



RSA Initial Setup

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# Quick Reference

1 Download RSA app:

Apple



Android



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



SecurID Registration  
My Apps

3 Log into [DART using MFA](#)

Need Help?

Email: [MFASupportHD@kindermorgan.com](mailto:MFASupportHD@kindermorgan.com)

# Frequently Asked Questions



- What is the right App?
  - RSA – Look for the green check
  - SecurID has changed to RSA Authenticator after version 4.3.3
- 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, RSA Authenticator (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.
- RSA 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](mailto:MFASupportHD@kindermorgan.com)

# Logging Into DART

<https://pipeline.kindermorgan.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](#)

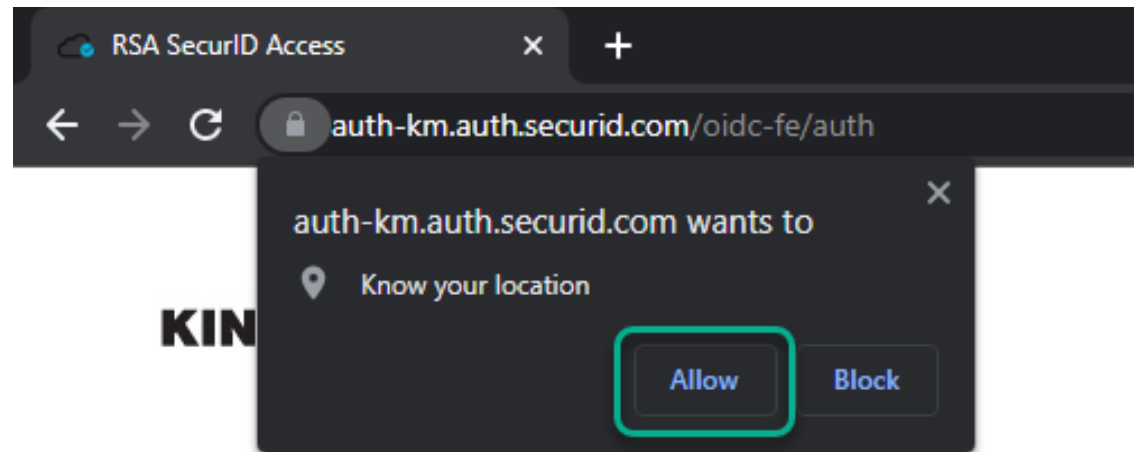
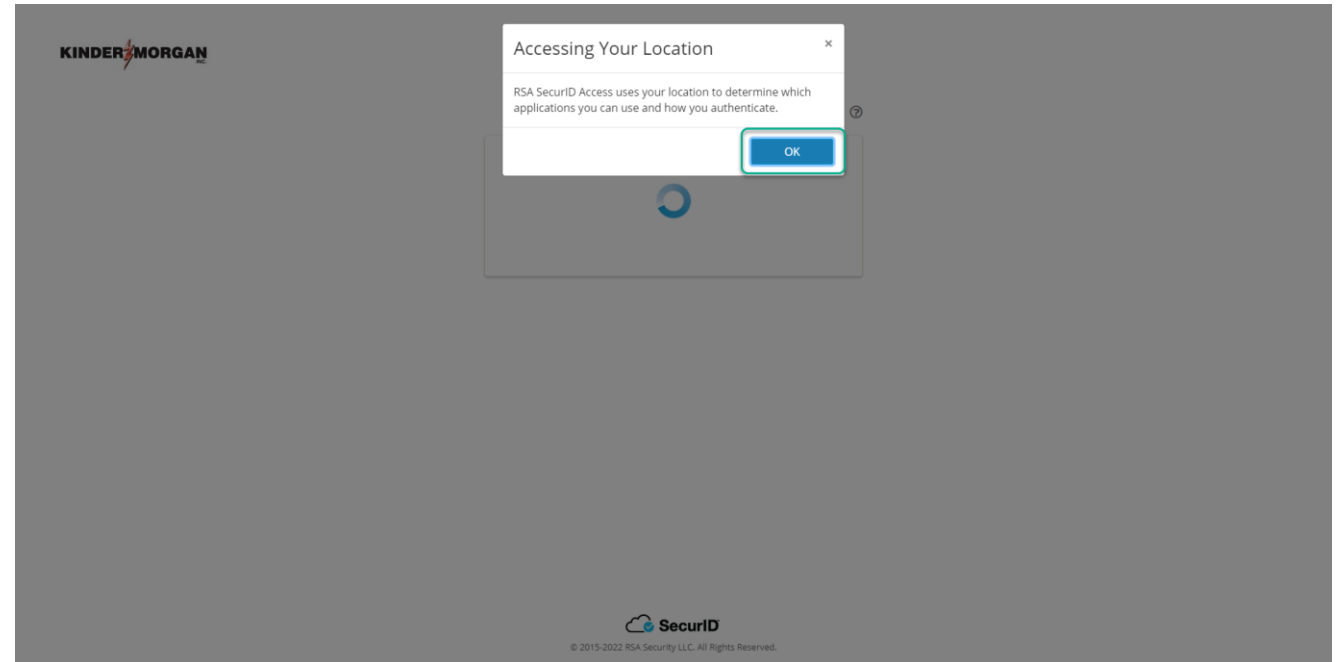
Sign in

<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.



You will be prompted to change your password.

Enter the temporary password used to login as the current password, and then enter your new password.

## Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in





You will be prompted to enter your token code.

If this is your first login, **you will need to complete your RSA/SecurID token set up.**

You will return to this page after registering for RSA.

### Enter Authenticate Tokencode

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



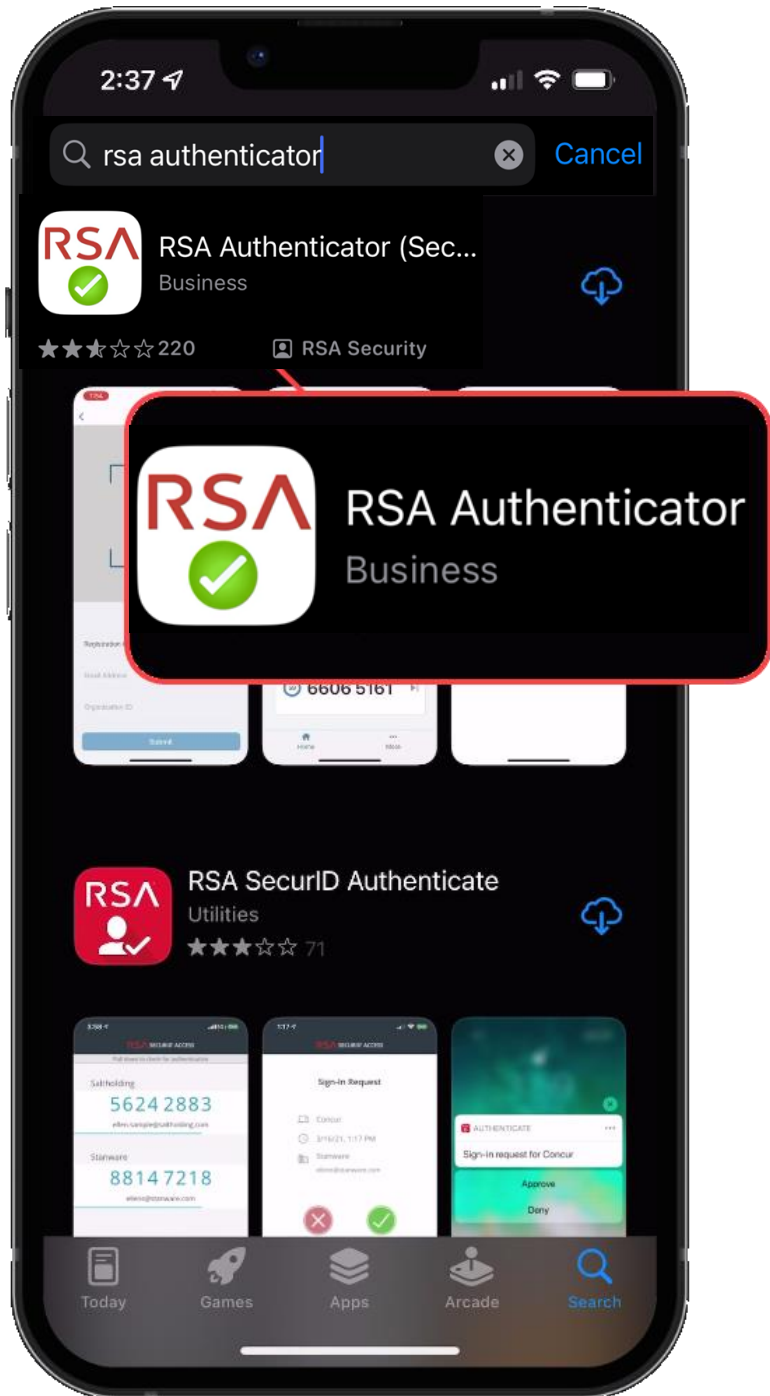
Submit

Cancel

[Completing DART Login](#)

# Downloading RSA





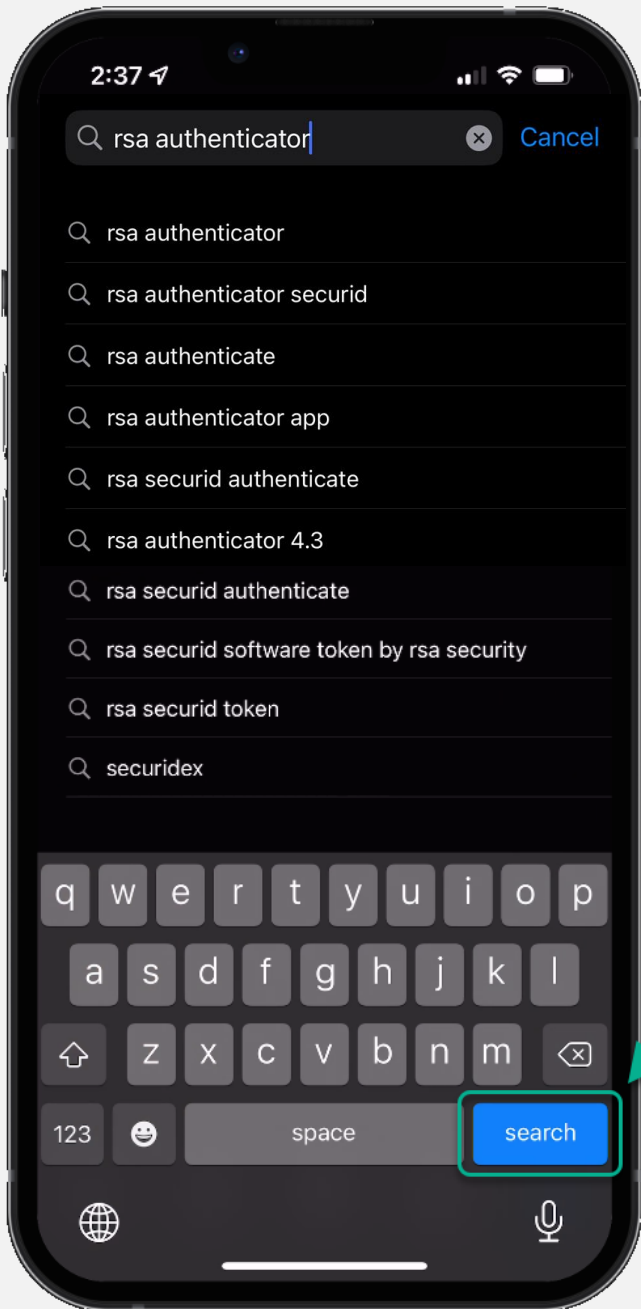
# RSA Authenticator

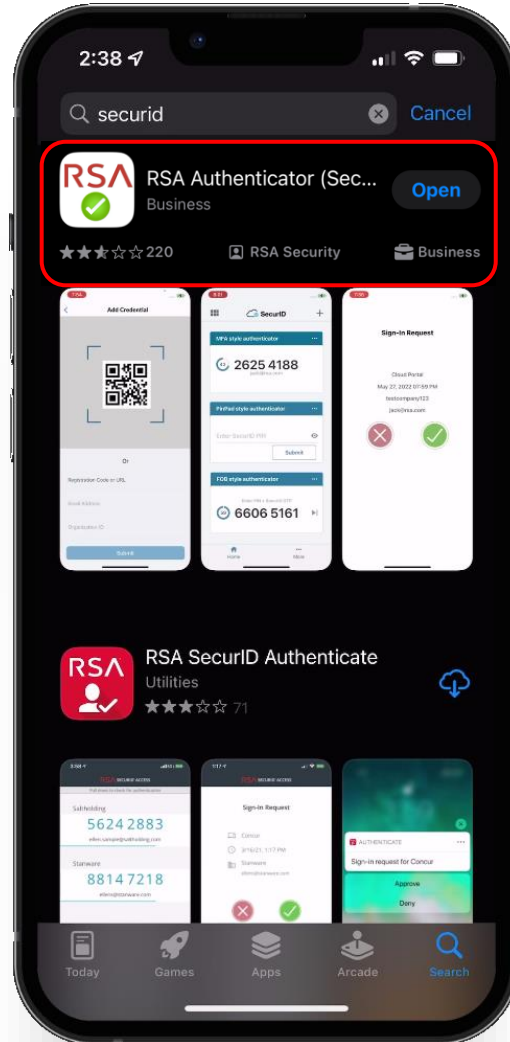
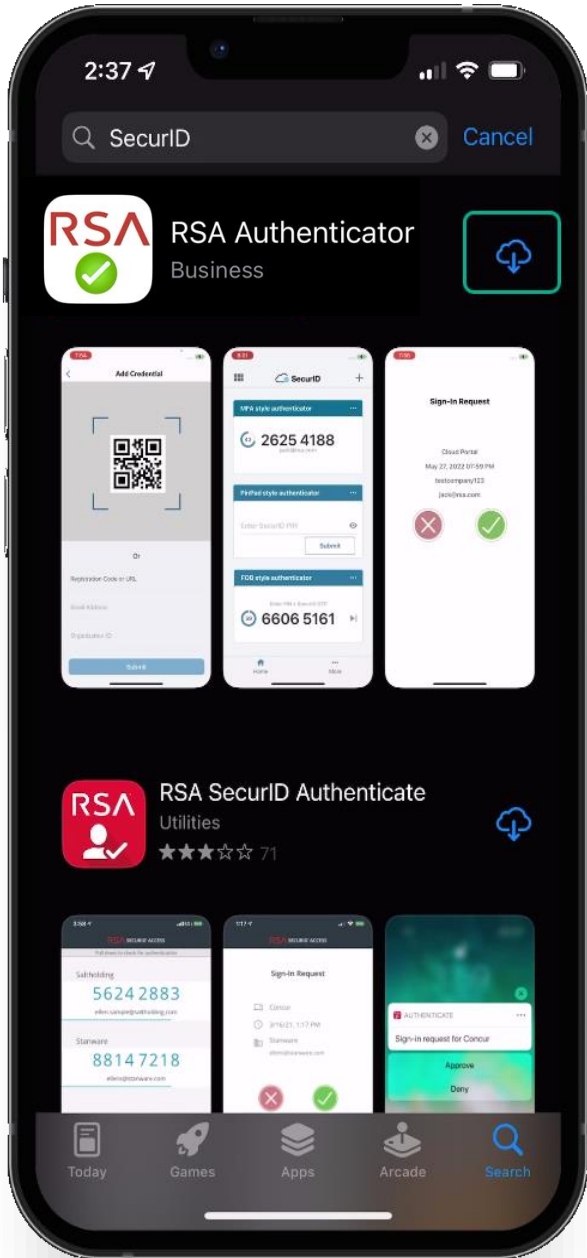
- Free
- Available on
  - Apple App Store – IOS 11.0 or later
  - Google Play Store – Android 8.0 or later
- It is **REQUIRED** to have a passcode or biometric security on the mobile device to complete registration.
- Internet access is needed to download and register.
- Internet access is **not** needed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

Open the App Store on your device.



Search for “RSA Authenticator” or “SecurID” in the App Store.





Verify the application is the “RSA” application with the green checkmark as shown in the red square.

Download the app to your device.

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

## License Agreement



### "Authenticate" Would Like to Send You Notifications

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

Don't Allow

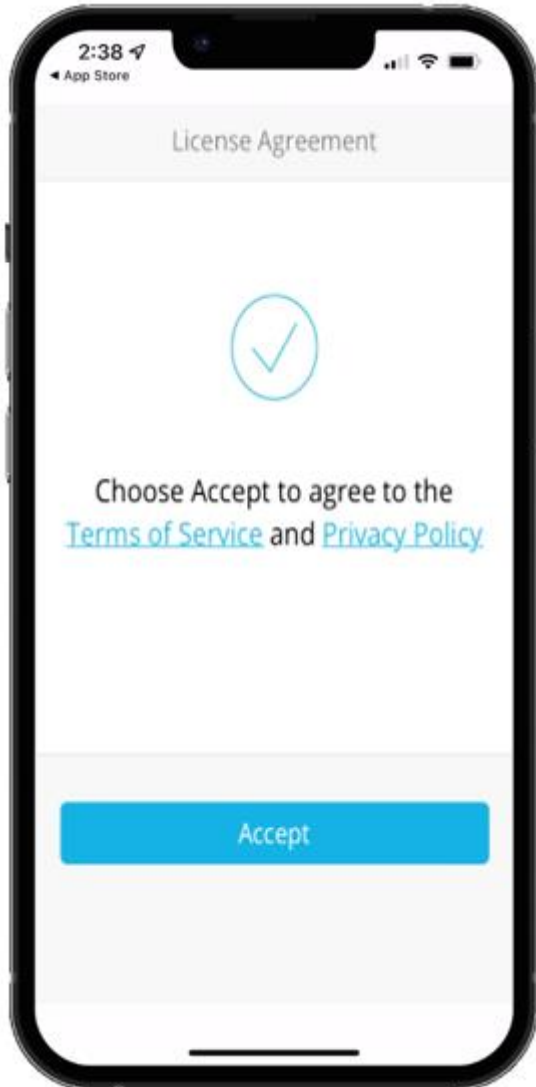
Allow

Accept

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

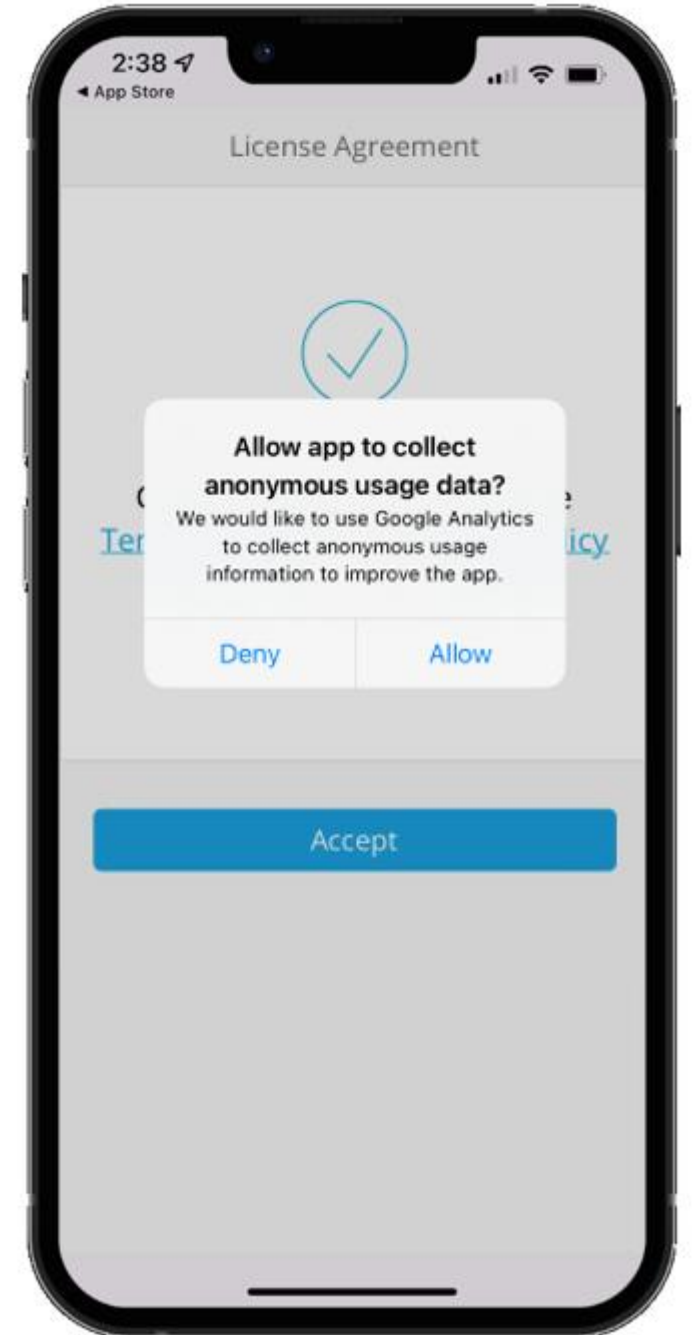
This setting is a user preference. It will not interfere with operation of the token delivery process.

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.





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



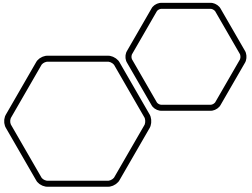
[Get Started](#)

[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 RSA



- Open a new session in your preferred internet browser.
- Navigate to:  
<https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>
- Open *SecurID Registration* by Double-Clicking.

### DART Help & Information

The Kinder Morgan family of pipelines invites you to learn more about our pipelines and services. Our pipelines offer a variety of customer oriented services.

This NAESB-compliant web site will allow you to select a pipeline group/pipeline from the menu bar on the left, and easily navigate to the section of this site that interests you by selecting the appropriate section from the expanded menu.

Kinder Morgan is continually looking for new ways to serve current and prospective customers through new service offerings and facility expansions. To obtain information on facility expansions that are proposed or currently underway, please select the EXPANSION PROJECTS link from the menu bar at left.

We have tried to make the sections of this site applicable for all pipelines. However, if a section is not applicable to the pipeline you have selected, no data will be provided when your request is submitted. This website uses Adobe Acrobat Reader® for reading some of its documents. If you don't have Acrobat Reader, download the Reader from the Acrobat button at the bottom of this page. Adobe Acrobat Reader is free software available from Adobe Systems Incorporated. Download the software and install as a browser plug-in, following the instructions available at the Adobe site. The Customer Activities or secured sections (NOMINATION, FLOWING GAS, INVOICING, CAPACITY RELEASE, and CONTRACTS/RATES) require log-on ids and passwords.

DART utilizes a Multi-Factor Authentication process to log in. To learn more about this process, please select the following links:

- DART Multi-Factor Authentication (MFA) FAQs
- DART Multi-Factor Authentication (MFA) User Guide
- Self Service Password Reset (SSPR) User Guide
- Emergency Token Request (ETR) User Guide
- SecurID User Guide:
  - First Time Registration
  - Reregister SecurID

The following links provide access to DART processes:

- **SecurID Registration**
- Emergency Token Request
- DART Login

To request a new login ID, modify the security on an existing ID or receive a password reset, contact your company's DSA (DART Security Administrator). When an DSA does not exist for the company, a security form must be sent to the DART Security Coordinator.

- DART Security Information and Forms
- DART Access/Firewall Rules
- DART For Tablets Instructions

### DART Maintenance Windows

WED, SUN	10:30 PM - 1:30 AM
SAT	10:30 PM - 6:30 AM

Enter your DART User ID without the extension **@ext.kindermorgan.com**

Enter your password and press *Submit*.

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




**Enter User ID and Password**

User ID

Password

**Submit** **Cancel**

A black and white icon of a padlock with a keyhole. Below the padlock, there are four asterisks (\*\*\*\*) inside a rectangular box, representing a password field.

**NOTE: You will not be able to login to this screen with a temporary password. If you have a temporary password, please login to [kmapps.cloud.com](https://kmapps.cloud.com) > change password > and return to this page.**



SecurID



- You will be prompted to receive an SMS OTP to your cell phone number associated to your DART User ID.
- Click “Send OTP” to receive text message with OTP token code.

• *NOTE: If you are unable to receive a text message with the cell phone number associated to the DART User ID, you will not be able to complete the registration process.*

### Get SMS OTP

You will receive a six-digit OTP on your phone.

+1xxxxxx1234

**Send OTP** Cancel

Message and data rates may apply. Message frequency may vary.  
From your phone, reply HELP for help or STOP to cancel.

[Privacy Policy and Terms of Service](#)

▼ Show more



SecurID



- Enter OTP token received through text message in the field provided and click “Submit”.

**Enter SMS OTP**

Enter the six-digit OTP sent to your phone.

+1xxxxxx1234

[Resend OTP](#)

[Show more](#)


- *NOTE: If you need to resend another code, please click the “Resend OTP” link above the Submit button.*

## If you are not prompted for an OTP Token, please skip to Slide 23

**NOTE:** If prompted to receive an OTP Token and do not have access to your device, please click the “Show More” option and select “SMS OTP”



### Enter Authenticate OTP



1. Open the RSA Authenticator.
2. Enter the eight-digit number that displays on the screen.

[Show more](#)

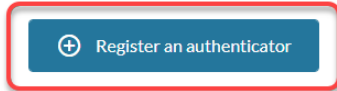
## Click *Register an authenticator*



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

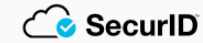


[← Back](#) Register an authenticator

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

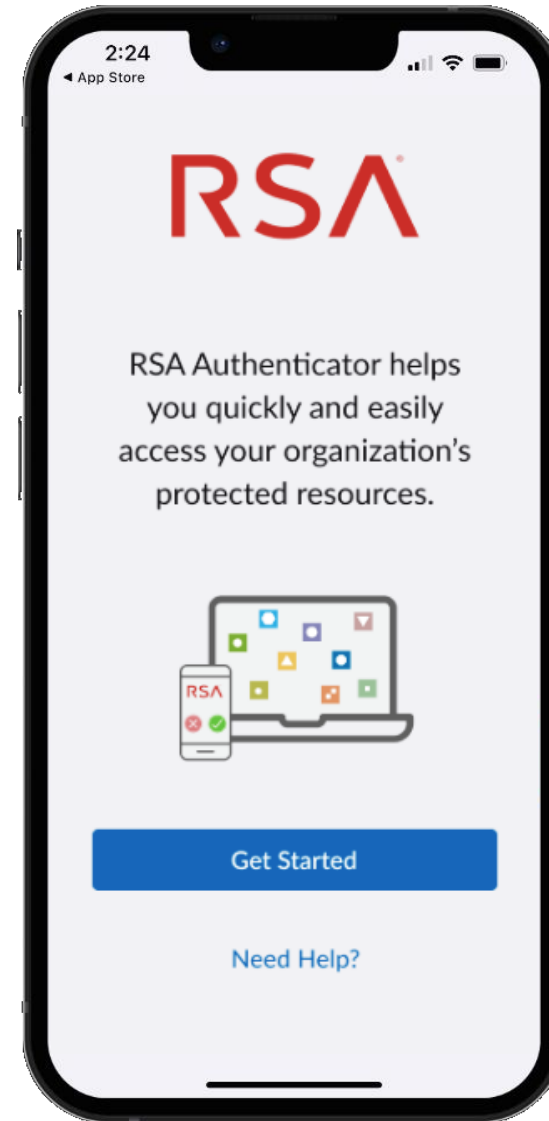
Cancel      **Next**



Open the *SecurID* app on your mobile device.



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

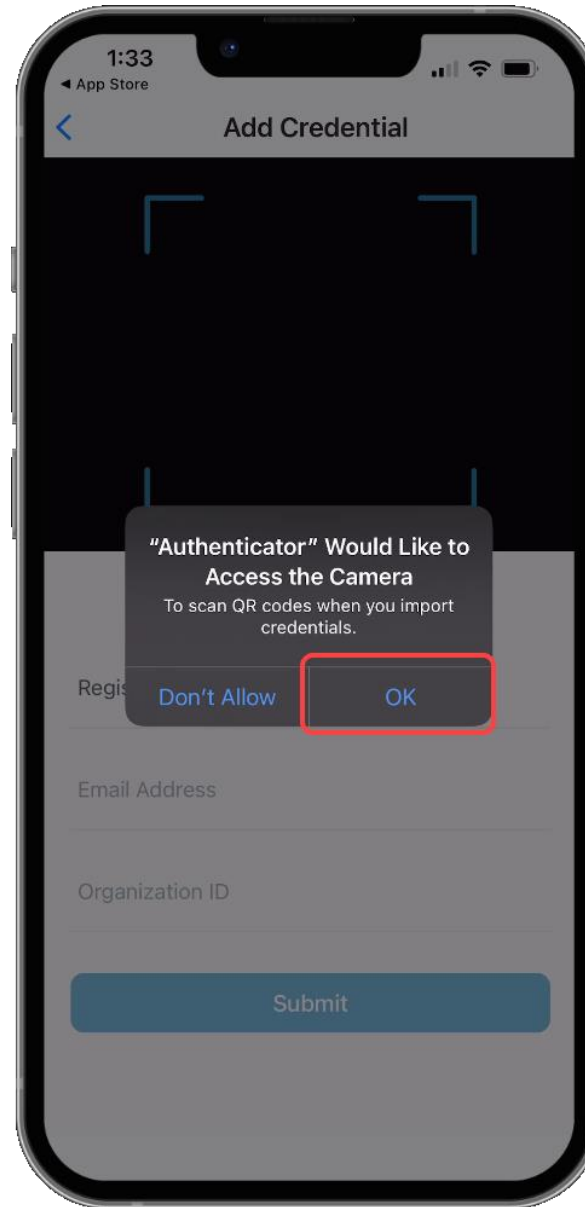


Allow access to the Camera to scan the QR Code displayed in the SecurID Browser.

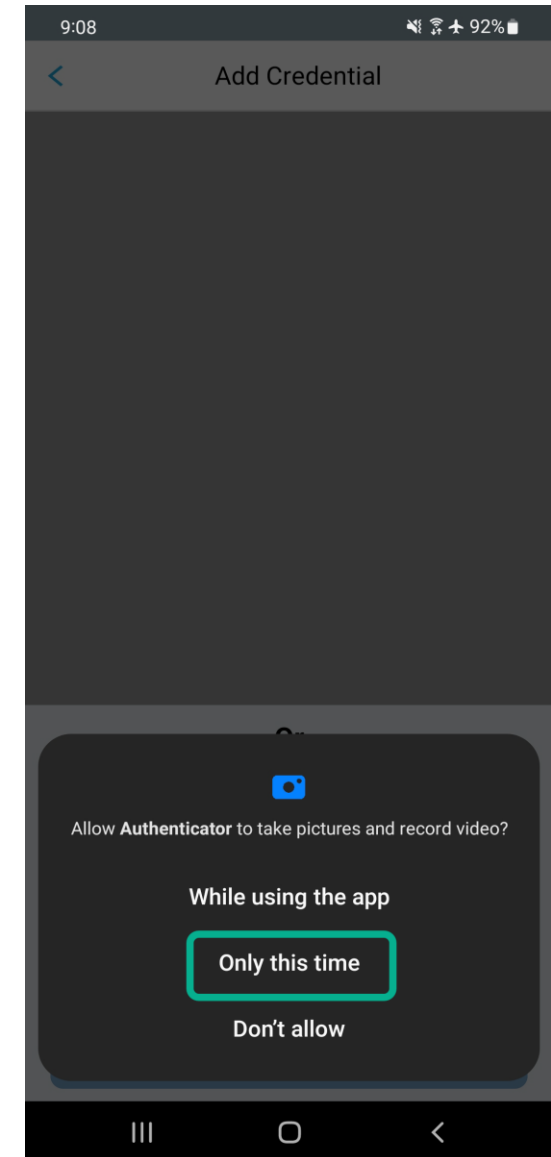
You can change this setting in your device settings after completing the registration process.

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.

1 Install SecurID Authenticator

2 Register Authenticator

Scan QR Code

Enter Details

Open the app and enter:

Registration Code: 123456789

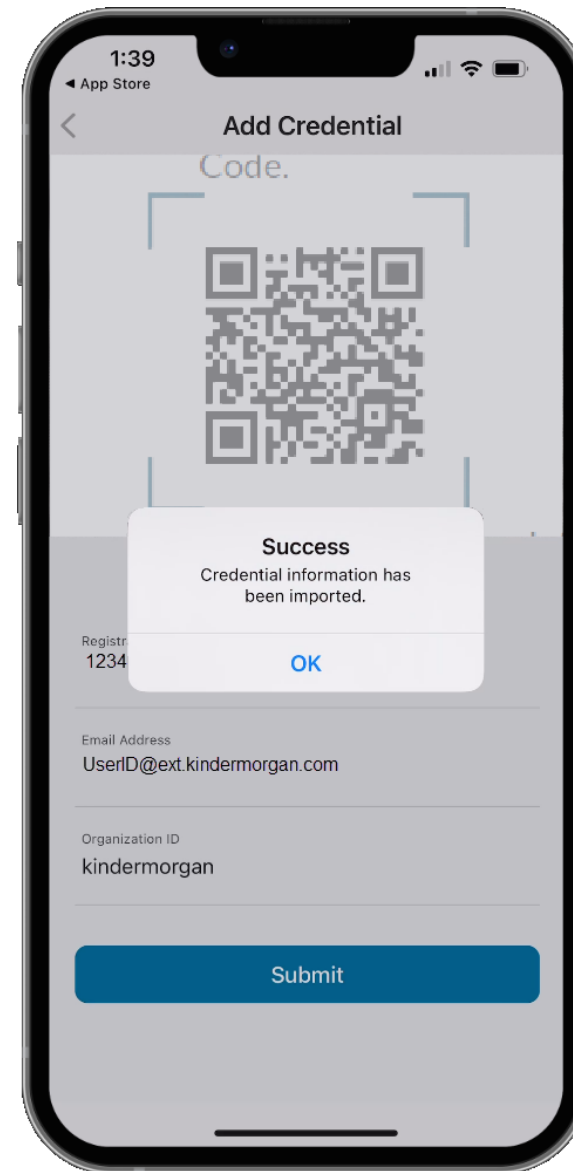
Email Address: UserID@ext.kindermorgan.com

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.



If you are unable to successfully scan the QR code, please enter the details manually into your phone.

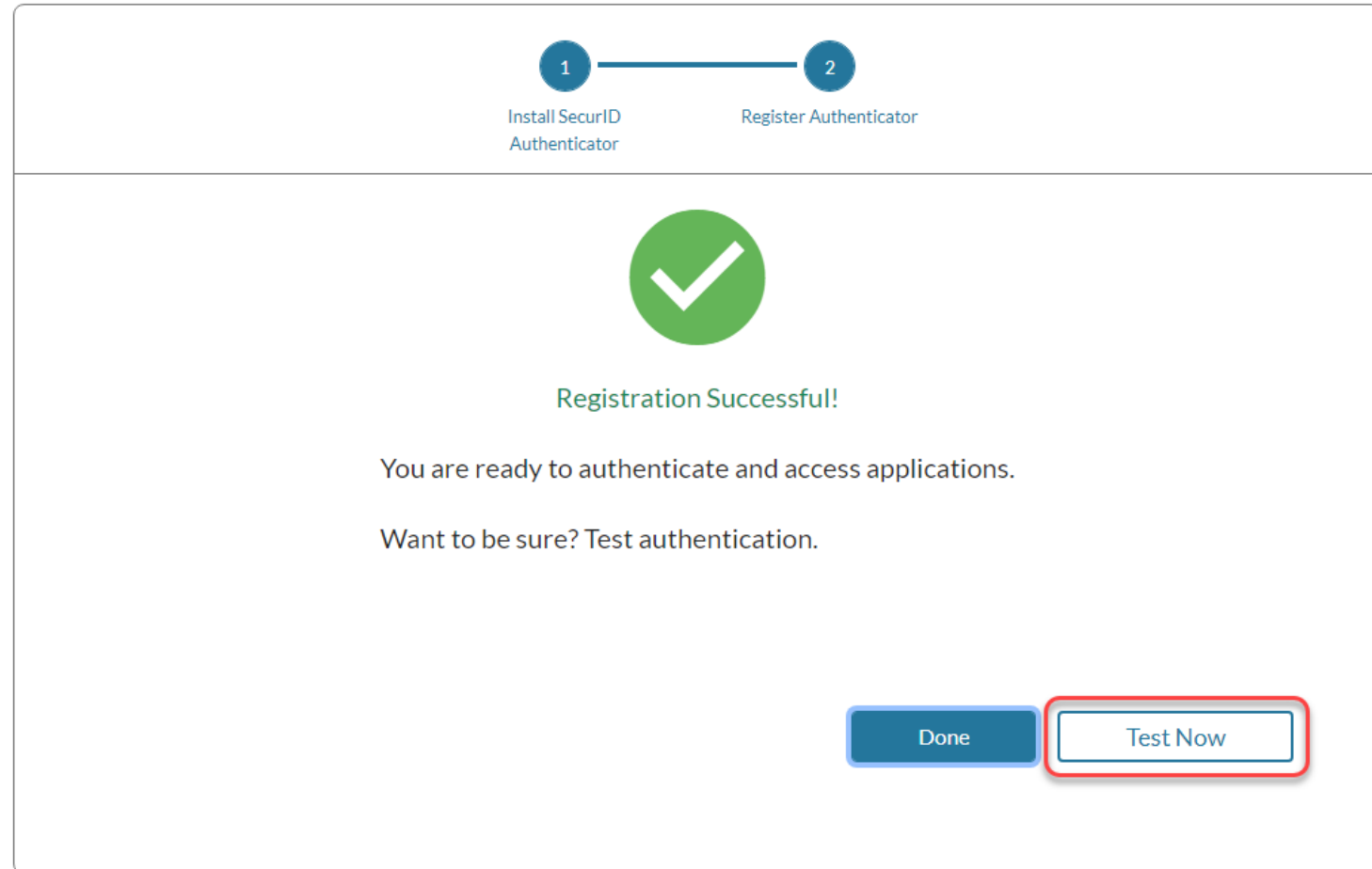
**DO NOT SCAN THE REGISTRATION CODE FROM THIS DOCUMENT!**

If you were able to successfully scan the QR code, please disregard this slide.

The image shows a mobile application interface for registering a SecurID Authenticator. At the top, there is a progress indicator with two steps: '1 Install SecurID Authenticator' and '2 Register Authenticator', with the second step being the active one. Below this, there are two main options for registration: 'Scan QR' and 'Enter Details'. The 'Scan QR' option is currently selected, showing a QR code on a smartphone screen. Below the QR code, there is an 'Or' separator and a form for manual entry. The form has three input fields: 'Registration Code or URL', 'Email Address', and 'Organization ID'. A 'Submit' button is located at the bottom of the form. To the right of the form, the 'Enter Details' section provides the following information: 'Open the app and enter:', 'Registration Code: 123456789', 'Email Address: UserID@ext.kindermorgan.com', and 'Organization ID: kindermorgan'. A timer at the bottom right indicates 'Information on this page will expire in: 01:41'. Red arrows point from the 'Enter Details' section to the corresponding input fields in the form.

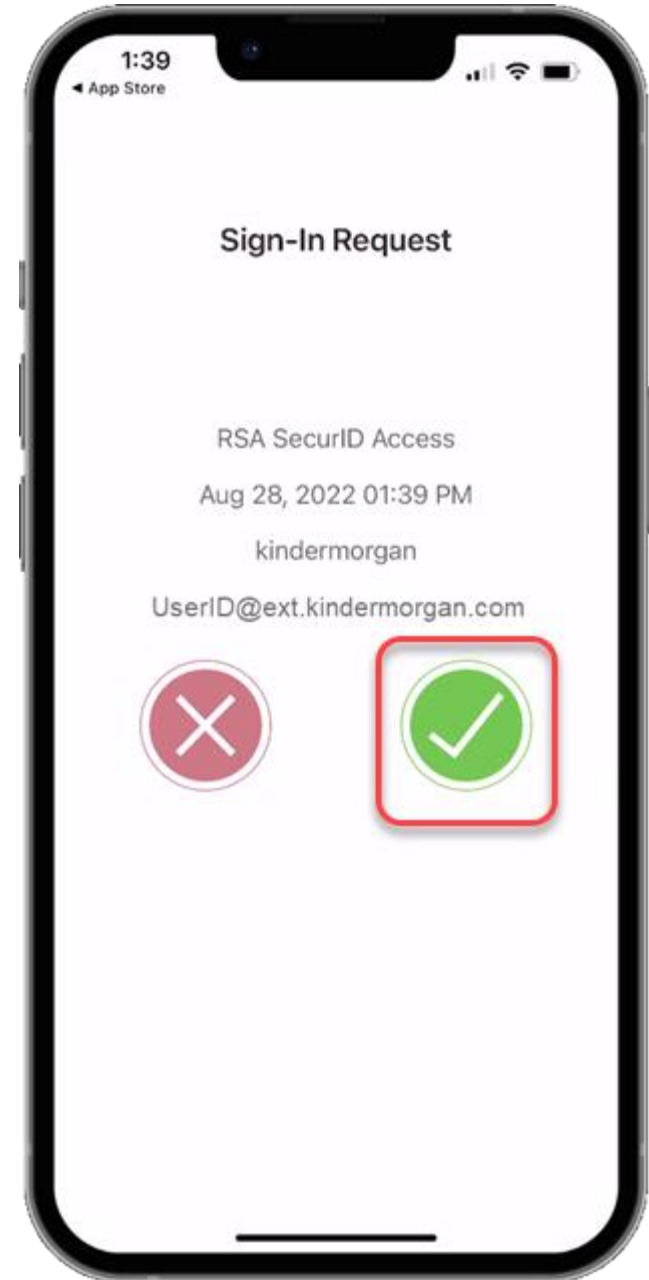
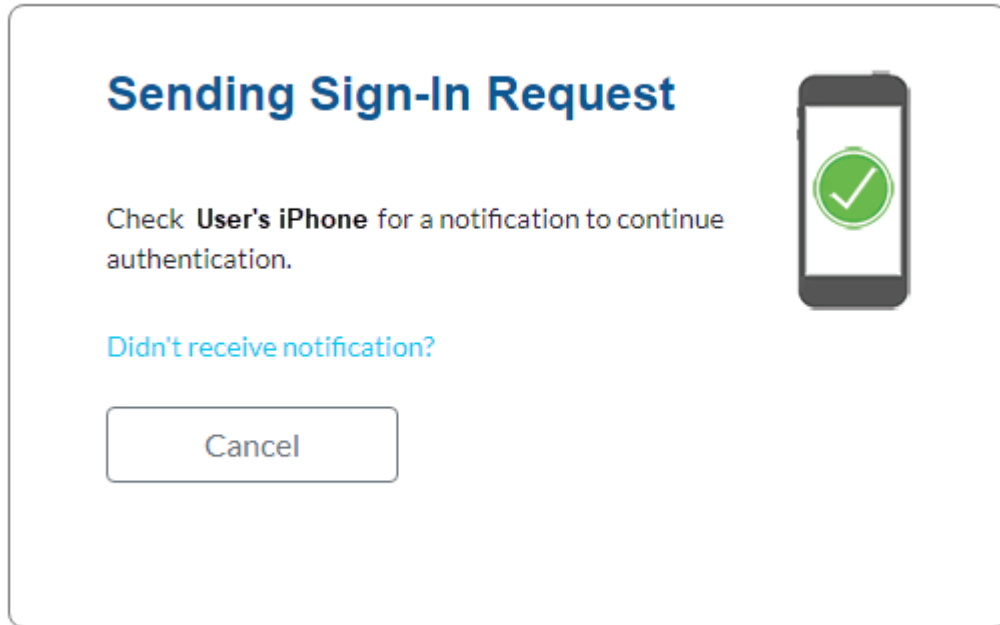
After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

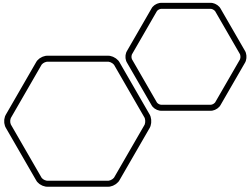
Use the *Test Now* button to ensure the device registration was successful.



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*.



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

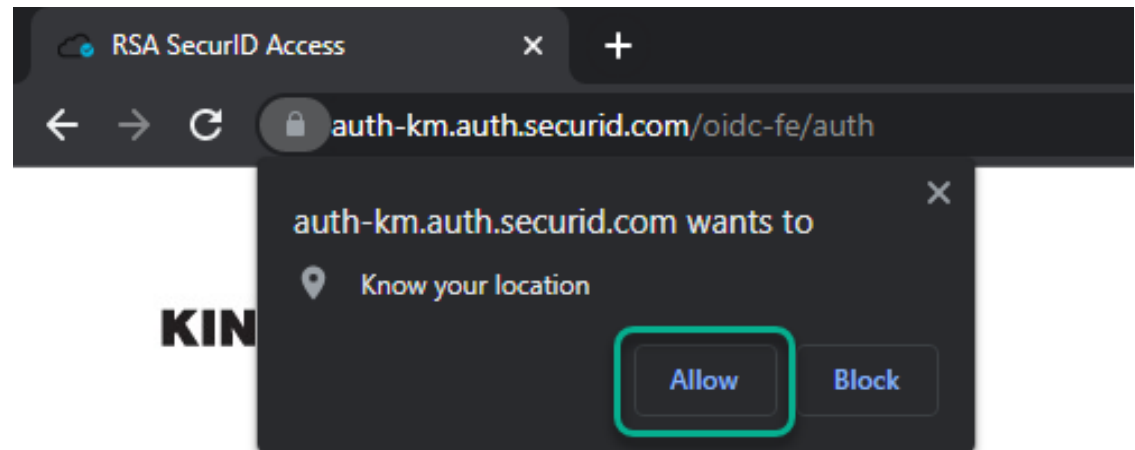
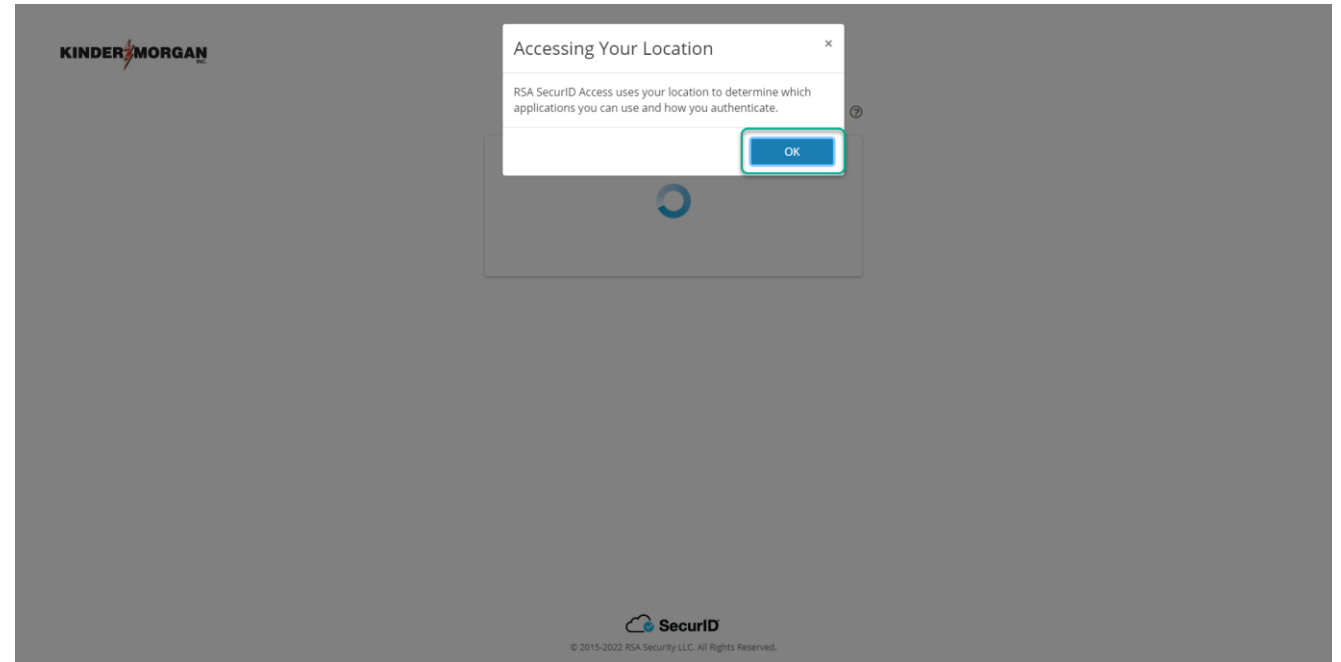
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!

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*.

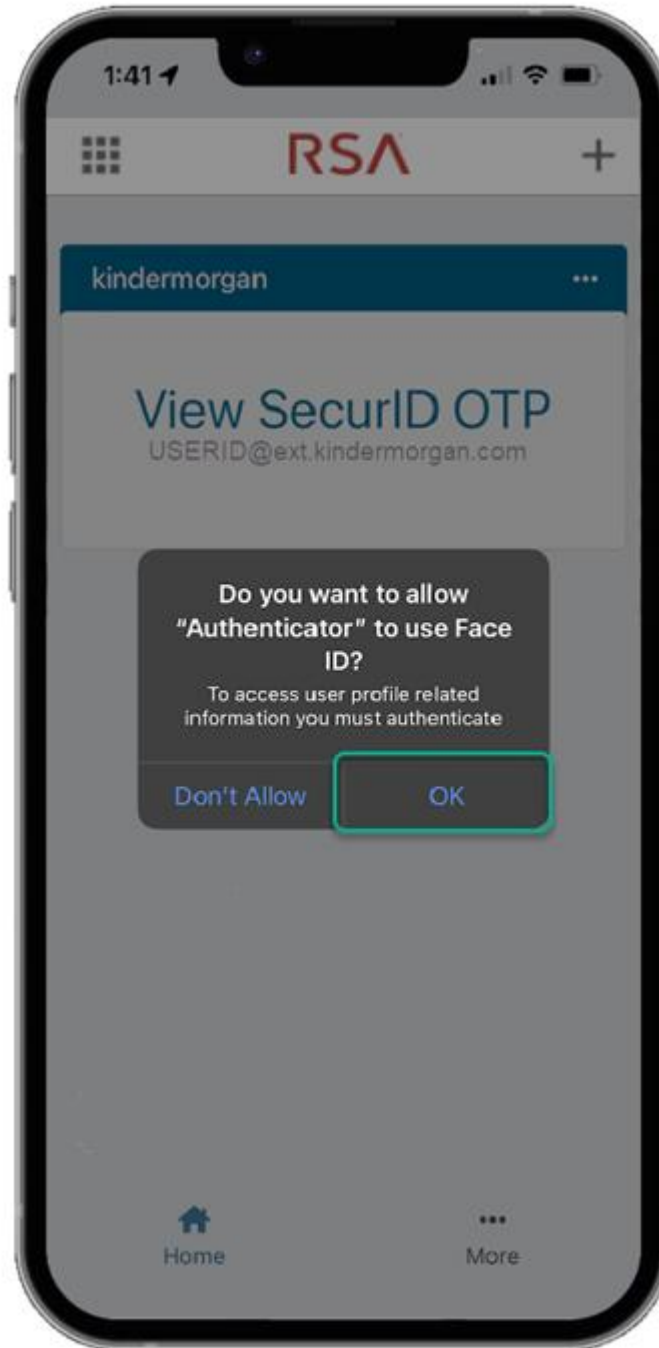
You may not receive these popup's depending on your security settings.



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, ?

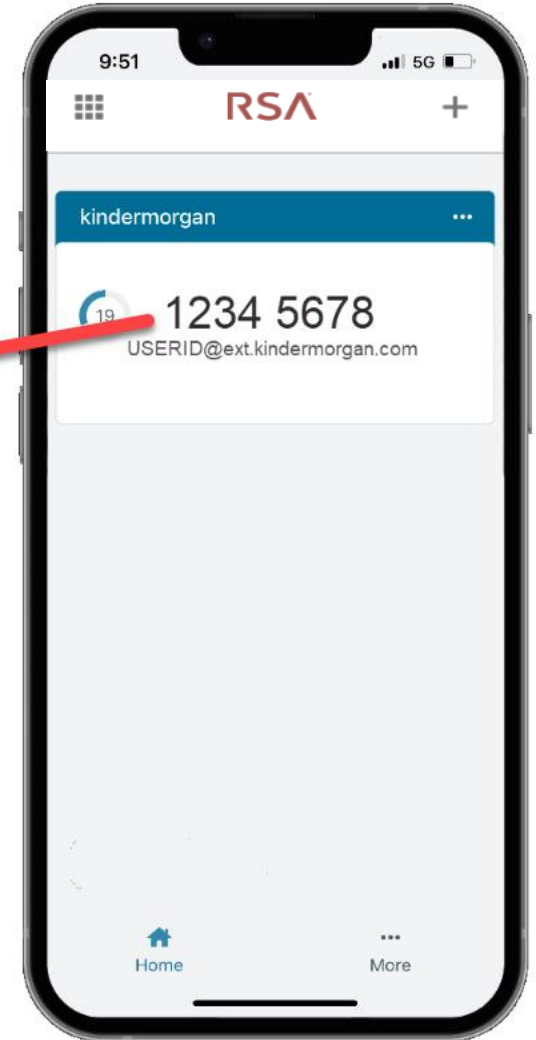
### Enter Authenticate Tokencode

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



**Submit** Cancel

[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](#)



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)

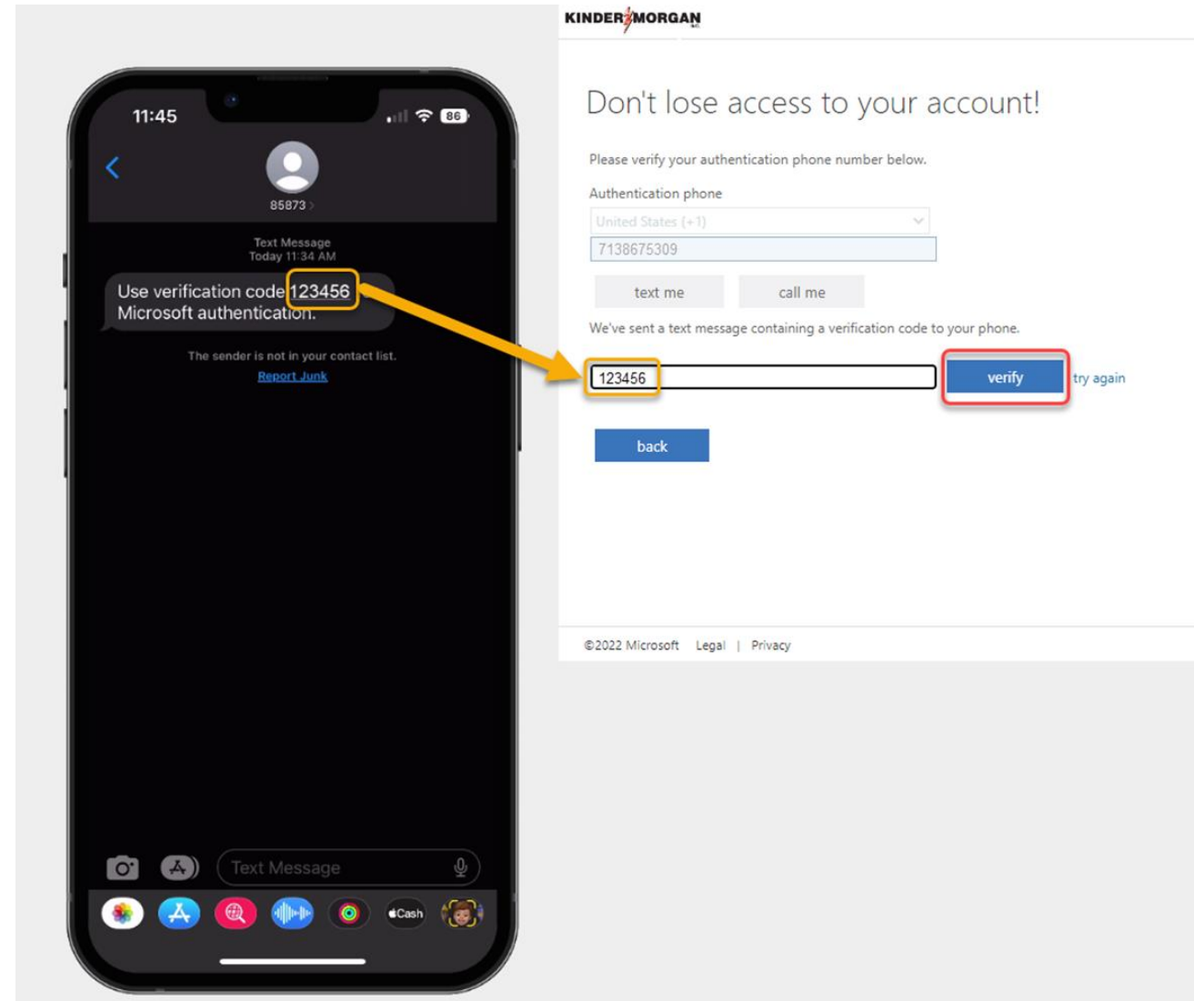
713-867-5309

text me

call me

back

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.

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

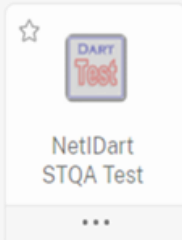
Apps

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.