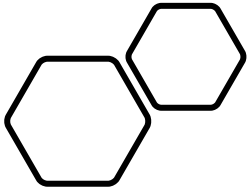




Emergency Token Request User Guide

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



ETR Access: <https://pipeline.kindermorgan.com/PortalUI/HelpInfo> > Emergency Token Request

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.

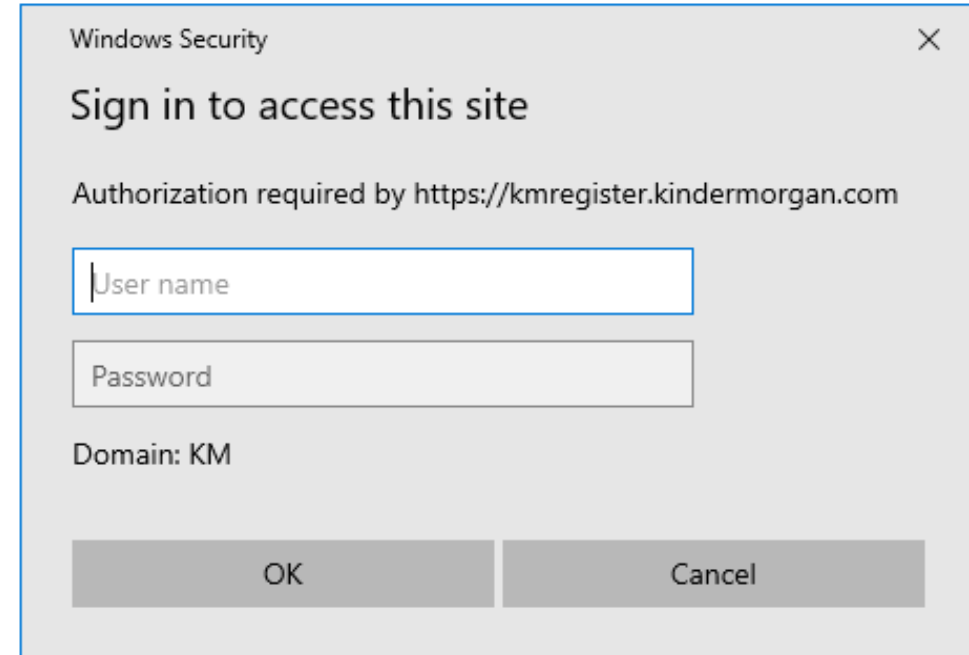
- [DART Security Information and Forms](#)
- [DART Access/Firewall Rules](#)
- [DART For Tablets Instructions](#)

DART Maintenance Windows

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

Enter your DART User ID and Password

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



Windows Security

Sign in to access this site

Authorization required by <https://kmregister.kindermorgan.com>

User name

Password

Domain: KM

OK Cancel

The image shows a Windows Security dialog box with a close button (X) in the top right corner. The title is "Sign in to access this site". Below the title, it says "Authorization required by https://kmregister.kindermorgan.com". There are two input fields: "User name" and "Password". Below the input fields, it says "Domain: KM". At the bottom, there are two buttons: "OK" and "Cancel".

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/>

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 Help ▾

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 **OK**

Forgot your user ID? Contact your administrator.

Support

[Troubleshoot SecurID token](#)

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

© 1994-2020 RSA Security LLC or its affiliates. All Rights Reserved.

Log On

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

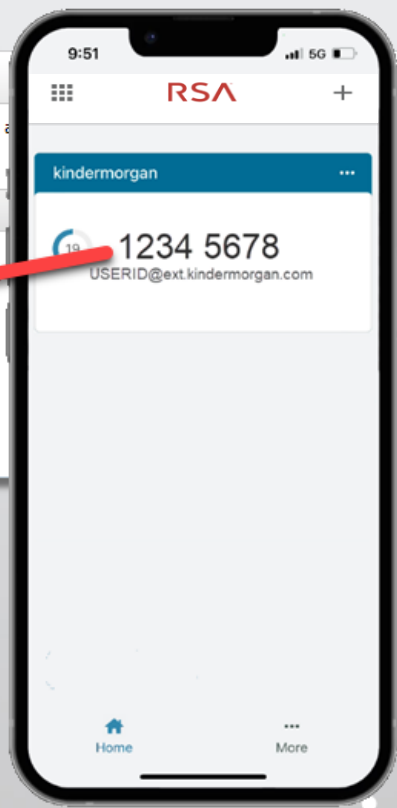
Log On

User ID: userID


Authentication Method: Passcode

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

Cancel Log On



Enter your token from the SecurID App to the *Passcode* field.

 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](#)

SecurID Authenticate [test](#), [Forgot or Lost your Authenticator](#)
PIN: none [Create PIN](#)

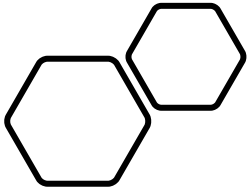


On-Demand Authentication

You are not currently enabled for on-demand authentication.

Security Questions

You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.



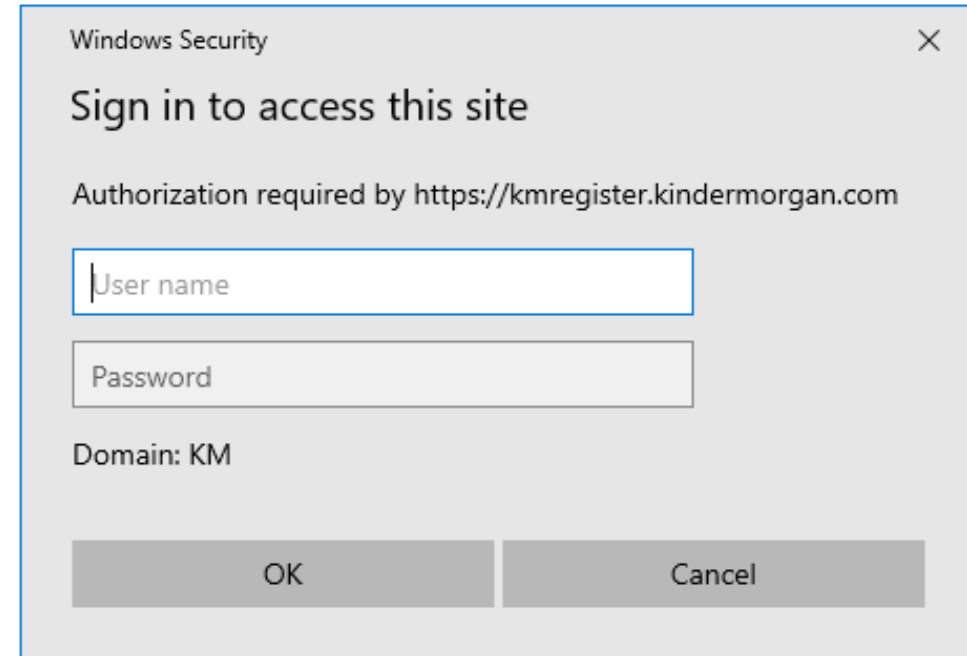
Retrieving an Emergency Token



DART Access: <https://pipeline.kindermorgan.com/> > DART Login Help > Emergency Token Request

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



Windows Security

Sign in to access this site

Authorization required by <https://kmregister.kindermorgan.com>

User name

Password

Domain: KM

OK Cancel

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/>

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.

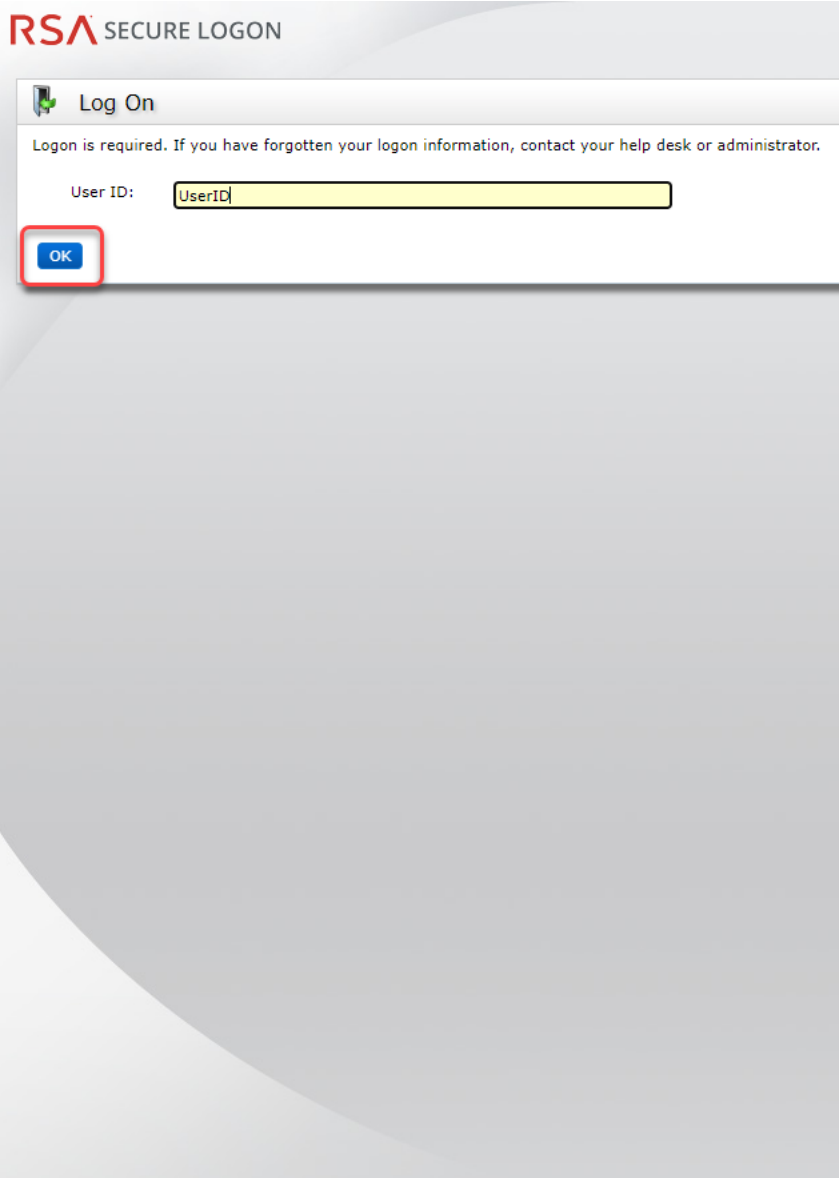
Support

[Troubleshoot SecurID token](#)

Do you need to enable a new token?

[Enable your token](#)

Enter your DART User ID and click *OK*



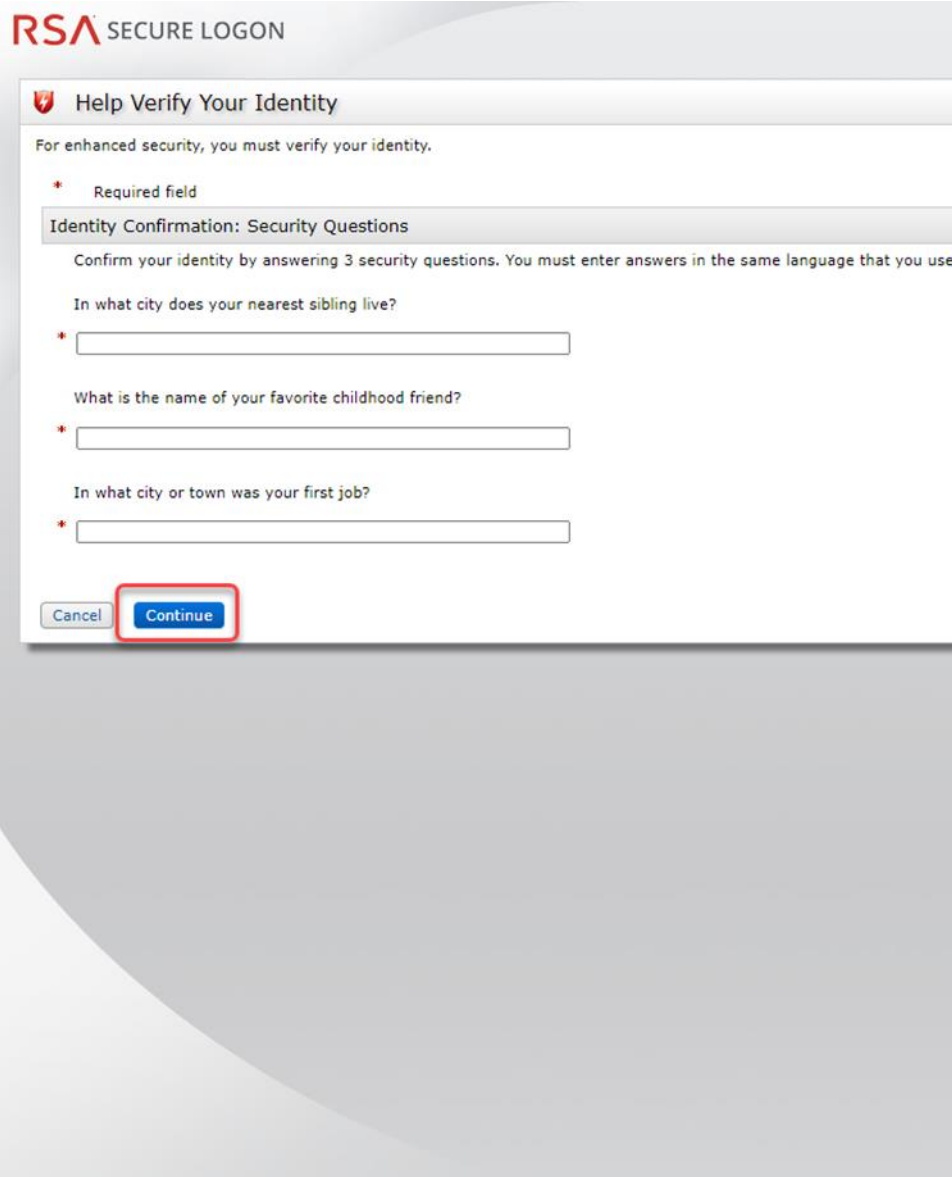
RSA SECURE LOGON

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?

*

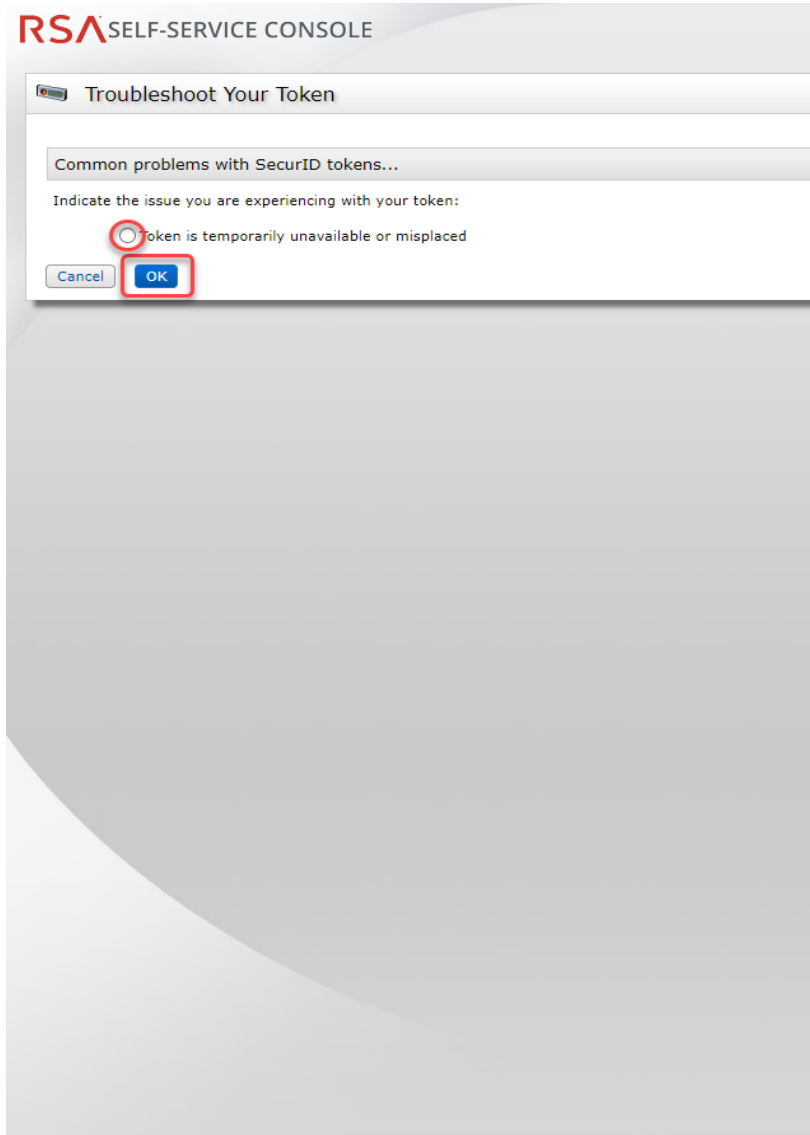
What is the name of your favorite childhood friend?

*

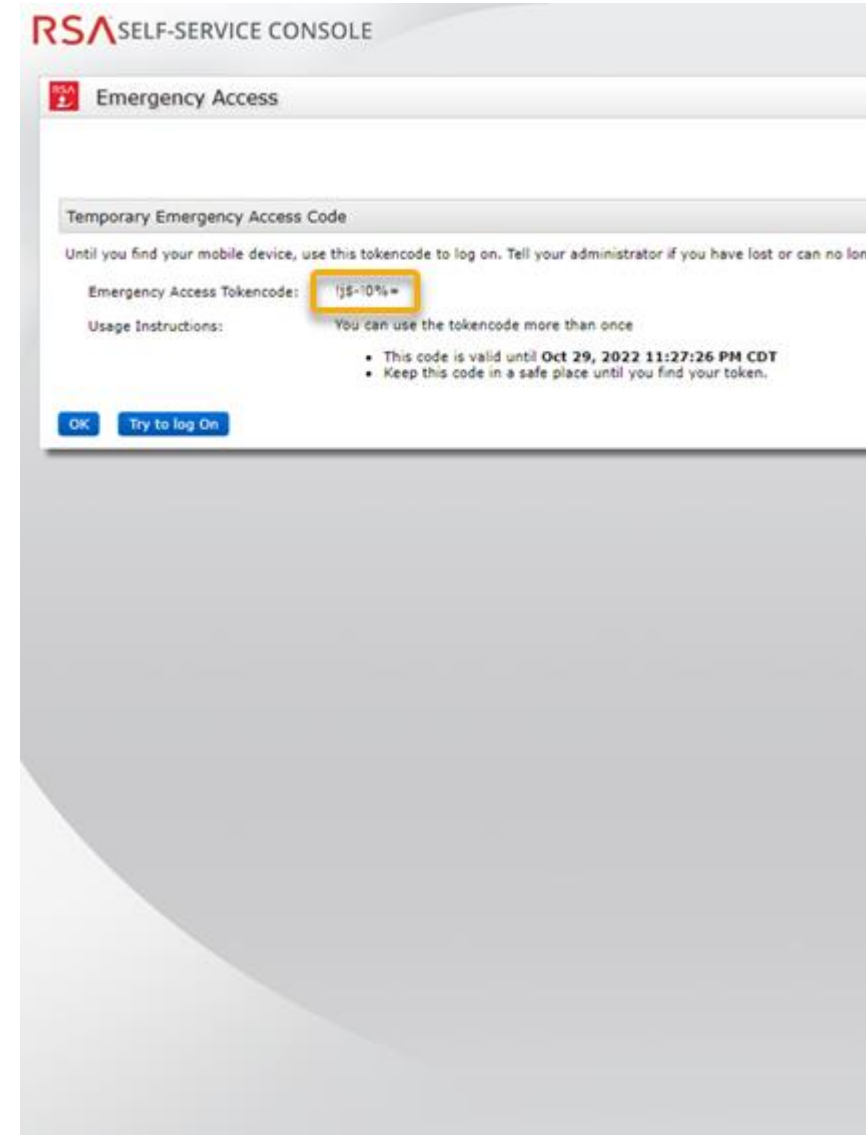
In what city or town was your first job?

*

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

▼ Show more



If you need further assistance, contact the Help Desk:

MFASupportHD@kindermorgan.com