

Kinder Morgan Multi-Factor Authentication (MFA) FAQs

Contents

1) What if the token provided by SecurID shows as being invalid?.....	2
2) I do not have a phone to download the app, how do I get a token?.....	2
3) Does SecurID require access to the internet to generate a token?.....	2
4) Can I use a different authentication app?	2
5) What is the right App again?.....	3
6) Can this app be loaded onto any Android, Apple, or app enabled device?.....	3
7) Where can I get the Authenticator App?	4
8) How much does this Authenticator App cost?	4
9) Can I register my ID to multiple devices?	4
10) I have multiple accounts in DART. Can I use the same SecurID registration for all my accounts?.....	4
11) I forgot my phone; it is dead or broken and I cannot get a token to login.....	5
12) How do I register for the Emergency Token Request service:.....	5
13) How do I register a new device to SecurID?	5
14) I forgot my password...	5
15) How do I update my security information for the Self-Service Password Reset (SSPR) tool?.....	6
16) How do I update my security information for the Emergency Token Request service?	6

1) What if the token provided by SecurID shows as being invalid?

Wait for a new token to display and enter it.

If the problem continues, request an emergency token from the Emergency Token Request service at the following link:

<https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>

2) I do not have a phone to download the app, how do I get a token?

SecurID can be downloaded on Windows, Mac laptops, and other devices. Please check in the app store of all devices you have so that you can determine if SecurID is an option for you.

3) Does SecurID require access to the internet to generate a token?

SecureID does not require internet to provide a token

4) Can I use a different authentication app?

SecurID is the only approved authenticator.

5) What is the right App again?

SecurID – Look for Icon with the Cloud:



Download links are provided below:

- [Apple App Store](#)
- [Google Play Store](#)
- [Microsoft Store](#)

Apple



Android



6) Can this app be loaded onto any Android, Apple, or app enabled device?

- Apple Devices - IOS 11.0 or later
- Android - OS 8.0 or later
- The app may be available on other devices

7) Where can I get the Authenticator App?

Download links are provided below:

- [Apple App Store](#)
- [Google Play Store](#)
- [Microsoft Store](#)

Apple



Android



8) How much does this Authenticator App cost?

SecurID is available to download at no cost.

9) Can I register my ID to multiple devices?

Each User ID can only be registered to one device

10) I have multiple accounts in DART. Can I use the same SecurID registration for all my accounts?

You can use the same application and device for all login accounts you have; however, you will need to register each account separately on the application and each User ID will have its own token.

11) I forgot my phone; it is dead or broken and I cannot get a token to login...

If you have completed registration, you can request an emergency token from the Emergency Token Request service found here: <https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx> to access DART.

If you have not completed registration, please contact the MFA Support Desk:

Phone: 833-941-0066

Email: MFASupportHD@kindermorgan.com

12) How do I register for the Emergency Token Request service:

Follow the instructions in the user guide - <https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>

13) How do I register a new device to SecurID?

Follow the instructions in the user guide - <https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>

14) I forgot my password...

Please select "Cannot Access Account" or "Forgot My Password" and follow the prompts to reset your password. If you are unable to reset the password through the Self-Service tool, your DART Security Admin will be able to reset it for you.

15) How do I update my security information for the Self-Service Password Reset (SSPR) tool?

Please contact the MFA Support Desk:

Phone: 833-941-0066

Email: MFASupportHD@kindermorgan.com

16) How do I update my security information for the Emergency Token Request service?

Please contact the MFA Support Desk:

Phone: 833-941-0066

Email: MFASupportHD@kindermorgan.com