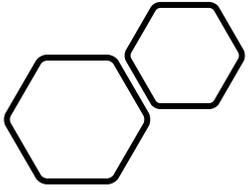




# Emergency Token Request User Guide

# Emergency Token Request Guidelines

- 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](mailto:MFASupportHD@kindermorgan.com)



# Emergency Token Registration



Open a browser and navigate to:  
<https://extranet.kindermorgan.com>

Enter your DART User ID and  
Password

Note: Use only your DART User ID  
on this page. You **do not** need to  
add @ext.kindermorgan.com



Please log on

User name

Password

Log On

\*\*\*\*\* Attention Extranet Users \*\*\*\*\*

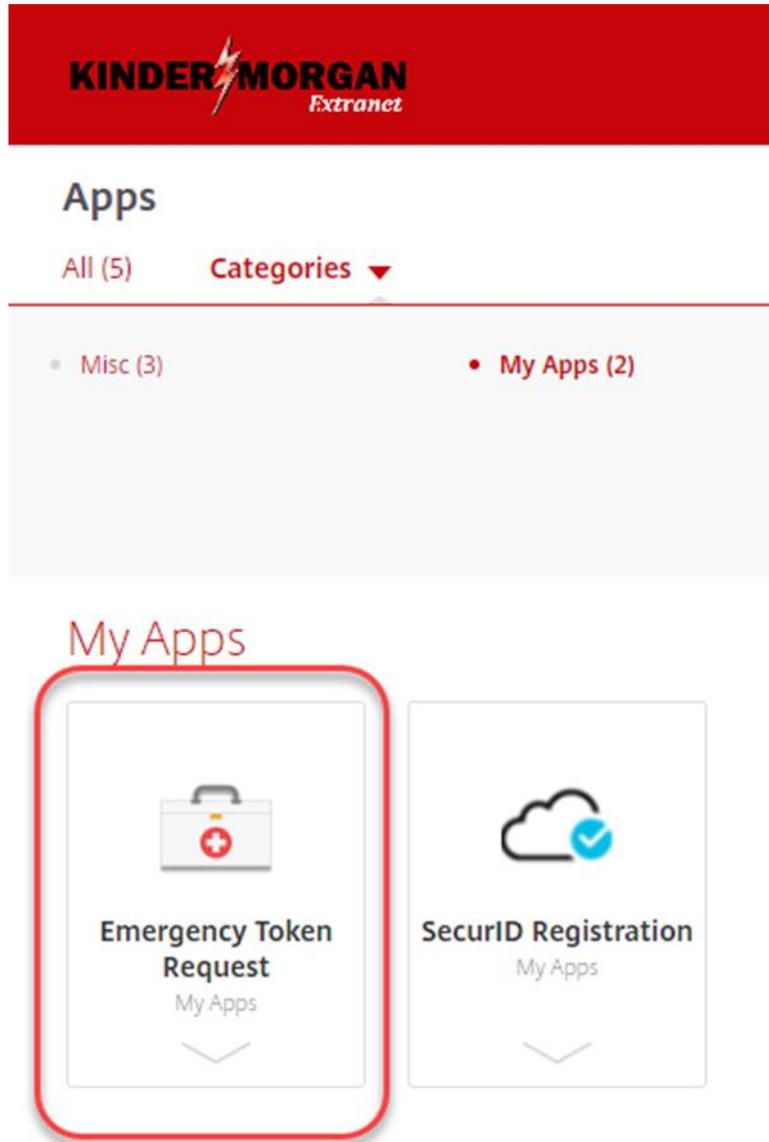
Kinder Morgan has implemented Multi-Factor Authentication (MFA) to improve security and comply with the Transportation Security Administration's (TSA) new security directives. This current method of logging in will soon be eliminated. Registered users can use <https://kmapps.cloud.com>

Information on this change can be found in the User Guides found here.

[DART Instructions](#)

[Tophat Instructions](#)

Click *Emergency Token Request* to launch the application. This will open a new tab in your browser.



**KINDER MORGAN**  
Extranet

## Apps

All (5) Categories ▾

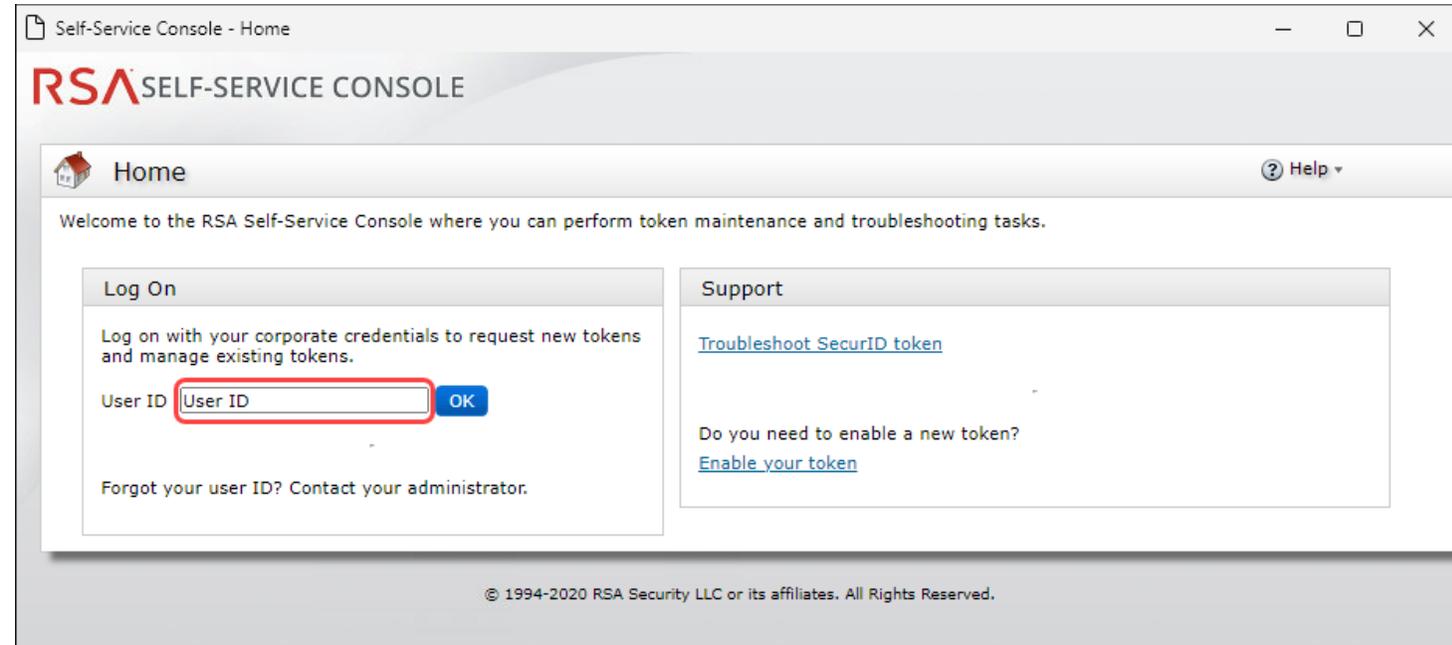
- Misc (3)
- My Apps (2)

### My Apps

-   
**Emergency Token Request**  
My Apps
-   
**SecurID Registration**  
My Apps

Enter your DART User ID and press *ok*.

Note: Use only your DART User ID on this page. You **do not** need to add @ext.kindermorgan.com



Self-Service Console - Home

## 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.

#### Support

[Troubleshoot SecurID token](#)

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

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Log On

Log on with your RSA SecurID passcode. If you have lost your token, contact your help desk or a

Log On

User ID: userID

Authentication Method: Passcode

Passcode:  [What's a valid passcode?](#)

Cancel Log On



 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!

## RSA SELF-SERVICE CONSOLE

### 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](#)

<b>SecurID Authenticate</b>	<a href="#">test</a> , <a href="#">Forgot or Lost your Authenticator</a>
PIN:	none <a href="#">Create PIN</a>

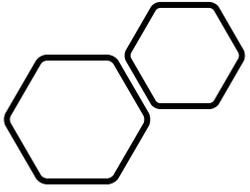


#### On-Demand Authentication

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:  
<https://extranet.kindermorgan.com>

Enter your DART User ID and  
Password

Note: Use only your DART User ID  
on this page. You **do not** need to  
add @ext.kindermorgan.com



Please log on

User name

Password

Log On

\*\*\*\*\* Attention Extranet Users \*\*\*\*\*

Kinder Morgan has implemented Multi-Factor Authentication (MFA) to improve security and comply with the Transportation Security Administration's (TSA) new security directives. This current method of logging in will soon be eliminated. Registered users can use <https://kmapps.cloud.com>

Information on this change can be found in the User Guides found here.

[DART Instructions](#)

[Tophat Instructions](#)

Click *Emergency Token Request* to launch the application. This will open a new tab in your browser.



## Apps

All (5) Categories ▾

- Misc (3)
- My Apps (2)

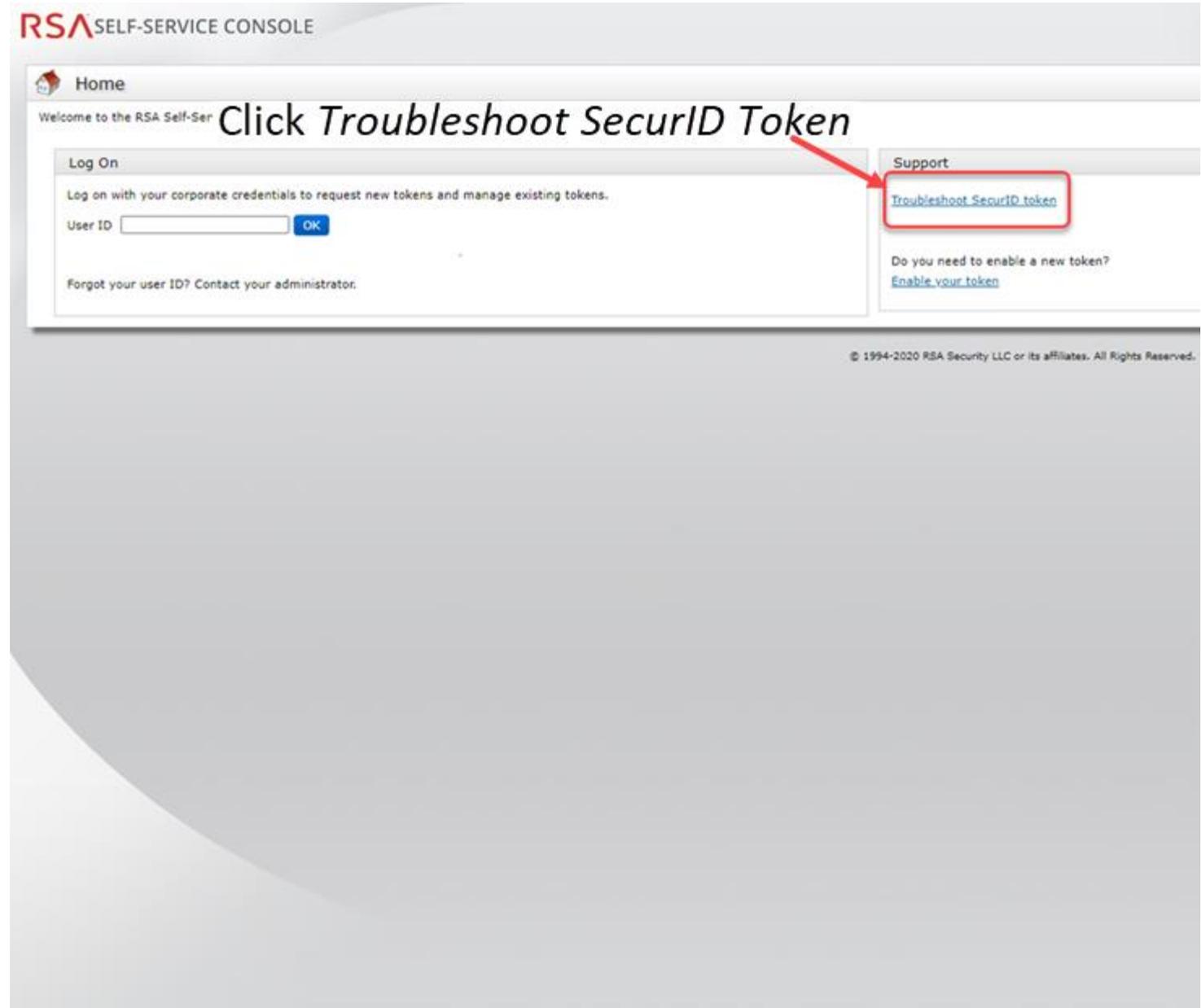
### My Apps



**Emergency Token Request**  
My Apps



**SecurID Registration**  
My Apps



**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.

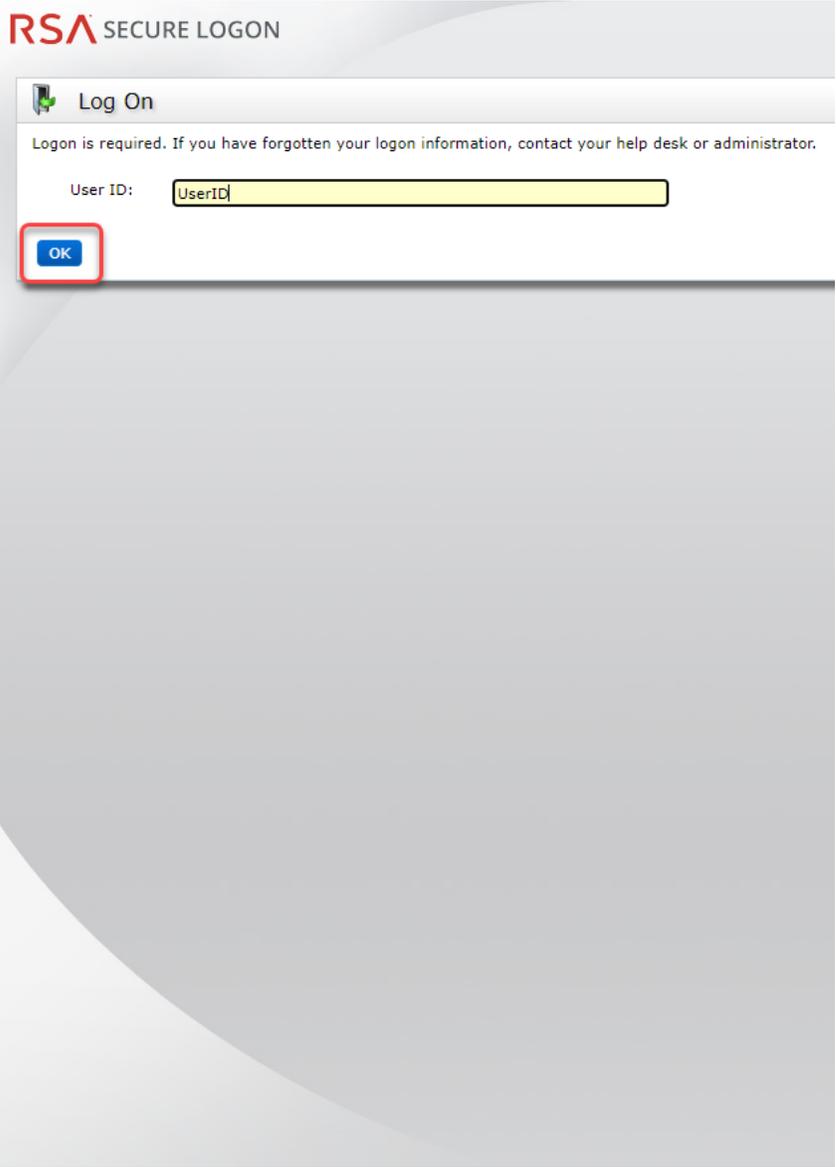
Support

[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*



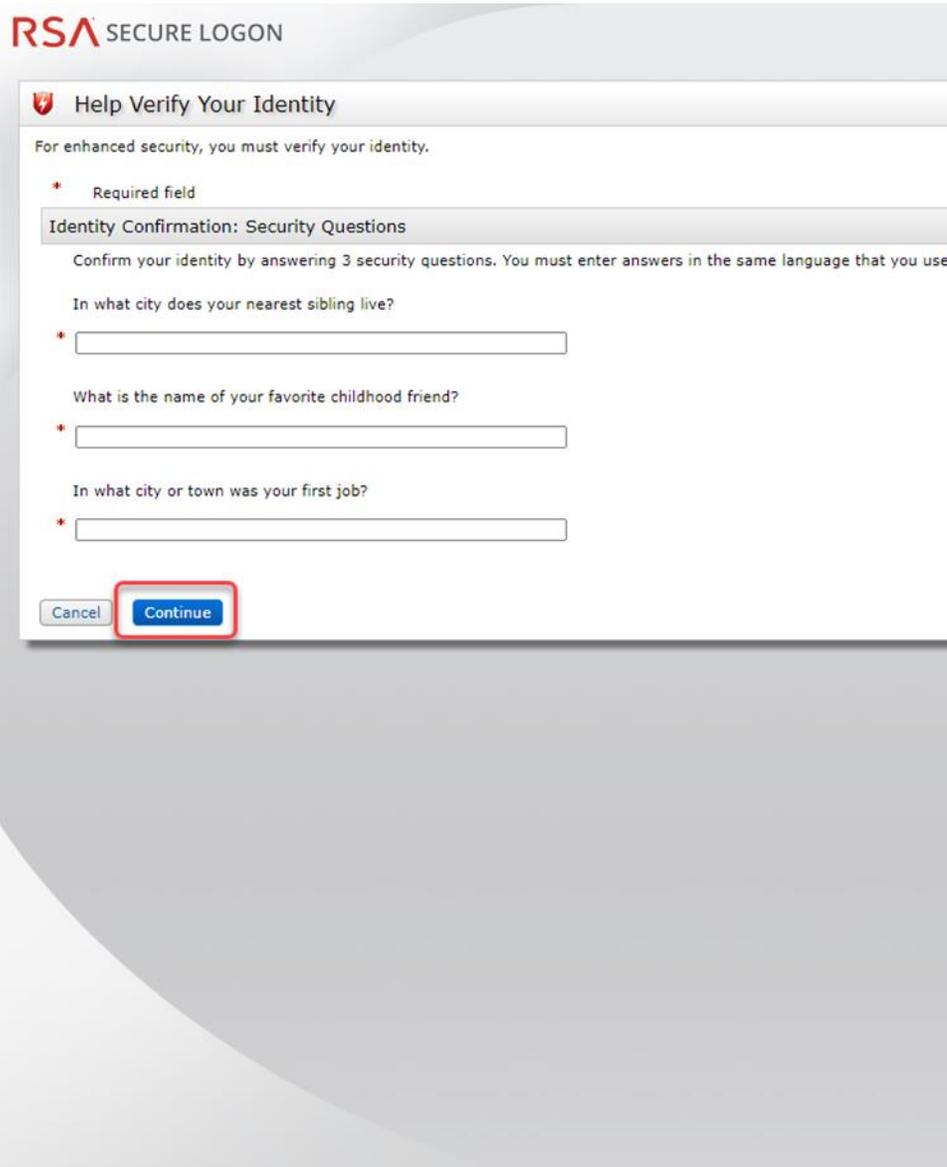
RSA SECURE LOGON

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?

\*

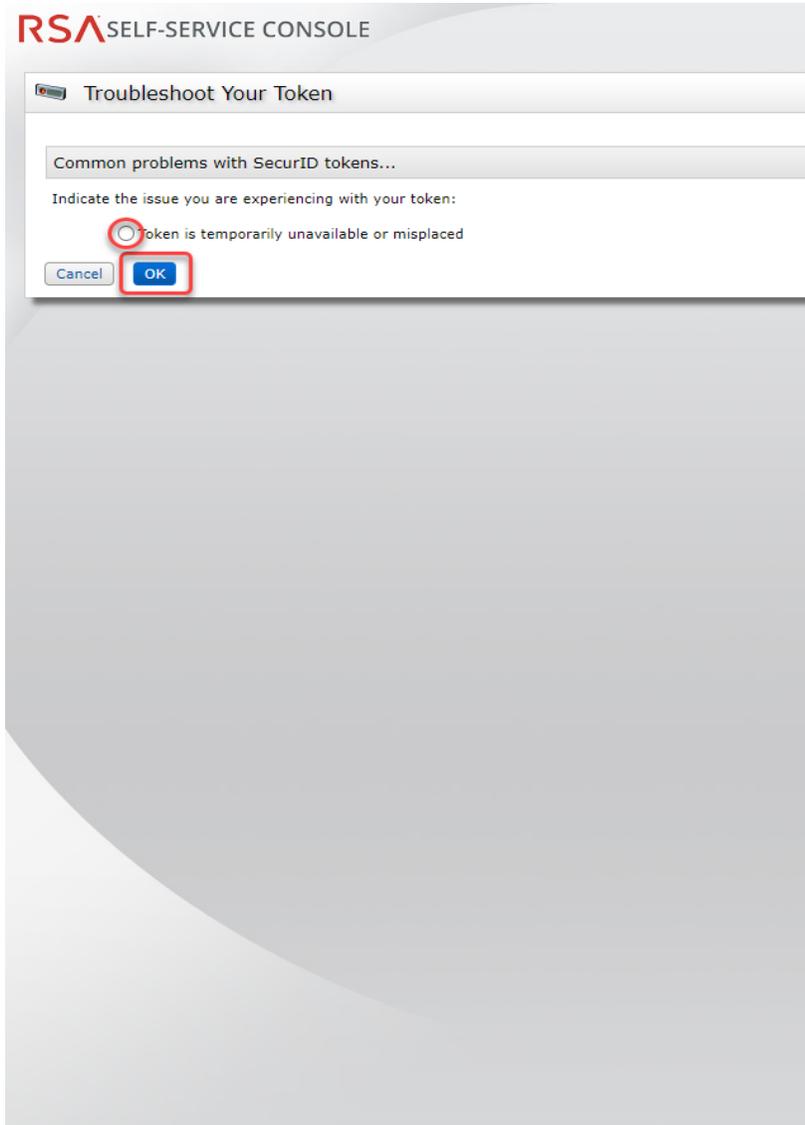
What is the name of your favorite childhood friend?

\*

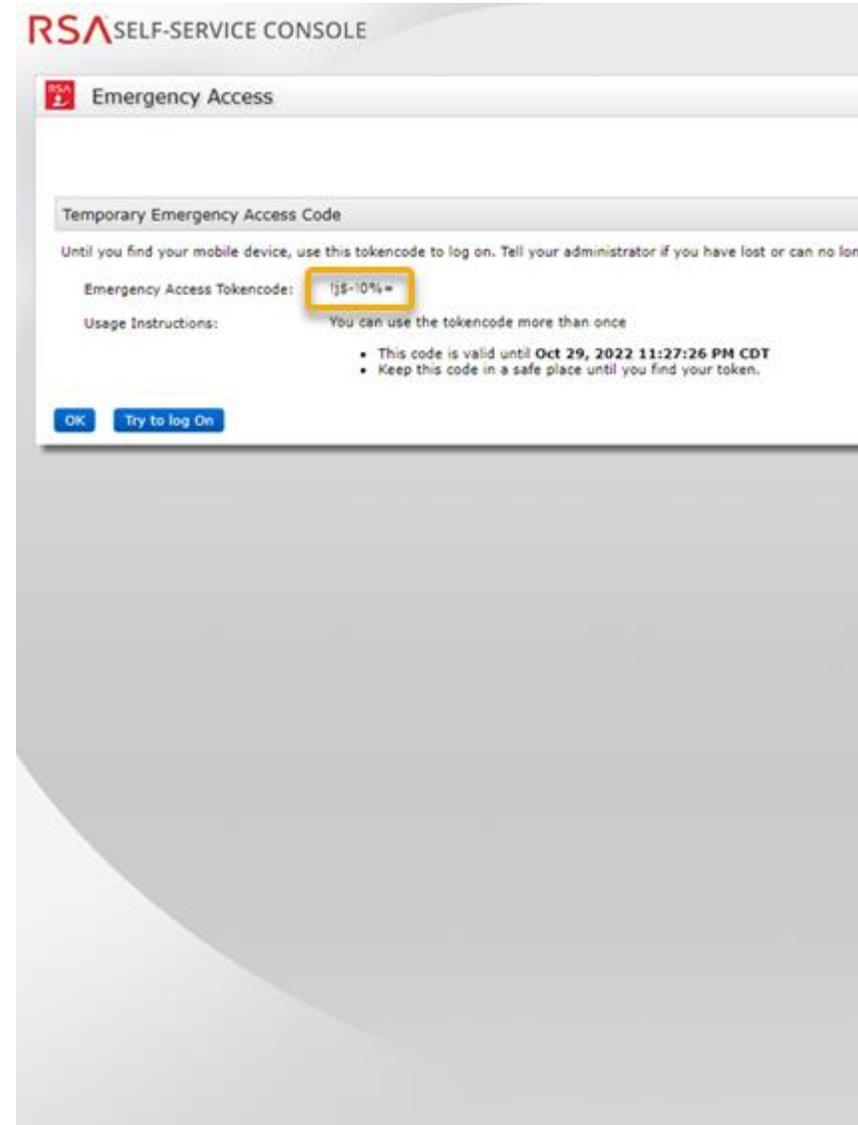
In what city or town was your first job?

\*

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.

OK Try to log On

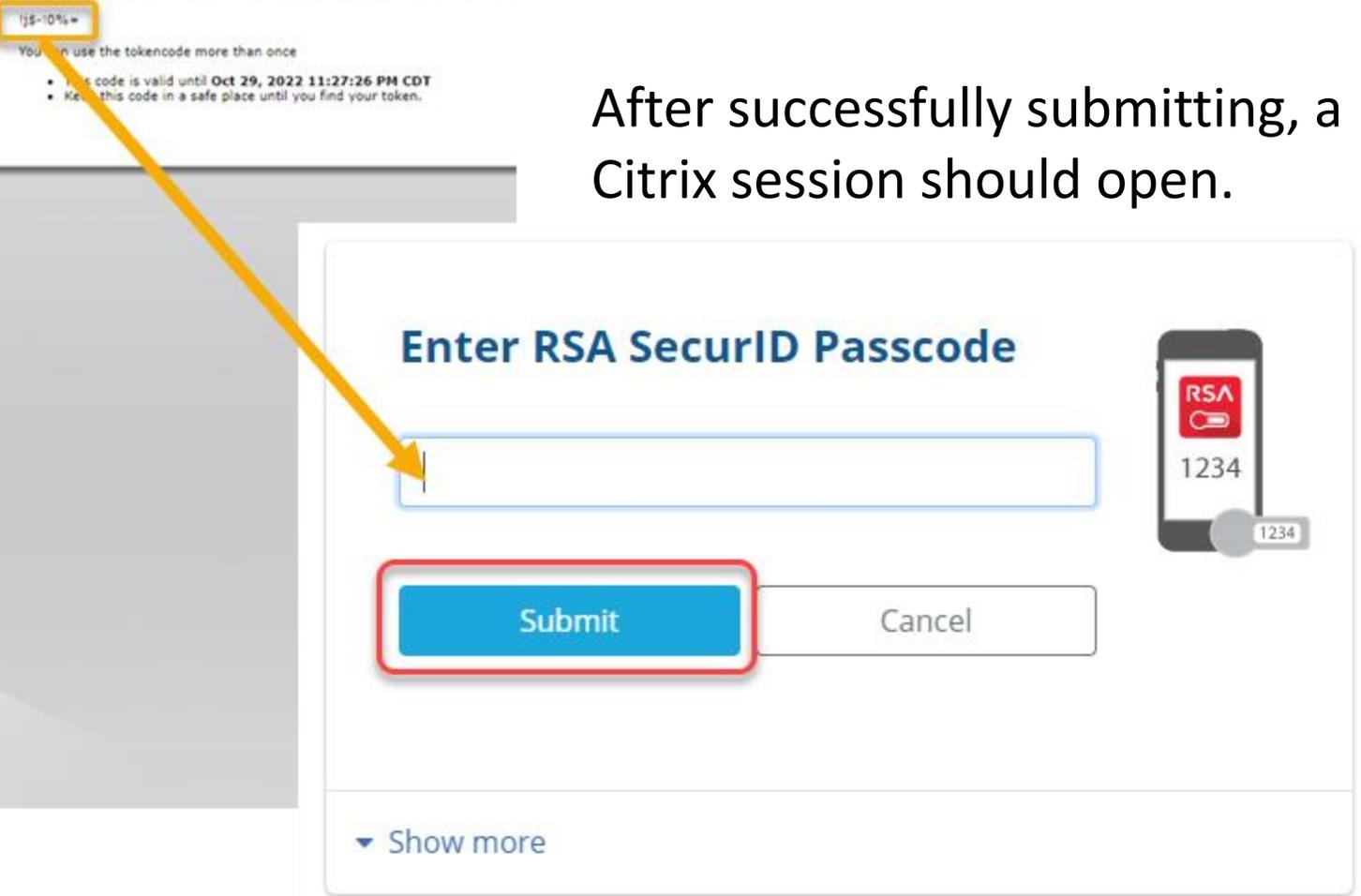
Enter the Emergency Access Tokencode into the text box and click *Submit*.

After successfully submitting, a Citrix session should open.

Enter RSA SecurID Passcode

Submit Cancel

▼ Show more



If you need further assistance, contact the Help Desk:

Phone: 833-941-0066

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