Multi-Factor Authentication (MFA) User Guide

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Quick Reference

1. Download SecurID app:

Apple

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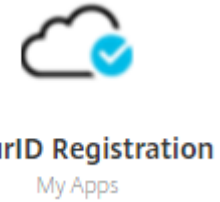
2. Register your device in DART
   Open the SecurID App



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

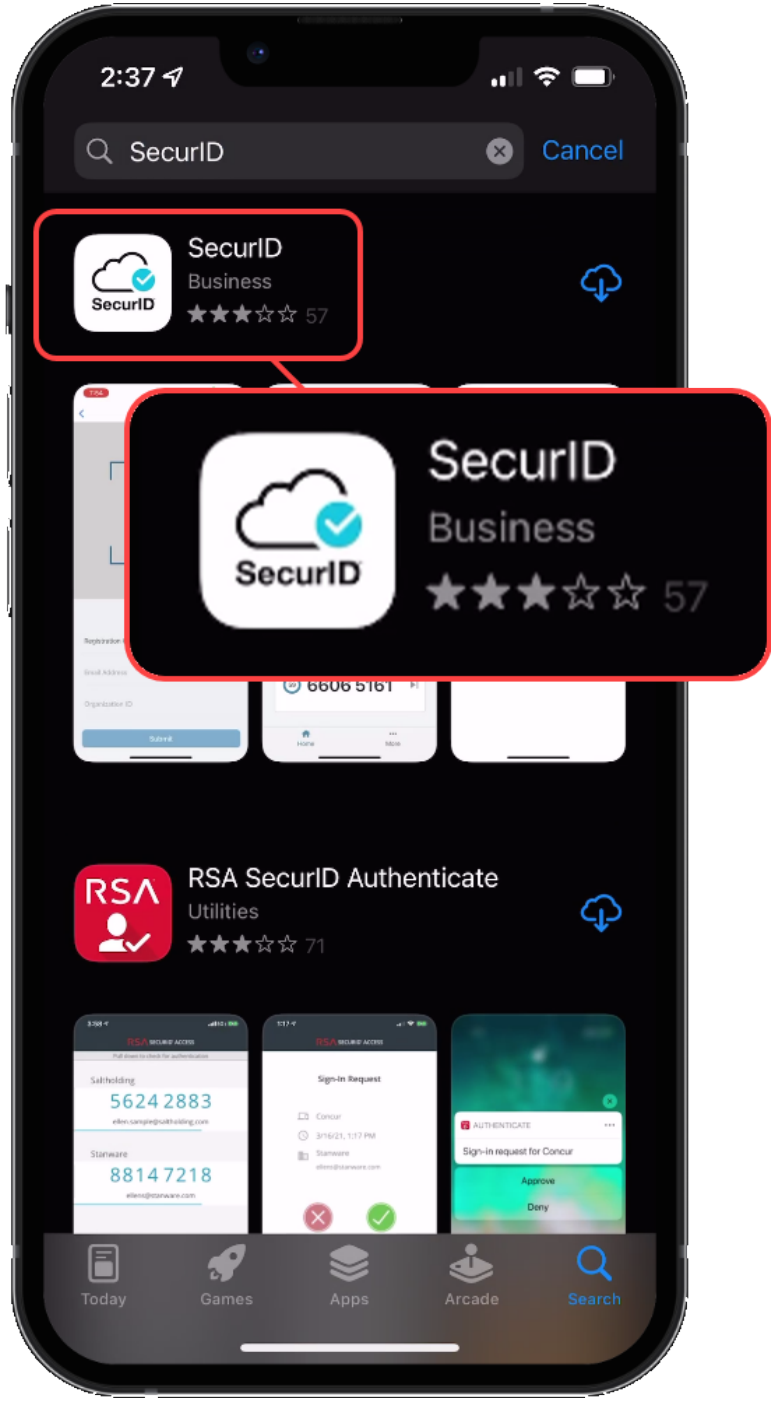
- I log in through my personal computer. Do I need to download anything new to it?
  - No new Apps are needed on personal PCs assuming Citrix Receiver is already installed.

- 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.

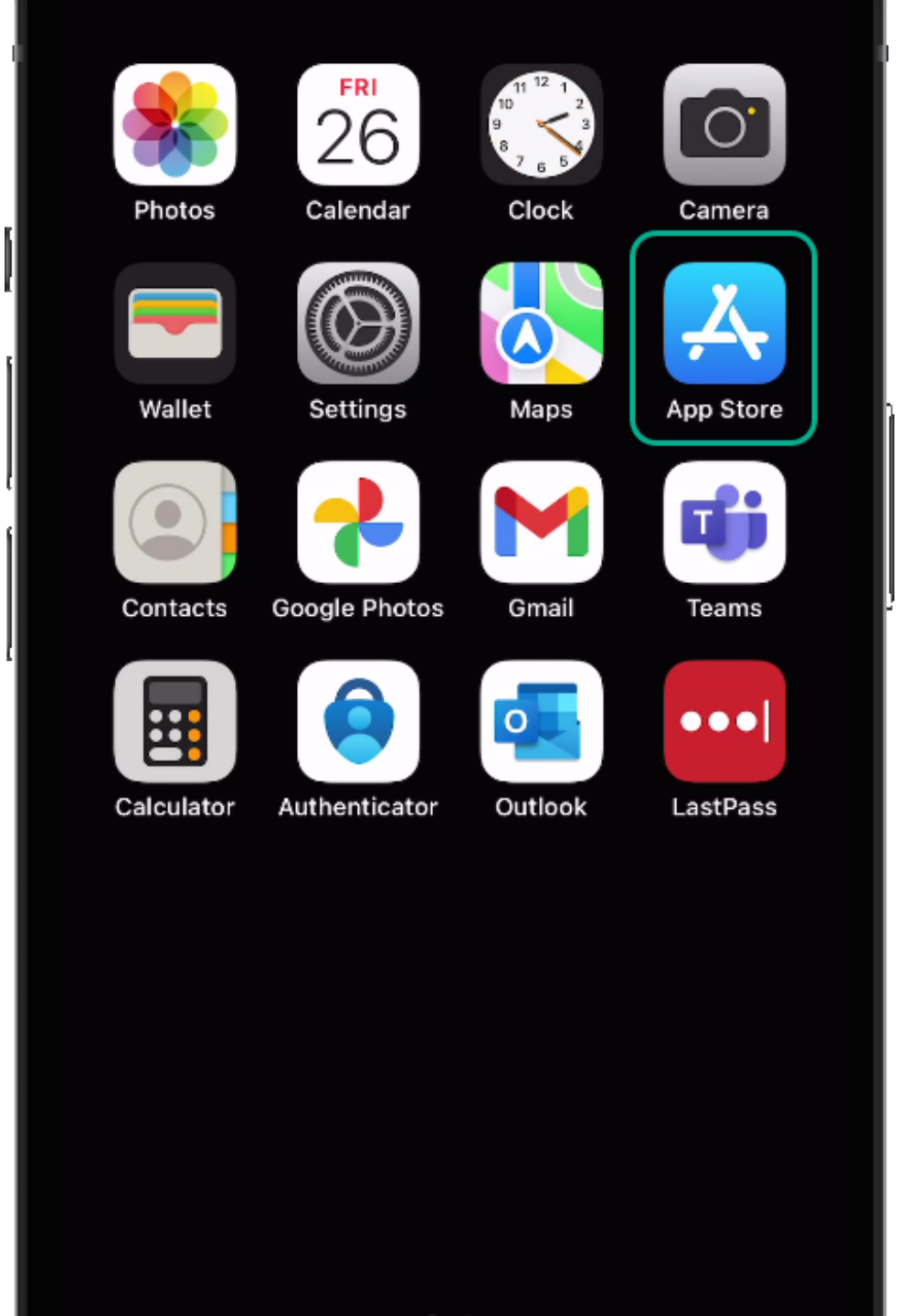
- What happens if my token doesn't work?
  - Wait for the token to change and try again.
    - If the problem continues, email MFASupportHD@kindermorgan.com



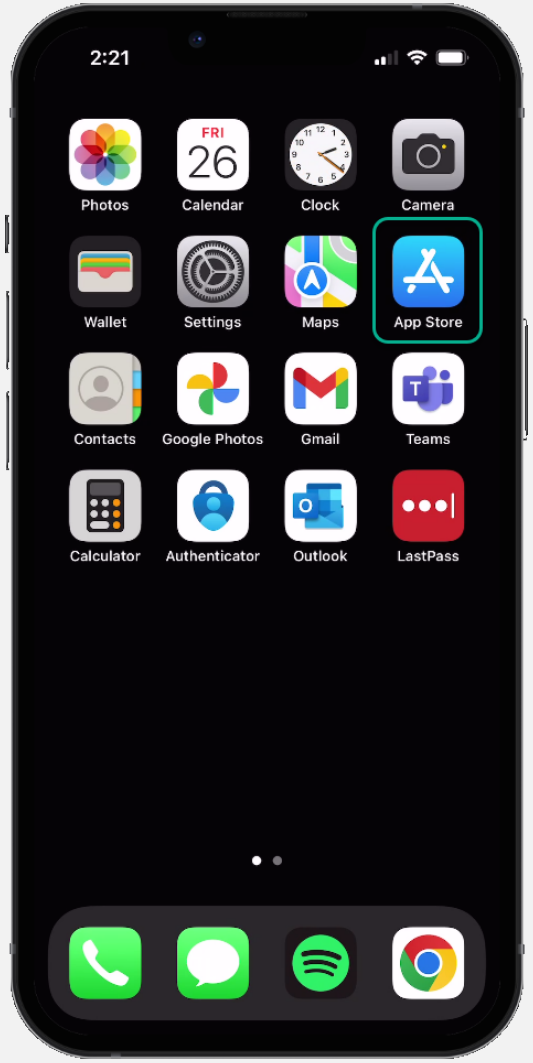
SecurID Authenticator

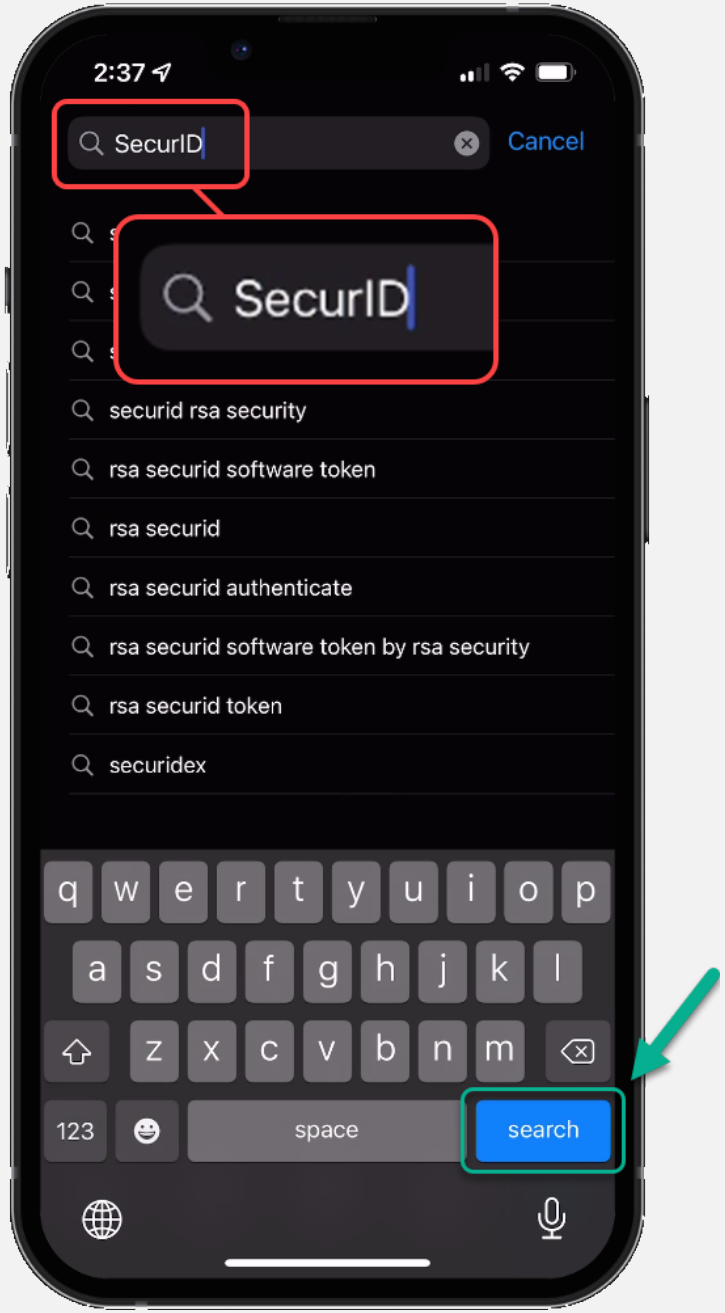
- Free
- Available on
  - Apple App Store – IOS 11.0 or later
  - Google Play Store – Android 8.0 or later
- It is **REQUIRED** to have a passcode or biometric security on the mobile device to complete registration.
- Internet access is needed to download and register.
- Internet access is **not** needed 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

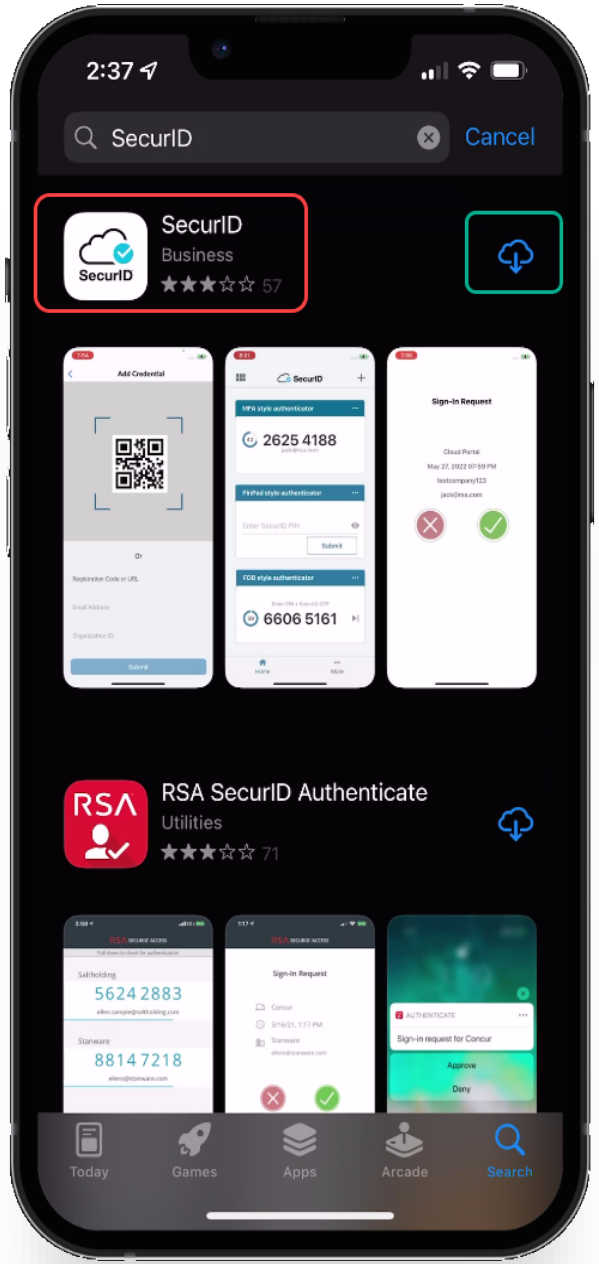


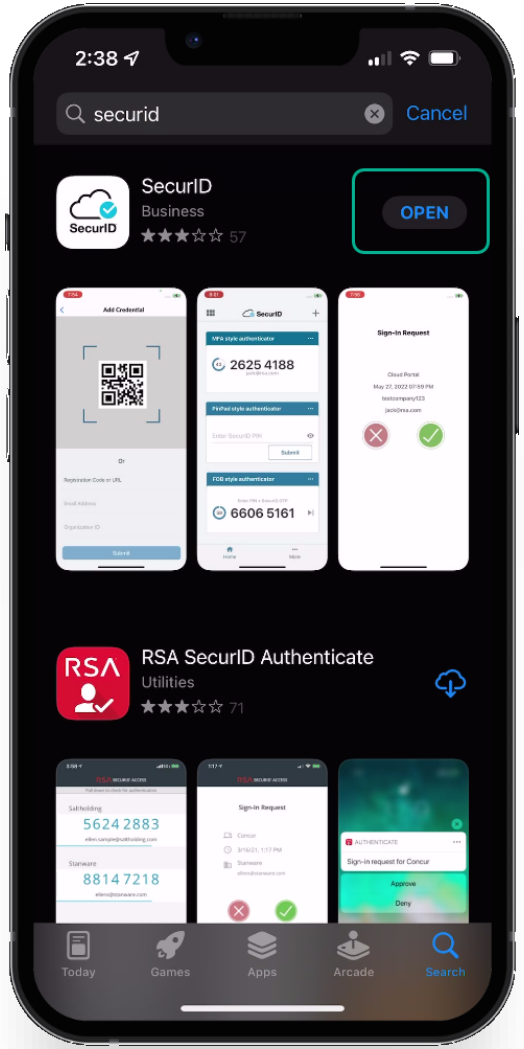
Open the App Store on your device.





Search for “SecurID” in the App Store.

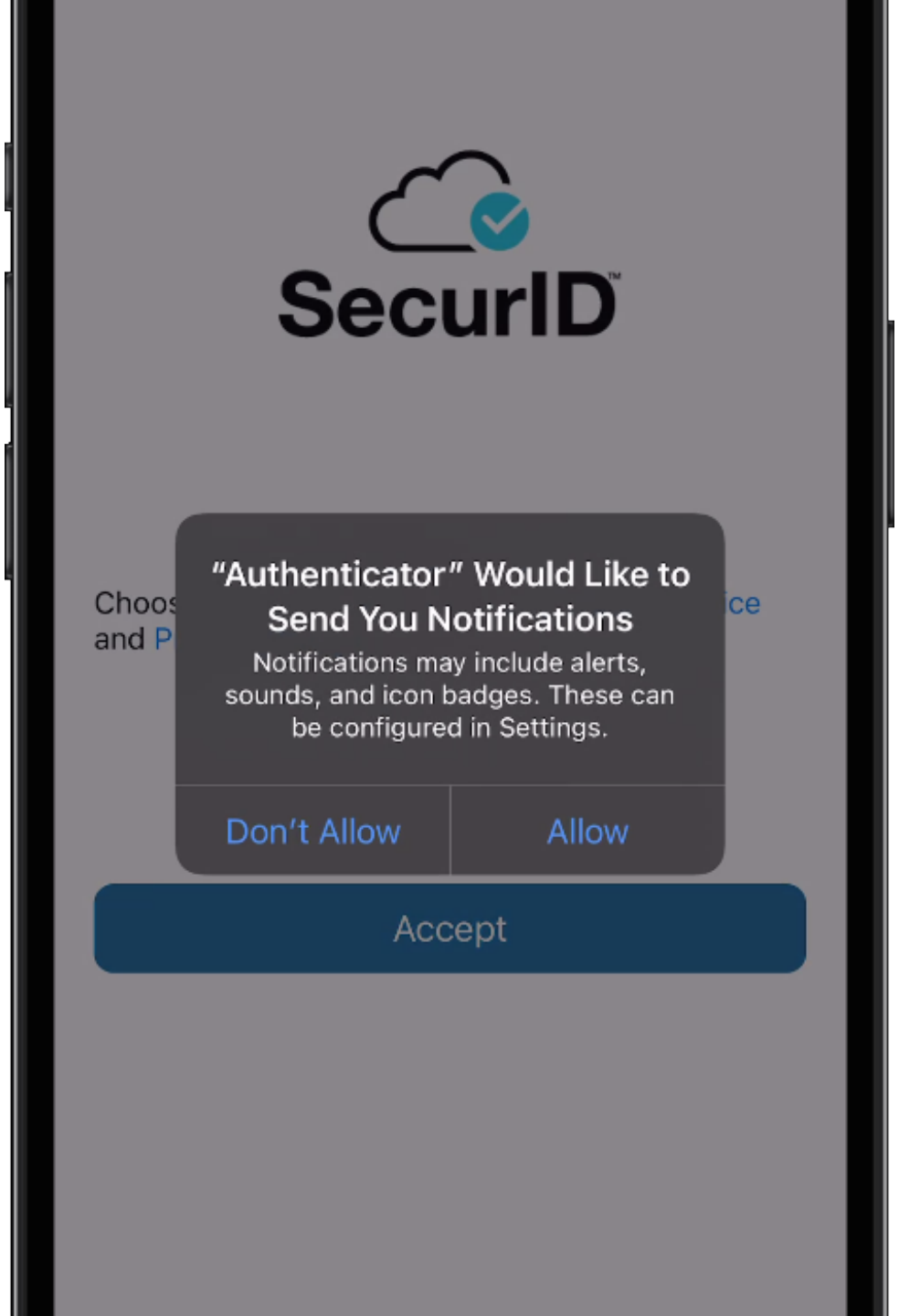




Verify the application is the “SecurID” application with the cloud and a blue checkmark as shown in the red square.

Download the app to your device.

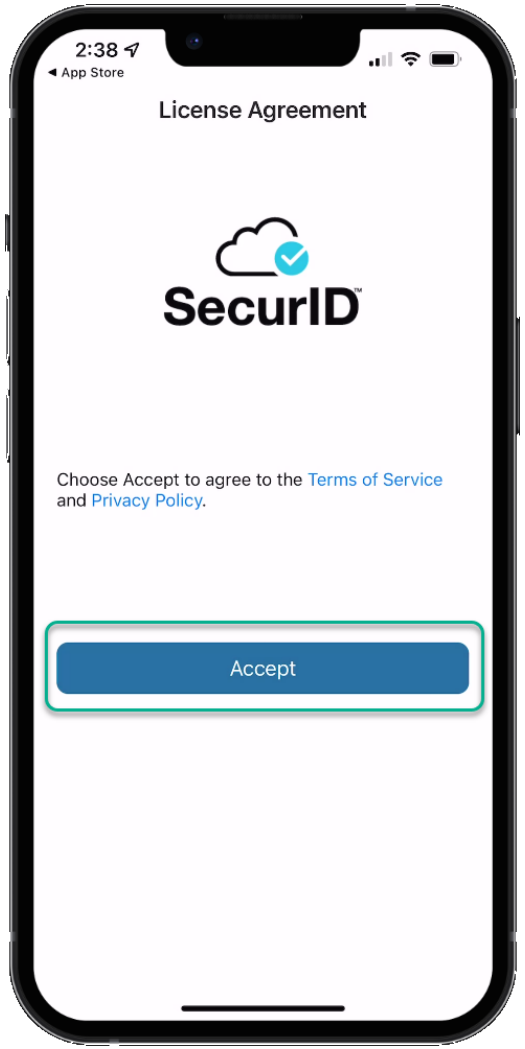
When the app is done downloading, open it by clicking *open.*



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

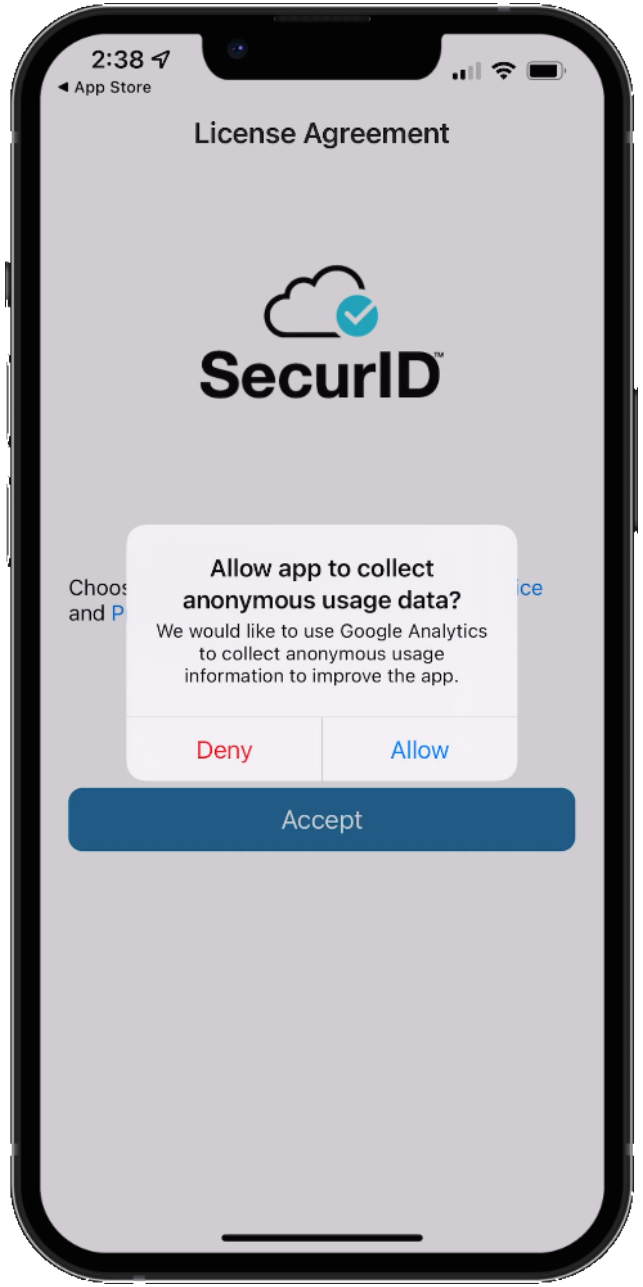
This setting is a user preference. It will not interfere with operation of the token delivery process.

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.

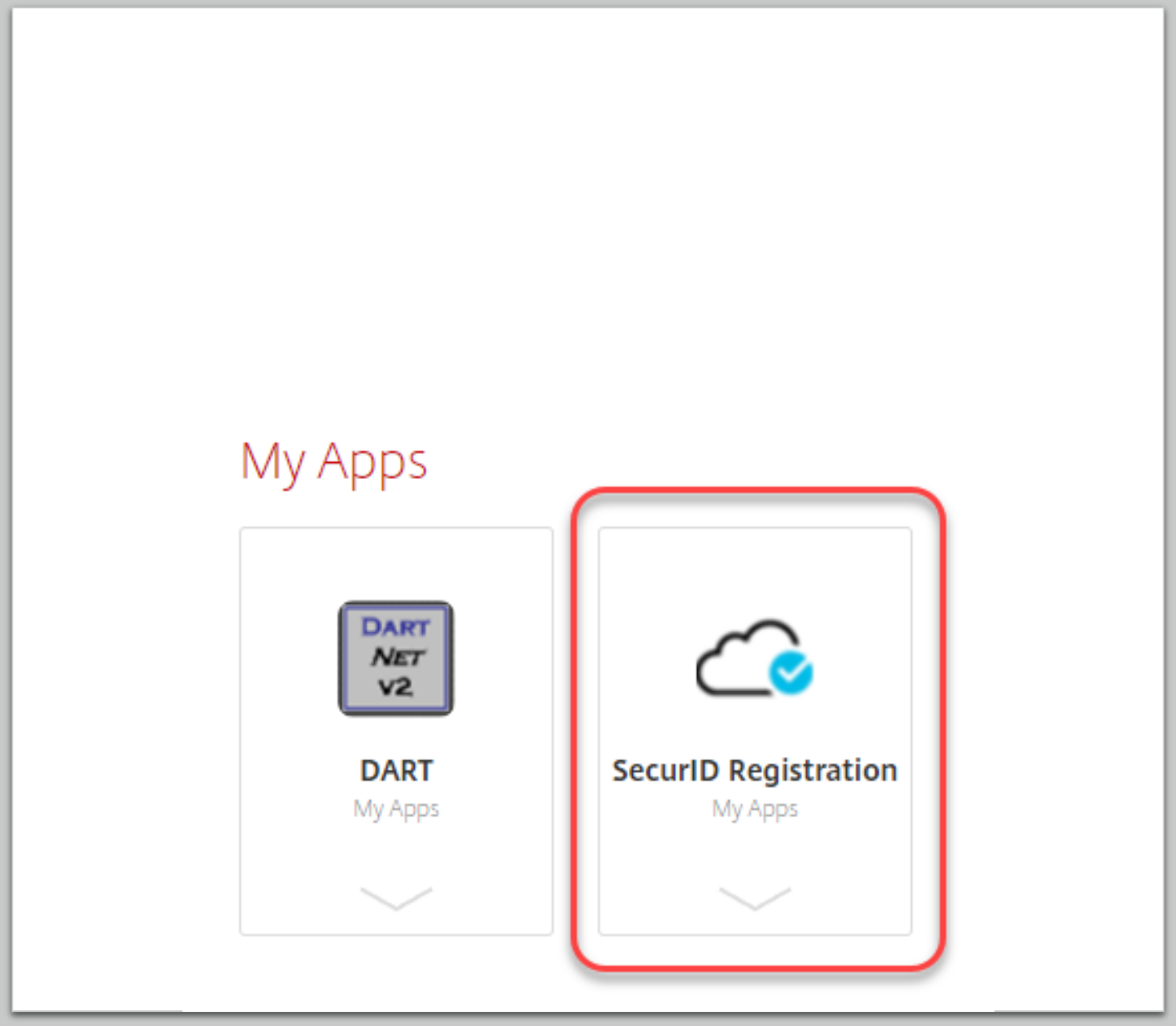


Once you've reached the Welcome Screen you have completed the SecurID application install process.

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.



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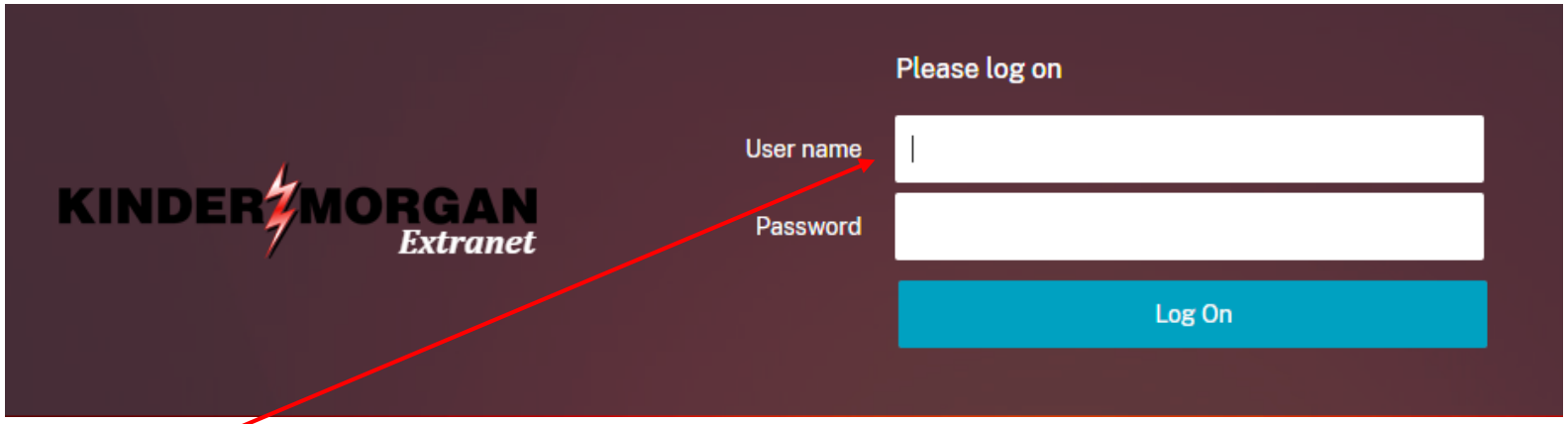
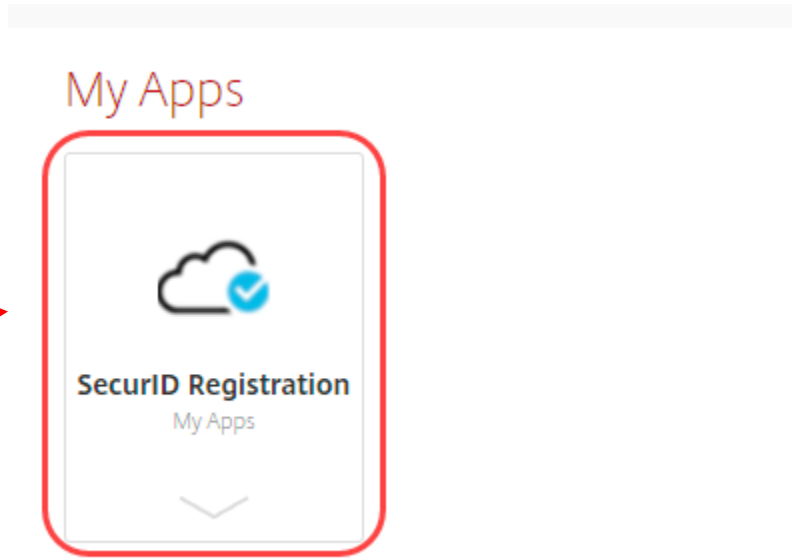
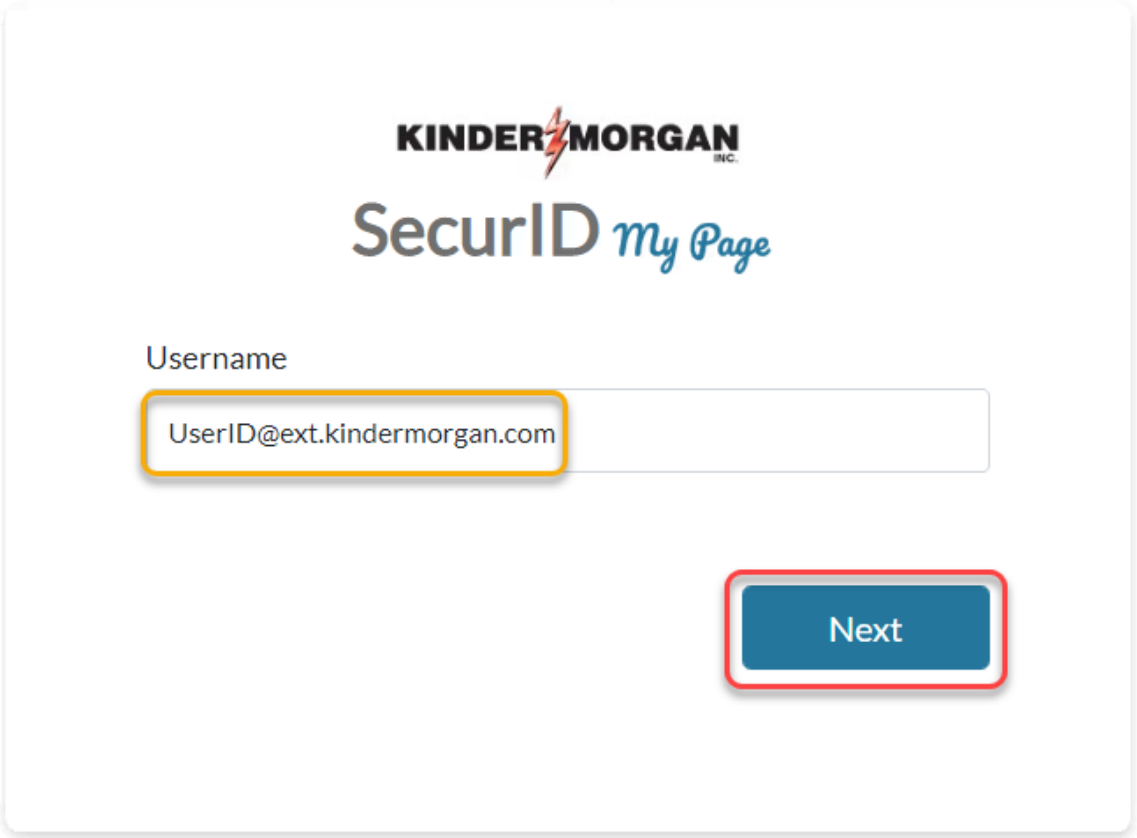


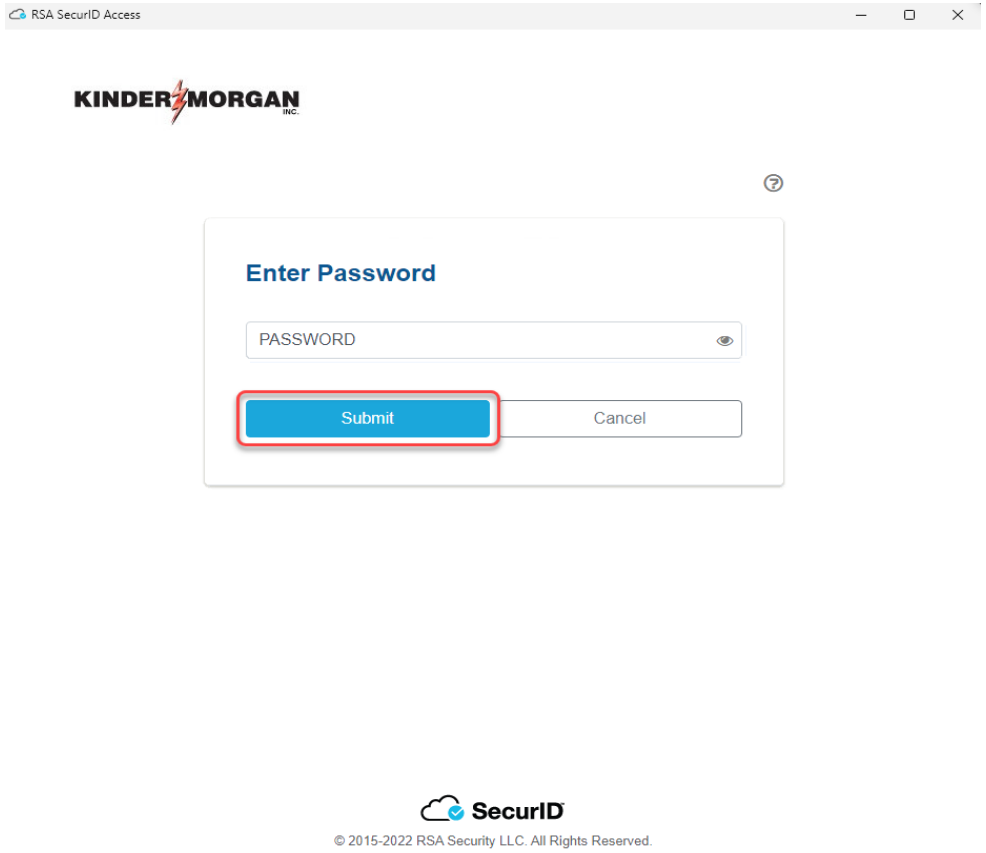


Enter your DART User ID adding the **@ext.kindermorgan.com** extension to the end.

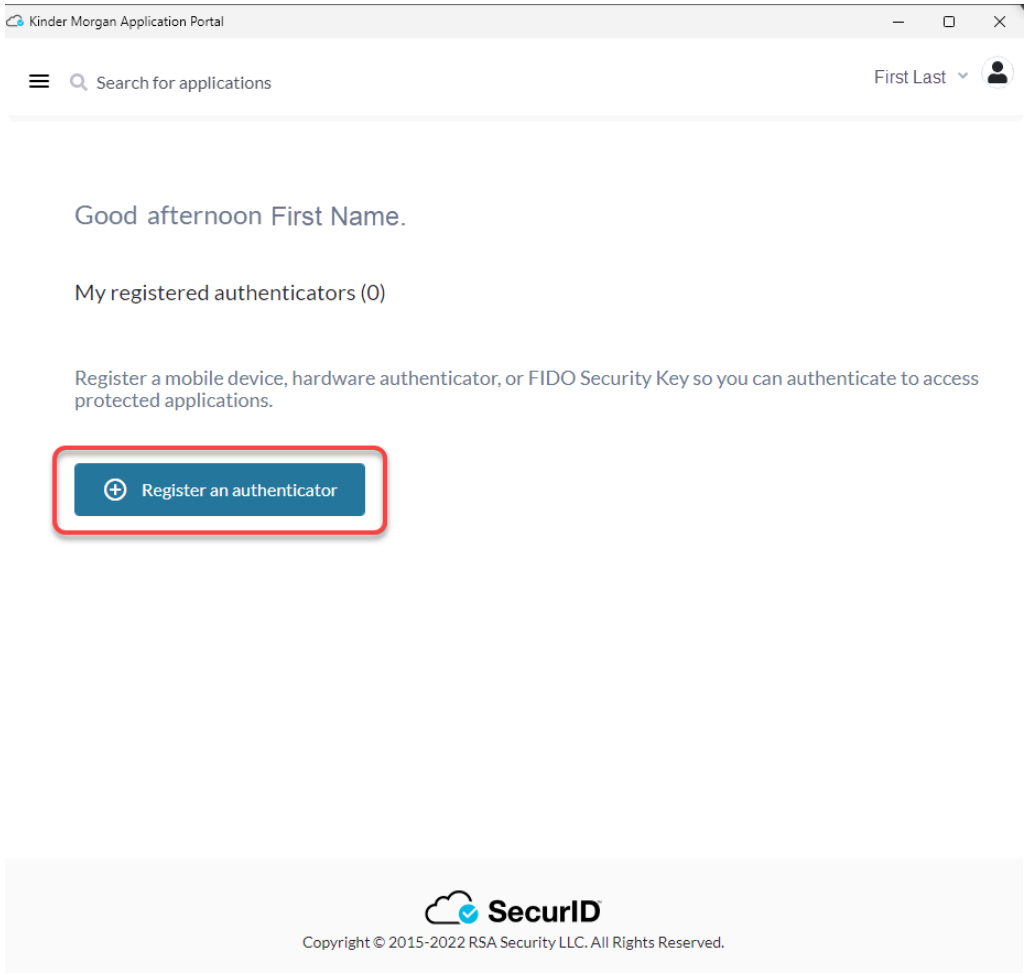


Enter your password and press *Submit*.

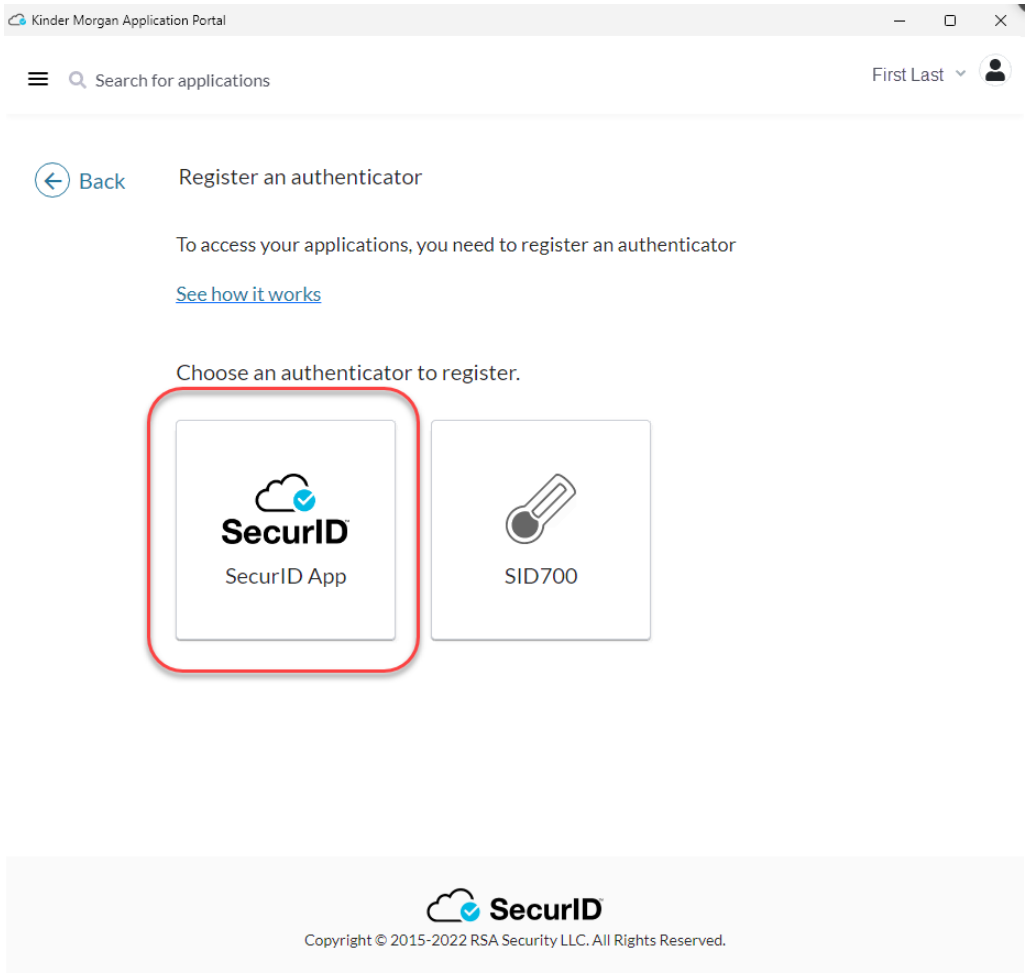
*Your password will be the same one you log into DART with.



Click *Register an authenticator*

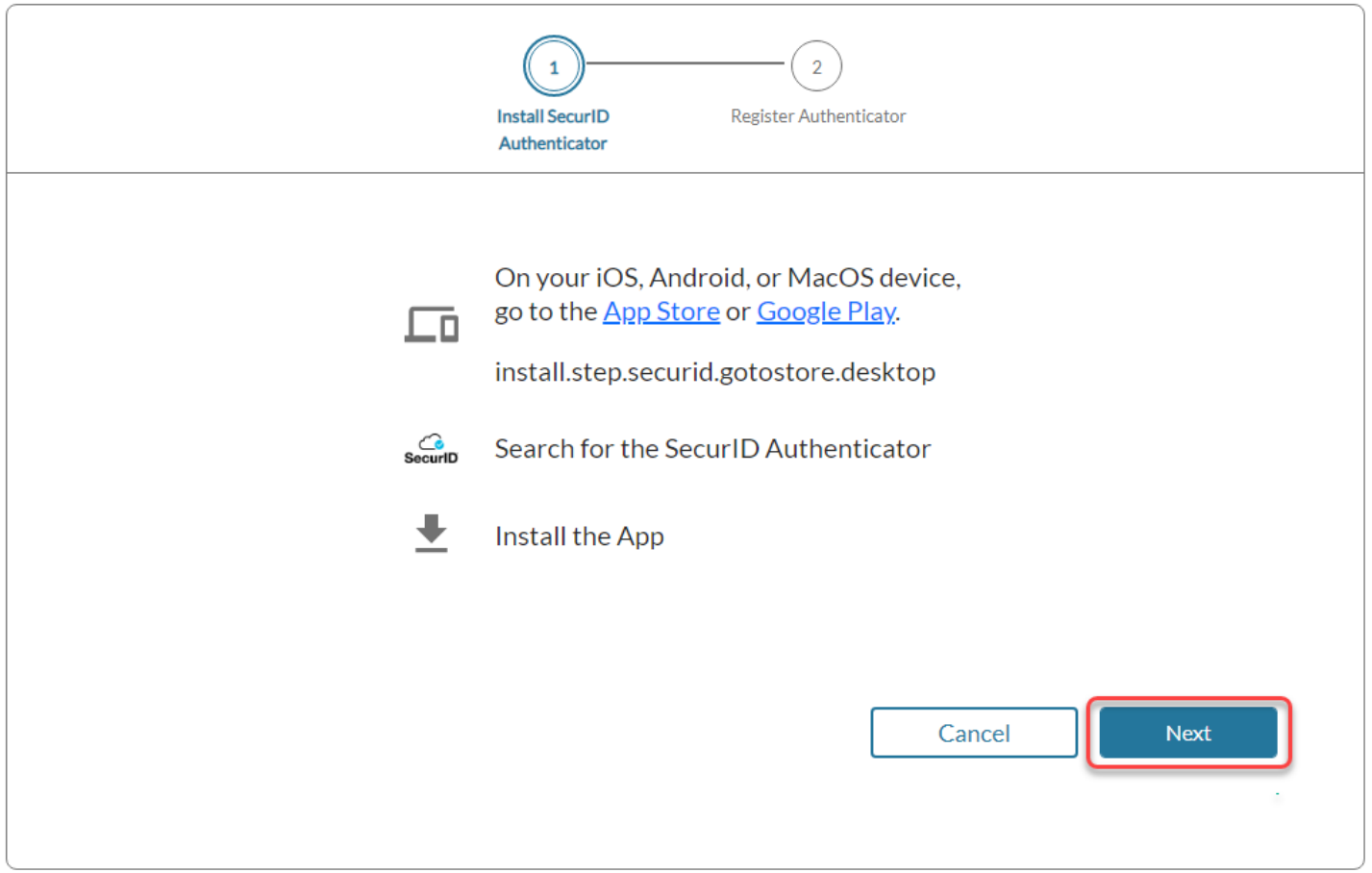


Click the *SecurID App* icon



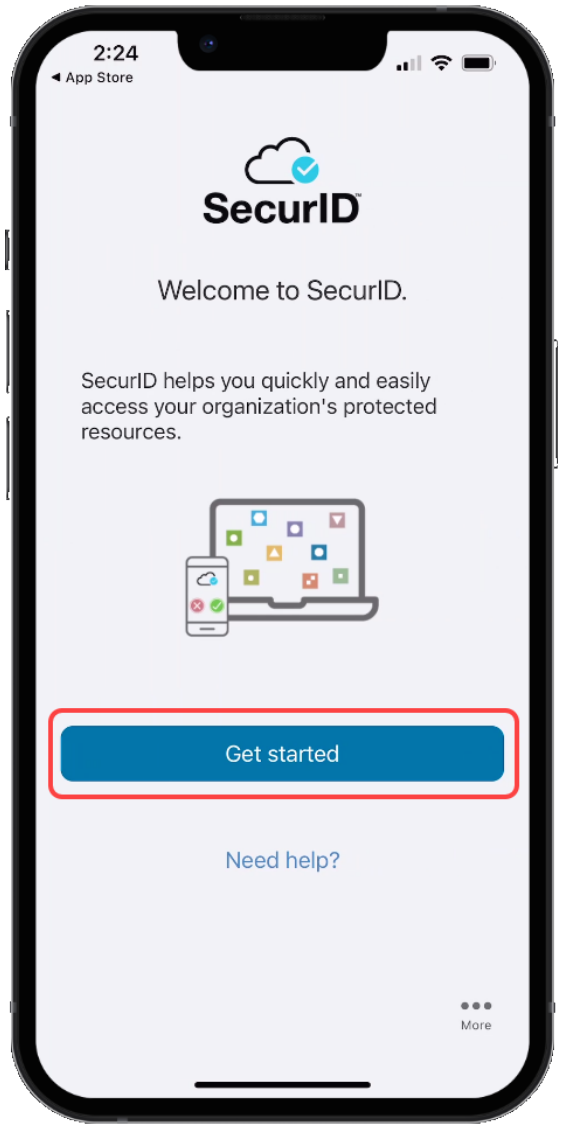
If the application is installed on the mobile device, click the *next* button and open the *SecurID* app on your mobile device.

If you have not installed the app, go to installation instructions.



Open the *SecurID* app on your mobile device.

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

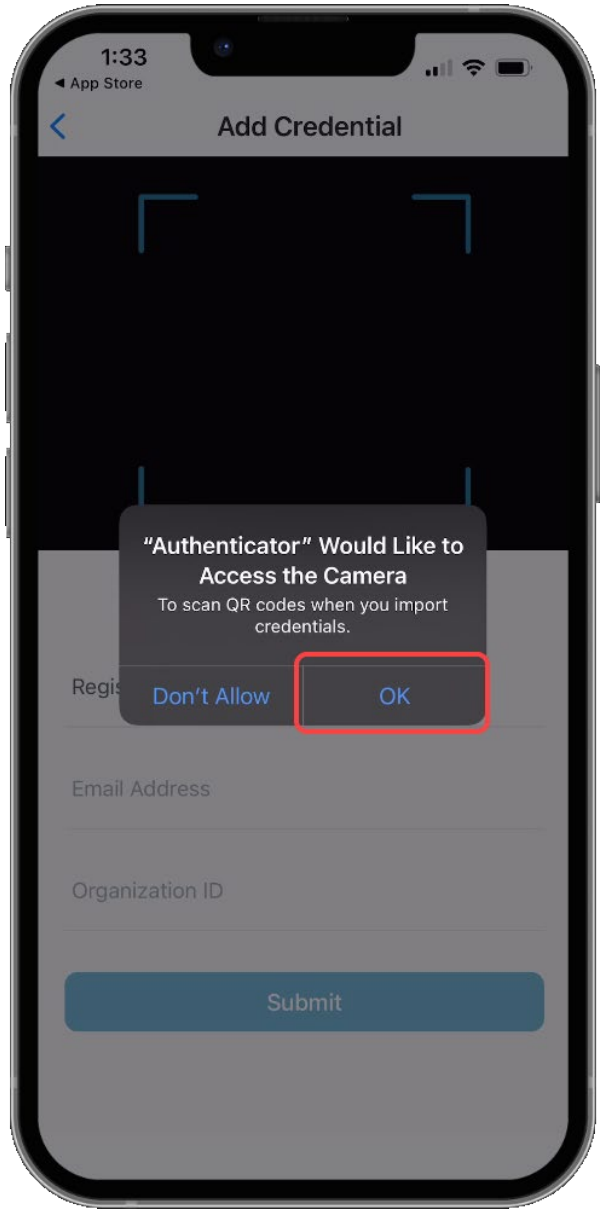


Allow access to the Camera to scan the QR Code displayed in the SecurID Browser.

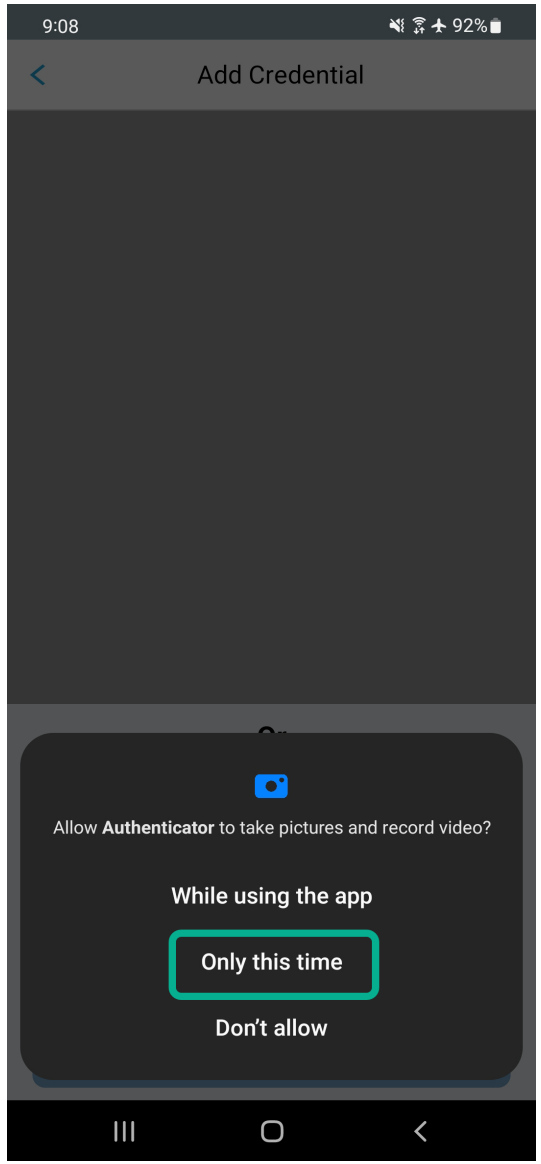
You can change this setting in your device settings after completing the registration process.

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

Apple



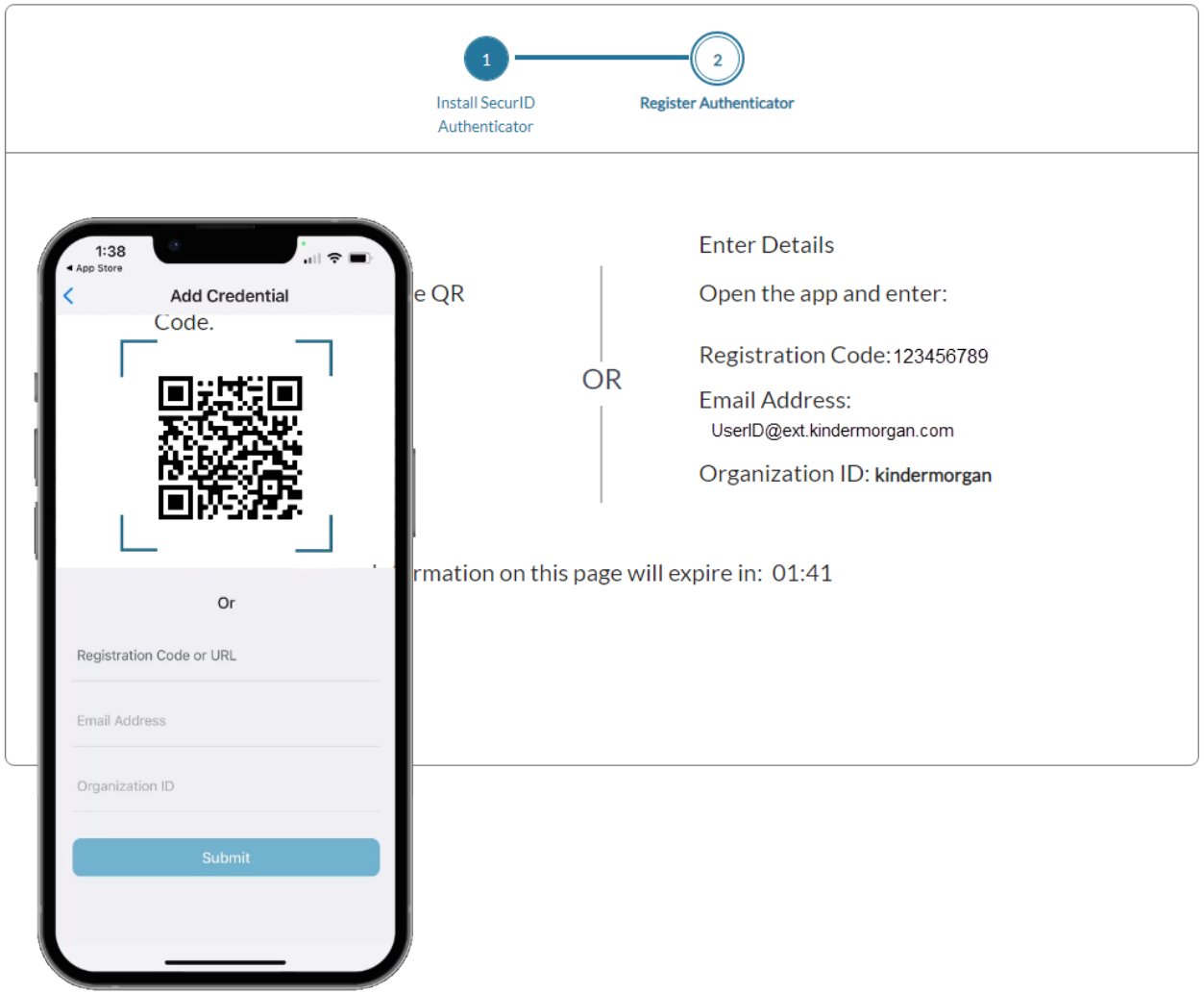
Android



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

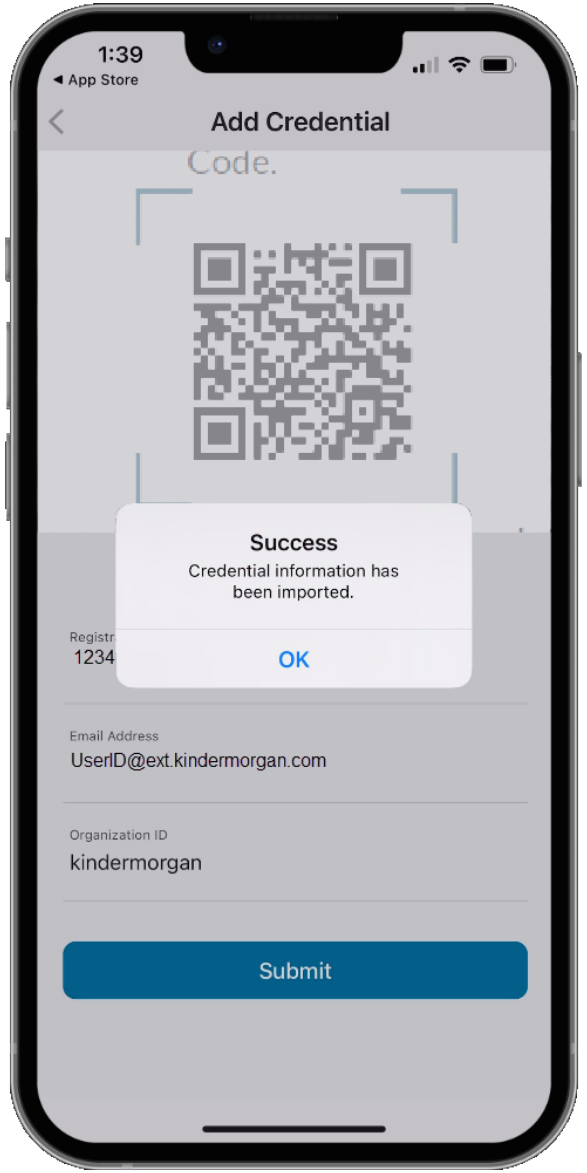
DO NOT SCAN THE QR CODE FROM THIS DOCUMENT!

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



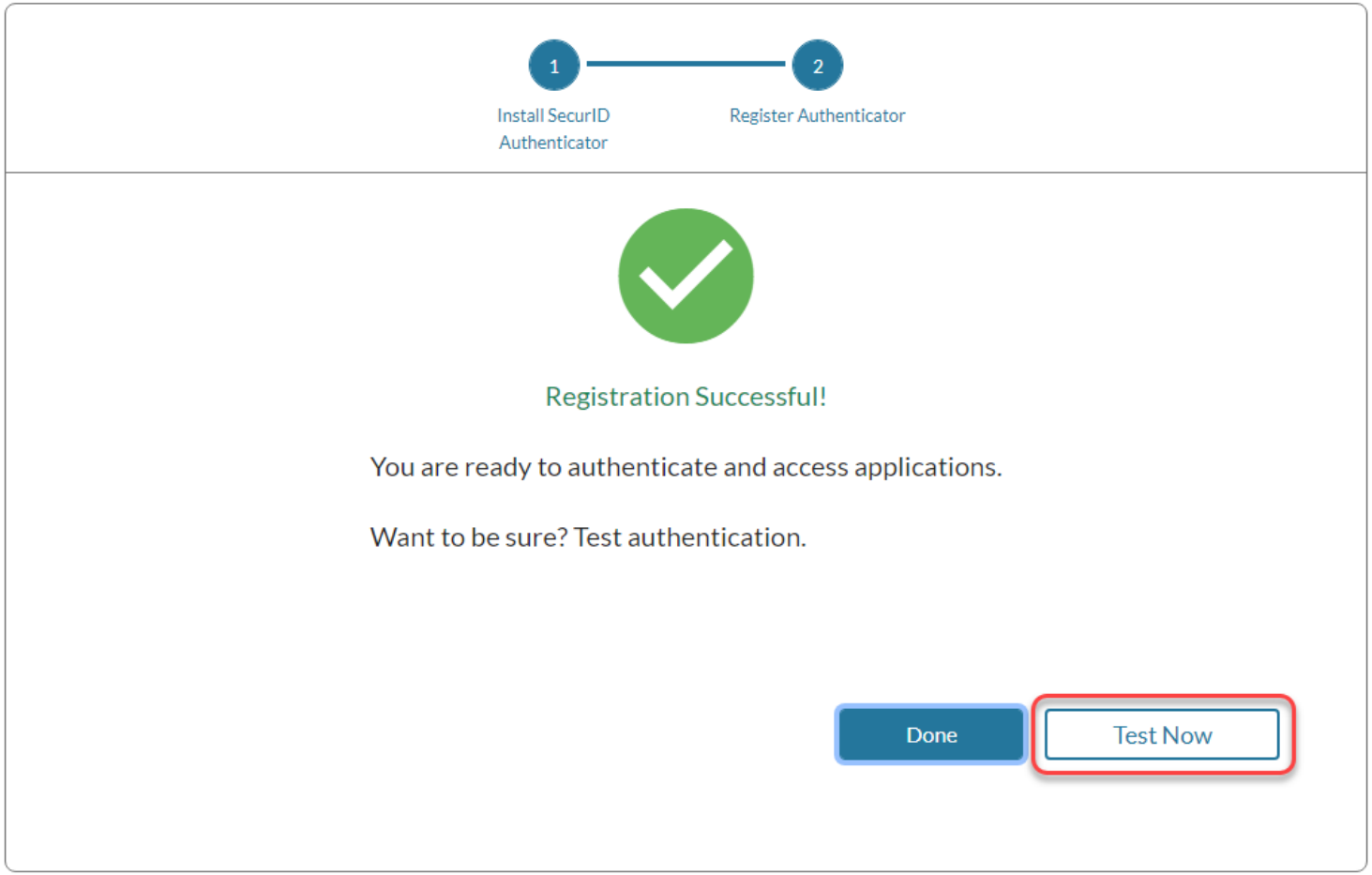
When the credential information is imported successfully, a pop-up will be shown. Press *OK* to continue.

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



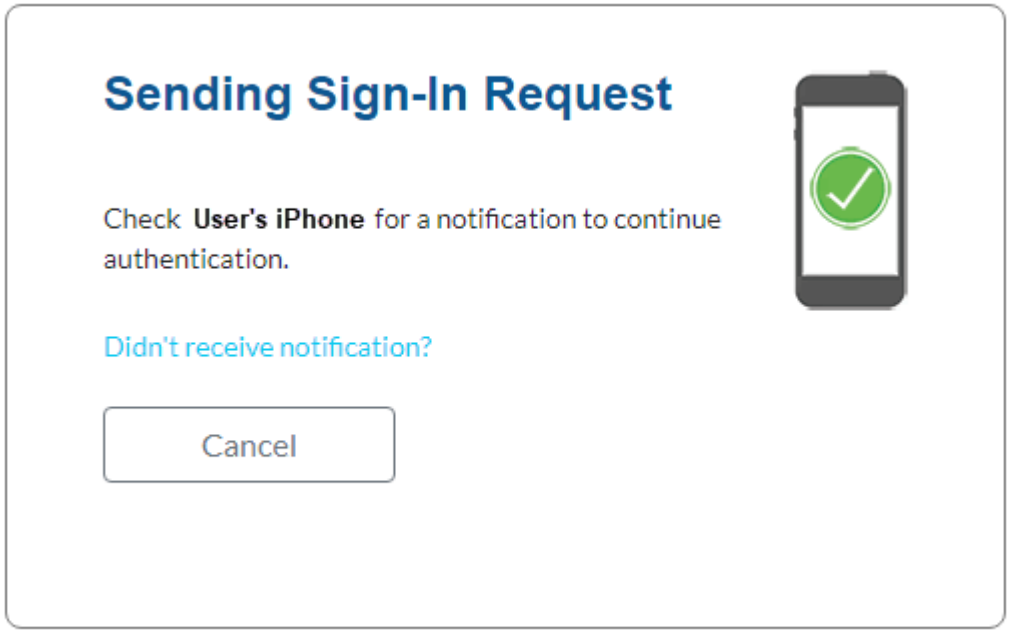
After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

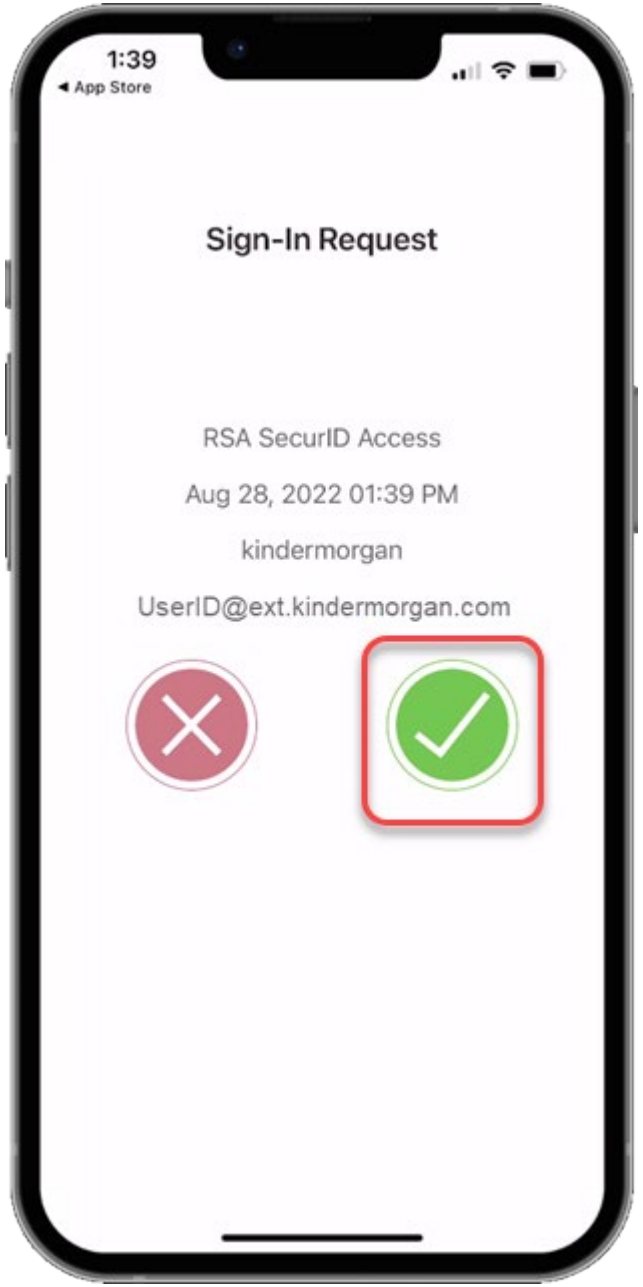
Use the *Test Now* button to ensure the device registration was successful.



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

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

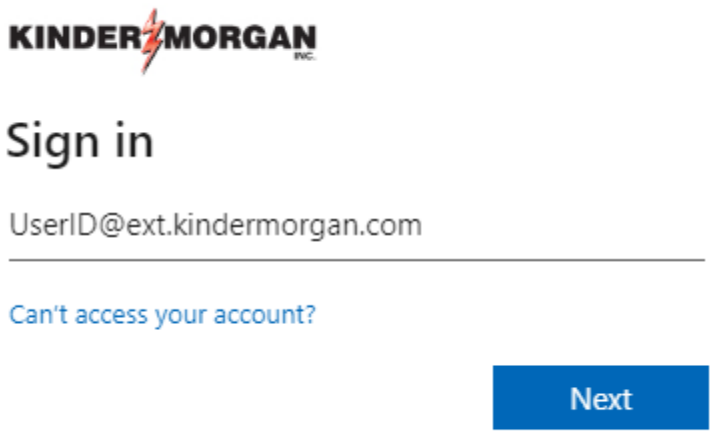




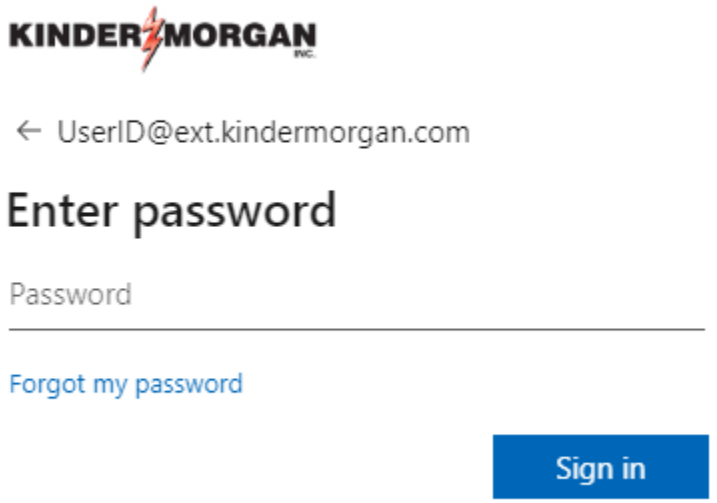
Logging Into DART

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

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



Enter your DART Password click *Sign in.*

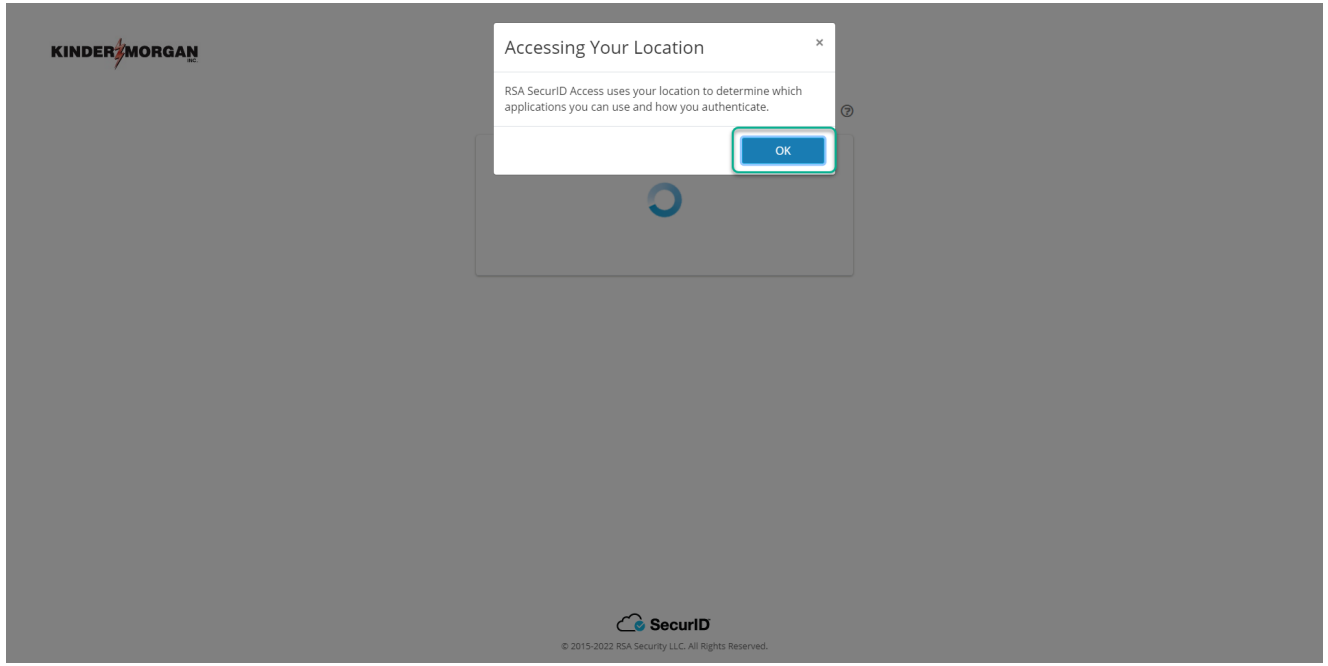


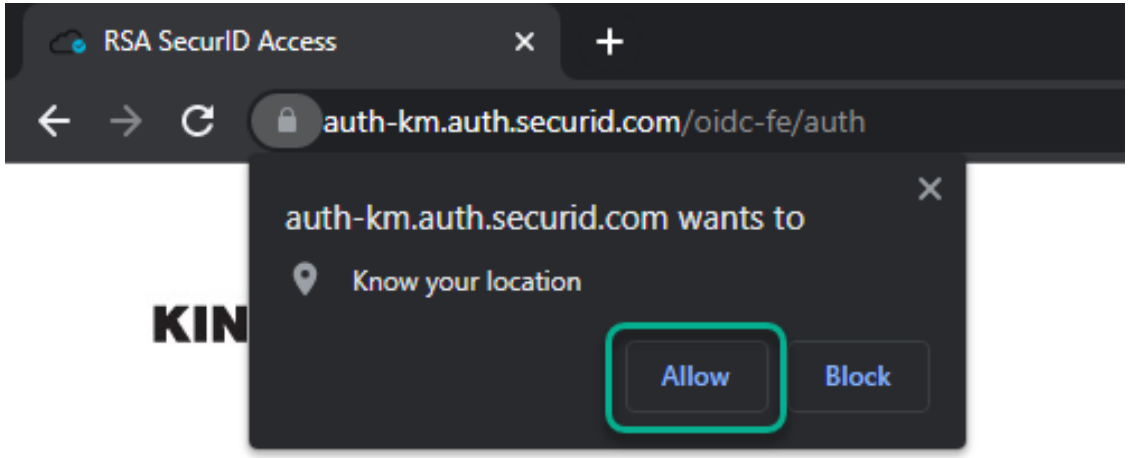
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!
The sign in page contains session information for that login. Bookmarking it will result in a HTTP 500 Error. Instead, bookmark *https://pipeline.kindermorgan.com/*

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.

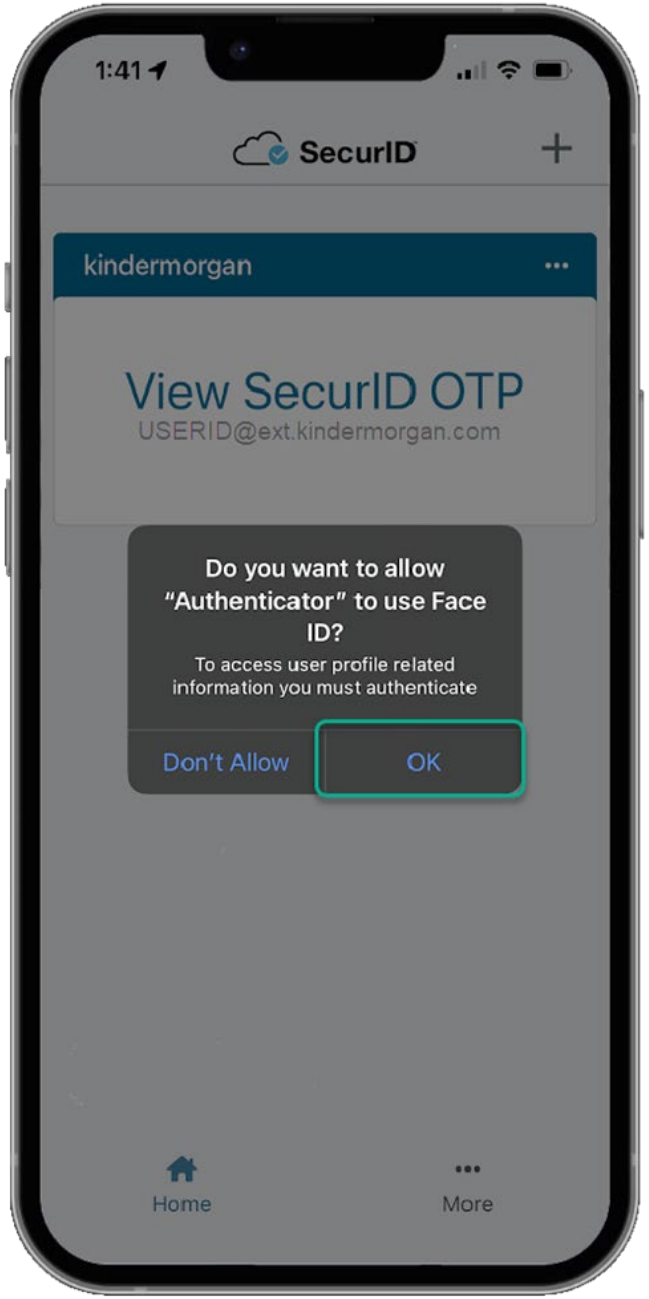




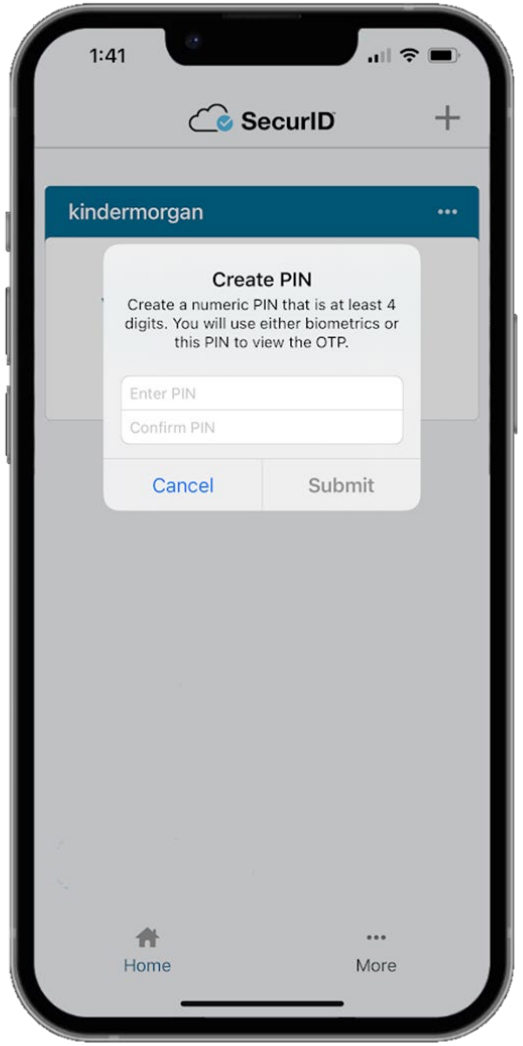
Open your SecurID App and click *View SecurID OTP.*

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.



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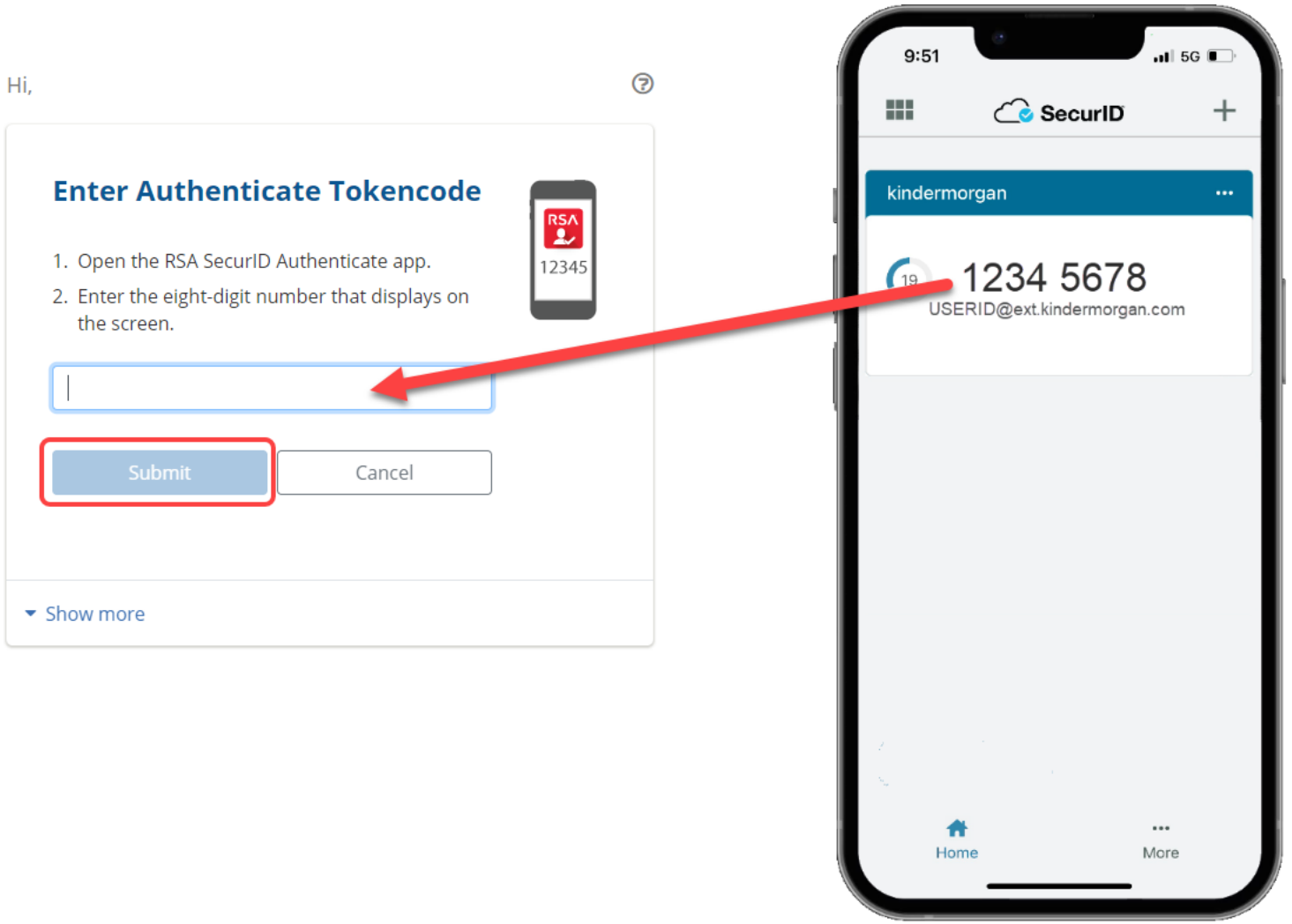
Enter the Authenticate Tokencode shown on the mobile device into the text box.



SecurID

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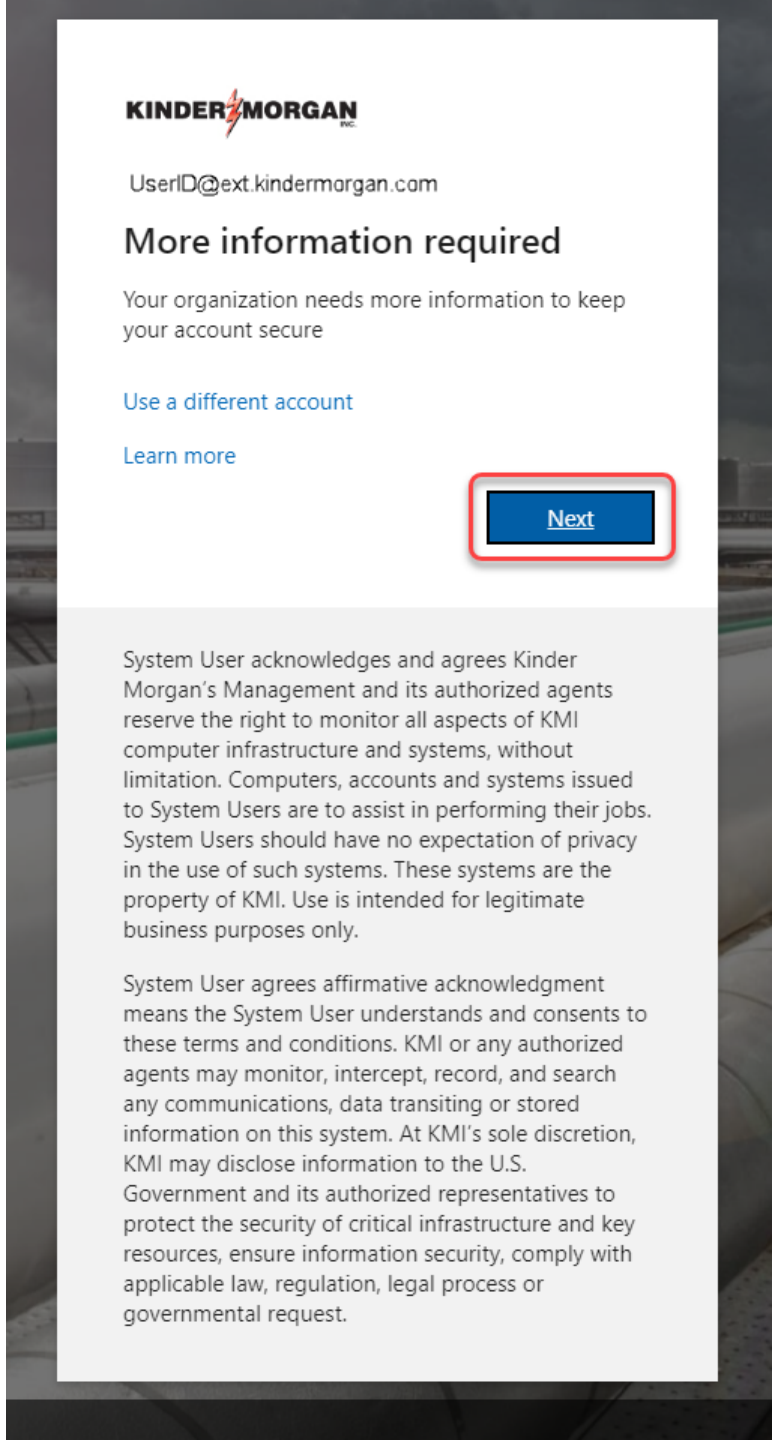
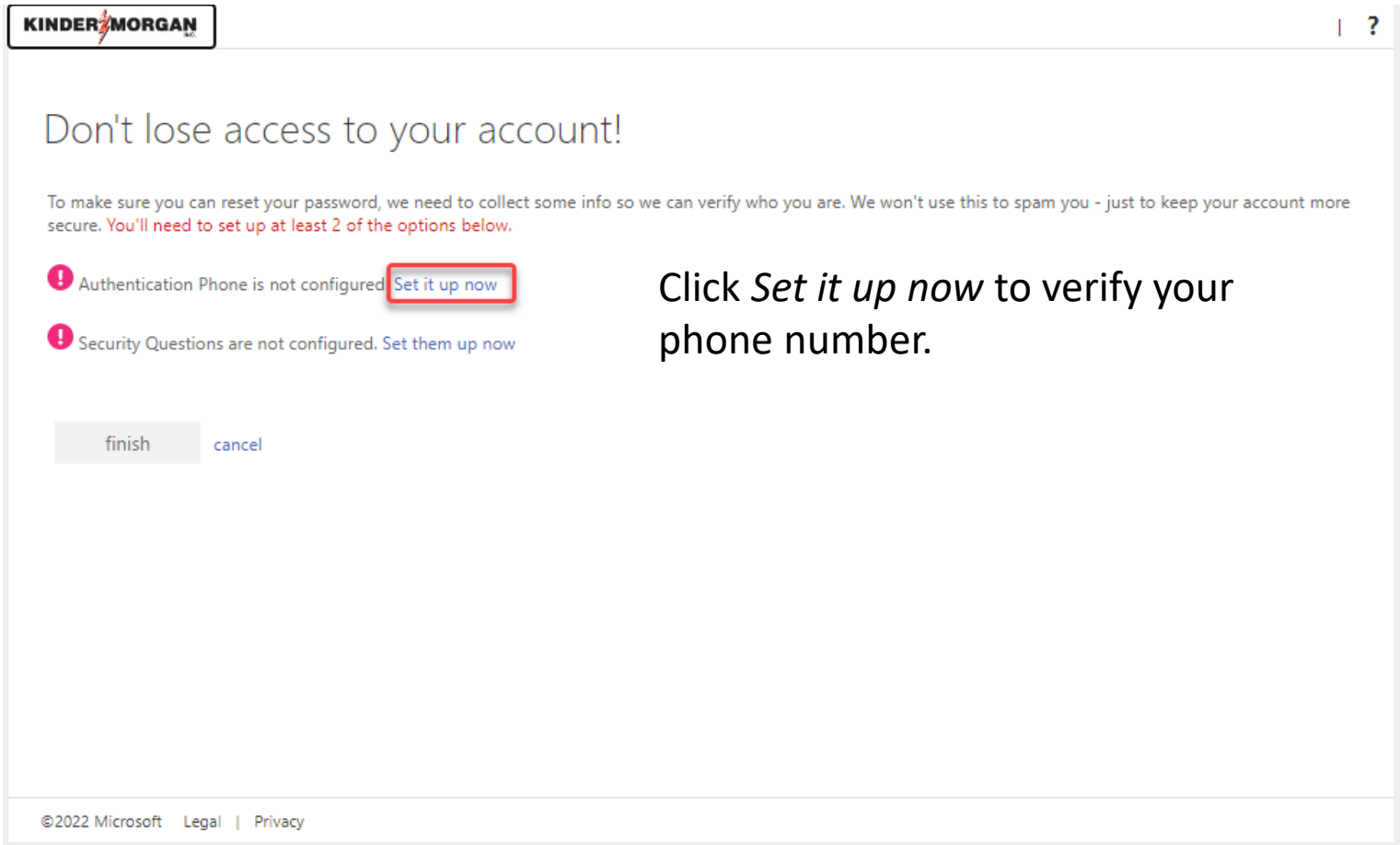
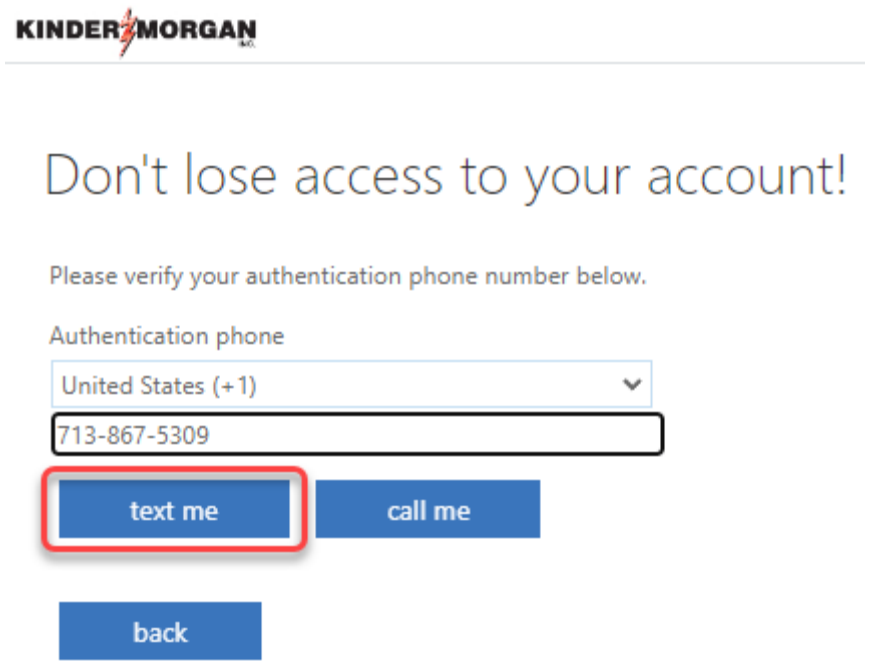


The fist time you log in you will be prompted to enter more information. This information will be used for the Self-Service Password Reset. Press *Next* to continue.

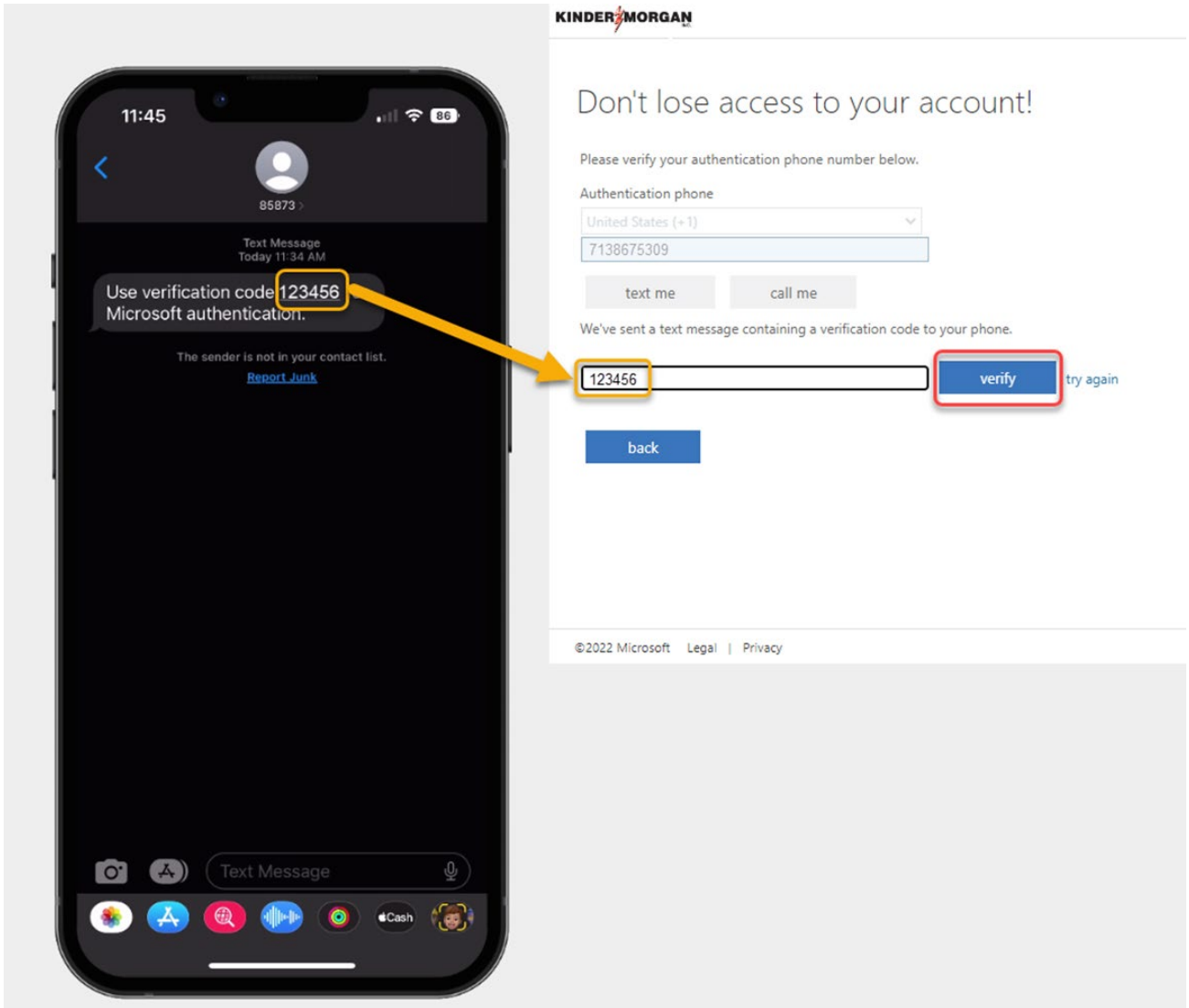


Click *Set it up now* to verify your phone number.

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

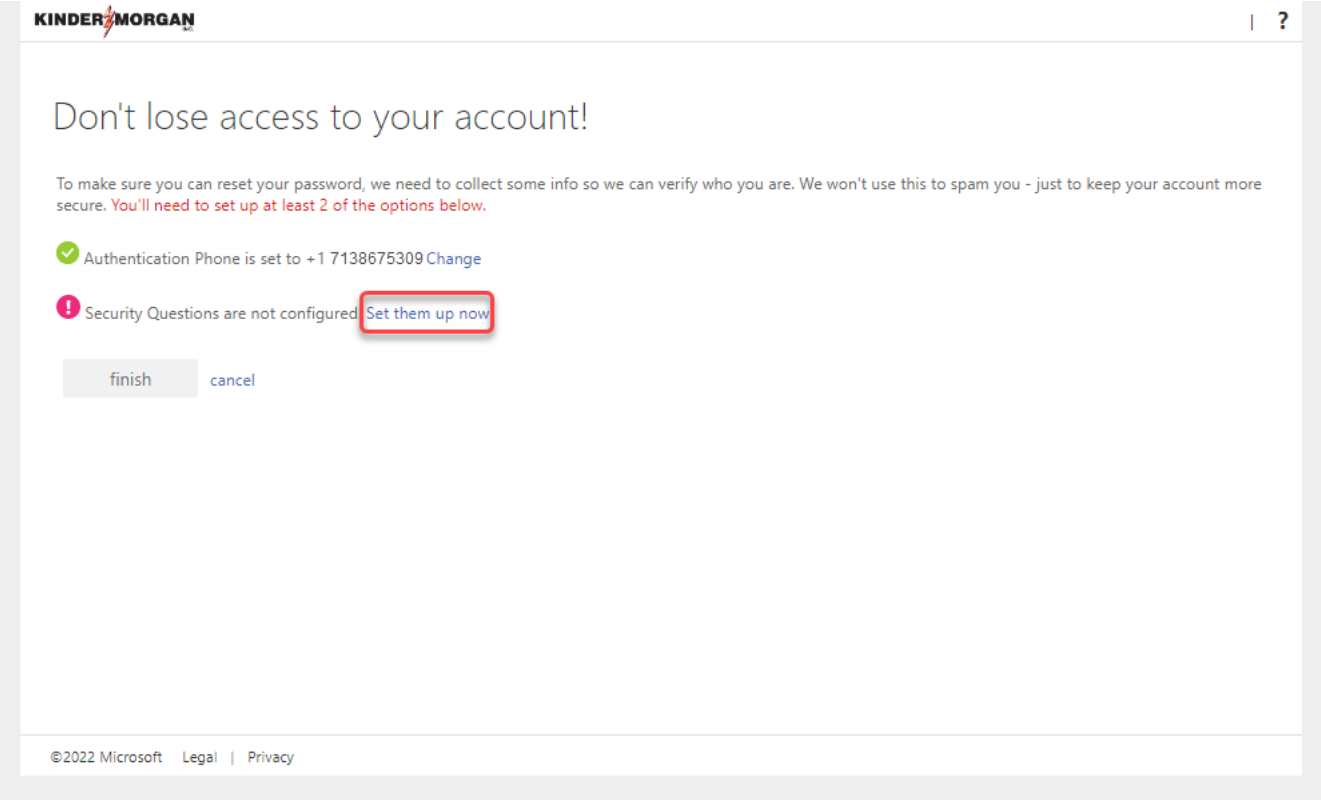


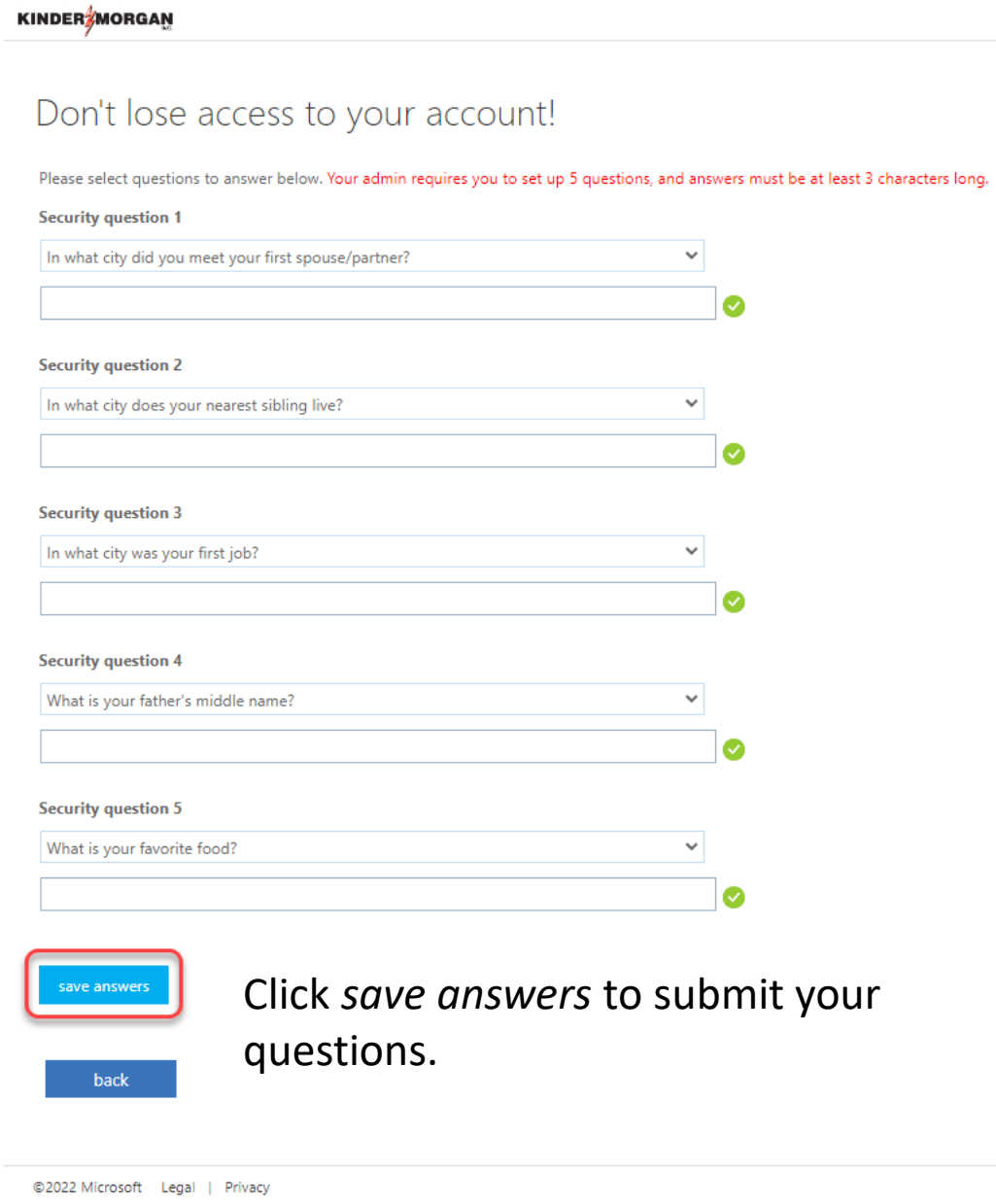
Enter the 6-digit number sent to your device into the text box and press *verify*



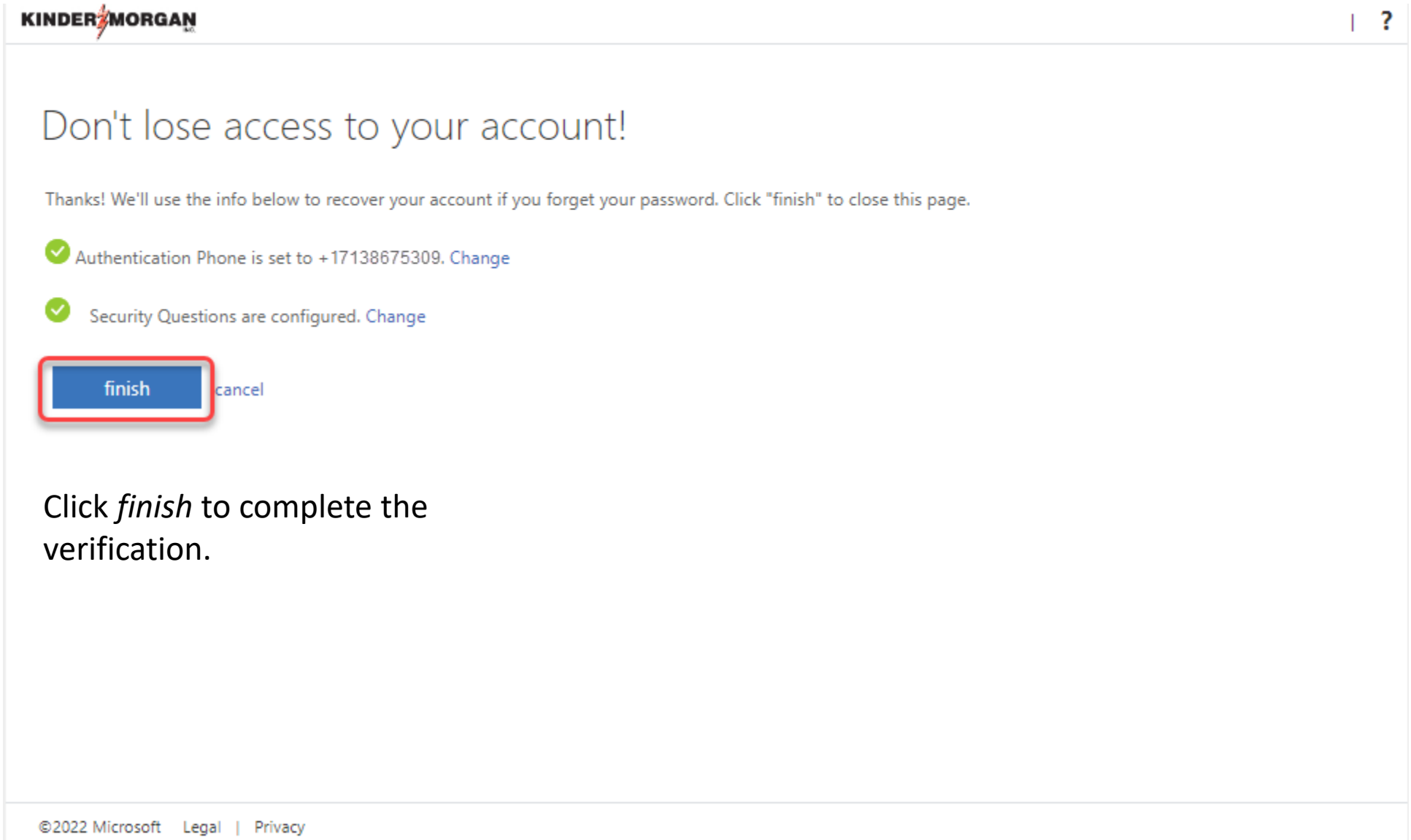
Click *Set them up now* to set your Security Questions.

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

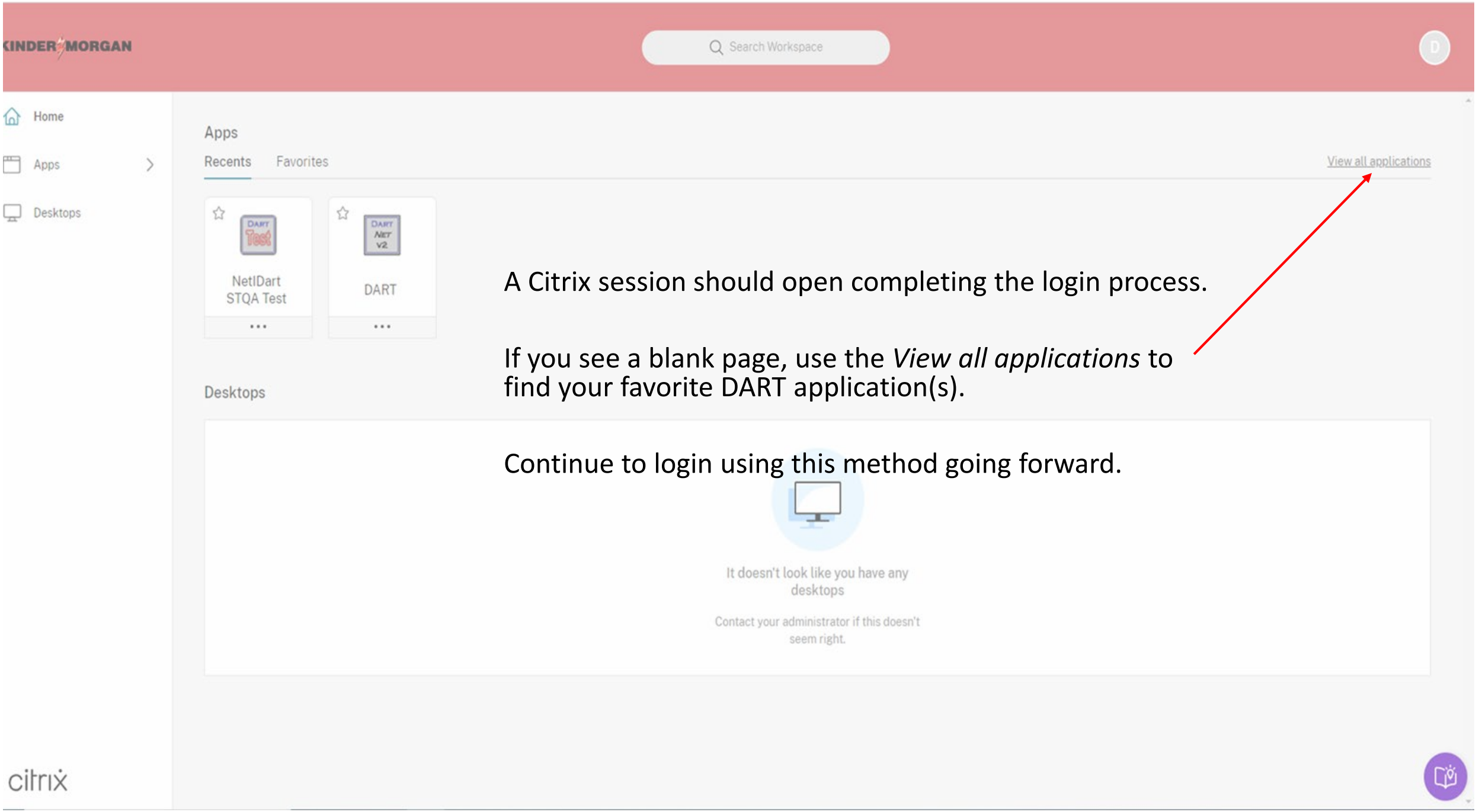




Click *save answers* to submit your questions.



Click *finish* to complete the verification.



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).

Continue to login using this method going forward.