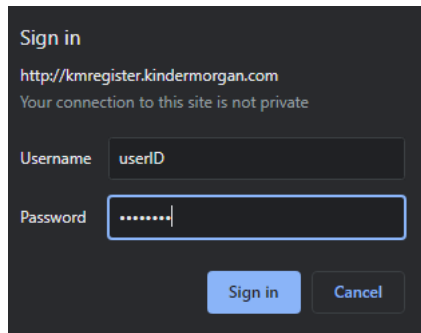
Emergency Token Registration



Open a browser and navigate to kmtoken.kindermorgan.com

Enter your DART User ID and Password

Click *Sign in* to continue to the Self-Service Console

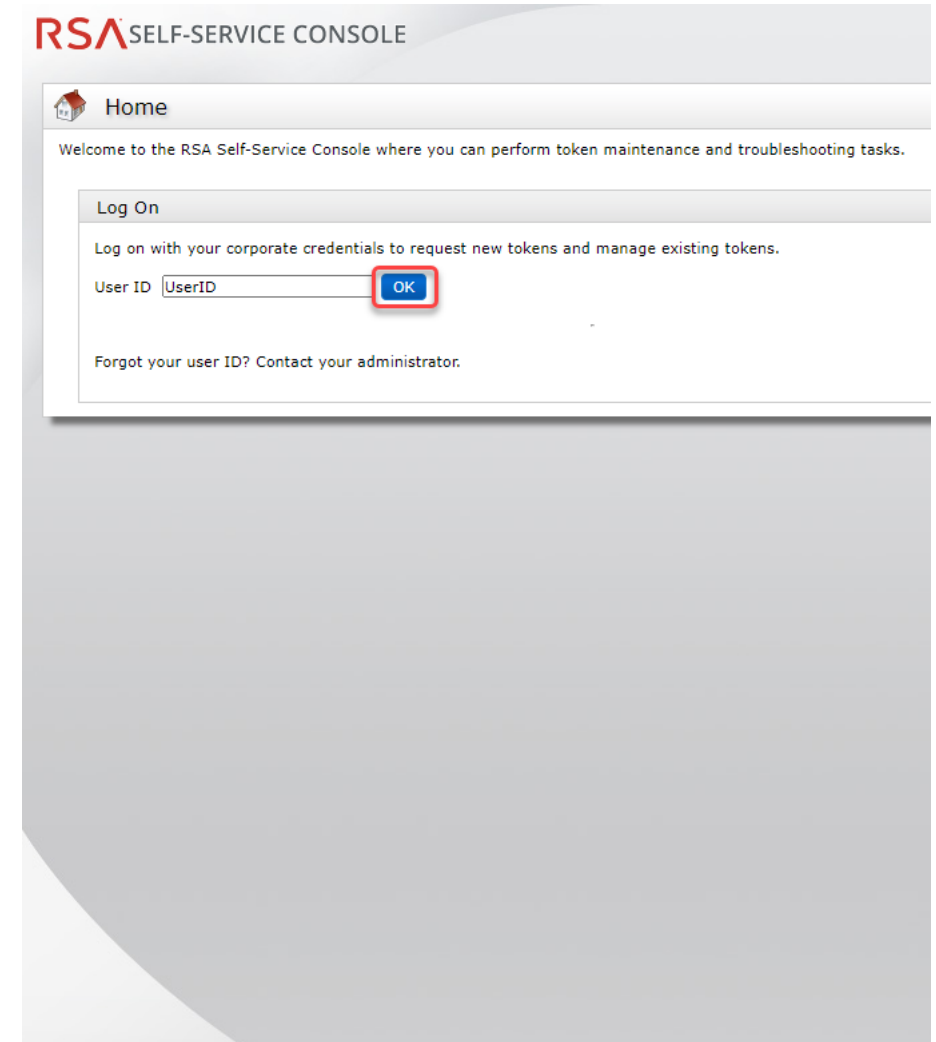


Sign in
http://kmregister.kindermorgan.com
Your connection to this site is not private

Username

Password

Enter your DART User ID and click *OK*



RSA SELF-SERVICE CONSOLE

Home

Welcome to the RSA Self-Service Console where you can perform token maintenance and troubleshooting tasks.

Log On

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID

Forgot your user ID? Contact your administrator.



My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).



Notes

You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section.

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

SecurID Authenticate

[test](#), [Forgot or Lost your Authenticator](#)

PIN:

none [Create PIN](#)

On-Demand Authentication

You are not currently enabled for on-demand authentication.

Security Questions - [set up](#)

Not configured

Please set up your security questions and answers

Once logged into the Self-Service Console, click *set up* to set your Security Questions



Set up

Select and answer 5 security questions in the language that you choose. If you have trouble logging on, you can answer these questions

[Cancel](#)[Submit Your Request](#)

* Required Field

Security Questions

Language: 1: * 2: * 3: * 4: * 5: * [Cancel](#)[Submit Your Request](#)


Choose five security questions to use in the instance an emergency token is needed

Click *Submit Your Request* to save your questions and answers

You have now successfully registered for Emergency Token Request!

My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).

 Security Questions successfully registered.

My Authenticators

Tokens - [request a new token](#) | [view SecurID token demo](#)

SecurID Authenticate [test](#), [Forgot or Lost your Authenticator](#)
PIN: none [Create PIN](#)

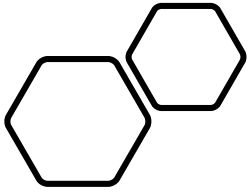


On-Demand Authentication

You are not currently enabled for on-demand authentication.

Security Questions

You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.



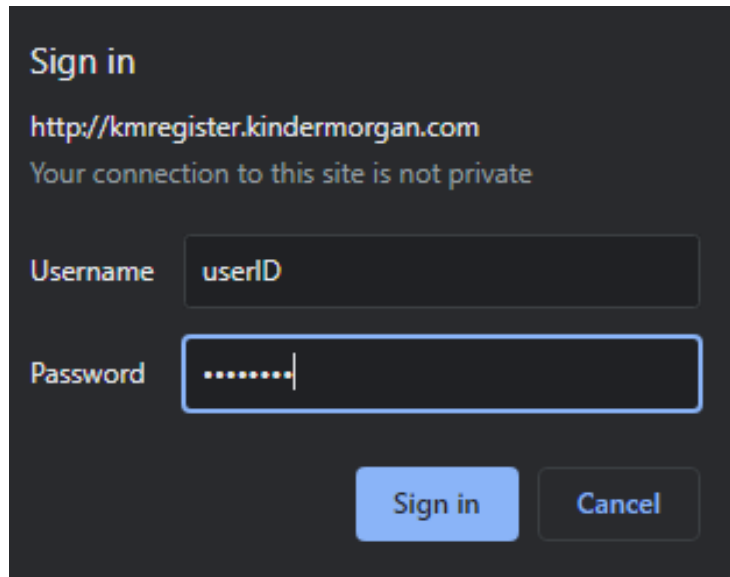
Retrieving an Emergency Token



Open a browser and navigate to kmtoken.kindermorgan.com

Enter your DART User ID and Password

Click *Sign in* to continue to the Self-Service Console



Sign in

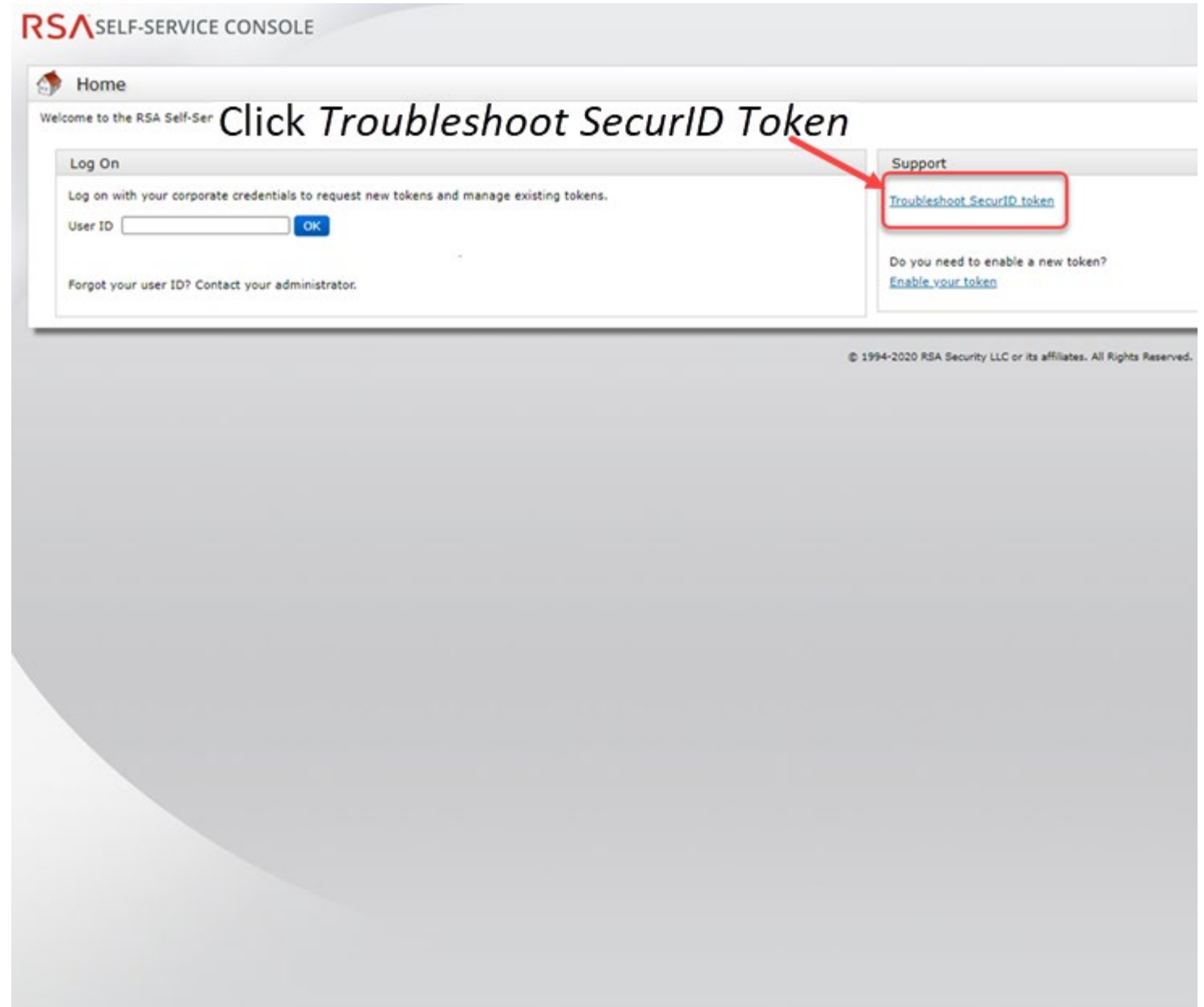
http://kmregister.kindermorgan.com

Your connection to this site is not private

Username

Password

Click *Troubleshoot SecurID token*



RSA SELF-SERVICE CONSOLE

Home

Welcome to the RSA Self-Ser

Click *Troubleshoot SecurID Token*

Log On

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID

Forgot your user ID? Contact your administrator.

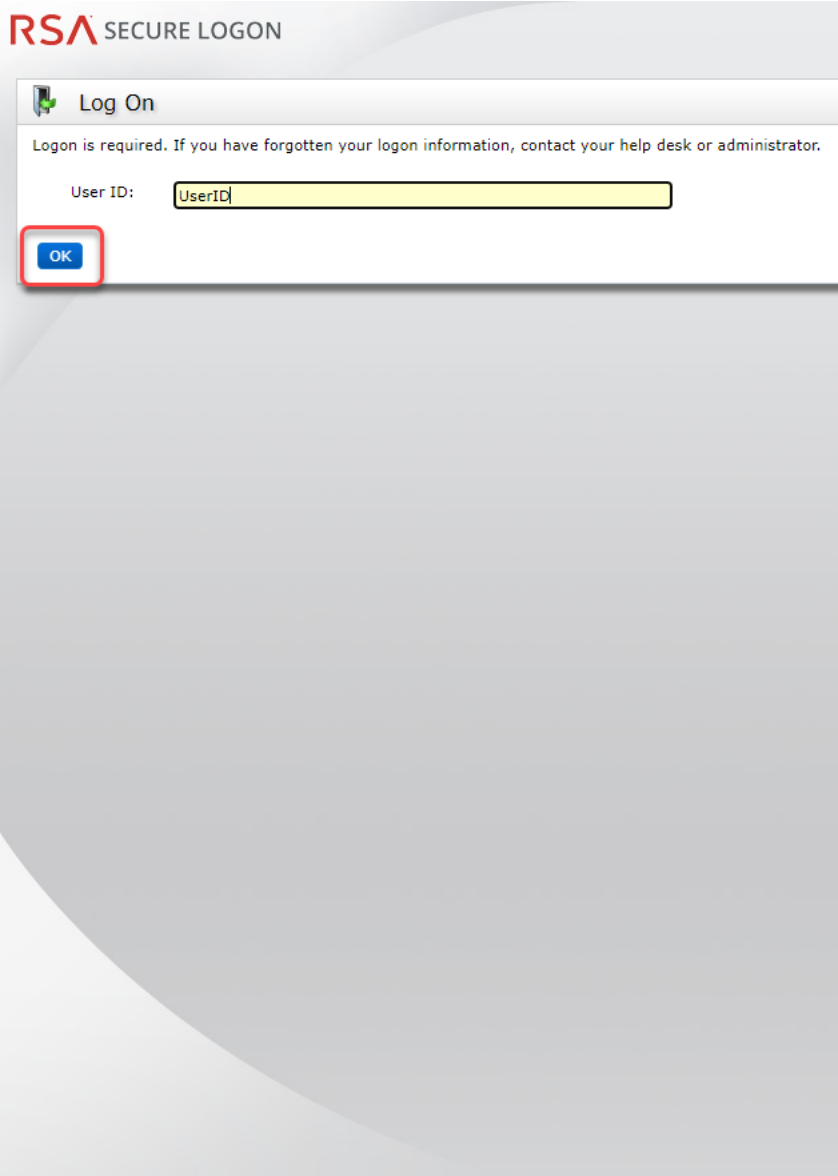
Support

[Troubleshoot SecurID token](#)

Do you need to enable a new token?
[Enable your token](#)

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Enter your DART User ID and click *OK*



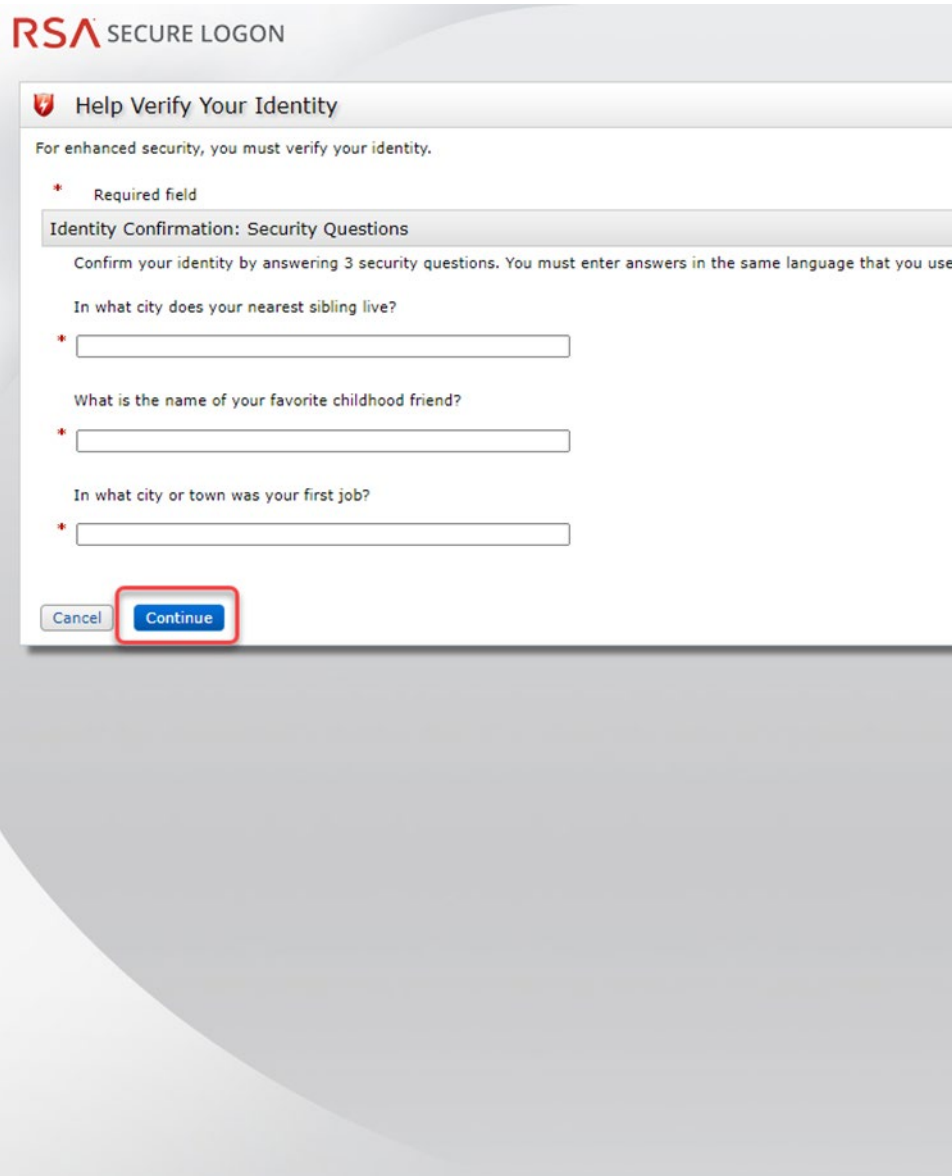
RSA SECURE LOGON

Log On

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID:

Answer the challenge questions and press *Continue*



RSA SECURE LOGON

Help Verify Your Identity

For enhanced security, you must verify your identity.

* Required field

Identity Confirmation: Security Questions

Confirm your identity by answering 3 security questions. You must enter answers in the same language that you use.

In what city does your nearest sibling live?

*

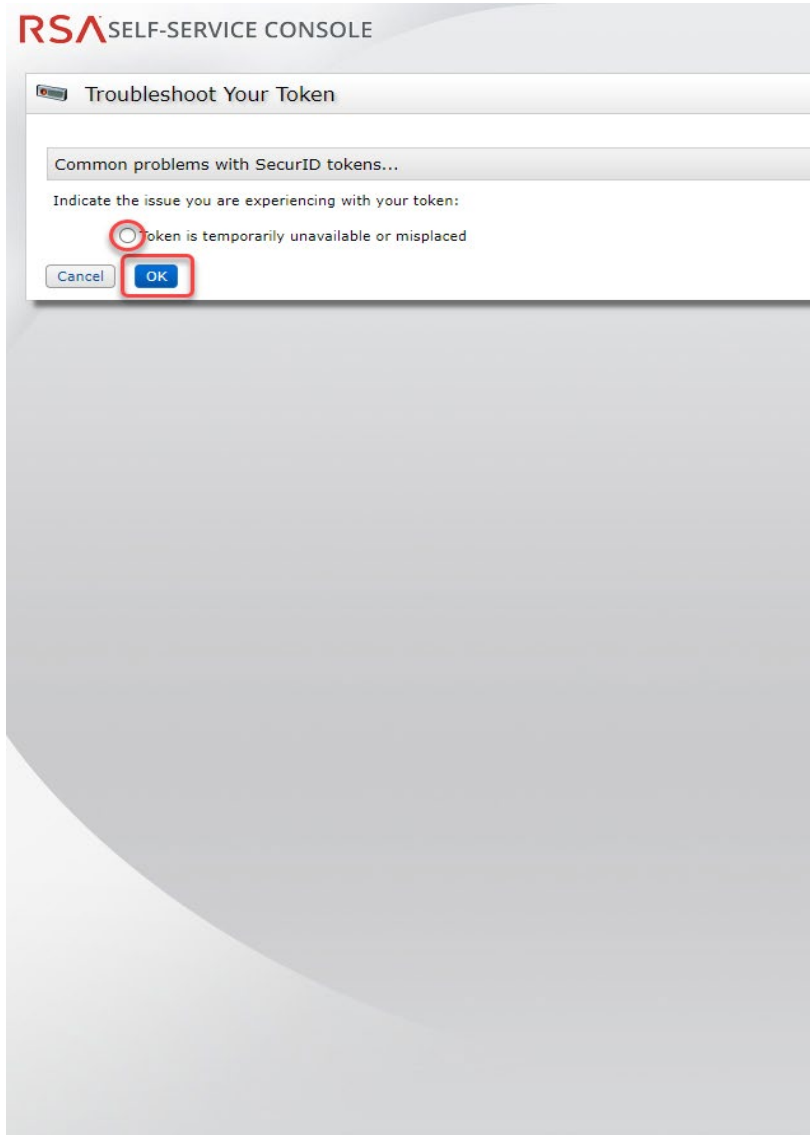
What is the name of your favorite childhood friend?

*

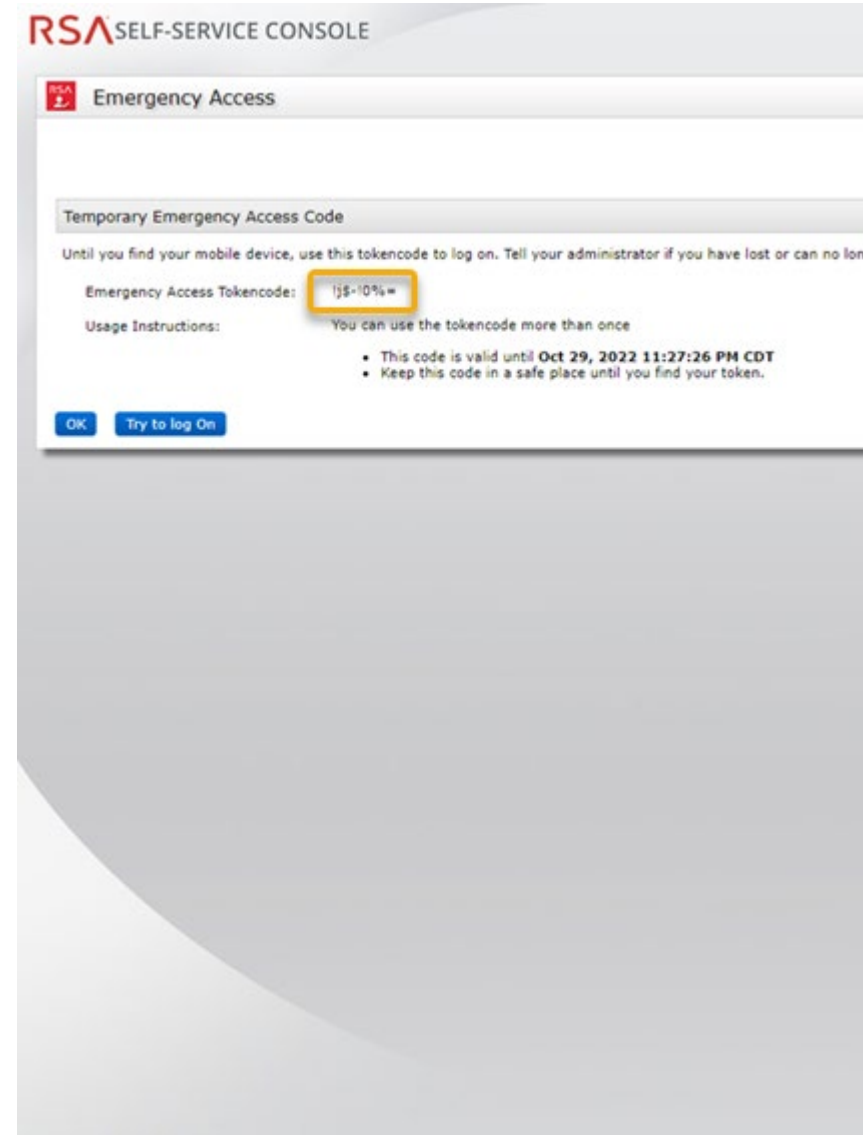
In what city or town was your first job?

*

Select the radial button then click *OK*



Your Emergency Access Tokencode will be displayed. You can now close the Self-Service Console



Open a new browser window and navigate to: <https://kmapps.cloud.com/>

Enter your DART User ID with the extension **@ext.kindermorgan.com** click *next*.



Sign in

UserID@ext.kindermorgan.com

[Can't access your account?](#)

Next

Enter your DART Password click *Sign in*.



← UserID@ext.kindermorgan.com

Enter password

Password

[Forgot my password](#)

Sign in

DART Access: <https://kmapps.cloud.com/>

When you get to the token screen, click *Show More* to show other sign in options

Enter Authenticate Tokencode

1. Open the RSA SecurID Authenticate app.
2. Enter the eight-digit number that displays on the screen.



Submit

Cancel

▼ Show more

Click *RSA SecurID Token*

Enter Authenticate Tokencode

1. Open the RSA SecurID Authenticate app.
2. Enter the eight-digit number that displays on the screen.



Submit

Cancel

▲ Show less

RSA SecurID Token



Emergency Access

Temporary Emergency Access Code

Until you find your mobile device, use this tokencode to log on. Tell your administrator if you have lost or can no longer use your mobile device.

Emergency Access Tokencode: 1j\$-10%#

Usage Instructions:


- You can use the tokencode more than once.
- This code is valid until **Oct 29, 2022 11:27:26 PM CDT**
- Keep this code in a safe place until you find your token.

Enter the Emergency Access Tokencode into the text box and click *Submit*.

After successfully submitting, a Citrix session should open.

Enter RSA SecurID Passcode

▼ Show more



If you need further assistance, contact the Help Desk:

Phone: 833-941-0066

MFASupportHD@kindermorgan.com