



Multi-Factor
Authentication
(MFA) User Guide

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- [Registering SecurID](#)
- [Logging Into DART](#)

Quick Reference

1 Download SecurID app:

Apple



Android



2 Register your device in [DART](#)
Open the SecurID App



SecurID Registration
My Apps

3 Log into [DART using MFA](#)

Need Help?

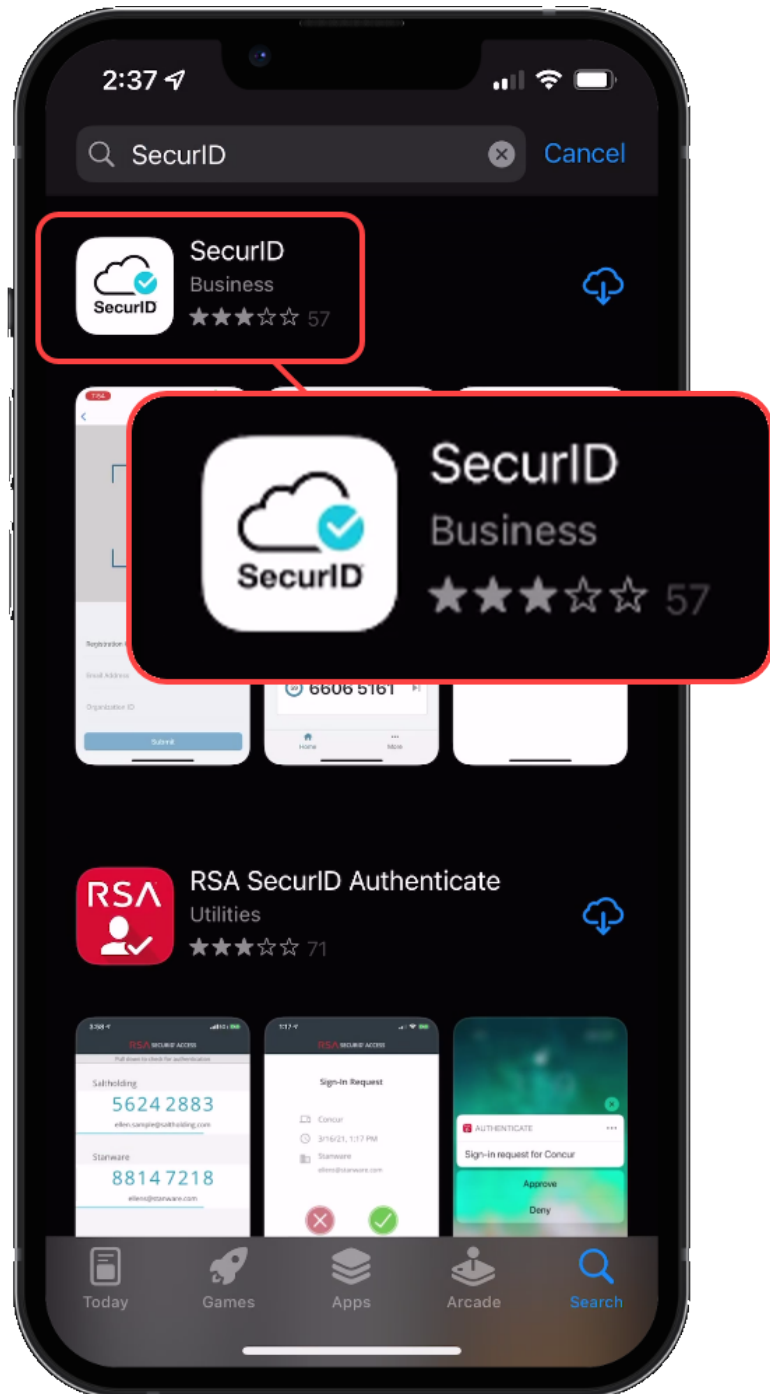
Phone: 833-941-0066

Email: MFASupportHD@kindermorgan.com

Frequently Asked Questions



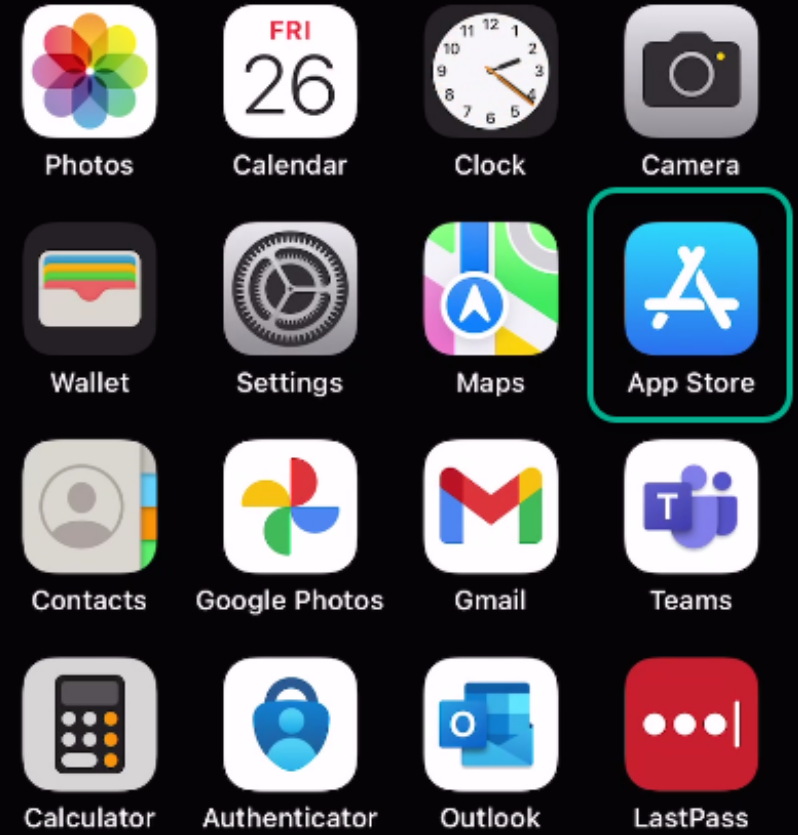
- What is the right App?
 - SecurID – Look for the Cloud
- I log in through my personal computer. Do I need to download anything new to it?
 - No new Apps are needed on personal PCs assuming Citrix Receiver is already installed.
- Can I use a different authentication App? Google Authenticator, Microsoft Authenticator, etc.
 - No, SecurID is the only approved authenticator.
- Does the App require internet access?
 - Internet is not needed to provide the token.
 - Internet is only required to download and register the App.
- SecurID is not available on my mobile device.
 - Please contact the Help Desk for alternative token methods.
- What happens if my token doesn't work?
 - Wait for the token to change and try again.
 - If the problem continues, email MFASupportHD@kindermorgan.com



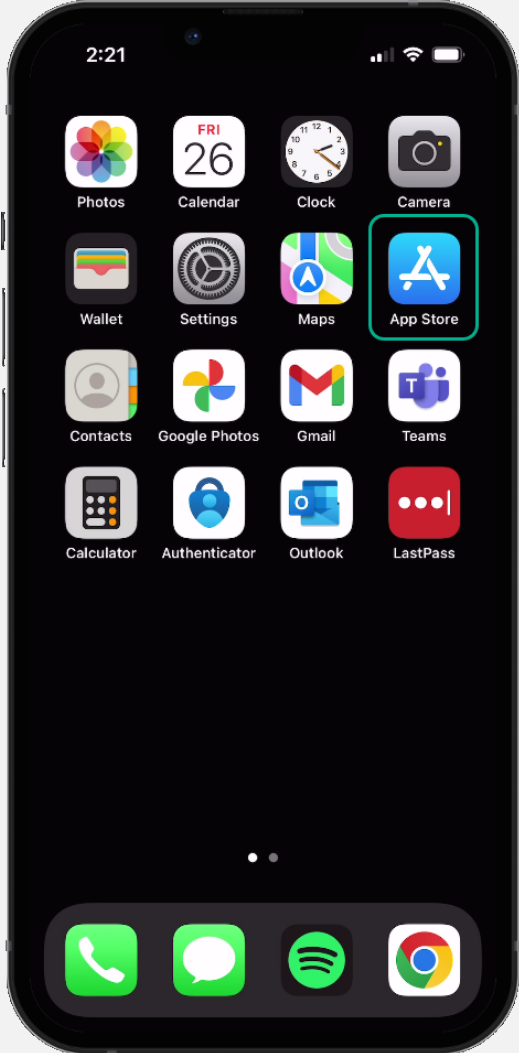
SecurID Authenticator

- Free
- Available on
 - Apple App Store – IOS 11.0 or later
 - Google Play Store – Android 8.0 or later
- It is **REQUIRED** to have a passcode or biometric security on the mobile device to complete registration.
- Internet access is needed to download and register.
- Internet access is **not** needed for token requests.
- Only one device can be registered at a time.
- If you have multiple User IDs, complete registration for each User ID you have.

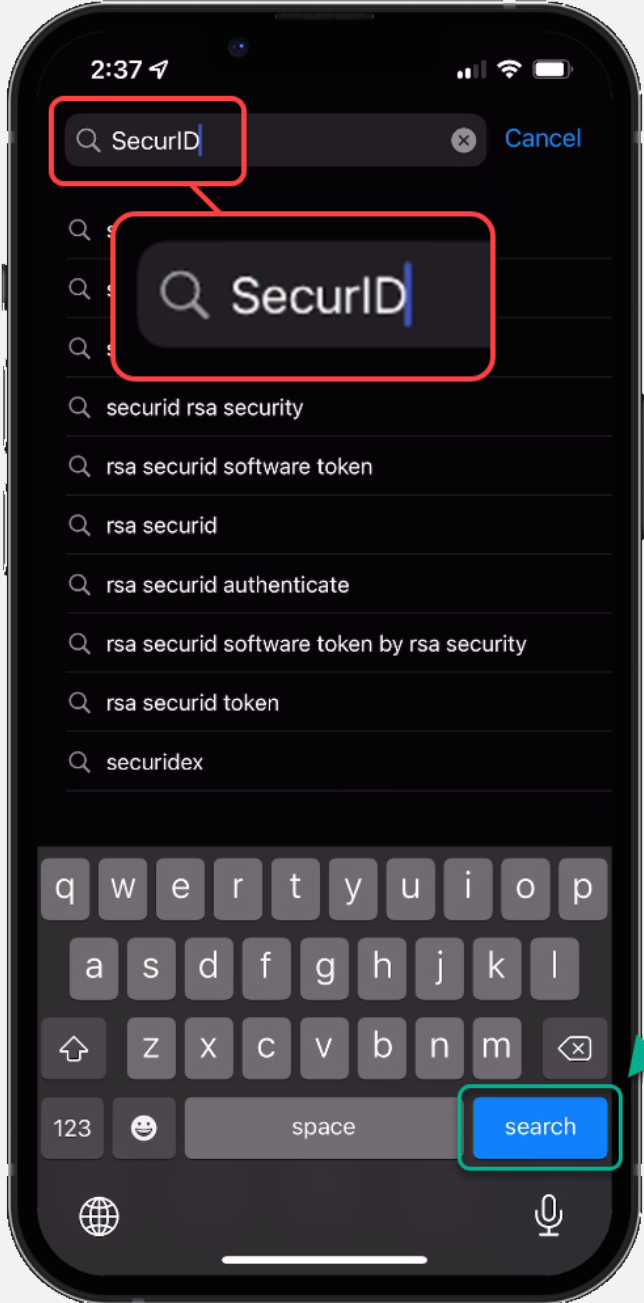
Downloading SecurID

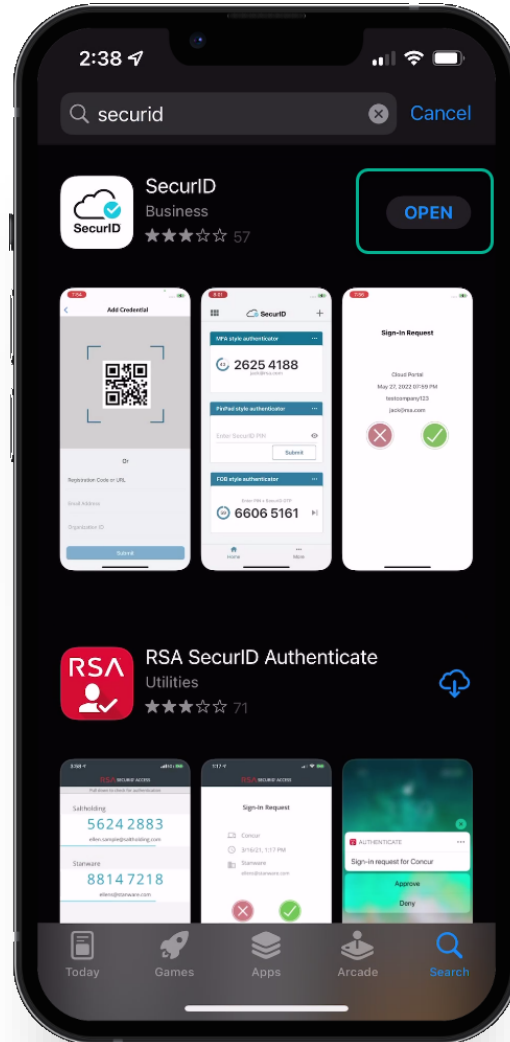
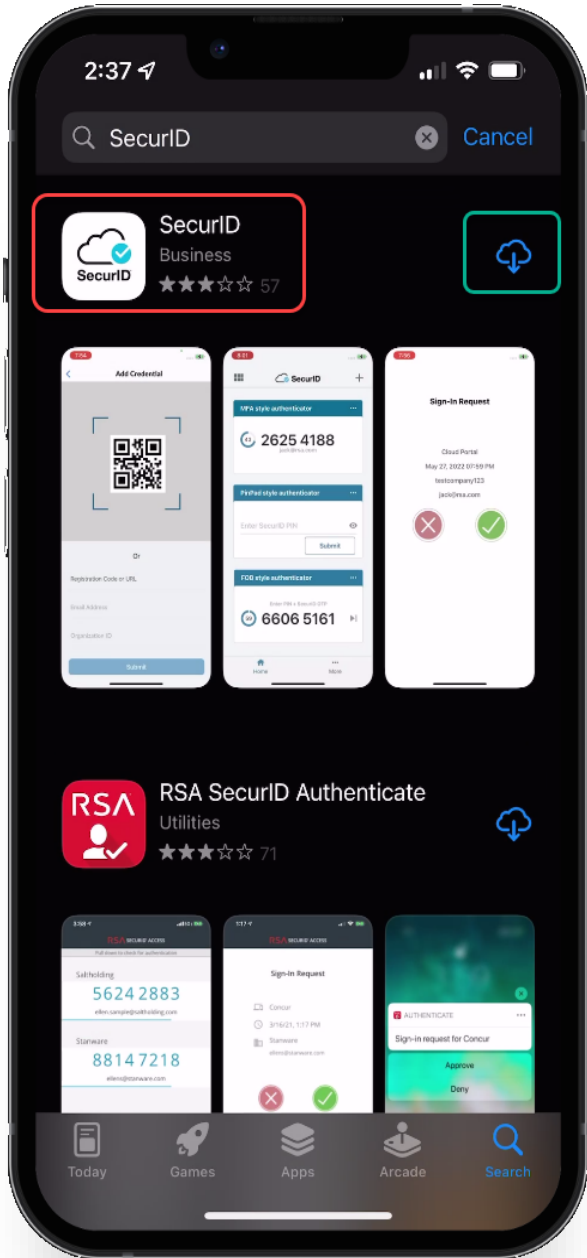


Open the App Store on your device.



Search for "SecurID" in the App Store.





Verify the application is the “SecurID” application with the cloud and a blue checkmark as shown in the red square.

Download the app to your device.

When the app is done downloading, open it by clicking *open*.



Choose
and P

**"Authenticator" Would Like to
Send You Notifications**

ce

Notifications may include alerts,
sounds, and icon badges. These can
be configured in Settings.

Don't Allow

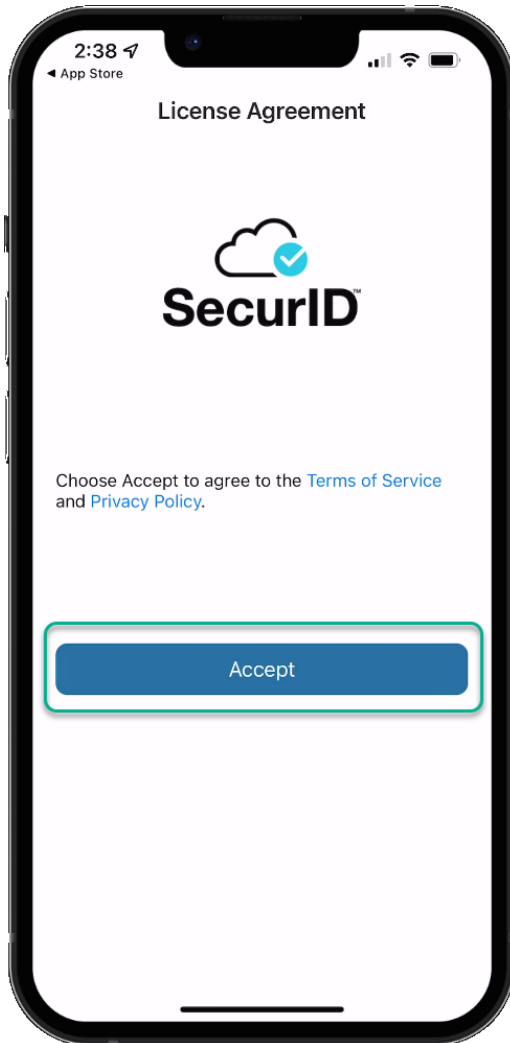
Allow

Accept

The first time you open the app you will be prompted to *Don't Allow* or *Allow* notifications.

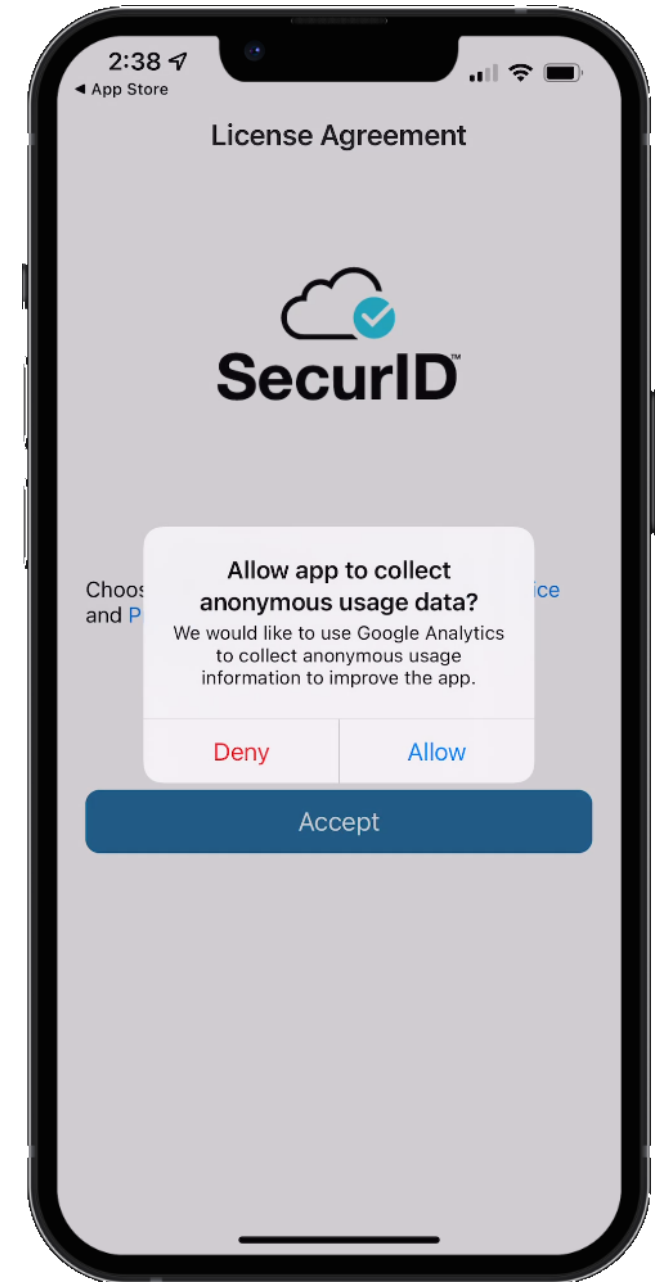
This setting is a user preference. It will not interfere with operation of the token delivery process.

After reading the Terms of Service and the Privacy Policy, click the *Accept* button to accept.



Allow or *Deny* app to collect anonymous usage data.

This setting is a user preference. It will not interfere with the operation of the token delivery process.





Welcome to SecurID.

SecurID helps you quickly and easily access your organization's protected resources.

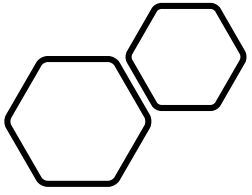


Get started

Need help?

Once you've reached the Welcome Screen you have completed the SecurID application install process.

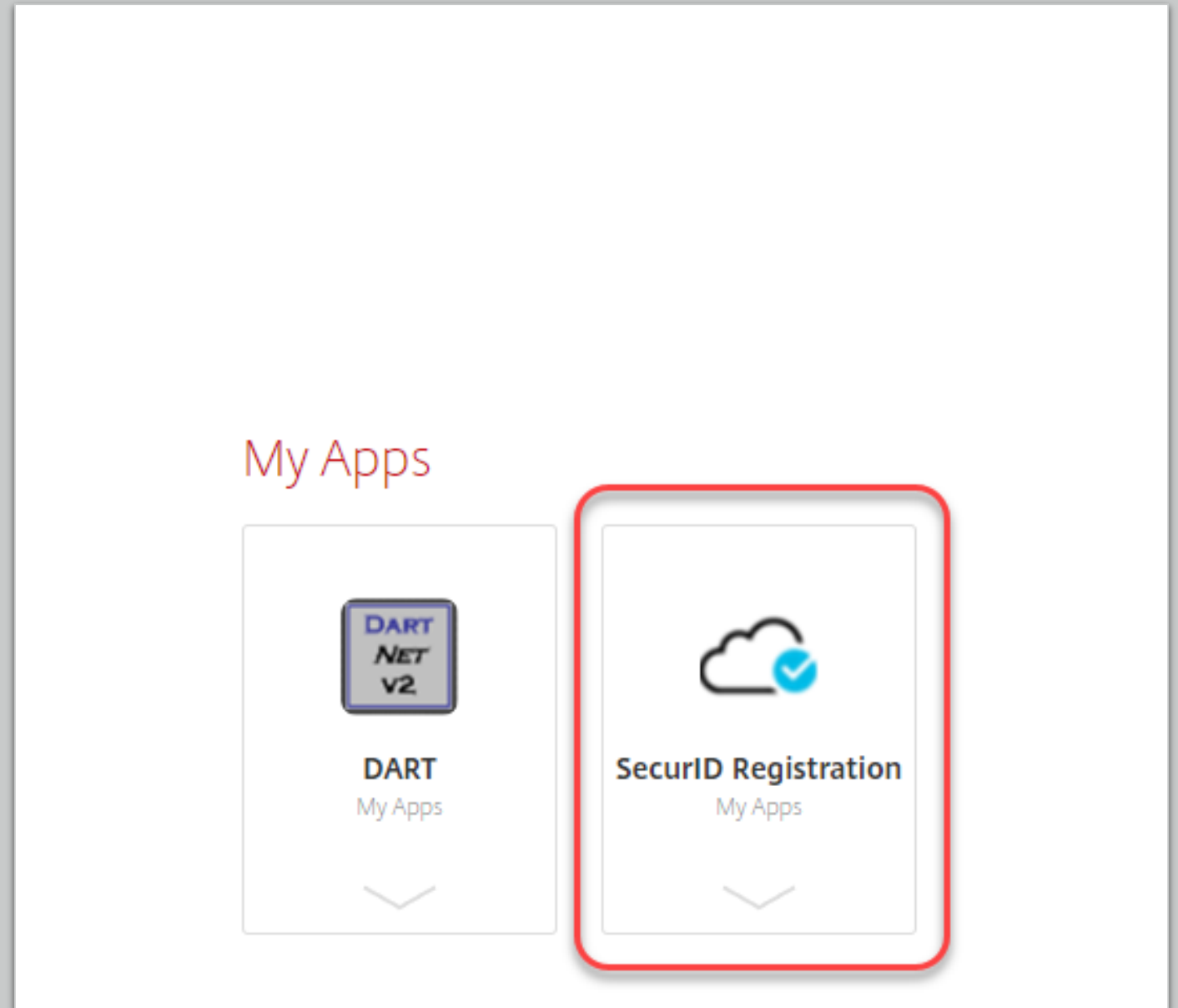
You're now ready to move onto the registration process.



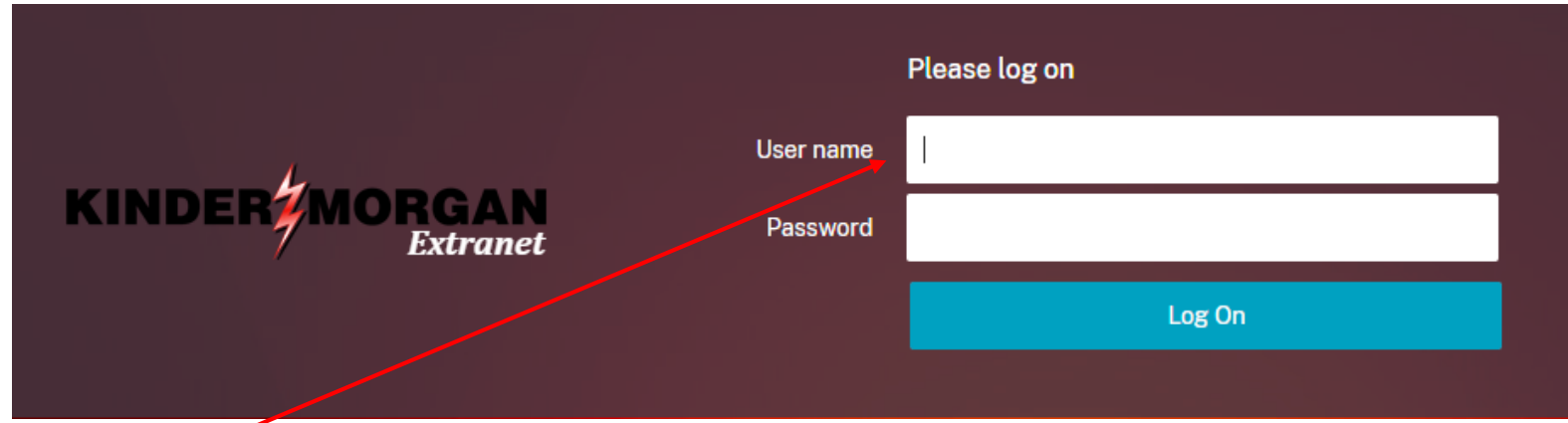
Registering SecurID



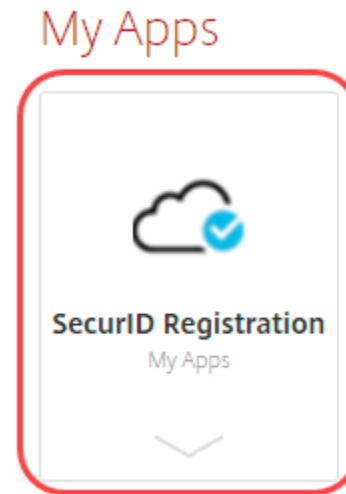
- Open a new session in your preferred internet browser.
- Navigate to:
<https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>
- Log into the Kinder Morgan Extranet by clicking *SecurID Registration*, then enter your *DART User ID* and *Password*.
- Open *SecurID Registration* by Double-Clicking.



- Open a new session in your preferred internet browser.
- Navigate to:
<https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>
- Log into the Kinder Morgan Extranet by clicking *SecurID Registration*, then enter your DART *User ID* and *Password*.
- Open *SecurID Registration* by Double-Clicking.



The image shows the login interface for the Kinder Morgan Extranet. On the left is the logo for "KINDER MORGAN Extranet". On the right, under the heading "Please log on", there are two input fields: "User name" and "Password". Below these fields is a blue "Log On" button. A red arrow points from the "User name" field to the "SecurID Registration" app icon in the screenshot below.



Enter your DART User ID adding the **@ext.kindermorgan.com** extension to the end.

KINDERMORGAN INC.

SecurID My Page

Username

UserID@ext.kindermorgan.com

Next

Enter your password and press *Submit*.

*Your password will be the same one you log into DART with.

RSA SecurID Access

KINDERMORGAN INC.

Enter Password

PASSWORD

Submit Cancel

SecurID

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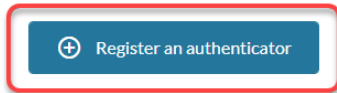
Click *Register an authenticator*



Good afternoon First Name.

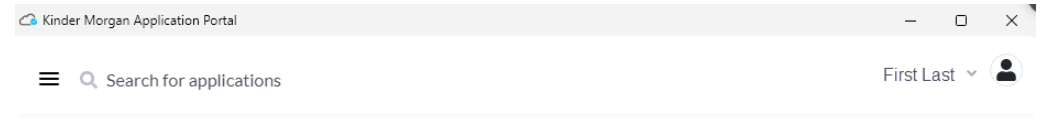
My registered authenticators (0)

Register a mobile device, hardware authenticator, or FIDO Security Key so you can authenticate to access protected applications.



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Click the *SecurID App* icon



[← Back](#) Register an authenticator

To access your applications, you need to register an authenticator

[See how it works](#)

Choose an authenticator to register.





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If the application is installed on the mobile device, click the *next* button and open the *SecurID* app on your mobile device.

If you have not installed the app, go to [installation instructions](#).

1 Install SecurID Authenticator 2 Register Authenticator

 On your iOS, Android, or MacOS device, go to the [App Store](#) or [Google Play](#).
install.step.securid.gotostore.desktop

 Search for the SecurID Authenticator

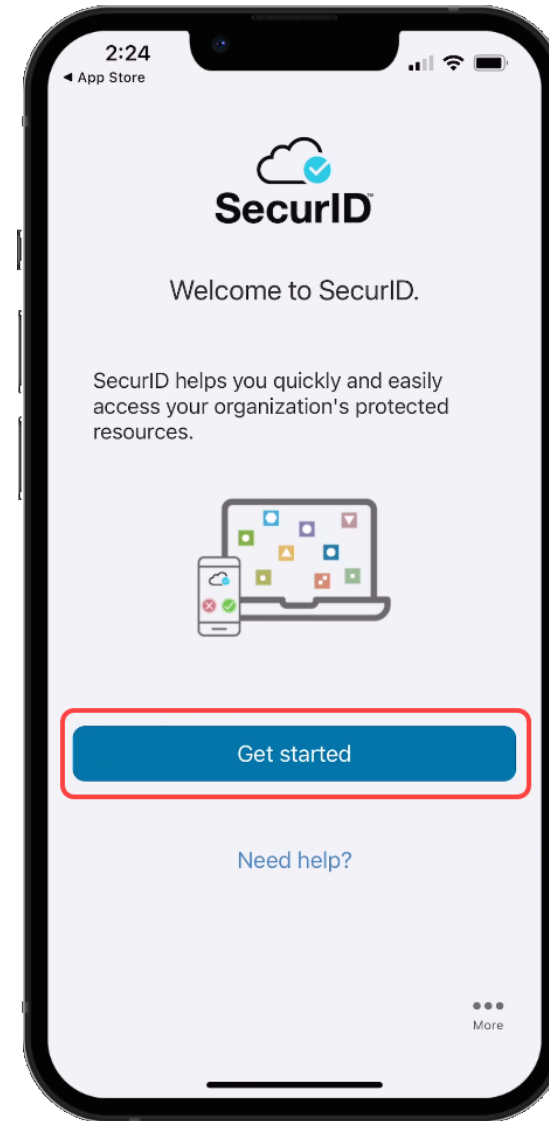
 Install the App

Cancel **Next**

Open the *SecurID* app on your mobile device.



Press the *Get Started* button to begin the credential import process.

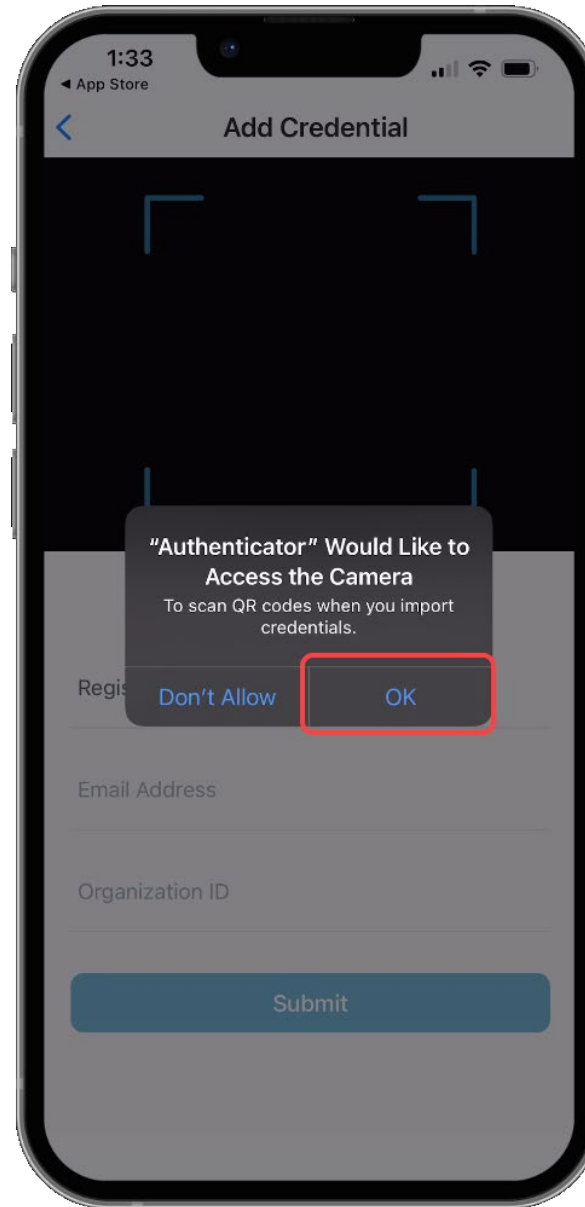


Apple

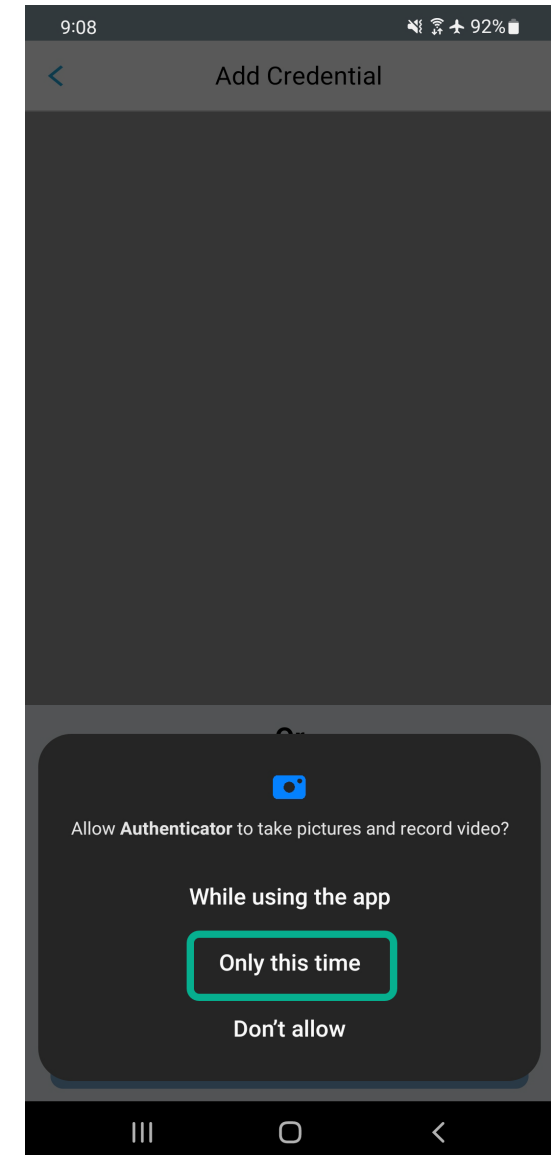
Allow access to the Camera to scan the QR Code displayed in the SecurID Browser.

You can change this setting in your device settings after completing the registration process.

If you do not want to allow access to the camera, press *Don't Allow*. You will need to enter the information manually.



Android



Hold your mobile device up to the screen displaying the QR Code.

DO NOT SCAN THE QR CODE FROM THIS DOCUMENT!

Center the QR Code in the camera viewing window while slowly moving the device backwards until the QR Code is read.

1 Install SecurID Authenticator

2 Register Authenticator

Scan QR

Enter Details

Open the app and enter:

Registration Code: 123456789

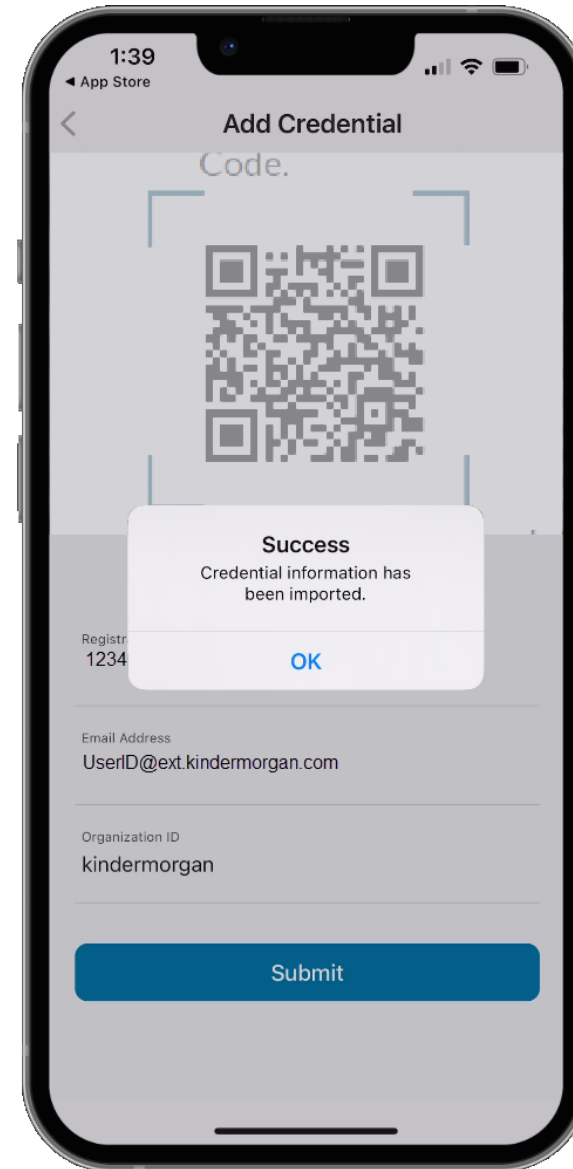
Email Address:
UserID@ext.kindermorgan.com

Organization ID: kindermorgan

Information on this page will expire in: 01:41

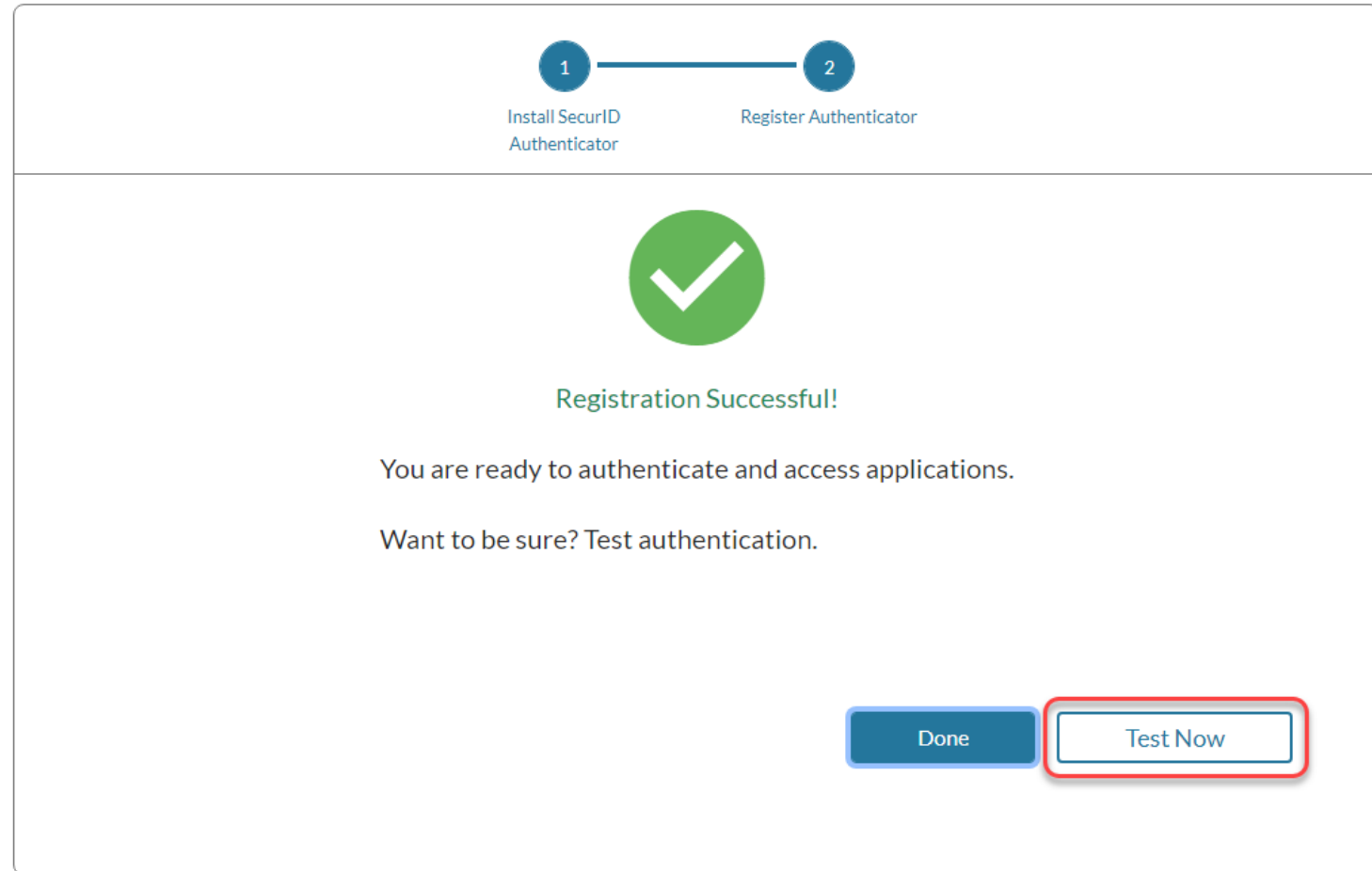
When the credential information is imported successfully, a pop-up will be shown. Press *OK* to continue.

Leave the device and application open to test the authentication token process.



After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

Use the *Test Now* button to ensure the device registration was successful.



The browser window will update to show a screen like below.


Confirm the test by pressing the green check mark on your mobile device.

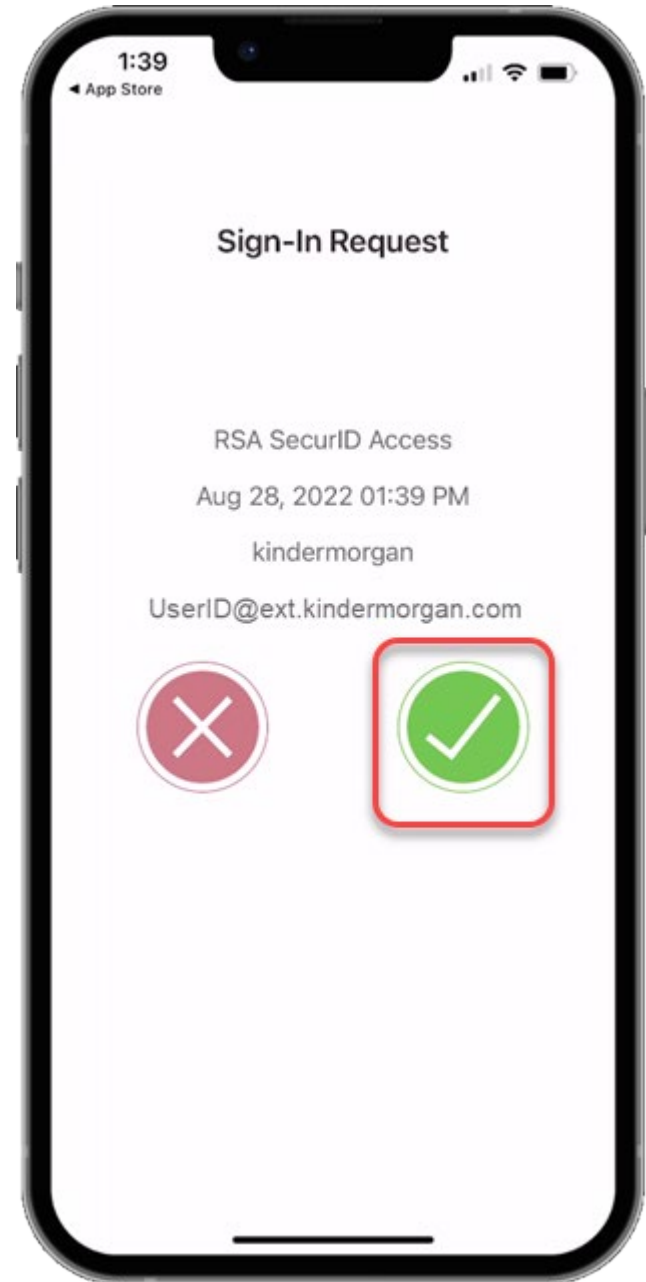
Sending Sign-In Request

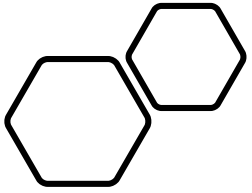
Check **User's iPhone** for a notification to continue authentication.

[Didn't receive notification?](#)

Cancel







Logging Into DART



DART Access: <https://pipeline.kindermorgan.com/> > DART MFA Login

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

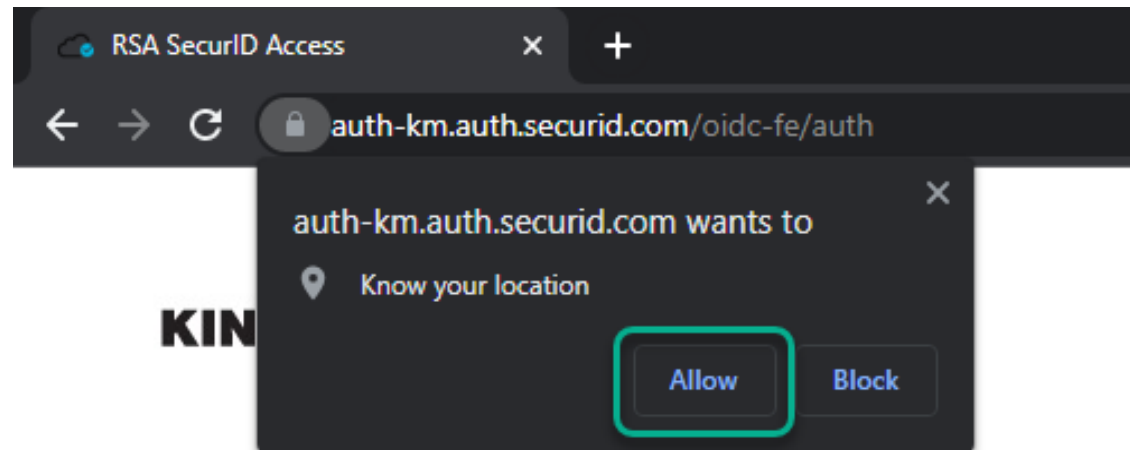
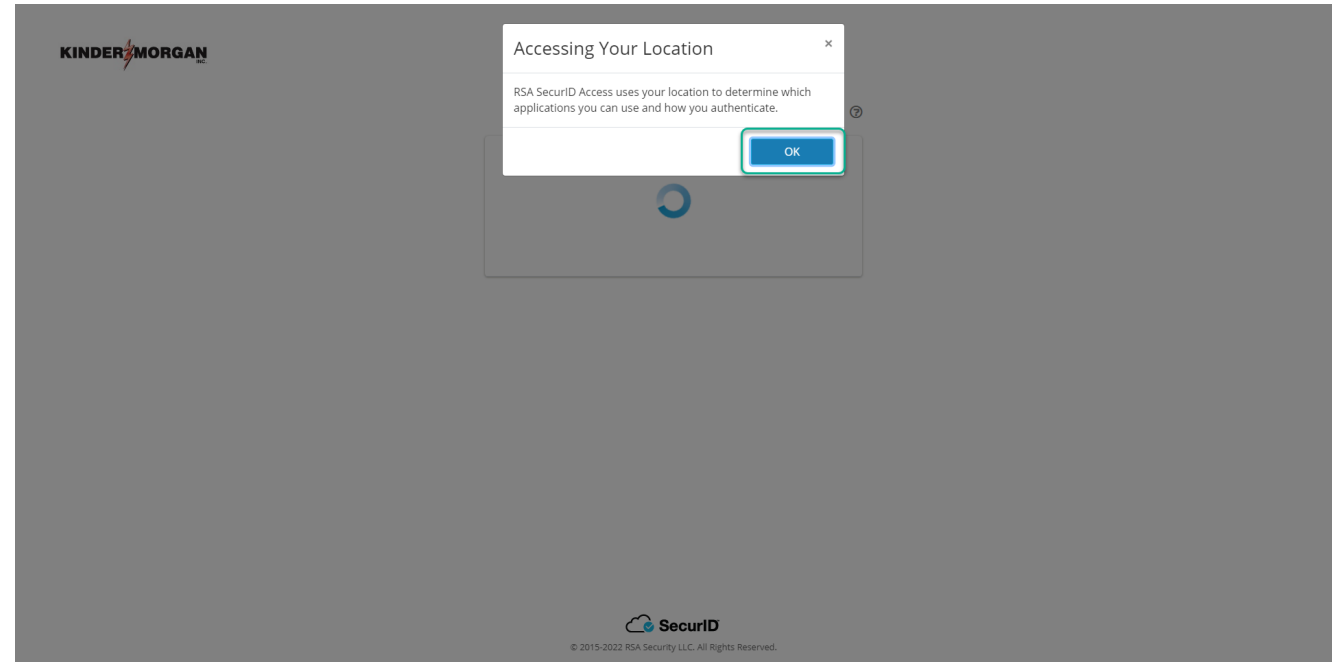
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!

The sign in page contains session information for that login. Bookmarking it will result in a HTTP 500 Error. Instead, bookmark <https://pipeline.kindermorgan.com/>

You will be prompted to allow access to your location. Click *Ok*.

The browser may request access to your location. Click *Allow*.

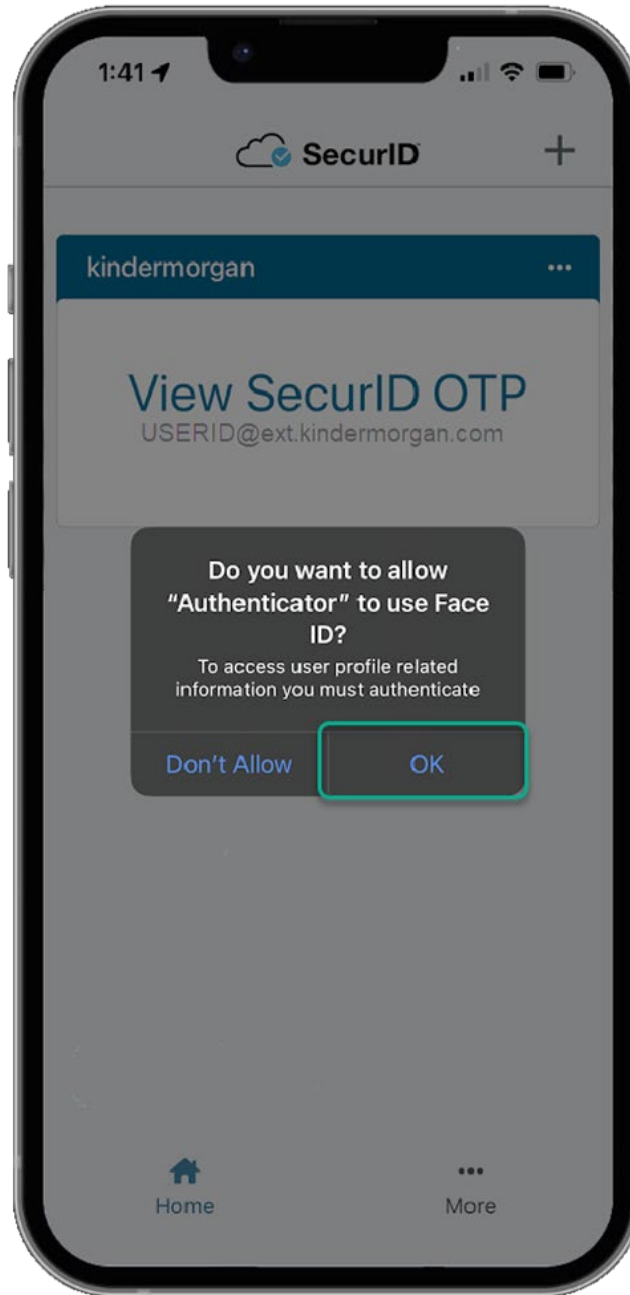
You may not receive these popup's depending on your security settings.



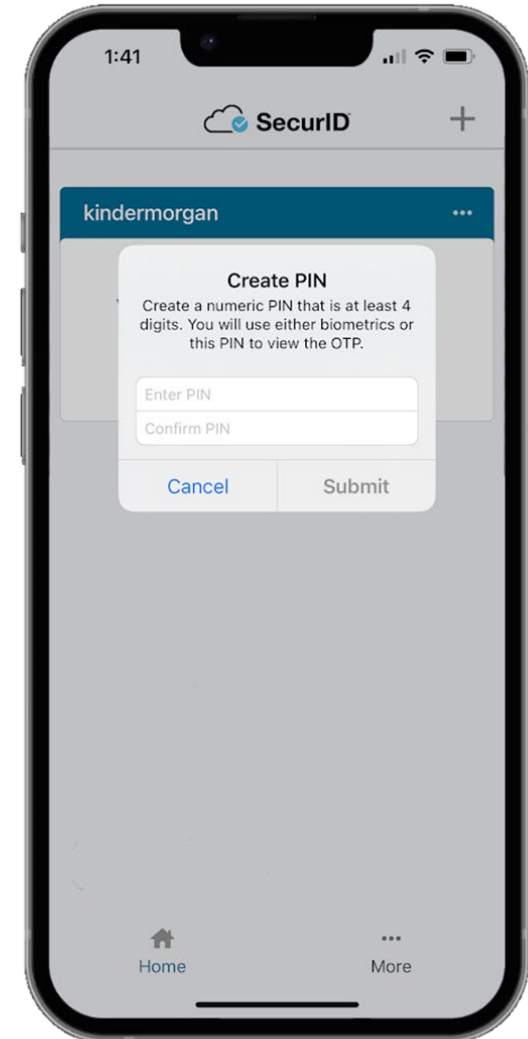
Open your SecurID App and click *View SecurID OTP*.

If your device supports it, you will be prompted to allow biometric security to the SecurID App.

*Depending on your device, you may be prompted to use a different form of biometric security.



The app requires a pin in the event biometric security does not work.




Enter the Authenticate Tokencode shown on the mobile device into the text box.

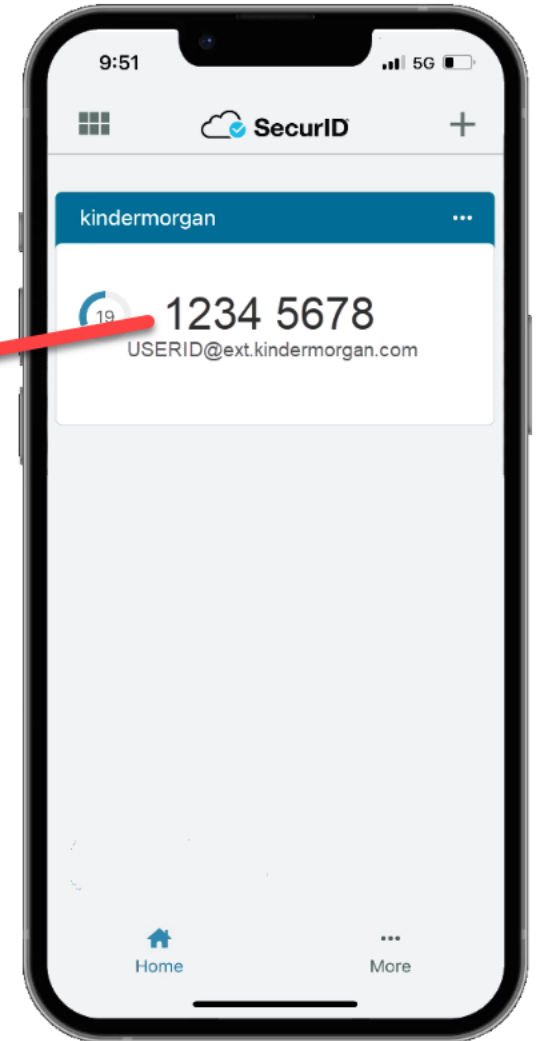
Hi, ?

Enter Authenticate Tokencode

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



[Show more](#)





UserID@ext.kindermorgan.com

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

System User acknowledges and agrees Kinder Morgan's Management and its authorized agents reserve the right to monitor all aspects of KMI computer infrastructure and systems, without limitation. Computers, accounts and systems issued to System Users are to assist in performing their jobs. System Users should have no expectation of privacy in the use of such systems. These systems are the property of KMI. Use is intended for legitimate business purposes only.

System User agrees affirmative acknowledgment means the System User understands and consents to these terms and conditions. KMI or any authorized agents may monitor, intercept, record, and search any communications, data transiting or stored information on this system. At KMI's sole discretion, KMI may disclose information to the U.S. Government and its authorized representatives to protect the security of critical infrastructure and key resources, ensure information security, comply with applicable law, regulation, legal process or governmental request.

The first time you log in you will be prompted to enter more information. This information will be used for the Self-Service Password Reset. Press *Next* to continue.



Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

finish

cancel

Click *Set it up now* to verify your phone number.

Click *text me* to have a text message sent to the number you entered.



Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

United States (+1)

Enter the 6-digit number sent to your device into the text box and press *verify*

The image shows a mobile phone screen on the left and a web browser interface on the right. The phone screen displays a text message from 85873 that says: "Use verification code 123456 Microsoft authentication." A yellow box highlights the code "123456" in the message, and a yellow arrow points from this box to the "123456" input field on the web form. The web form, under the "KINDER MORGAN" logo, has the heading "Don't lose access to your account!" and the instruction "Please verify your authentication phone number below." It shows the phone number "7138675309" and two buttons: "text me" and "call me". Below this, it says "We've sent a text message containing a verification code to your phone." The input field for the code "123456" and the "verify" button are both highlighted with red boxes. A "back" button is also visible. At the bottom of the web page, there is a footer: "©2022 Microsoft Legal | Privacy".

Click *Set them up now* to set your Security Questions.

*You will answer these questions if you need to reset your password.

KINDER MORGAN | ?

Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 2 of the options below.**

- ✔ Authentication Phone is set to +1 7138675309 [Change](#)
- ❗ Security Questions are not configured [Set them up now](#)

[finish](#) [cancel](#)

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Don't lose access to your account!

Please select questions to answer below. **Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.**

Security question 1

In what city did you meet your first spouse/partner? ▾



Security question 2

In what city does your nearest sibling live? ▾



Security question 3

In what city was your first job? ▾



Security question 4

What is your father's middle name? ▾



Security question 5

What is your favorite food? ▾



[save answers](#)

[back](#)

Click *save answers* to submit your questions.

Don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✔ Authentication Phone is set to +17138675309. [Change](#)

✔ Security Questions are configured. [Change](#)

finish

cancel

Click *finish* to complete the verification.

Home

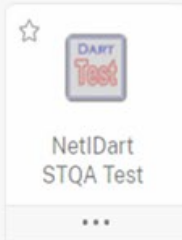
Apps

Desktops

Apps

Recents

Favorites

[View all applications](#)

A Citrix session should open completing the login process.

If you see a blank page, use the *View all applications* to find your favorite DART application(s).

Desktops

Continue to login using this method going forward.



It doesn't look like you have any desktops

Contact your administrator if this doesn't seem right.