KINDER MORGAN

Emergency Token Request User Guide

Emergency Token Request Guidelines

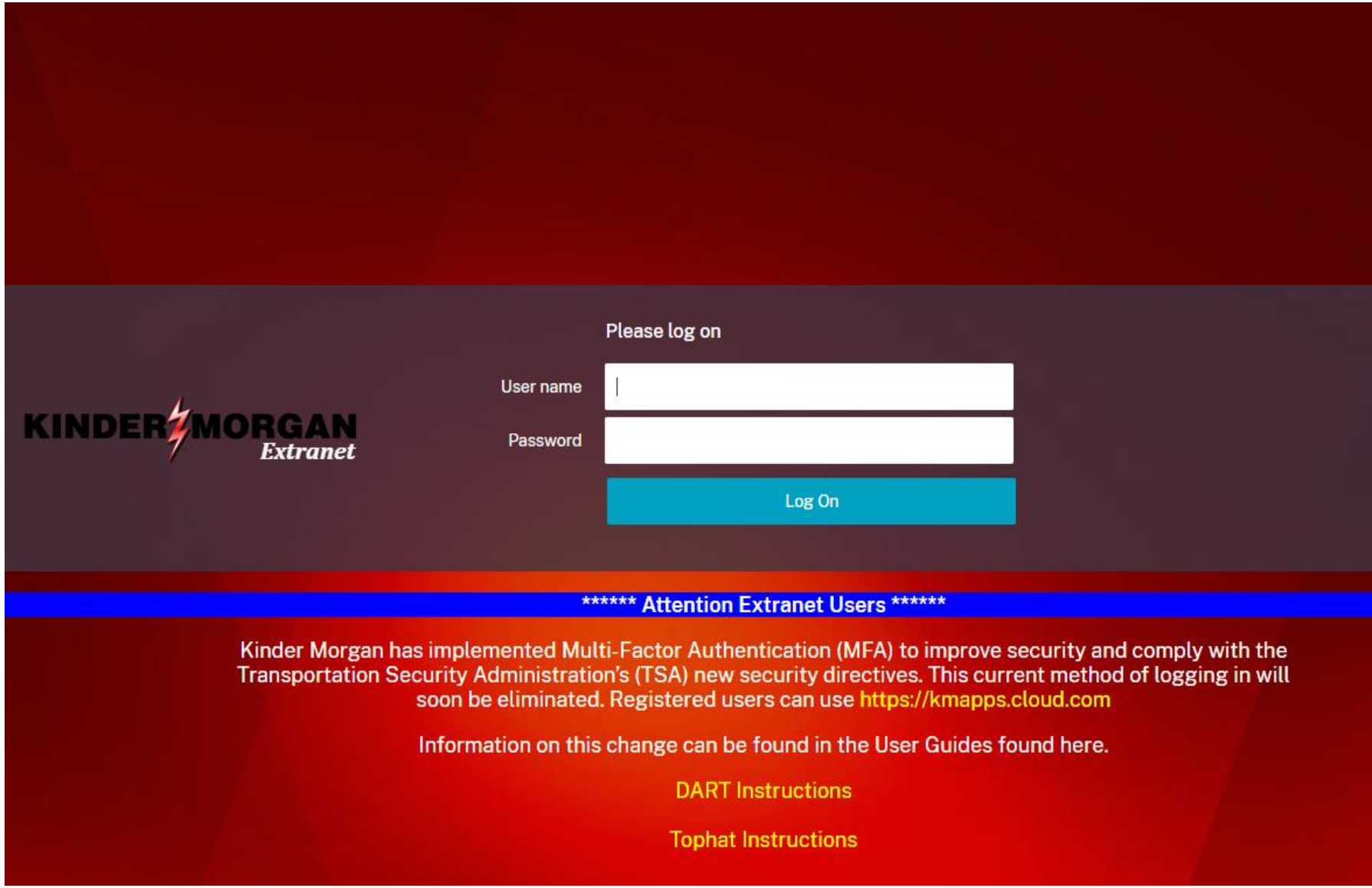
- Registration must be completed **no sooner than 24-hours after registering for SecurID**
- Registration must be completed prior to receiving an Emergency Token
- Contact the help desk if you need your security information updated
  - Email: MFASupportHD@kindermorgan.com

Emergency Token Registration

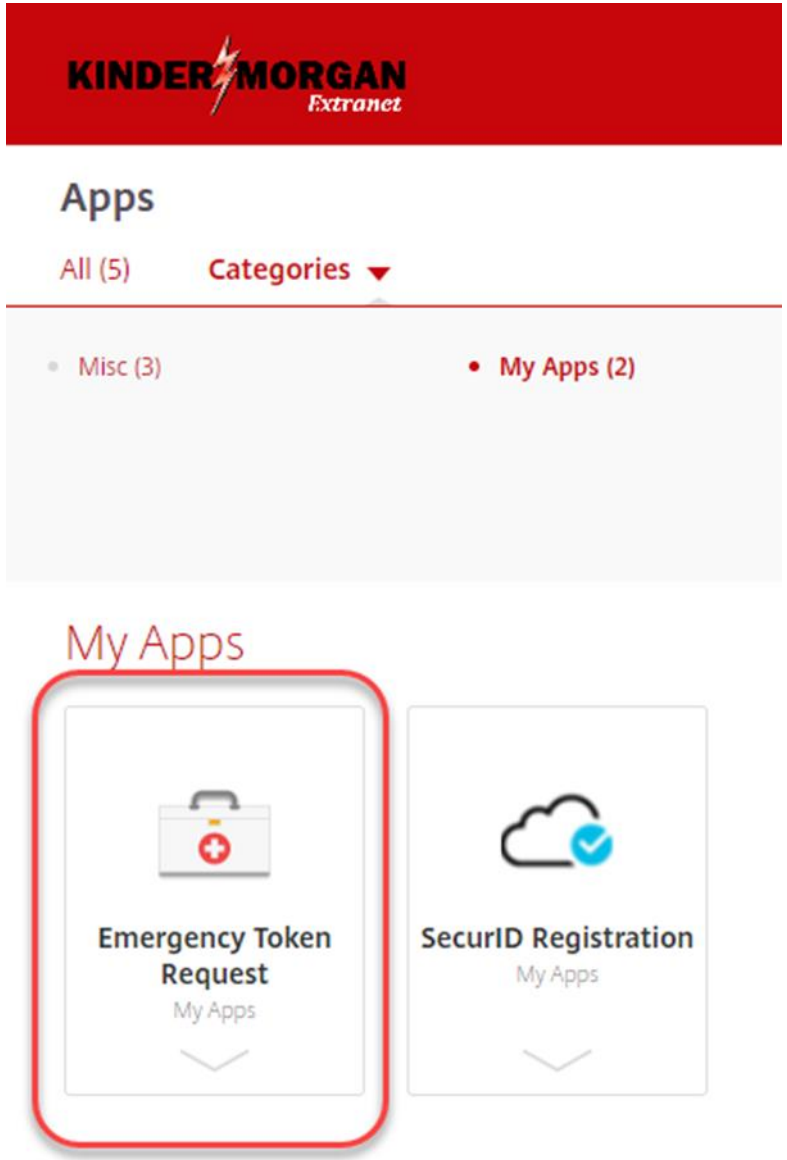
Open a browser and navigate to: https://extranet.kindermorgan.com

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

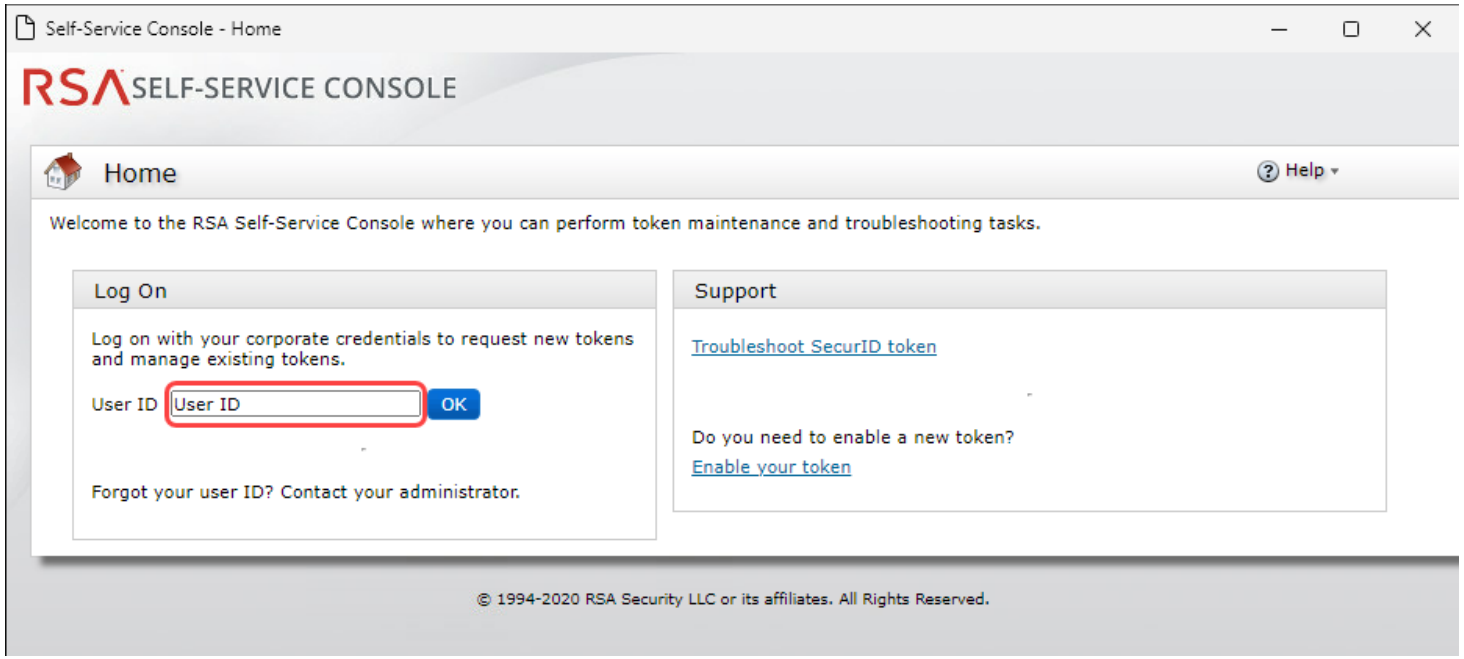


Click *Emergency Token Request* to launch the application. This will open a new tab in your browser.



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



RSA SECURE LOGON

Log On

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

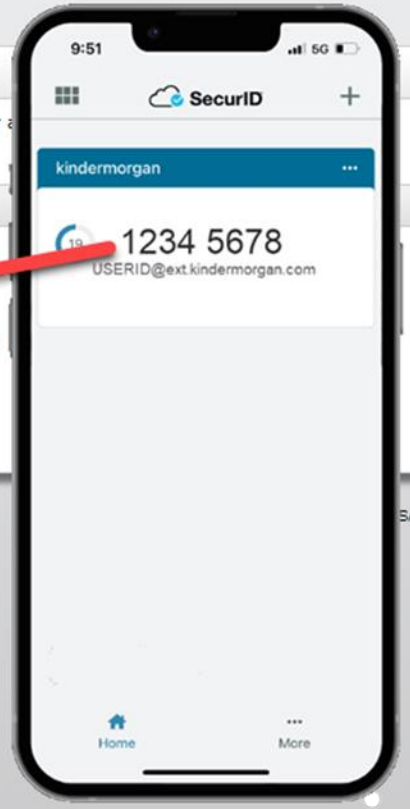
Log On

User ID: userID

Authentication Method: Passcode

Passcode: What's a valid passcode?

Cancel Log On



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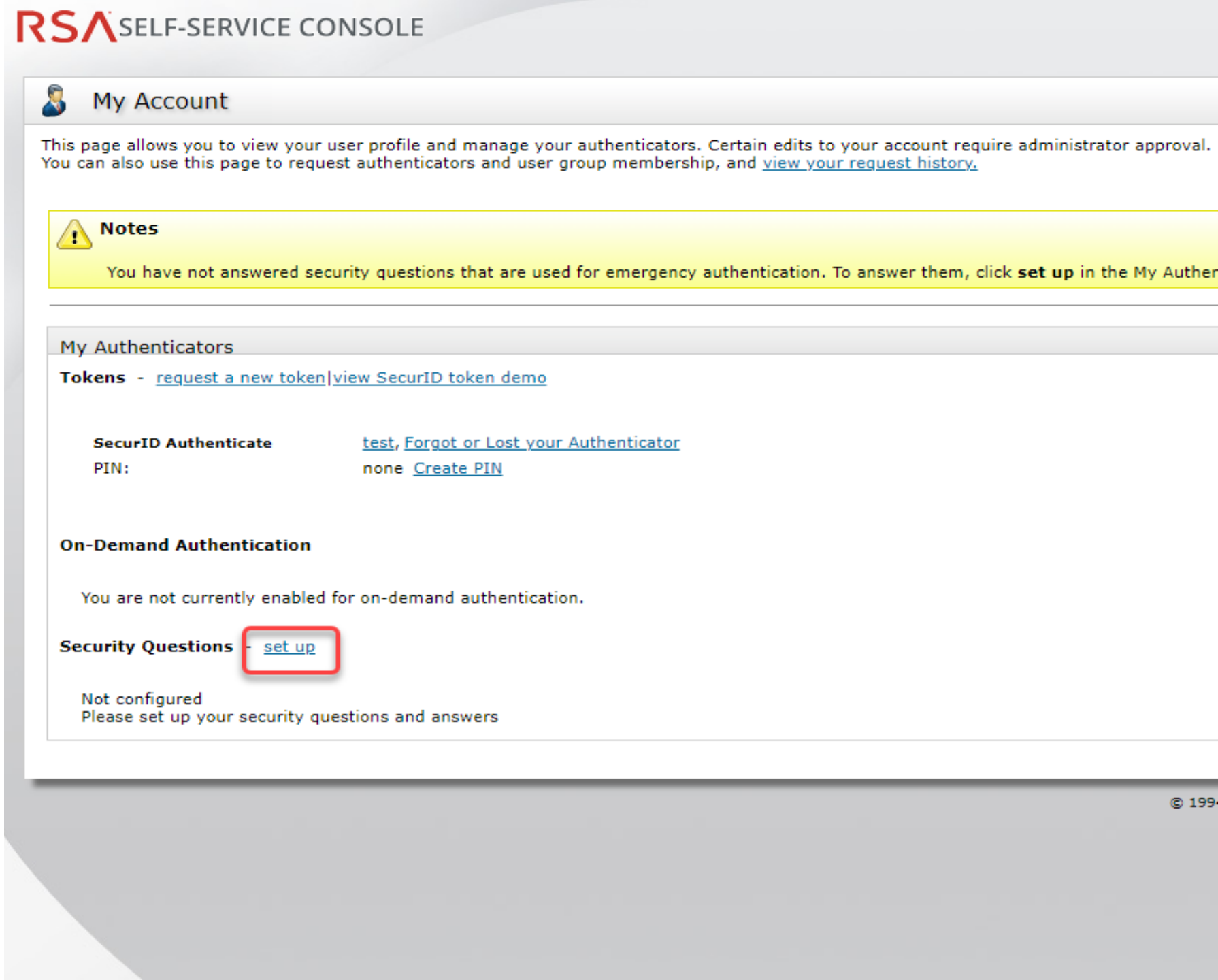
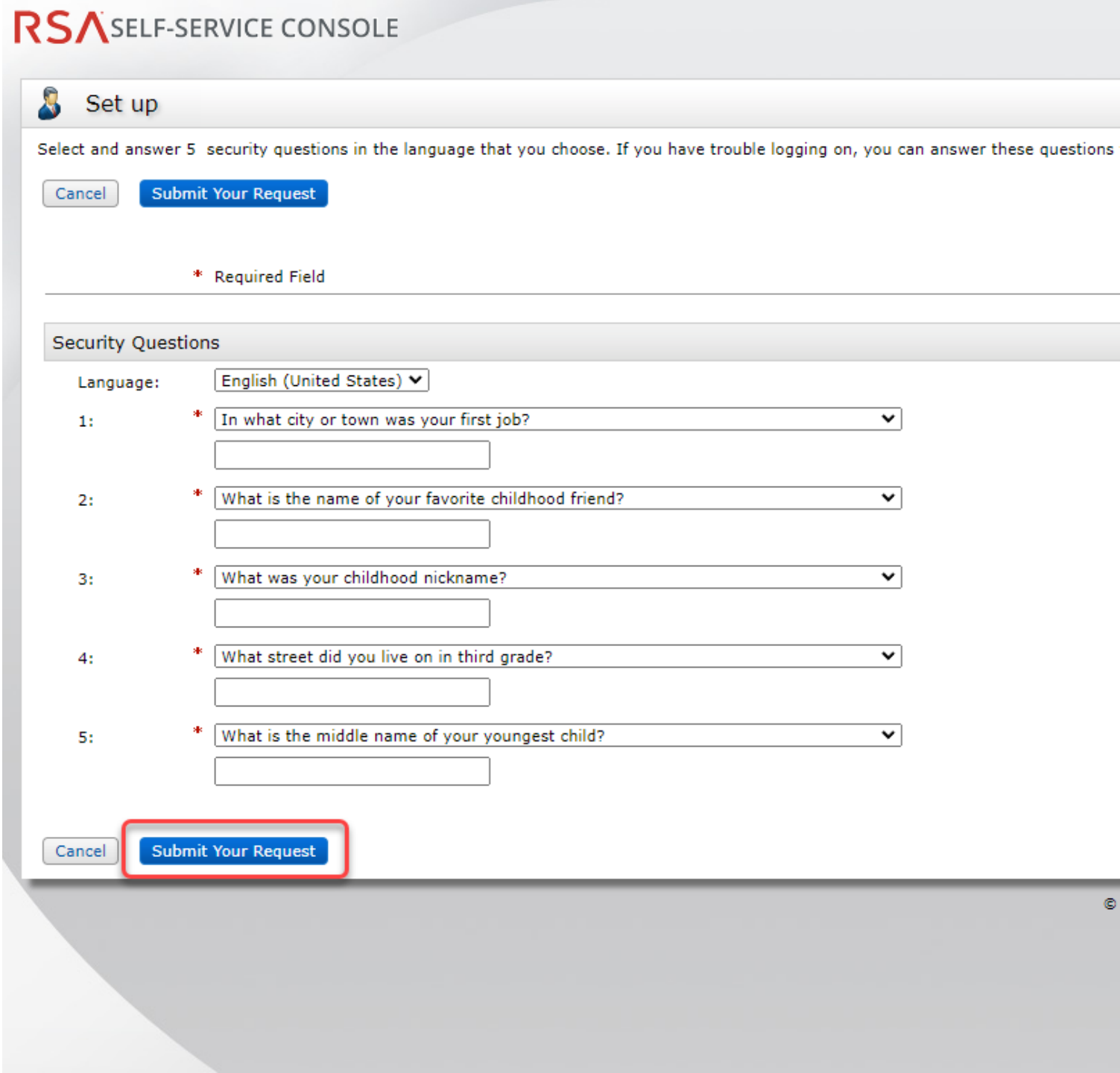
Once logged into the Self-Service Console, click *set up* to set your Security Questions

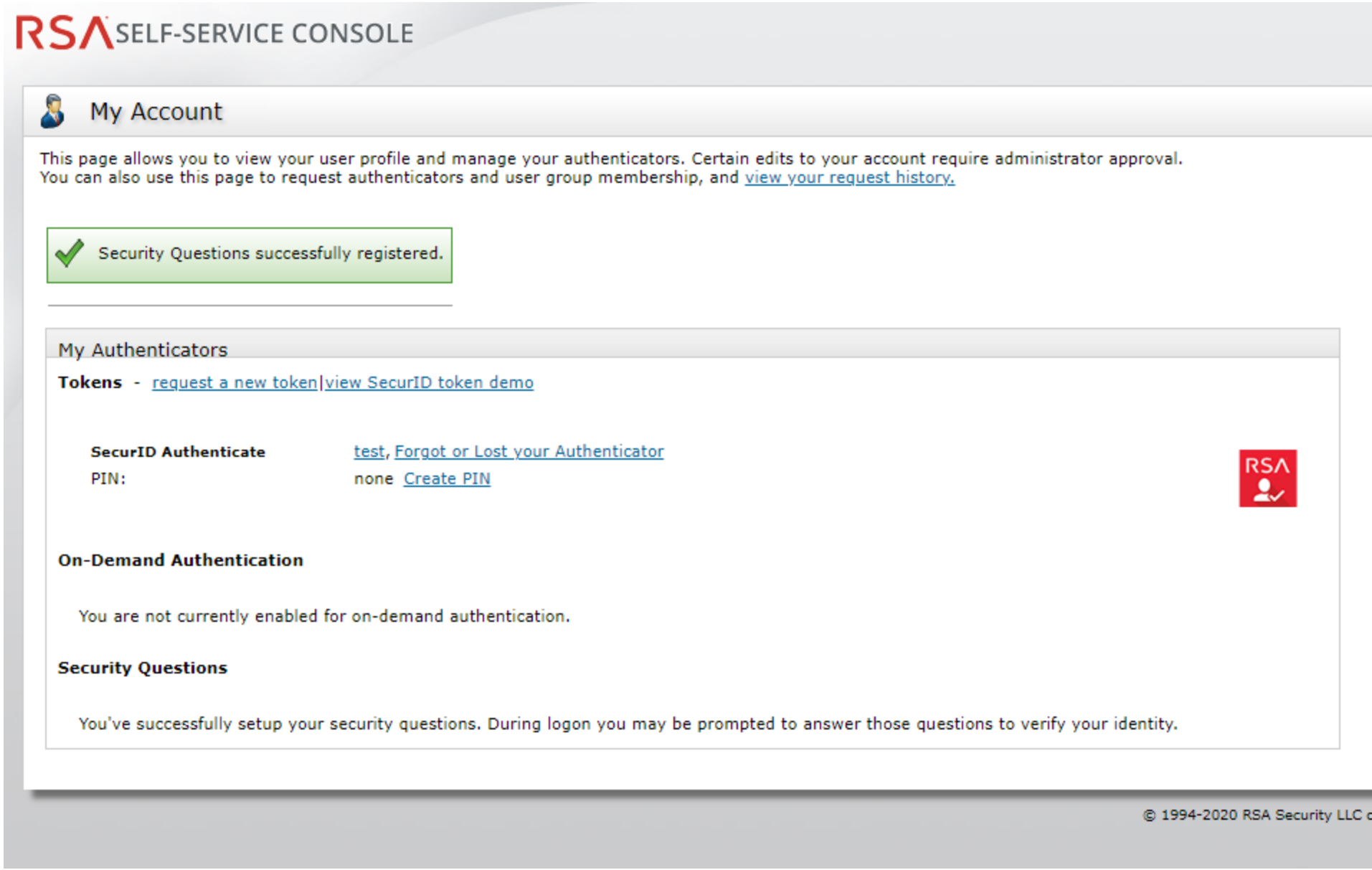


Choose five security questions to use in the instance an emergency token is needed

Click *Submit Your Request* to save your questions and answers



You have now successfully registered for Emergency Token Request!

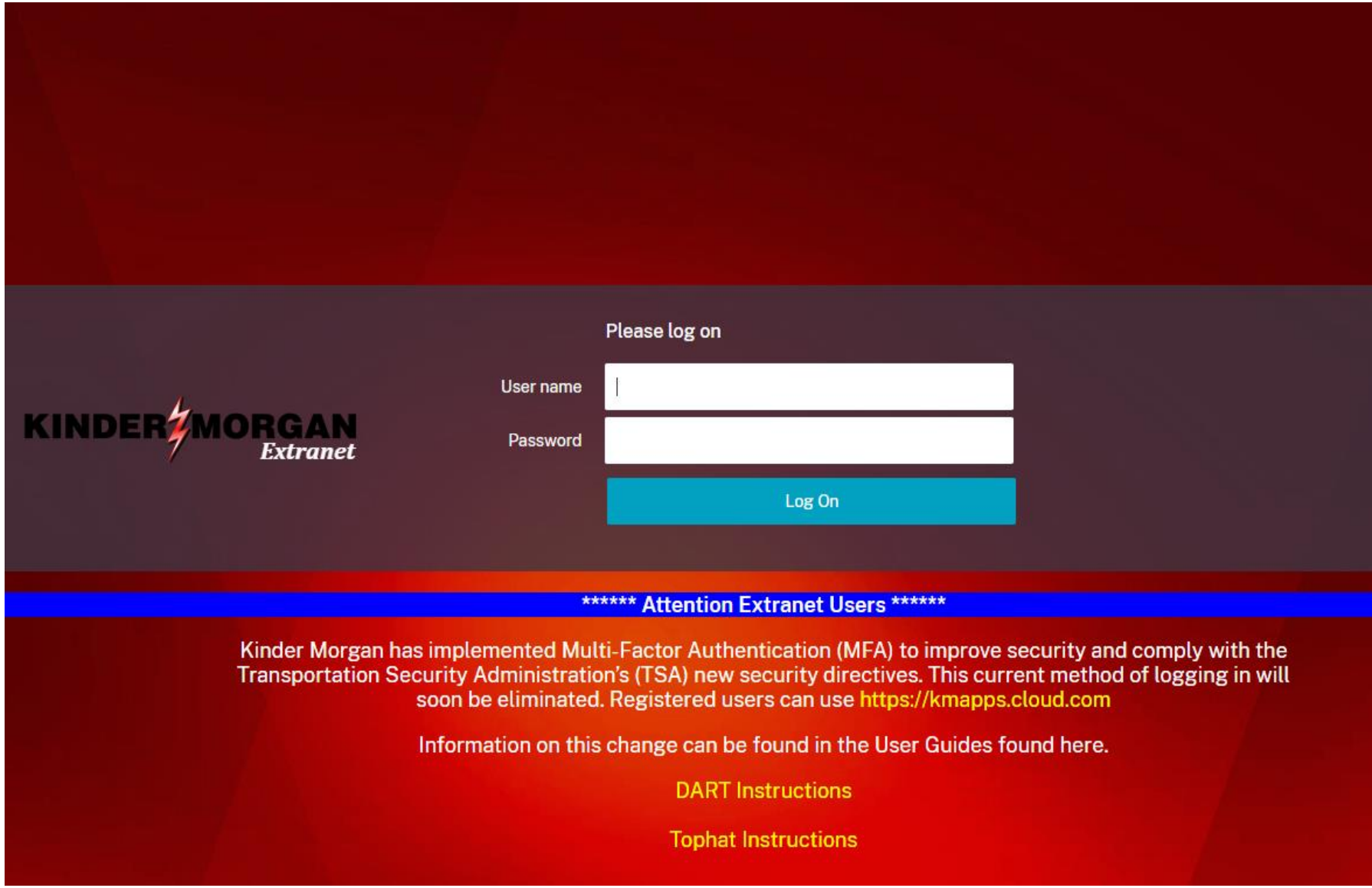


Retrieving an Emergency Token

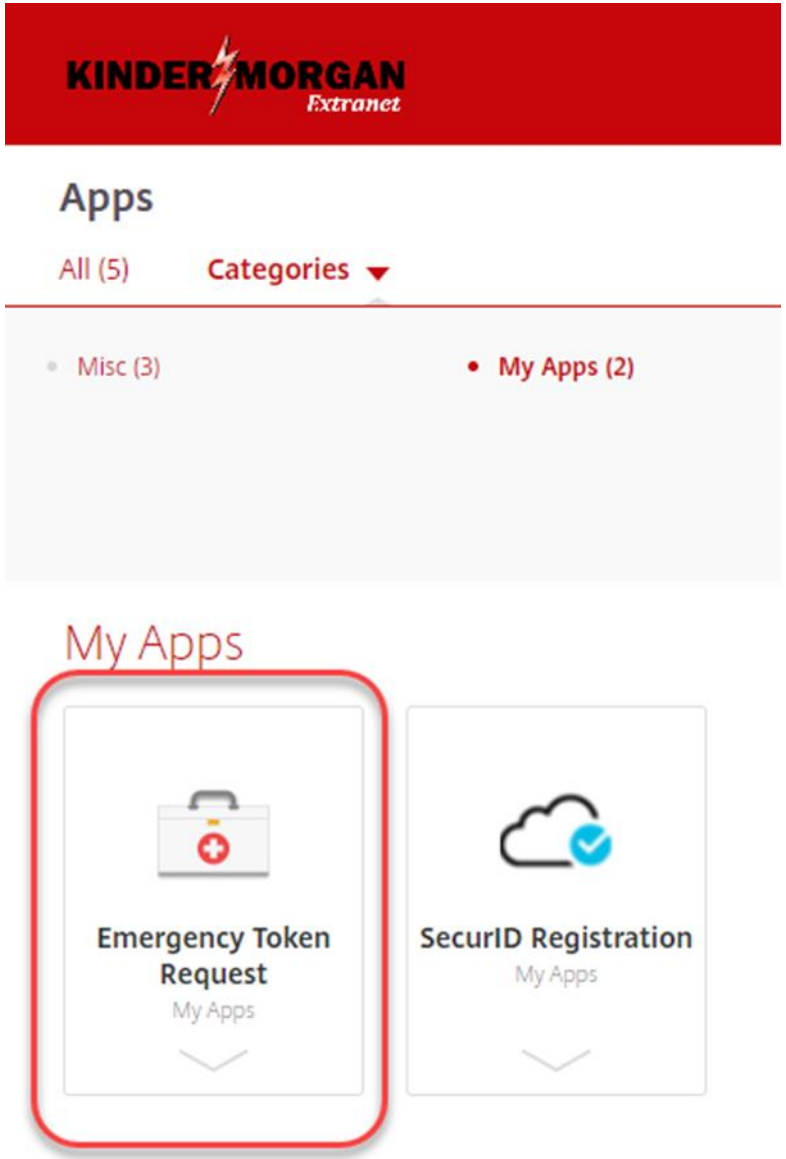
Open a browser and navigate to: https://extranet.kindermorgan.com

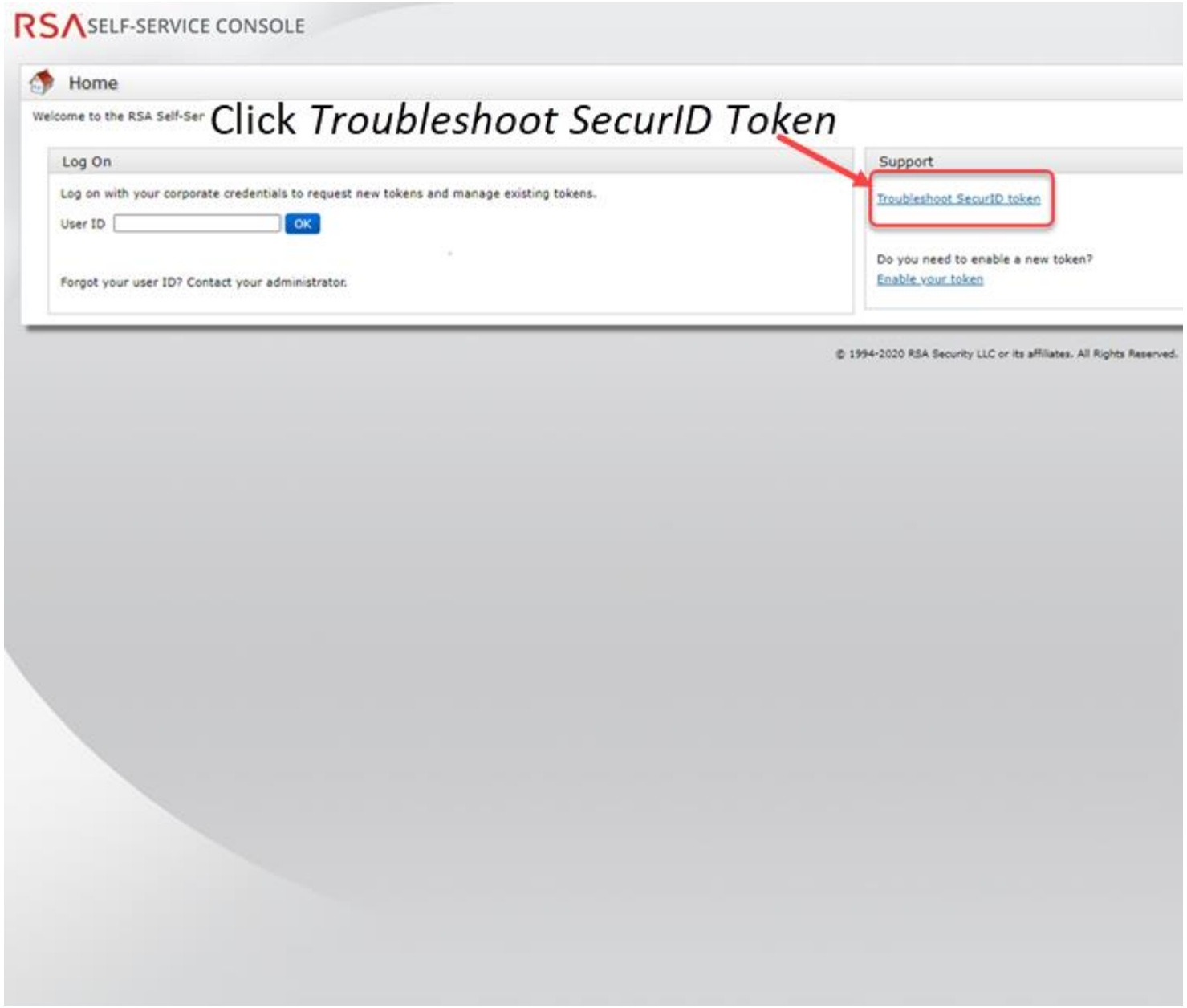
Enter your DART User ID and Password

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

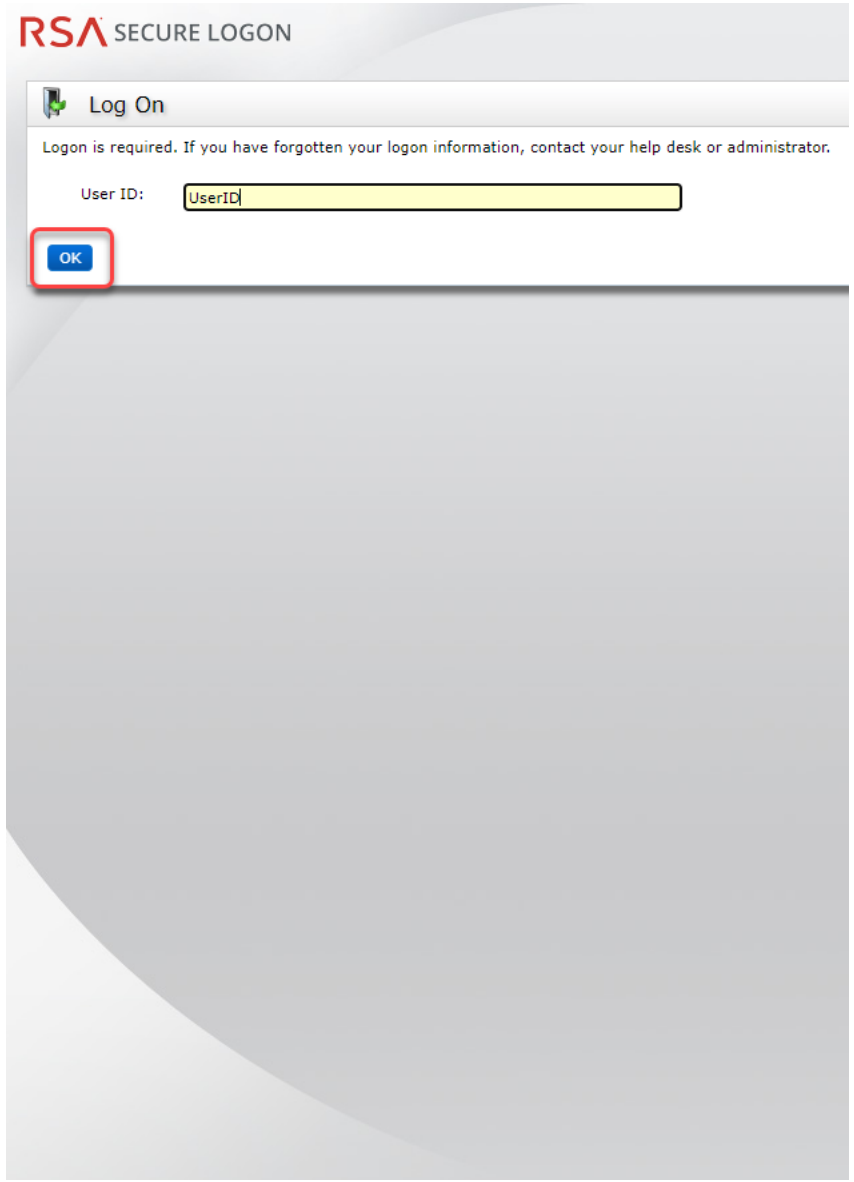


Click *Emergency Token Request* to launch the application. This will open a new tab in your browser.

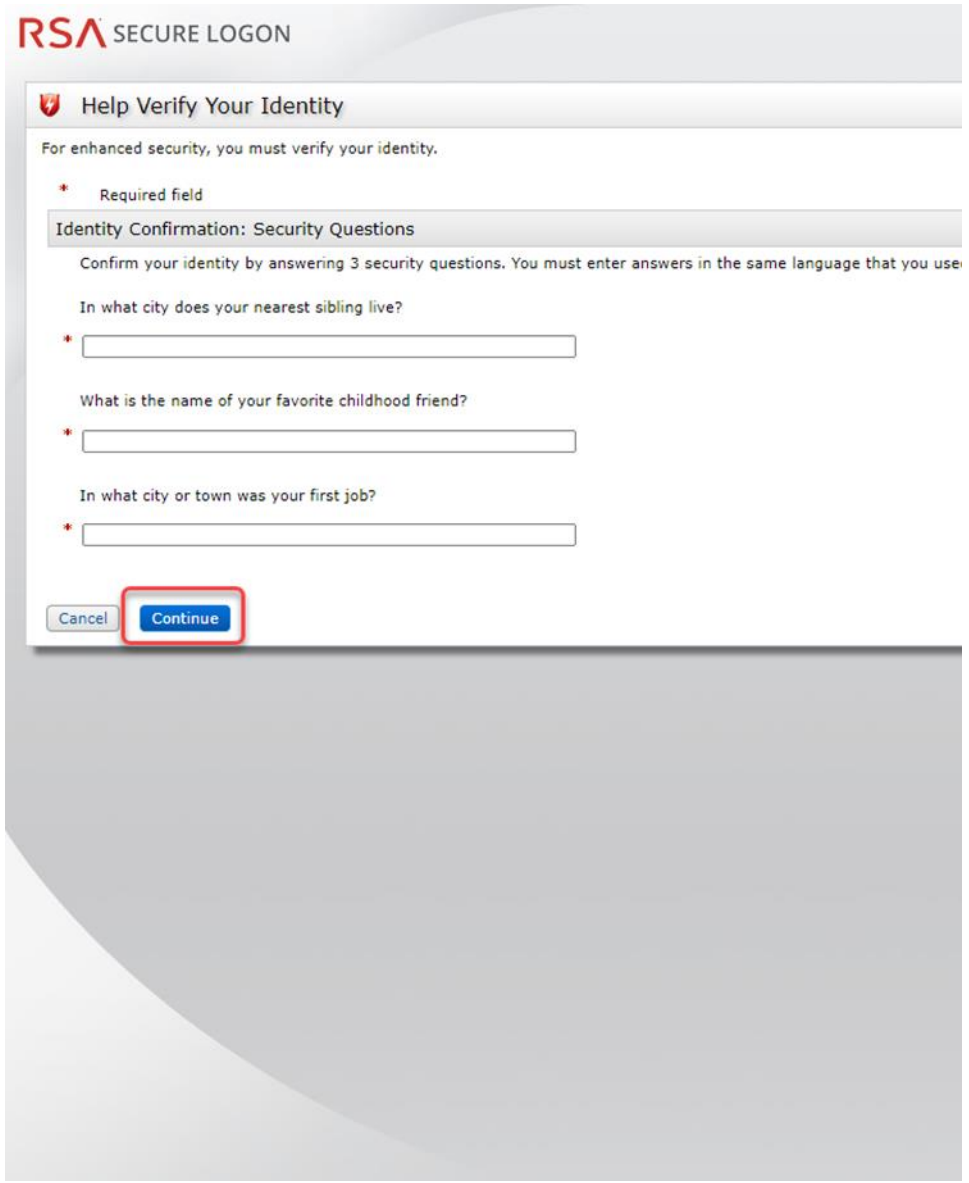




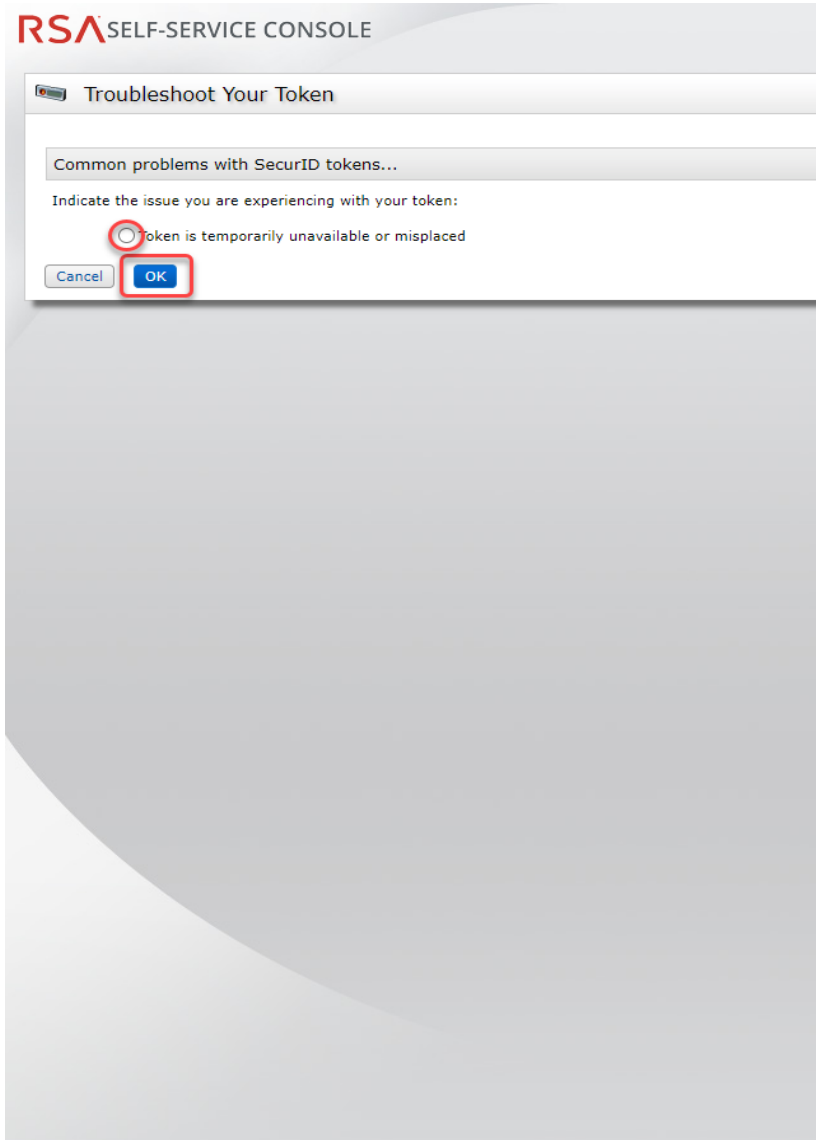
Enter your DART User ID and click *OK*



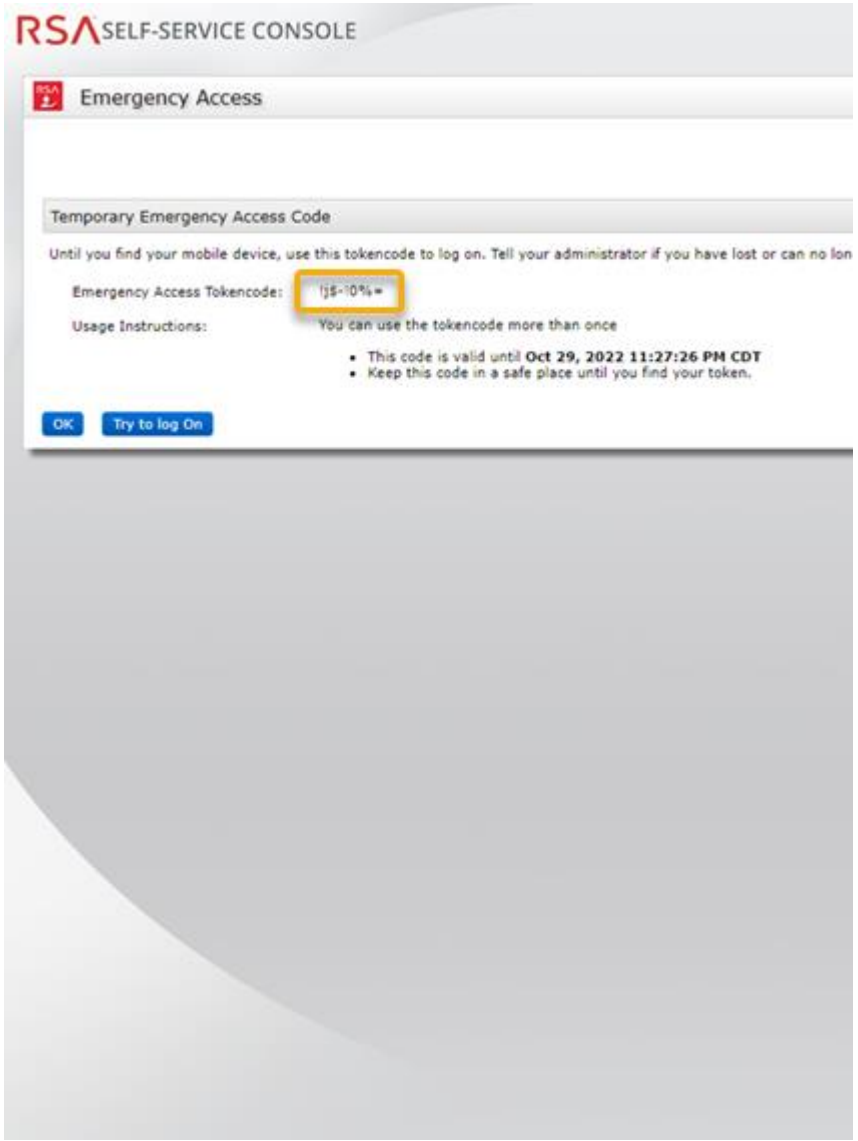
Answer the challenge questions and press *Continue*



Select the radial button then click *OK*

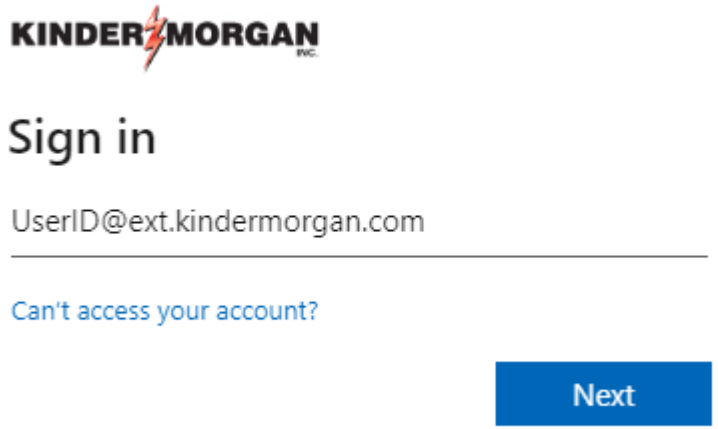


Your Emergency Access Tokencode will be displayed. You can now close the Self-Service Console

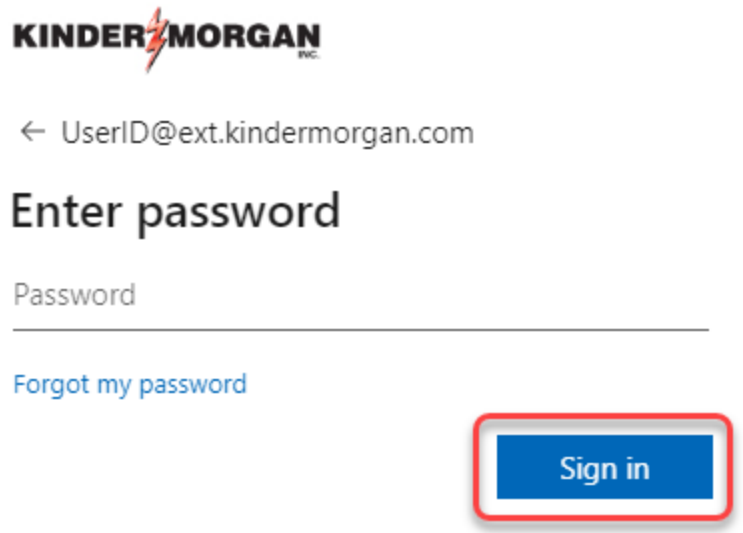


Open a new browser window and navigate to: https://kmapps.cloud.com/

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

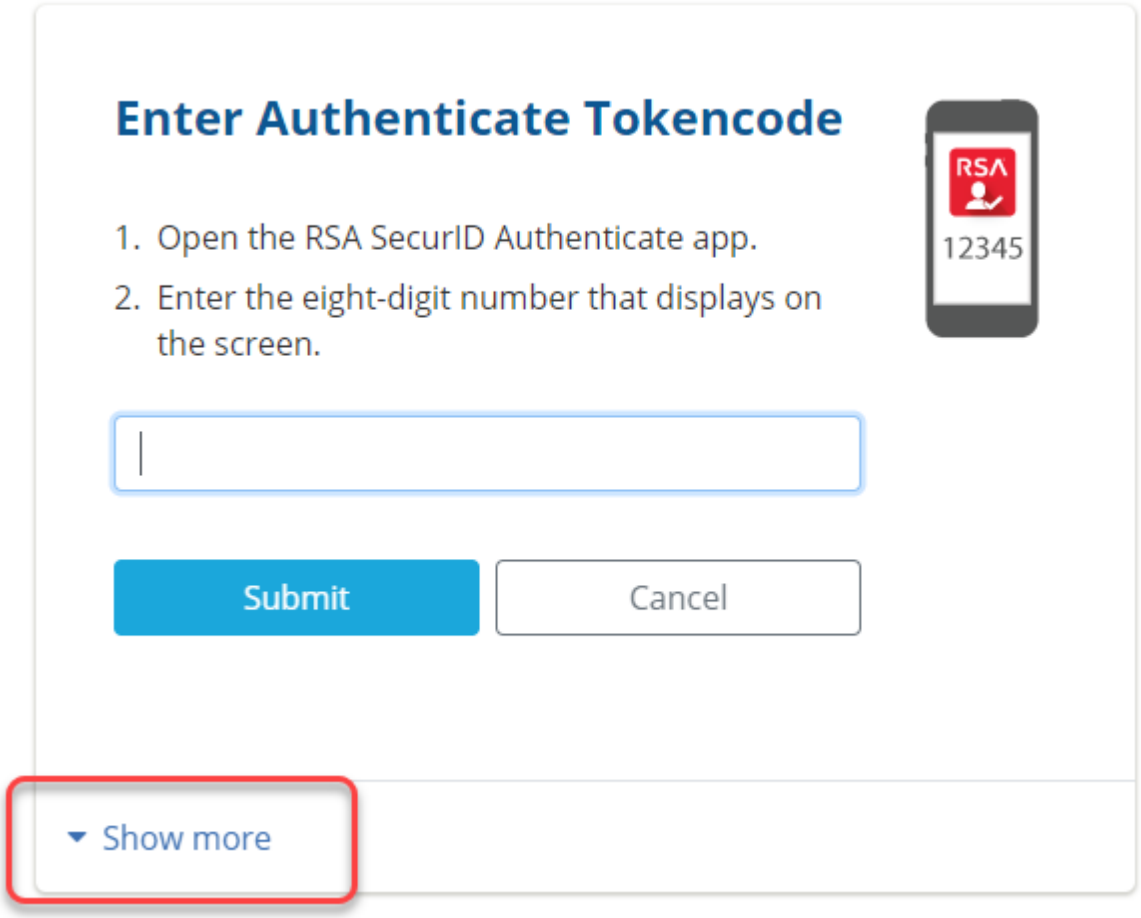


Enter your DART Password click *Sign in.*

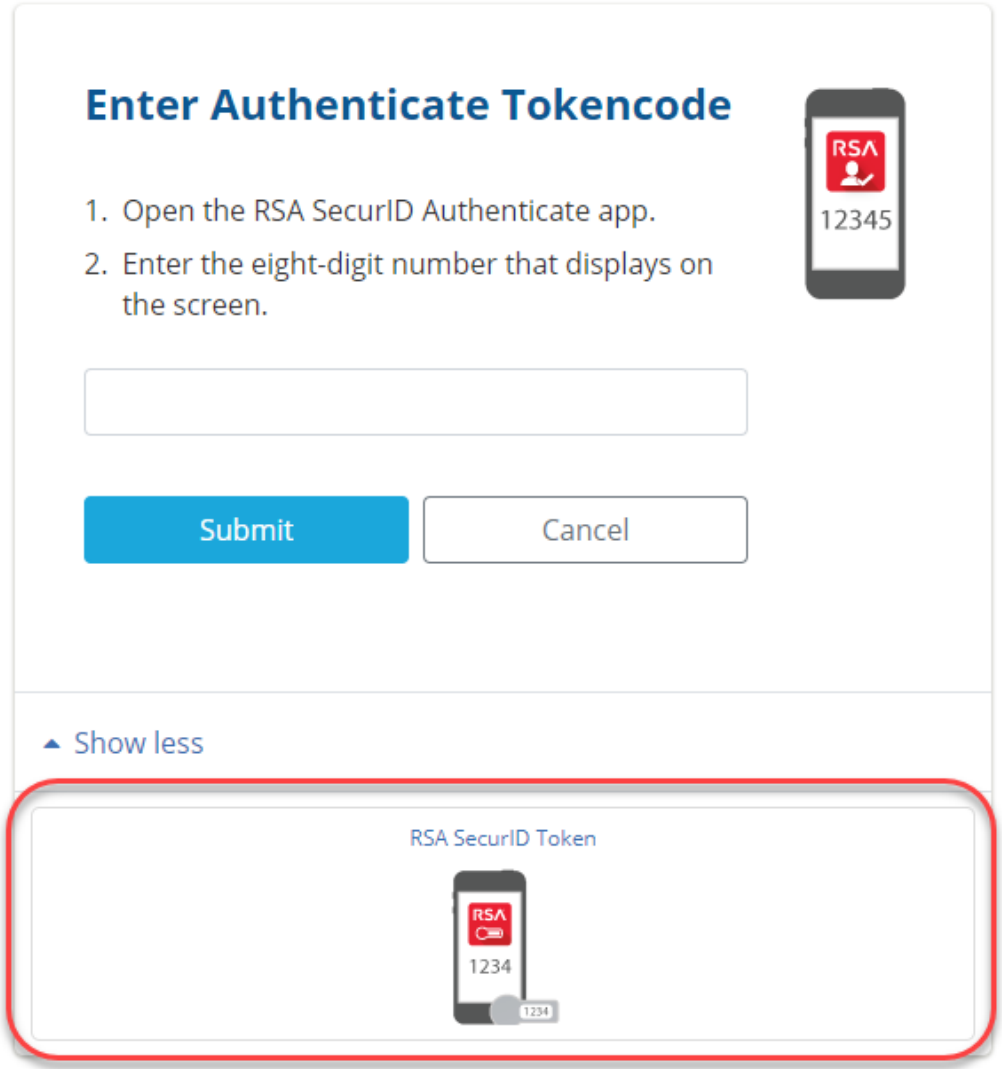


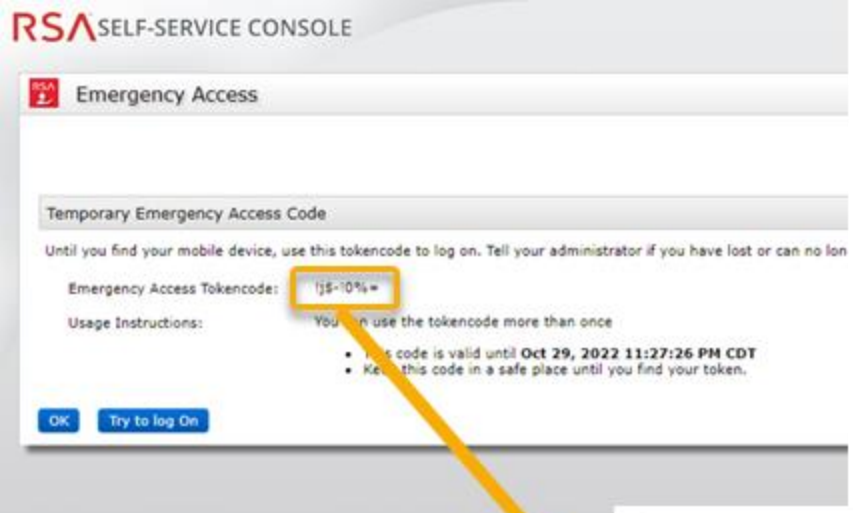
DART Access: https://kmapps.cloud.com/

When you get to the token screen, click *Show More* to show other sign in options



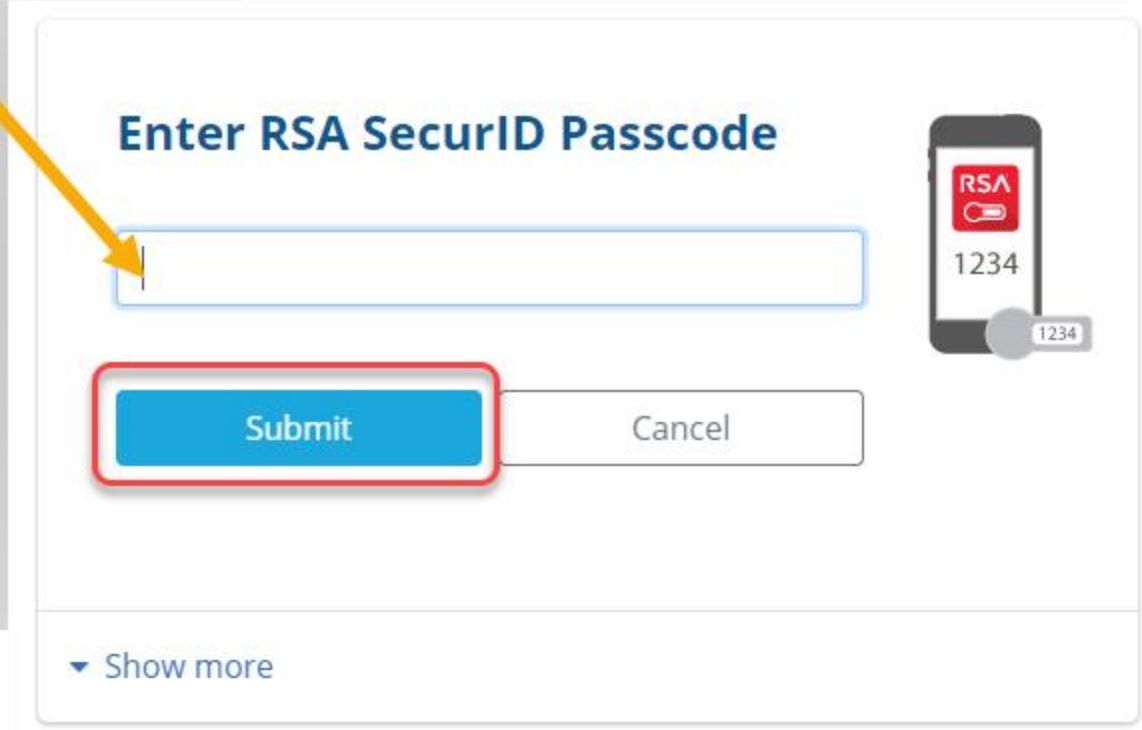
Click *RSA SecurID Token*





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

After successfully submitting, a Citrix session should open.



If you need further assistance, contact the Help Desk:

MFASupportHD@kindermorgan.com