Kinder Morgan Multi-Factor Authentication (MFA) FAQs

Contents

1) What if the token provided by SecurID shows as being invalid?

Wait for a new token to display and enter it.

If the problem continues, request an emergency token from the Emergency Token Request service at the following link:
https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx

2) I do not have a phone to download the app. How do I get a token?

SecurID can be downloaded on Windows, Apple, and other devices. Please check in the app store of your to determine if SecurID is an option for you.

3) Does SecurID require access to the internet to generate a token?

SecureID does not require internet to provide a token.

4) Can I use a different authentication app?

SecurID is the only approved authenticator.

5) What is the right App again?

SecurID – Look for Icon with the Cloud:

Download links are provided below:
- [Apple App Store](#)
- [Google Play Store](#)
- [Microsoft Store](#)

Apple   Android

6) Can this app be loaded onto any Android, Apple, or app enabled device?

- Apple Devices - IOS 11.0 or later
- Android - OS 8.0 or later
- The app may be available on other devices

7) Where can I get the Authenticator App?

Download links are provided below:
- [Apple App Store](#)
- [Google Play Store](#)
- [Microsoft Store](#)

Apple   Android

8) How much does this Authenticator App cost?

SecurID is available to download at no cost.

9) Can I register my ID to multiple devices?

Each User ID can be registered to only one device.

10) I have multiple accounts in DART. Can I use the same SecurID registration for all my accounts?

You can use the same application and device for all login accounts you have; however, you will need to register each account separately on the application and each User ID will have its own token.

11) I forgot my phone, it's dead, or broken and I cannot get a token to login…

If you have completed registration, you can request an emergency token from the Emergency Token Request service found here: https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx to access DART.

If you have not completed registration, please contact the MFA Support Desk:

Email: MFASupportHD@kindermorgan.com

Hours of Operation: 6am to 6pm CT M-F excluding Weekends and Holidays.

12) How do I register for the Emergency Token Request service?

Follow the instructions in the user guide - https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx

13) How do I register a new device to SecurID?

Follow the instructions in the user guide - https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx
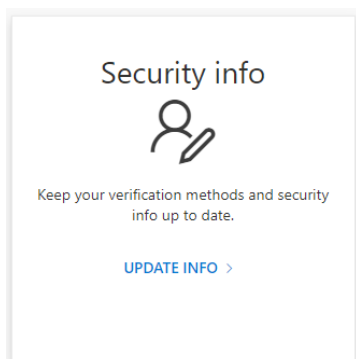
14) I forgot my password…

Please select "Cannot Access Account" or "Forgot My Password" and follow the prompts to reset your password. If you are unable to reset the password though the Self-Service tool, your DART Security Admin will be able to reset it for you.

15) How do I update my security information for the Self-Service Password Reset (SSPR) tool?

Please login to https://myaccount.microsoft.com/ :

Log in using the external Kinder Morgan account. (UserID@ext.kindermorgan.com)

Click "UPDATE INFO" under the Security info section.

Security info

Keep your verification methods and security info up to date.

UPDATE INFO >

Click "Delete" under the "Security questions" section.

Security info

These are the methods you use to sign into your account or reset your password.

ⓘ You are a guest in this organization. If you need to update additional sign-in methods, please go to your home organization. Sign-in now.

+ Add sign-in method

☏ Phone   555-123-4567   Enable two-step verification   Delete

? Security questions   ---   Delete

Lost device? Sign out everywhere
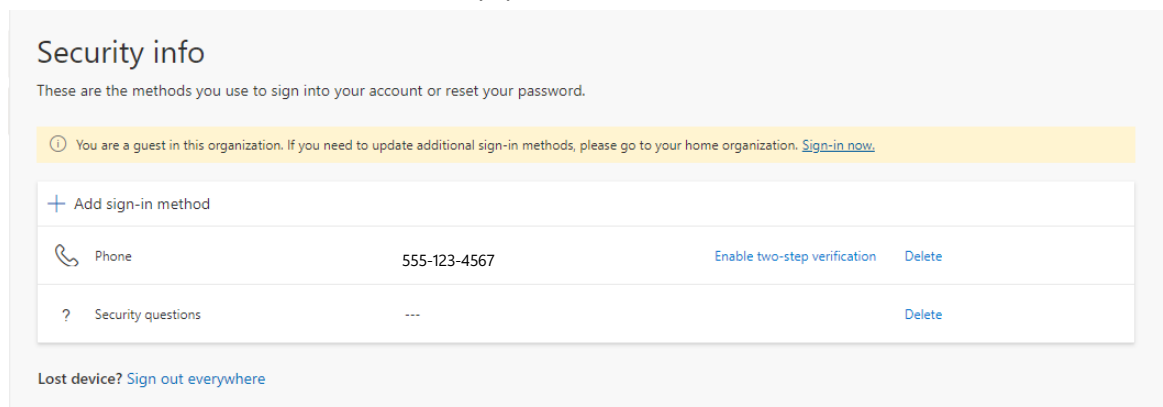
Upon next login, you will be prompted to enter new security questions.

16) How do I update my security information for the Emergency Token Request service?

Please contact the MFA Support Desk:

Email: MFASupportHD@kindermorgan.com

Hours of Operation: 6am to 6pm CT M-F excluding Weekends and Holidays.

17) I am getting an HTTP 500 error when I finally succeed on logging in. What do I do?

HTTP Error 500 is usually seen when the incorrect link is bookmarked. Please delete the bookmark you may have created and create a new one to https://pipeline.kindermorgan.com/.

18) I share my User ID with another person. How can we both get the token for that user ID setup?

Only one device can be registered to each user ID. This means each person who logs into DART will need their own user ID. To request a new user ID, please contact your DART Security Administrator (DSA).

19) I only access DART a few times a year do I still need to setup and use the Authenticator to login.

Yes, the SecurID Authentication application will be required to log into DART even if you access DART infrequently.

20) The SecurID App says, "You must set a PIN for your device. Contact your IT Help Desk."

SecureID requires the device it is installed on to be secure before providing tokens. Most phones do this through Face ID, fingerprint, or PIN device locks. A device lock must be set before completing SecurID registration. Consult your device's user manual for instructions.

21) I am unable to setup SecurID at work.

Some Corporate firewalls restrict access to Secure Sockets Layer (SSL) encryption that SecurID uses to register. Please log off of your work Wi-Fi or Firewall and try the registration again. You will not need internet access to produce a token after registration is completed.

22) I used to be able to open DART with multiple user IDs at the same time, but I cannot find a way to do that anymore.

Using an Incognito Window/InPrivate Window or different browser sessions should allow you to open multiple DART sessions at the same time.

23) I keep getting an HTTP 400 error when logging into DART. What do I do?

HTTP 400 errors are a known caching issue. If you encounter this error message, please clear your browser's cache and re-open a new session in your browser. This will resolve the caching issue.

24) "An error was encountered while handling the remote login." displays when I login. What do I do?

This error message is seen when users have the login page bookmarked. Please delete the bookmark you may have created and create a new one to https://pipeline.kindermorgan.com/.

25) Why don't I see my SecurID app anymore? / Why did my SecurID app change to RSA Authenticator?

After the 4.3.3 SecurID update, SecurID has rebranded the authenticator app to "RSA Authenticator". Upon first login after the update, you will be notified of the new app name and logo (see below). The new logo will be displayed on your device instead of the old SecurID logo. The app will function exactly the same as it did prior to the update.