



# Multi-Factor Authentication (MFA) User Guide

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- [Retrieving an Emergency Token](#)
- [Registering for Self-Service Password Reset \(SSPR\)](#)
- [Resetting your Password with SSPR](#)
- [Remove/Register a Device in RSA](#)

# Quick Reference

- 1 Download SecurID app:

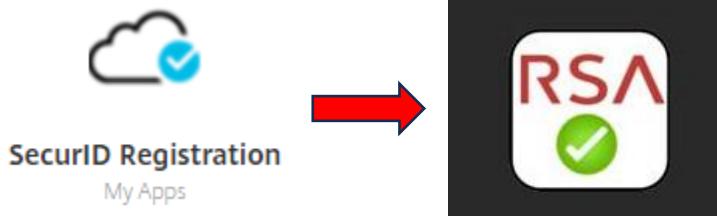
Apple



Android



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



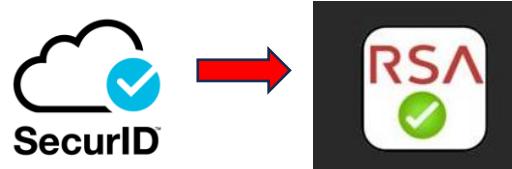
- 3 Log into [DART using MFA](#)

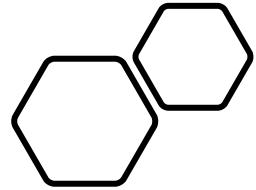
Need Help?

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

# Frequently Asked Questions

- What is the right App?
  - SecurID – 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.
- SecurID 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

DART Access: <https://pipeline.kindermorgan.com/> > DART 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**

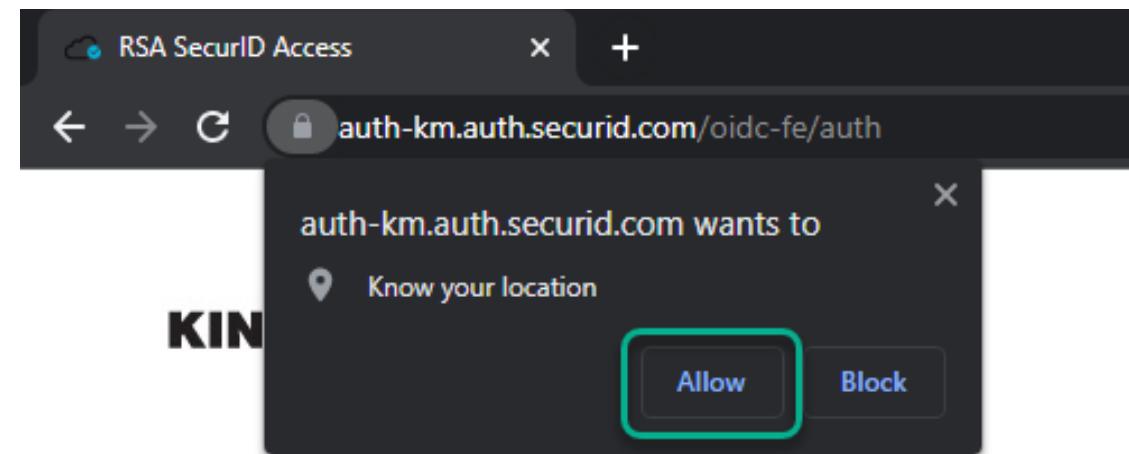
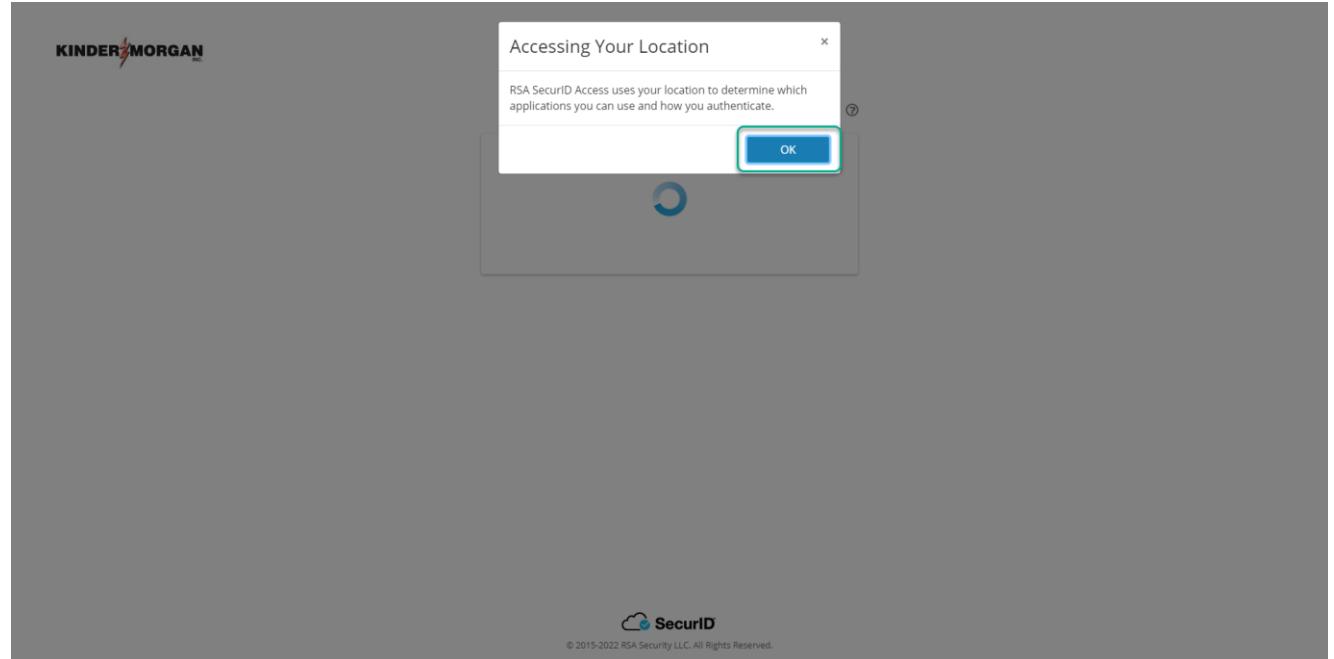
**ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!**

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 popups 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.

If you have already completed SecurID/RSA set up. Please continue to "[Completing DART Login](#)".

### Enter Authenticate Tokencode

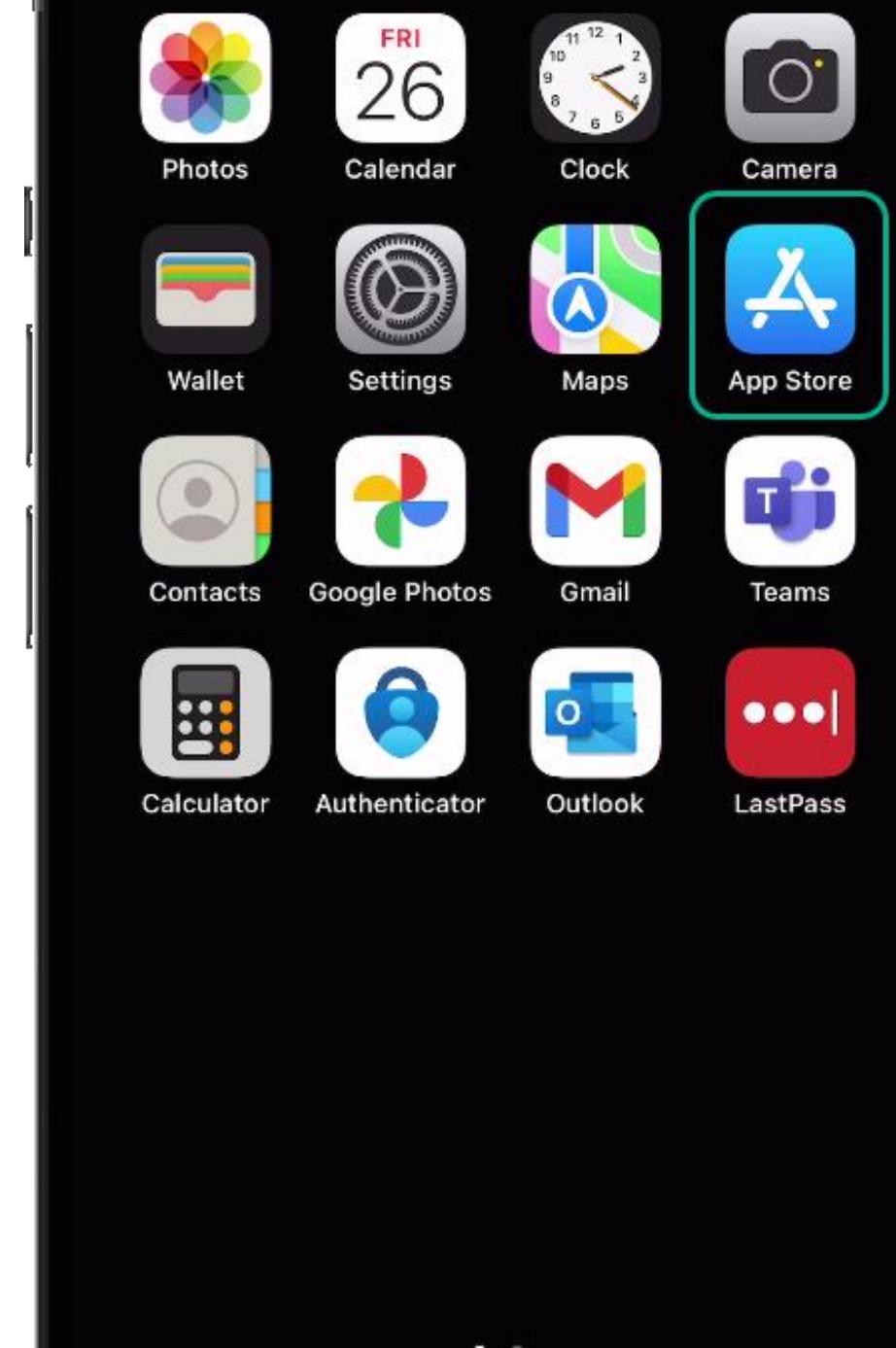
1. Open the RSA SecurID Authenticate app.
2. Enter the eight-digit number that displays on the screen.

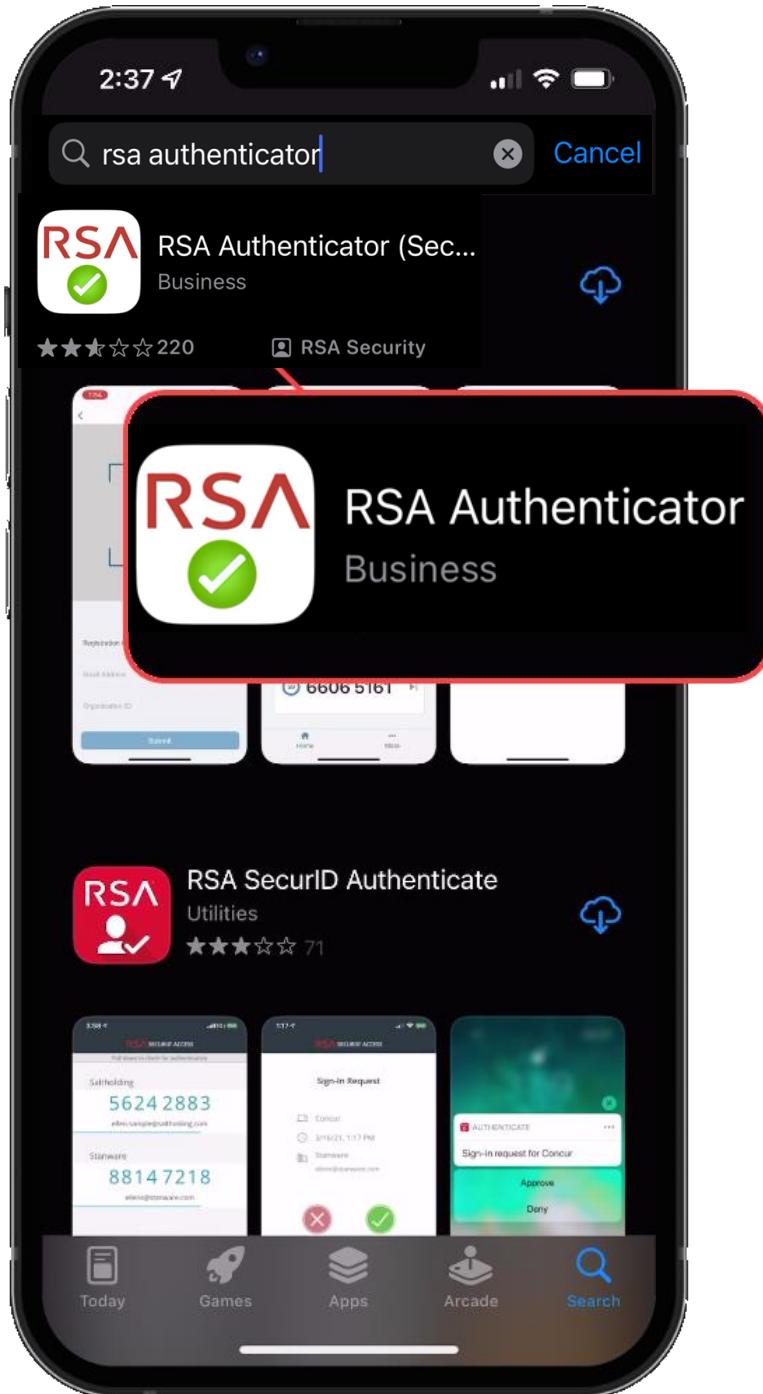
Submit

Cancel



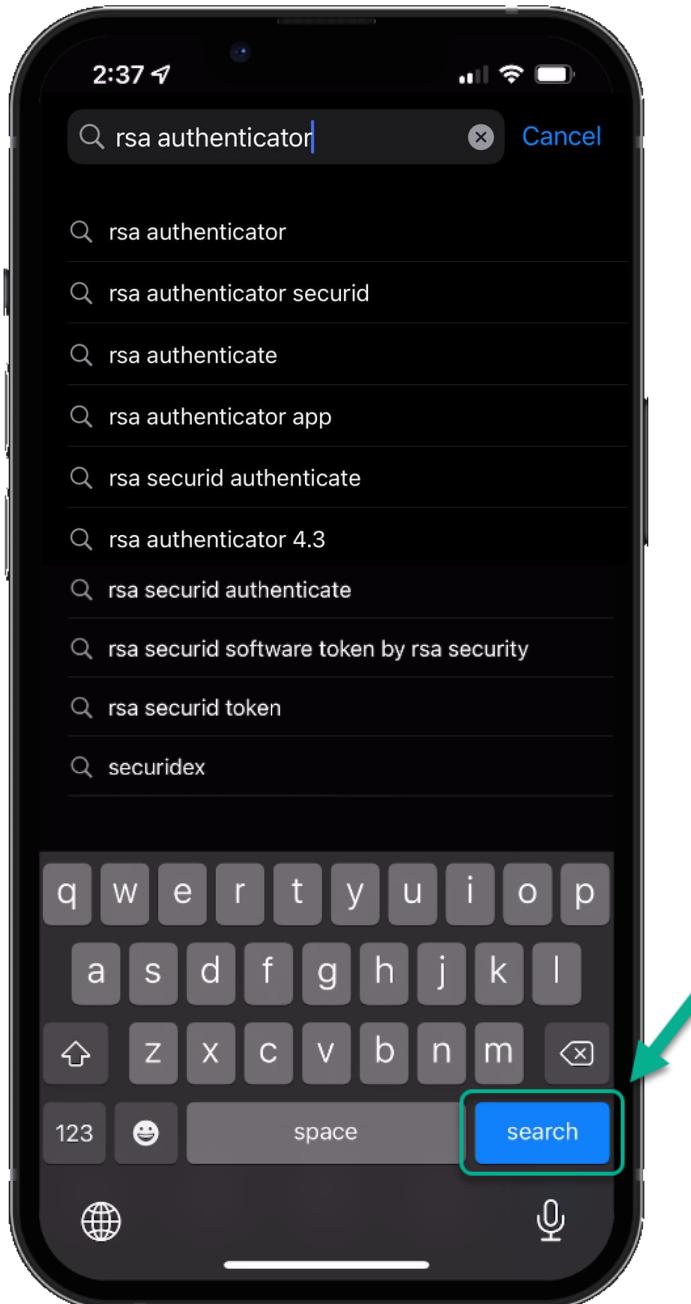
# Downloading RSA

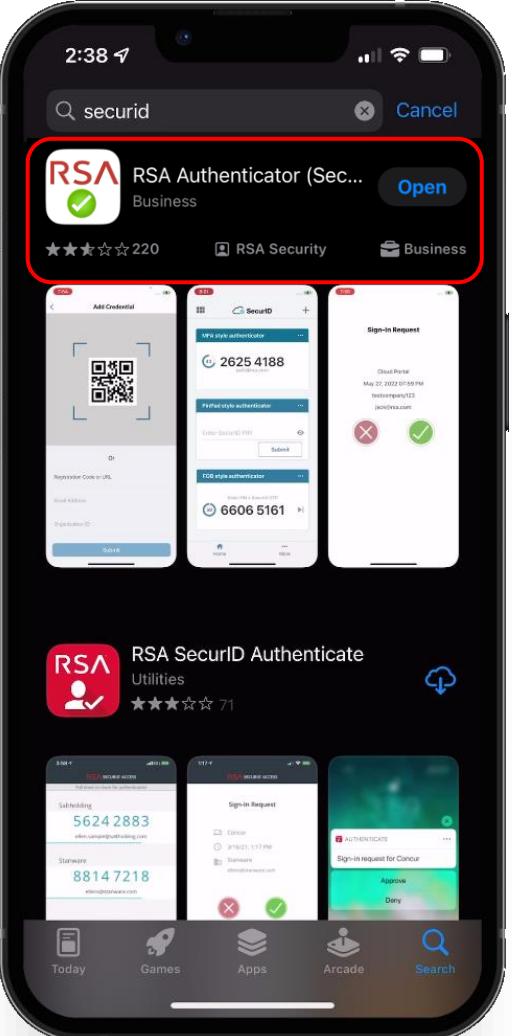
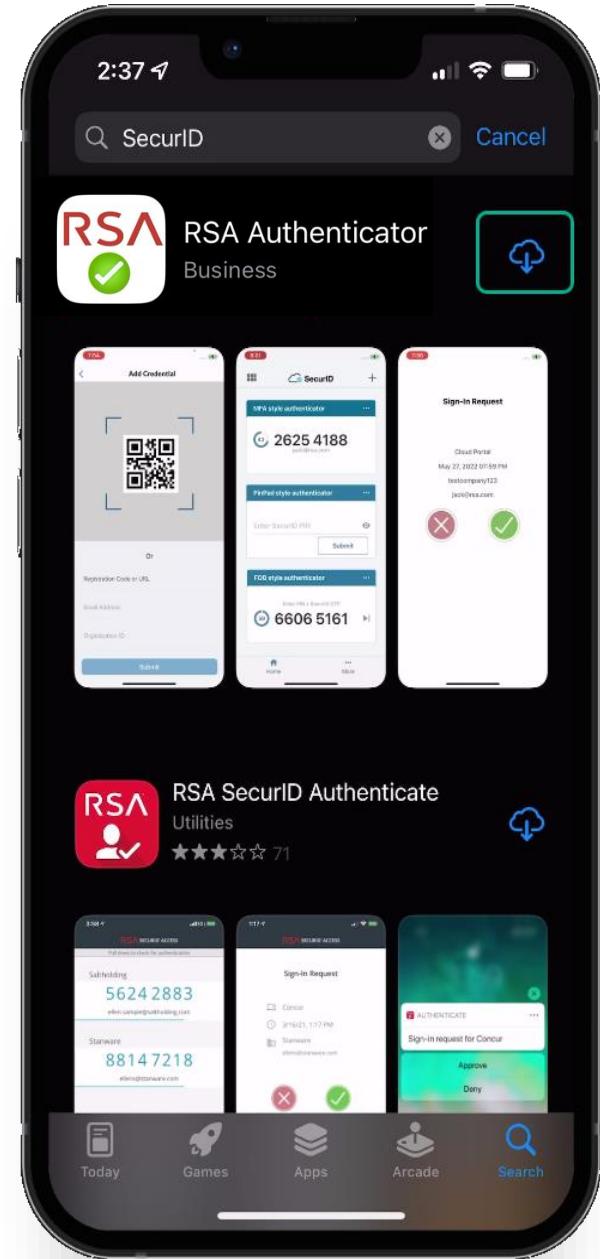




# RSA Authenticator

- 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.





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*.



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

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

Don't Allow

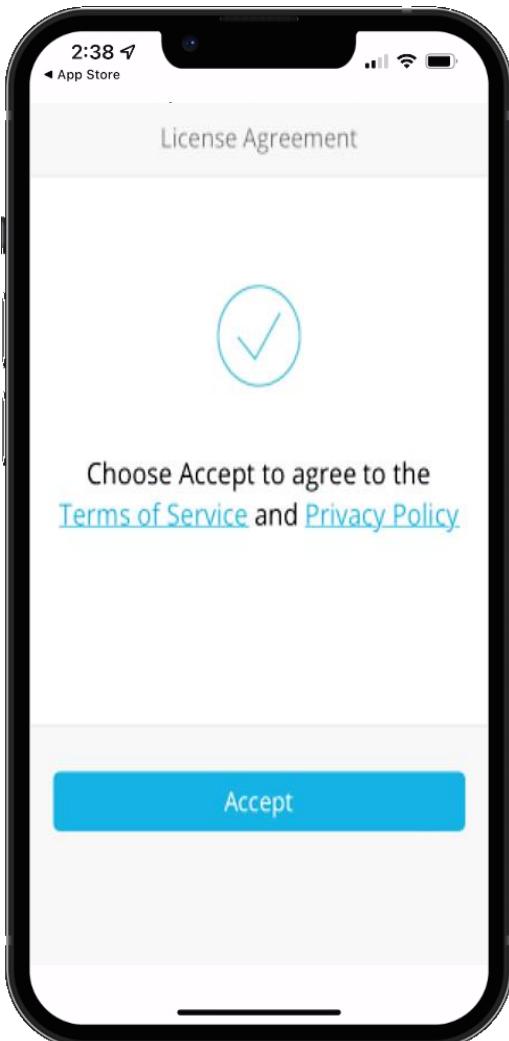
Allow

Accept

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

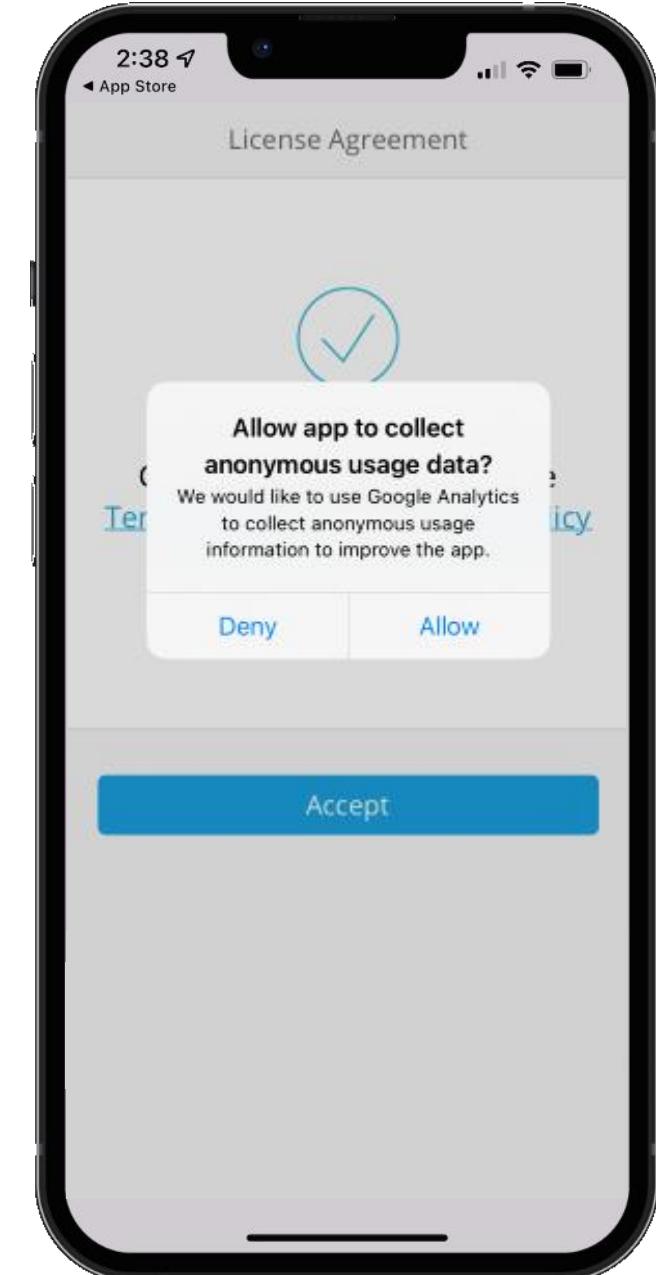
This setting is a user preference. It will not interfere with operation of the token delivery process.

After reading the Terms of Service and the Privacy Policy, click the *Accept* button to accept.



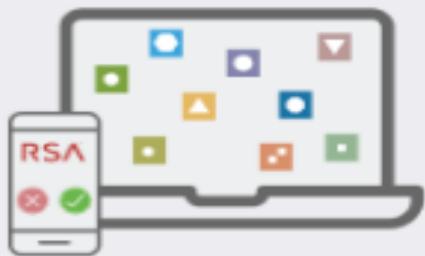
*Allow or Deny* app to collect anonymous usage data.

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.

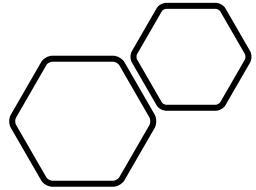


[Get Started](#)

[Need Help?](#)

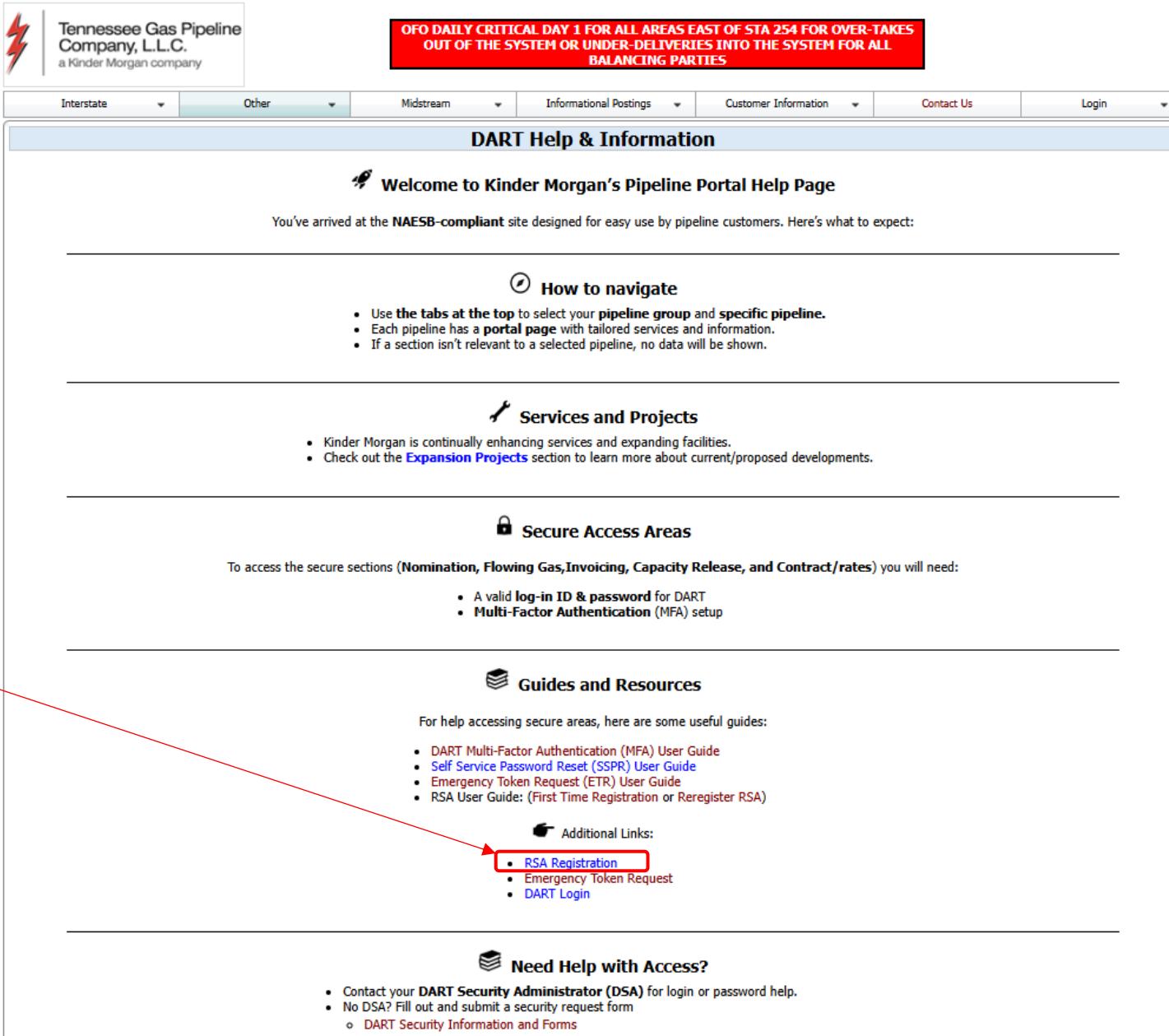
Once you've reached the Welcome Screen you have completed the SecurID application install process.

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 *RSA Registration* by Double-Clicking.



**Tennessee Gas Pipeline Company, L.L.C.  
a Kinder Morgan company**

**OFO DAILY CRITICAL DAY 1 FOR ALL AREAS EAST OF STA 254 FOR OVER-TAKES OUT OF THE SYSTEM OR UNDER-DELIVERIES INTO THE SYSTEM FOR ALL BALANCING PARTIES**

Interstate Other Midstream Informational Postings Customer Information Contact Us Login

**DART Help & Information**

**Welcome to Kinder Morgan's Pipeline Portal Help Page**

You've arrived at the **NAESB-compliant** site designed for easy use by pipeline customers. Here's what to expect:

---

**How to navigate**

- Use the tabs at the top to select your **pipeline group** and **specific pipeline**.
- Each pipeline has a **portal page** with tailored services and information.
- If a section isn't relevant to a selected pipeline, no data will be shown.

---

**Services and Projects**

- Kinder Morgan is continually enhancing services and expanding facilities.
- Check out the **Expansion Projects** section to learn more about current/proposed developments.

---

**Secure Access Areas**

To access the secure sections (**Nomination, Flowing Gas, Invoicing, Capacity Release, and Contract/rates**) you will need:

- A valid **log-in ID & password** for DART
- **Multi-Factor Authentication (MFA)** setup

---

**Guides and Resources**

For help accessing secure areas, here are some useful guides:

- [DART Multi-Factor Authentication \(MFA\) User Guide](#)
- [Self Service Password Reset \(SSPR\) User Guide](#)
- [Emergency Token Request \(ETR\) User Guide](#)
- [RSA User Guide: \(First Time Registration or Reregister RSA\)](#)

**Additional Links:**

- **RSA Registration** (highlighted with a red box)
- [Emergency Token Request](#)
- [DART Login](#)

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**Need Help with Access?**

- Contact your **DART Security Administrator (DSA)** for login or password help.
- No DSA? Fill out and submit a security request form
  - [DART Security Information and Forms](#)

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.



The logo for Kinder Morgan SecurID. It features the company name 'KINDER MORGAN' in a bold, black, sans-serif font. A red lightning bolt graphic is positioned between 'KINDER' and 'MORGAN'. Below the name, the word 'INC.' is written in a smaller, black, sans-serif font. Underneath the company name, the word 'SecurID' is written in a smaller, grey, sans-serif font. To the right of the SecurID text is a small circular icon containing a question mark.

**Enter User ID and Password**

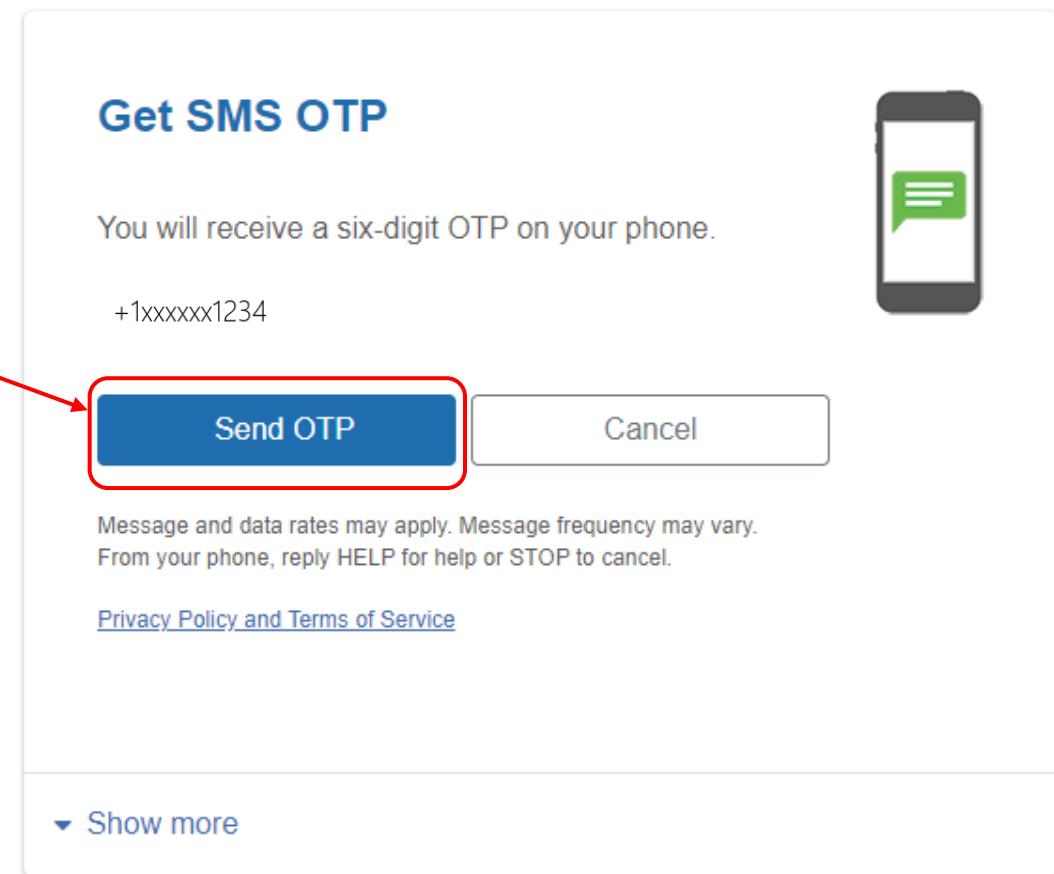
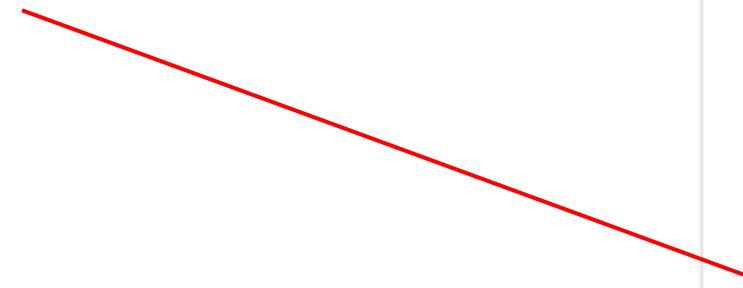
User ID

Password   **\*\*\*\***

**Submit** **Cancel**

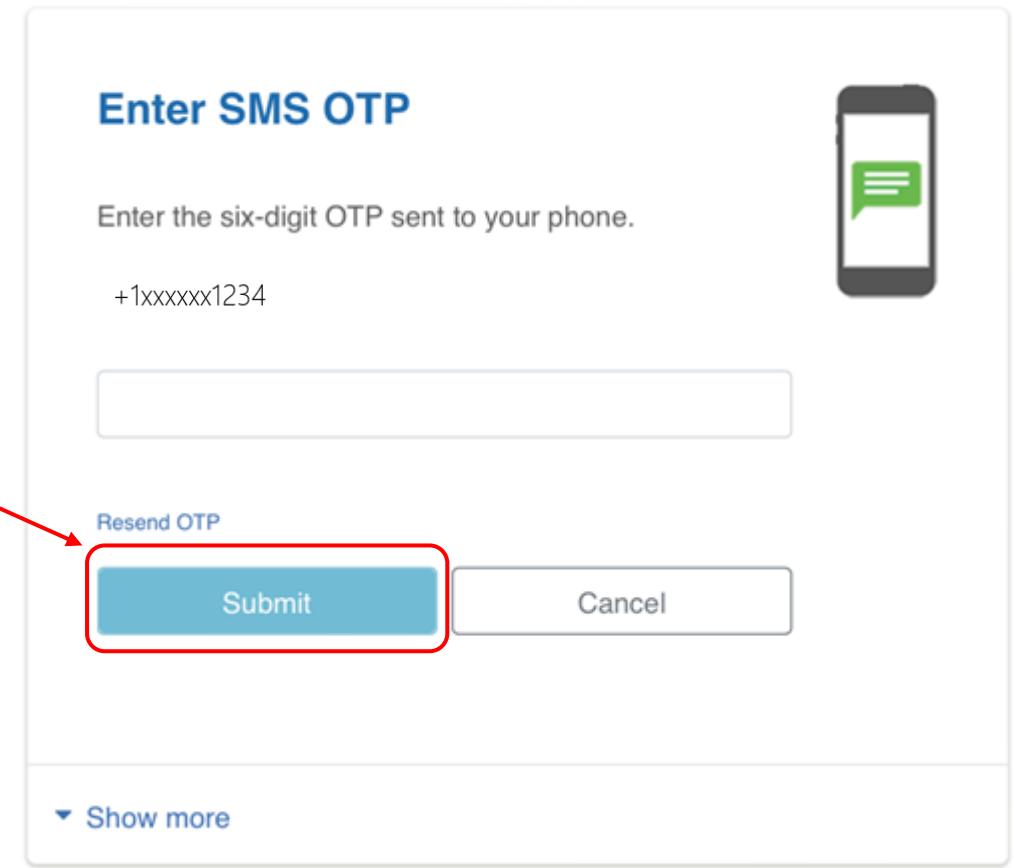
- You will be prompted to receive an SMS OTP to your cell phone number associated to your DART User ID.
- Click “Send OTP” to receive text message with OTP token code.

- *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.*



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

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



**Enter SMS OTP**

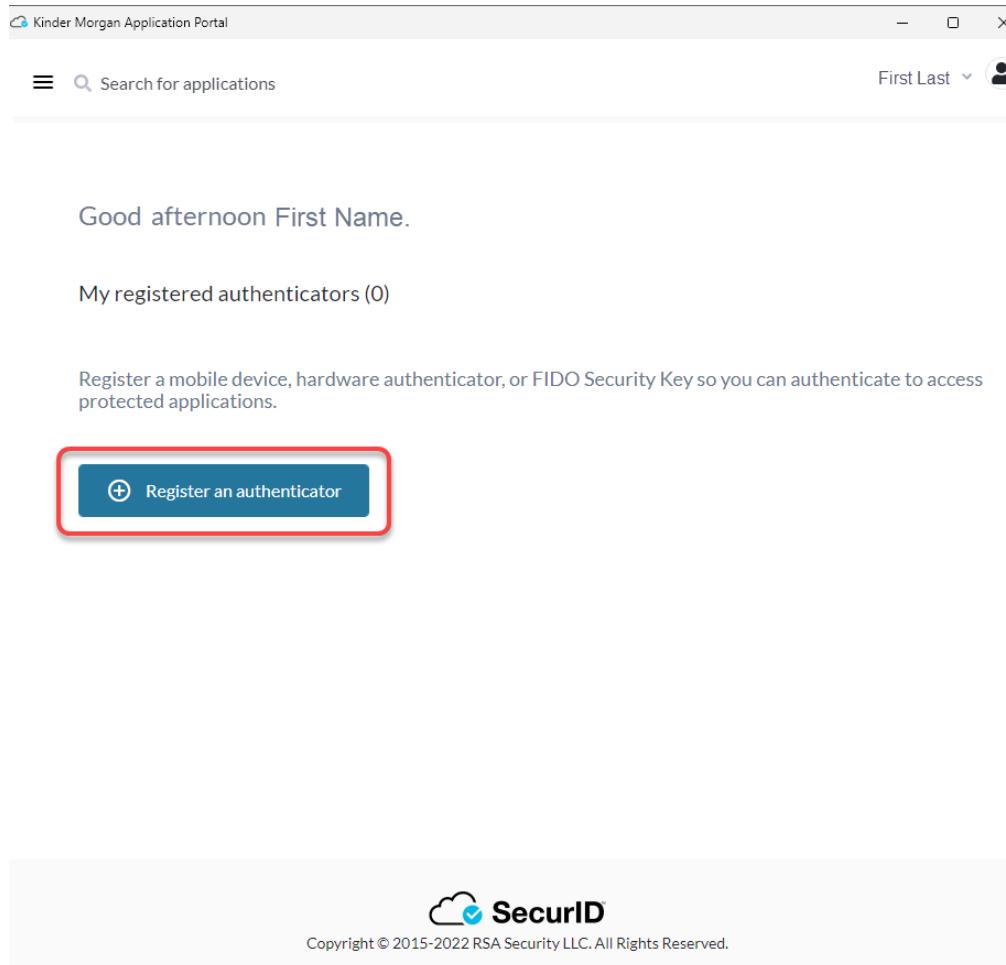
Enter the six-digit OTP sent to your phone.

+1xxxxxx1234

[Resend OTP](#)

[▼ Show more](#)

*Click Register an authenticator*



Kinder Morgan Application Portal

Search for applications

First Last

Good afternoon First Name.

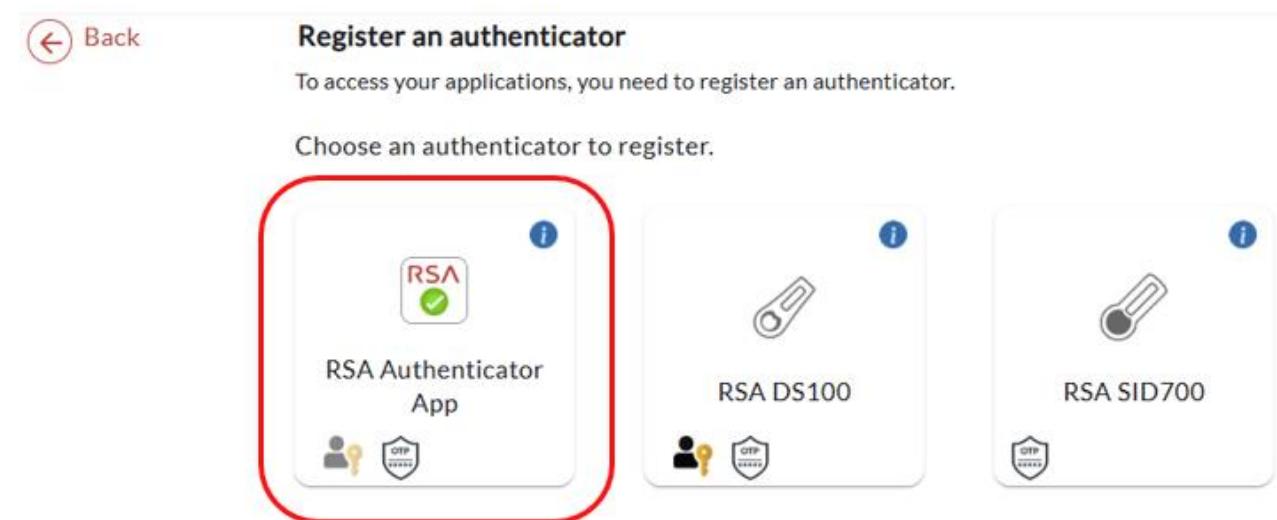
My registered authenticators (0)

Register a mobile device, hardware authenticator, or FIDO Security Key so you can authenticate to access protected applications.

**Register an authenticator**

SecurID  
Copyright © 2015-2022 RSA Security LLC. All Rights Reserved.

*Click the RSA Authenticator App icon*



Back

## Register an authenticator

To access your applications, you need to register an authenticator.

Choose an authenticator to register.

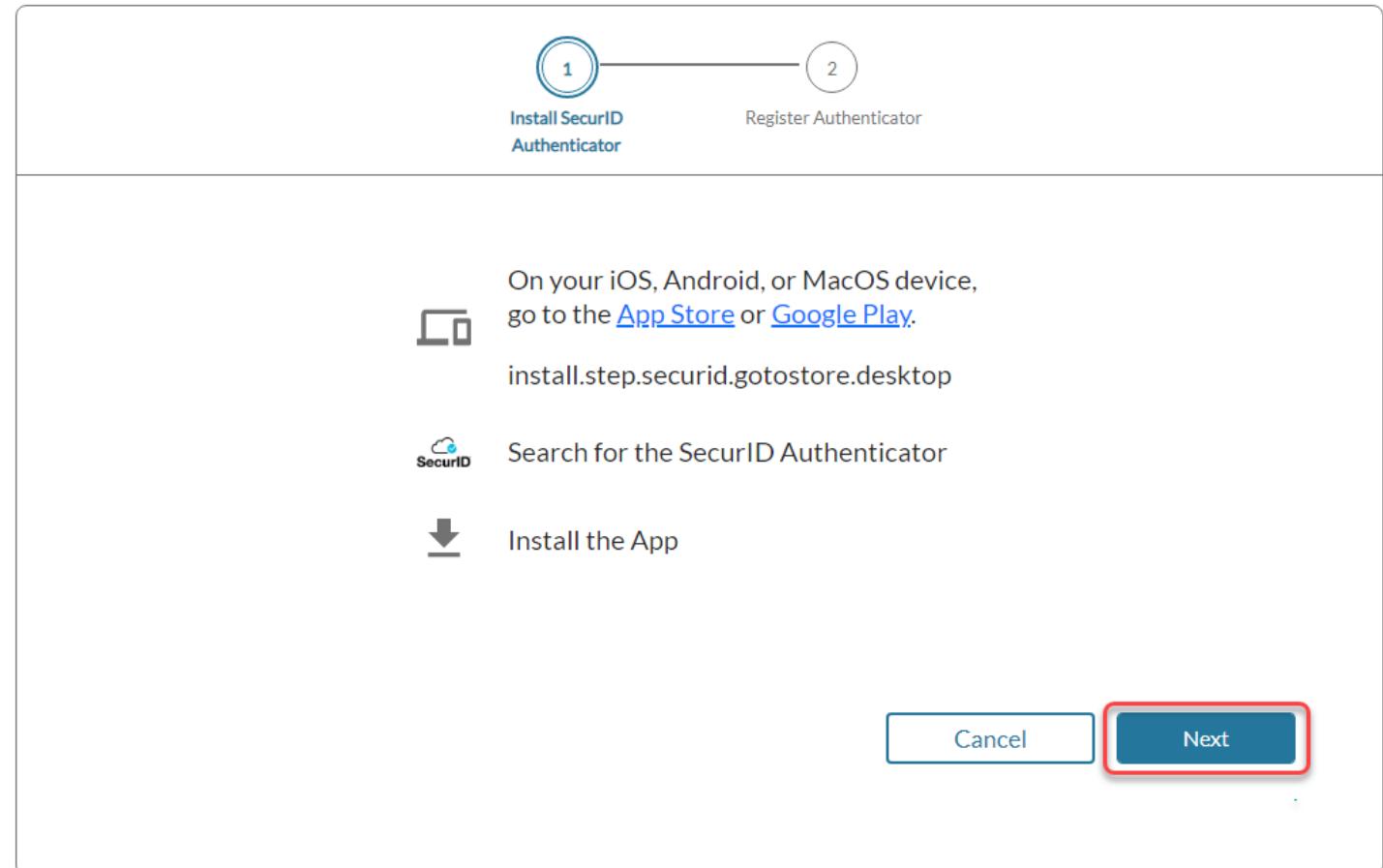
**RSA Authenticator App**

RSA DS100

RSA SID700

If the application is installed on the mobile device, click the *next* button and open the *SecurID* app on your mobile device.

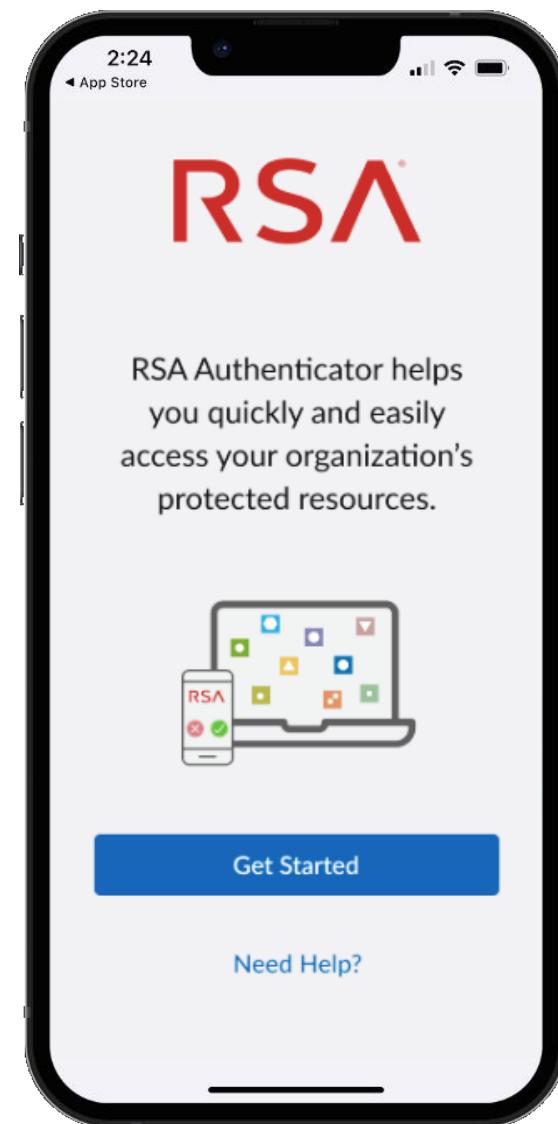
If you have not installed the app, go to [installation instructions](#).



Open the *SecurID* app on your mobile device.



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



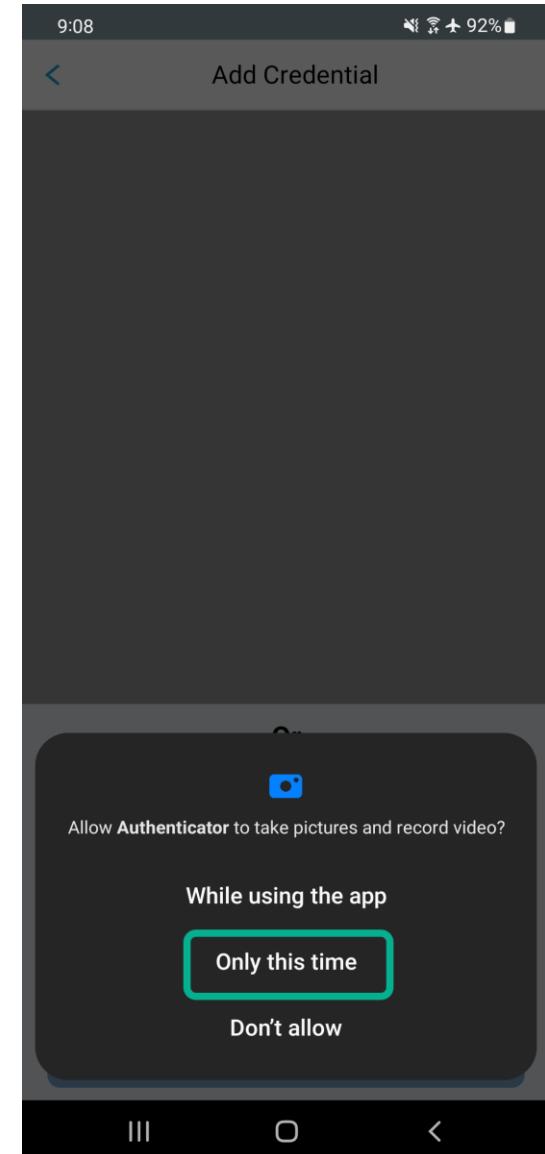
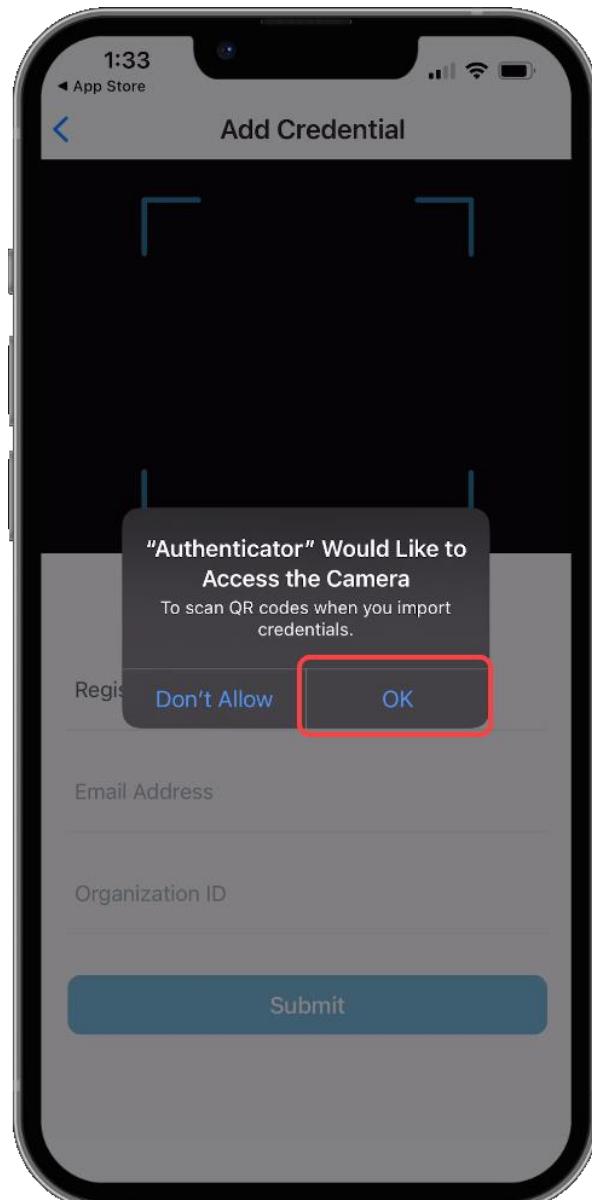
Apple

Android

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.

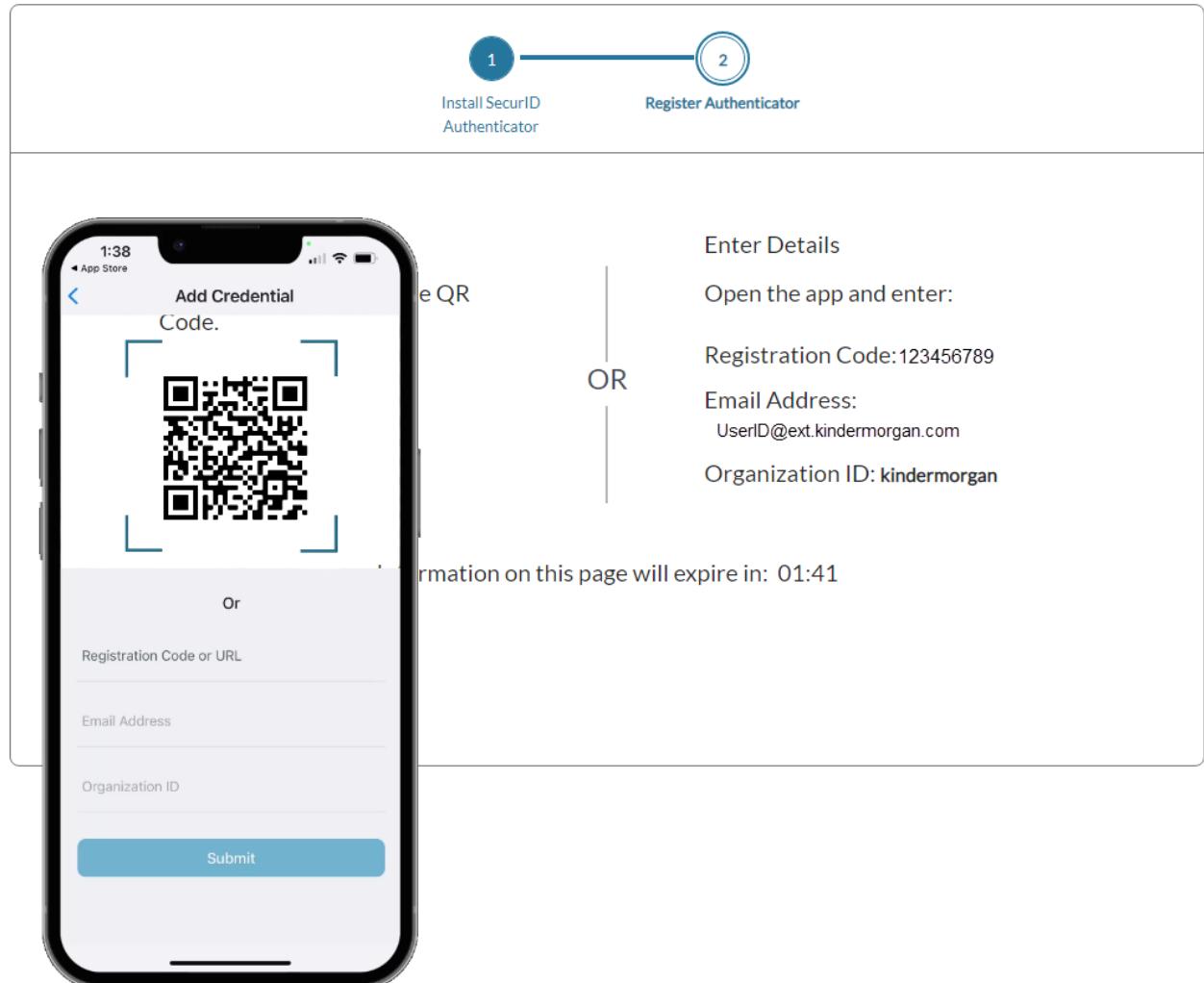
If you do not want to allow access to the camera, press *Don't Allow*. You will need to enter the information manually.



Hold your mobile device up to the screen displaying the QR Code.

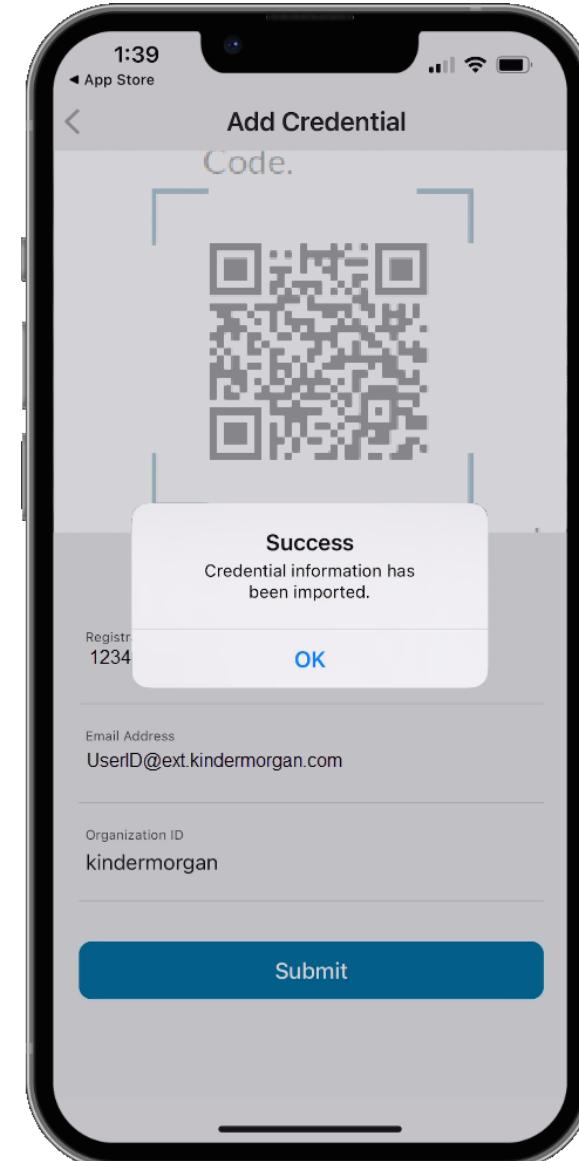
**DO NOT SCAN THE QR CODE FROM THIS DOCUMENT!**

Center the QR Code in the camera viewing window while slowly moving the device backwards until the QR Code is read.



When the credential information is imported successfully, a pop-up will be shown. Press *OK* to continue.

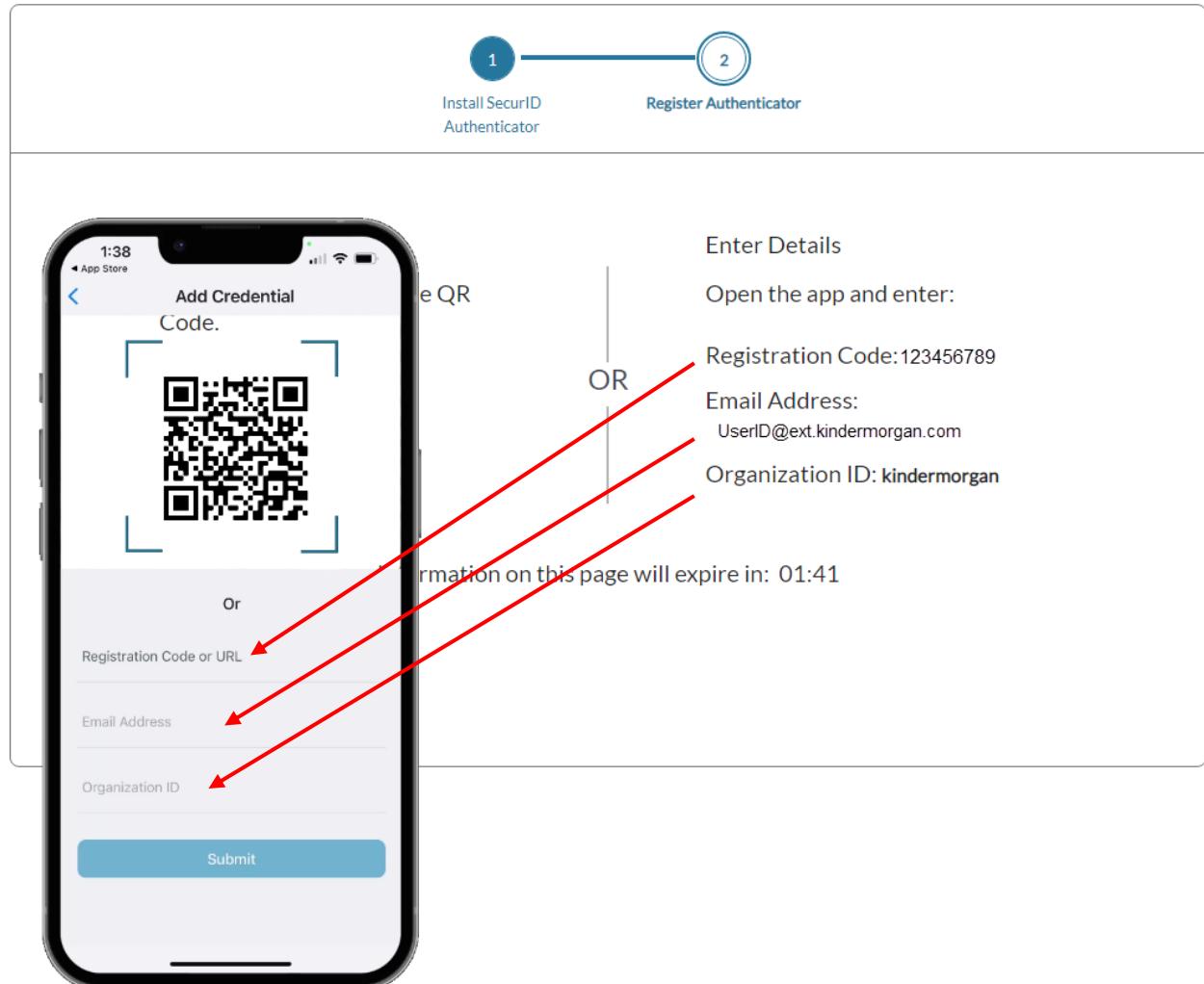
Leave the device and application open to test the authentication token process.



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

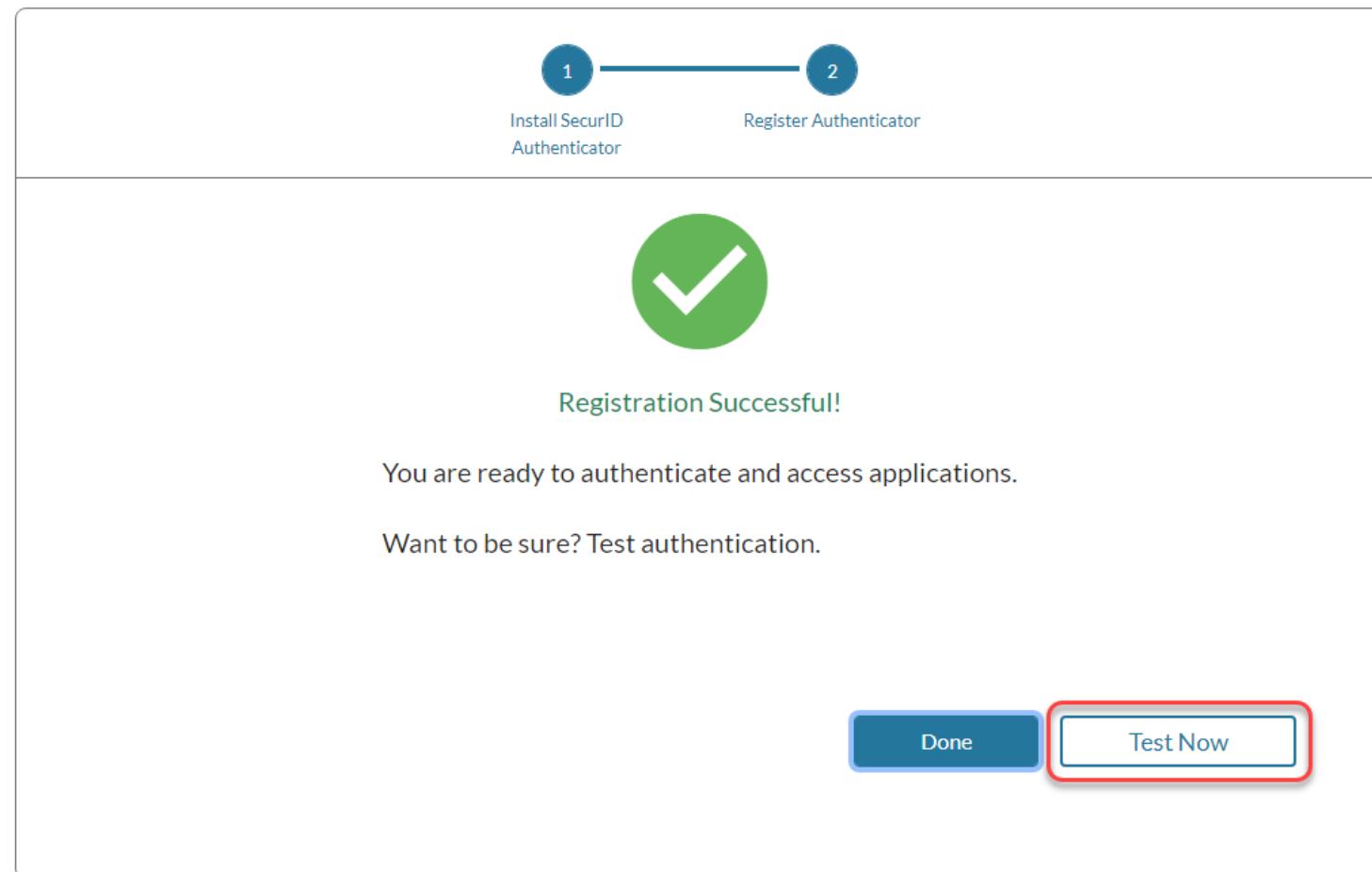
**DO NOT SCAN THE REGISTRATION CODE FROM THIS DOCUMENT!**

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



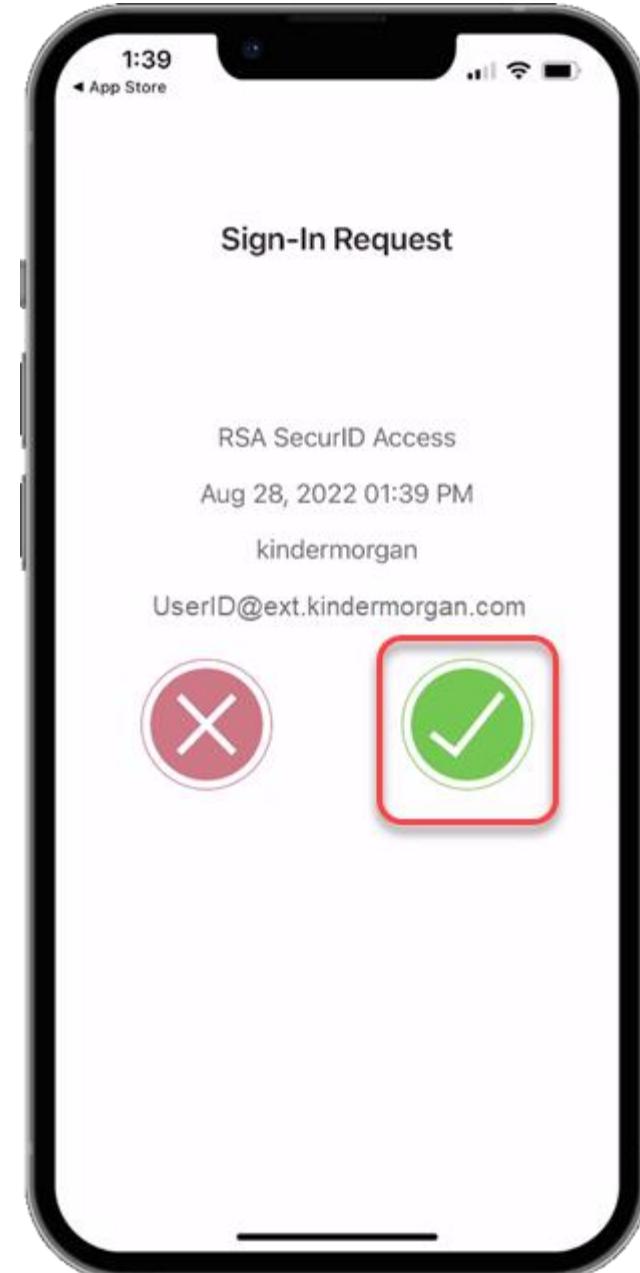
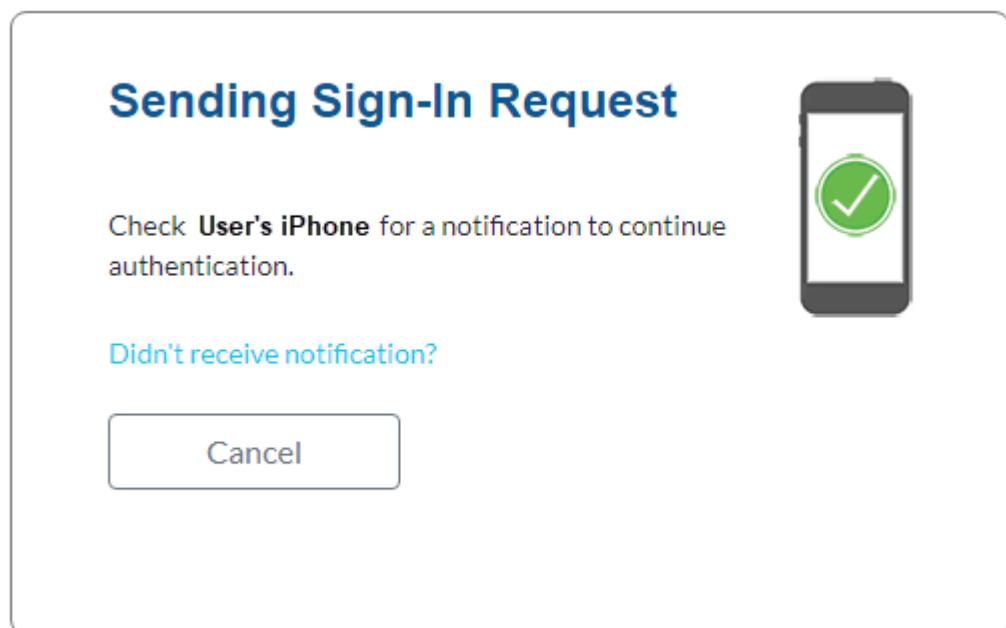
After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

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



The browser window will update to show a screen like below.

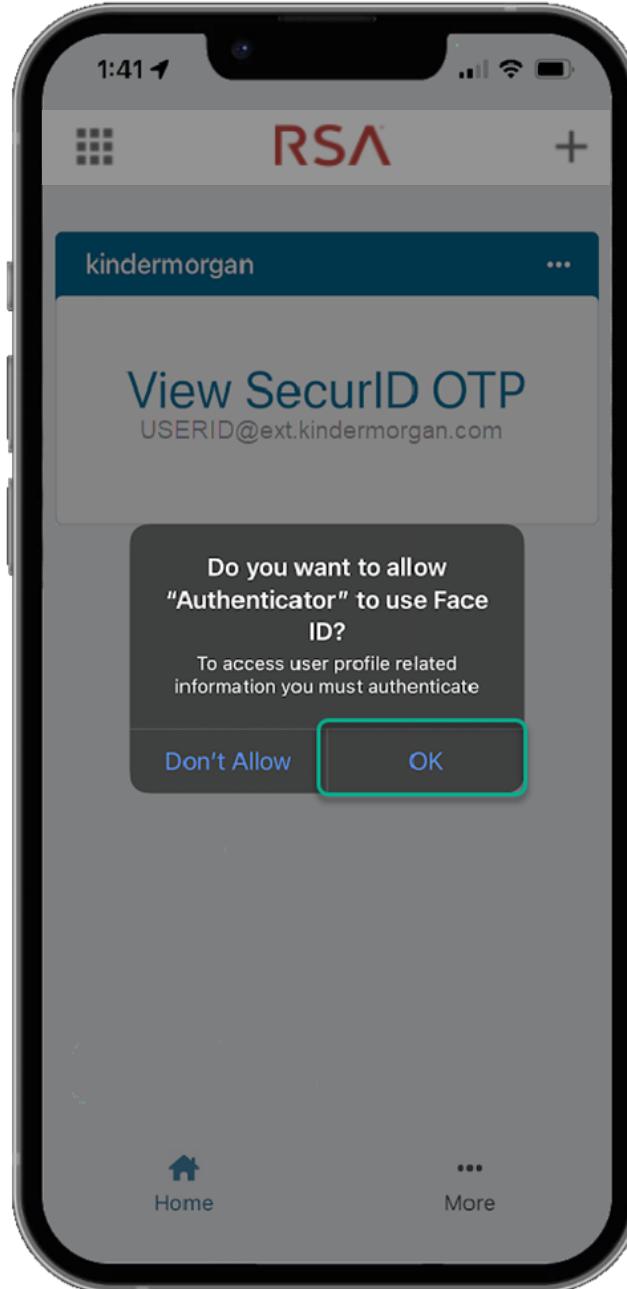
Confirm the test by pressing the green check mark on your mobile device.



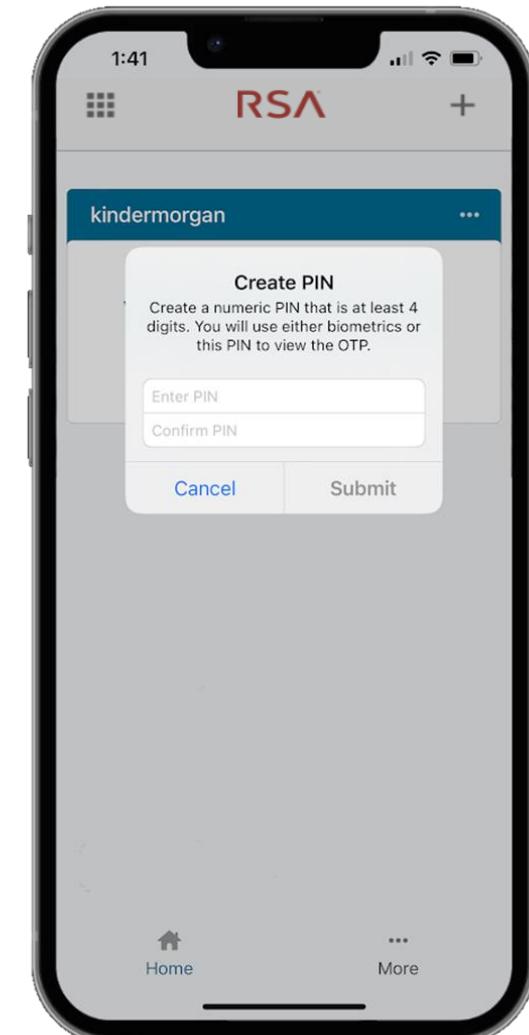
Open your SecurID App and click *View SecurID OTP*.

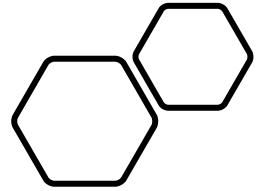
If your device supports it, you will be prompted to allow biometric security to the SecurID App.

\*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.





# Completing DART Login

DART Access: <https://pipeline.kindermorgan.com/> > DART 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**

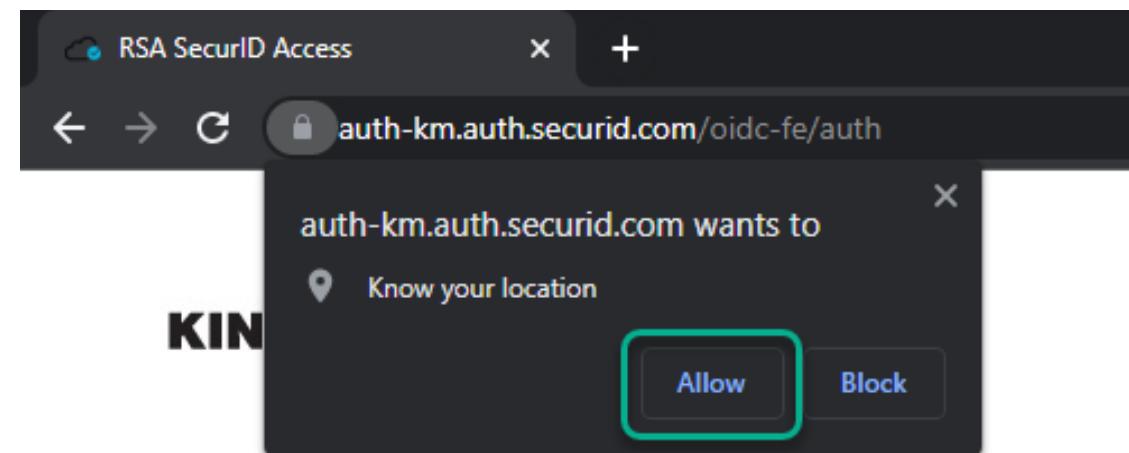
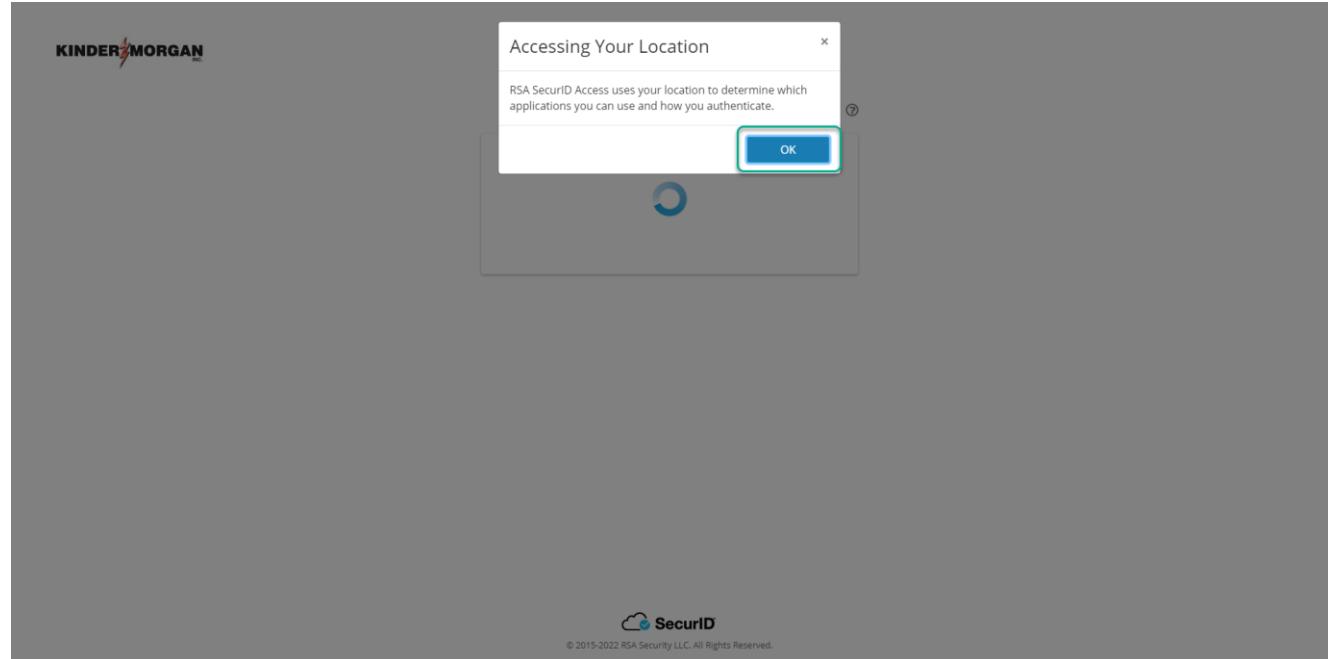
**ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!**

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 popups depending on your security settings.



Enter the Authenticate Tokencode shown on the mobile device into the text box.

Hi,

Enter Authenticate Tokencode

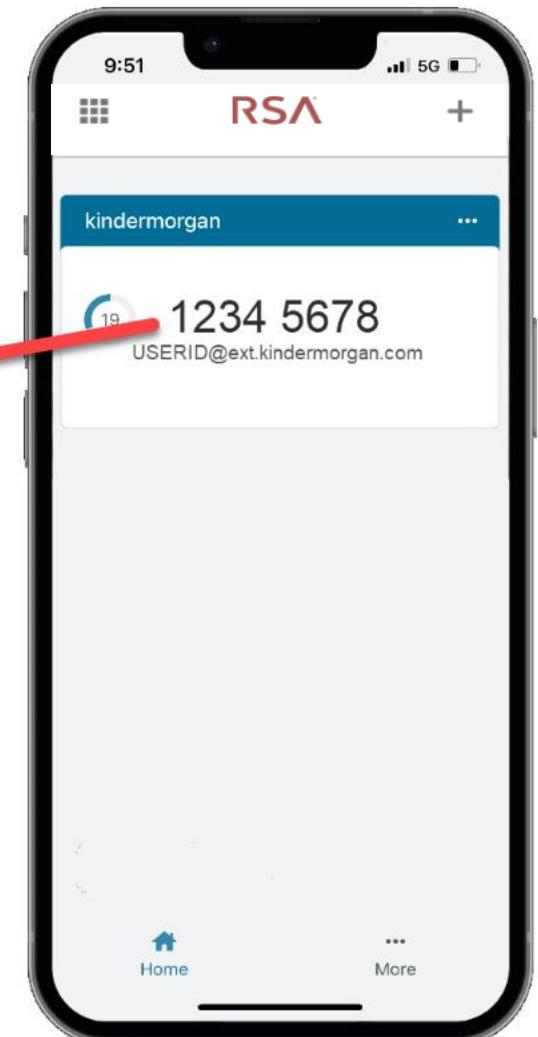
1. Open the RSA SecurID Authenticate app.  
2. Enter the eight-digit number that displays on the screen.



12345678

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](#)

[Next](#)

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)

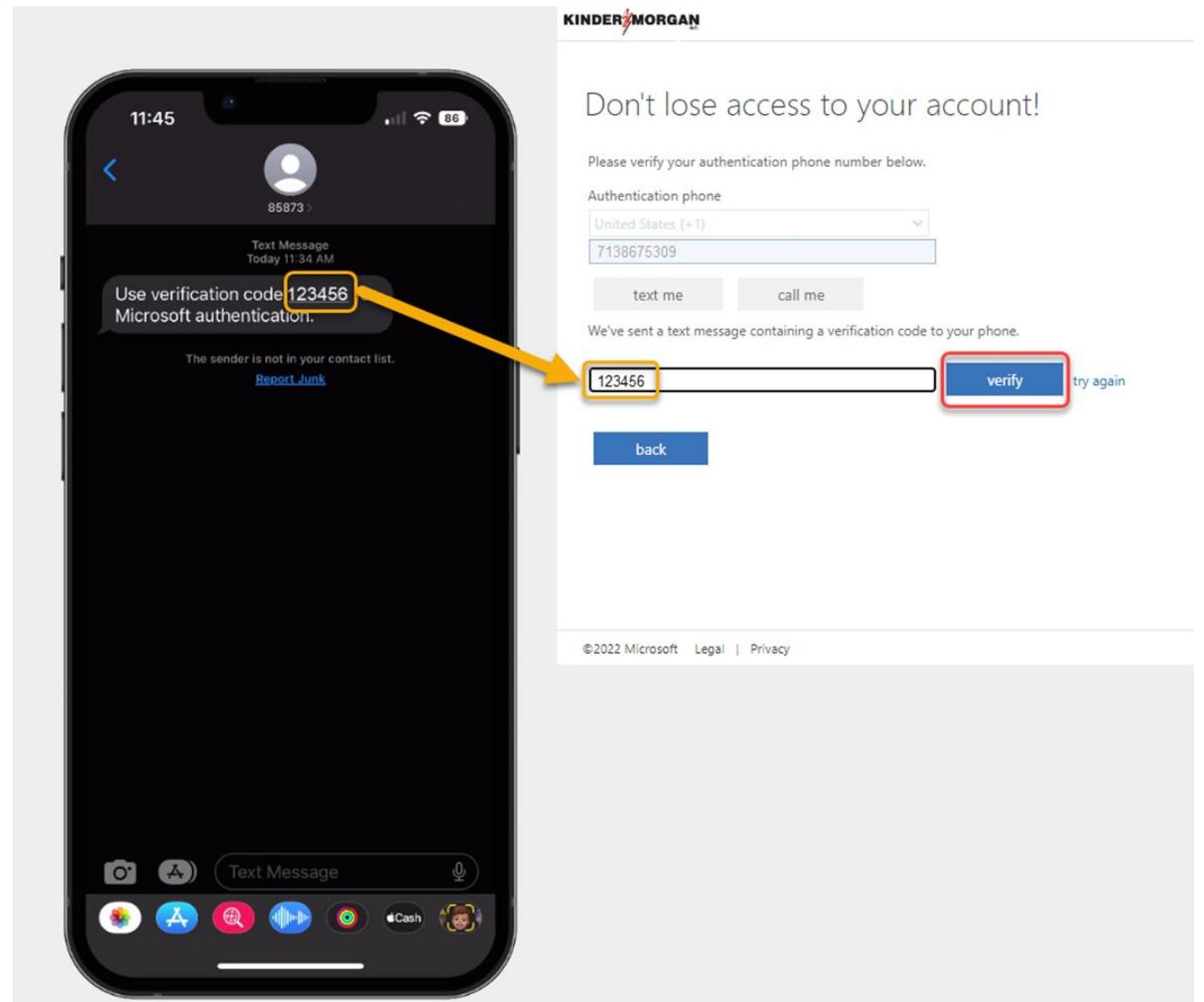
713-867-5309

**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](#)

©2022 Microsoft | [Legal](#) | [Privacy](#)

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

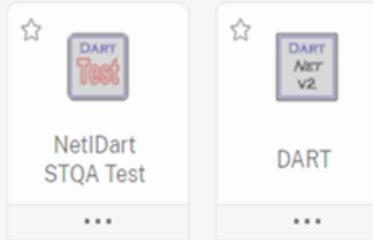
Apps

Desktops

Apps

Recents

Favorites

[View all applications](#)

Desktops

A Citrix session should open completing the login process.

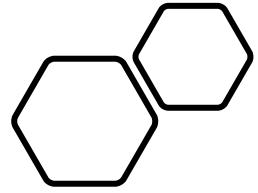
If you see a blank page, use the *View all applications* to find your favorite DART application(s).

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.



# Emergency Token Registration

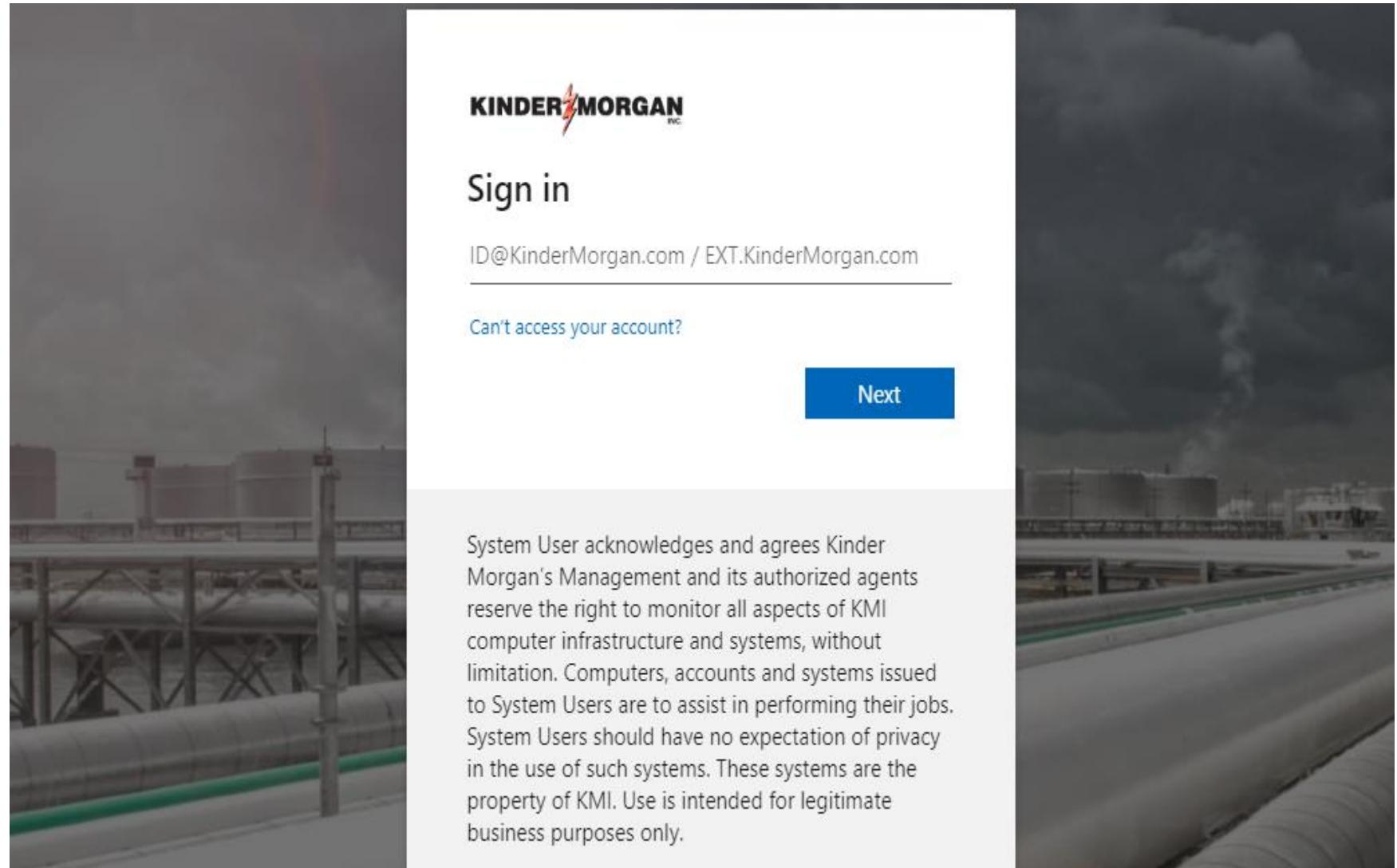
# Emergency Token Request Guidelines

- 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](mailto:MFASupportHD@kindermorgan.com)

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

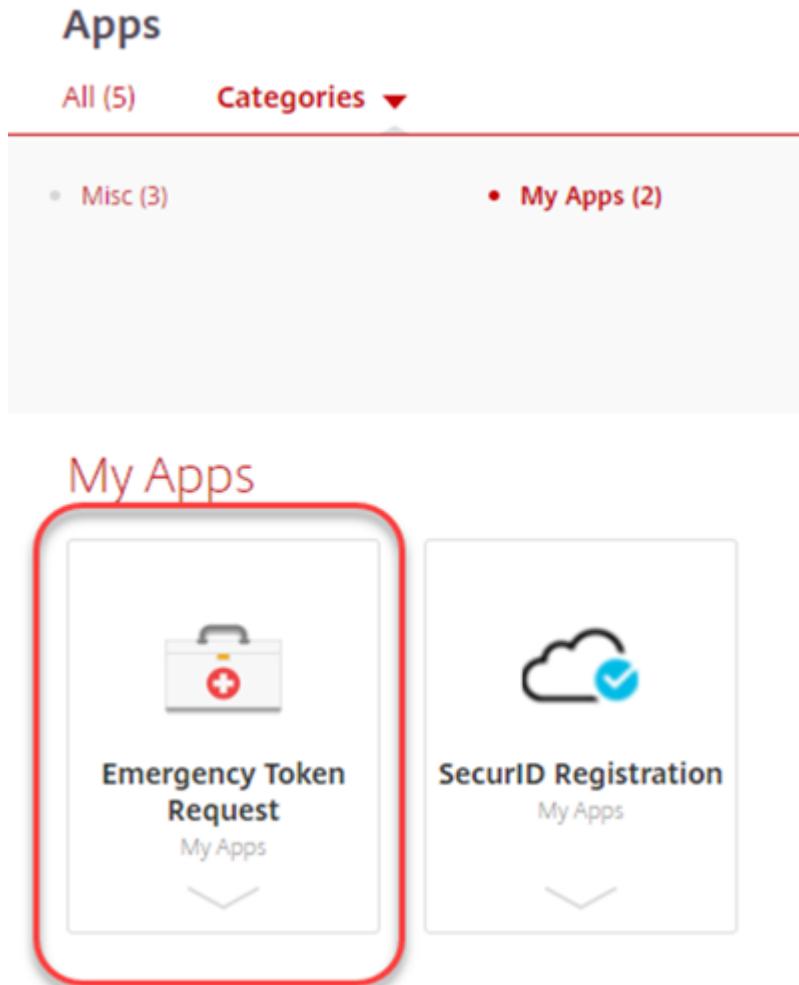
Click *DART Login*

Enter your DART User ID and  
Password



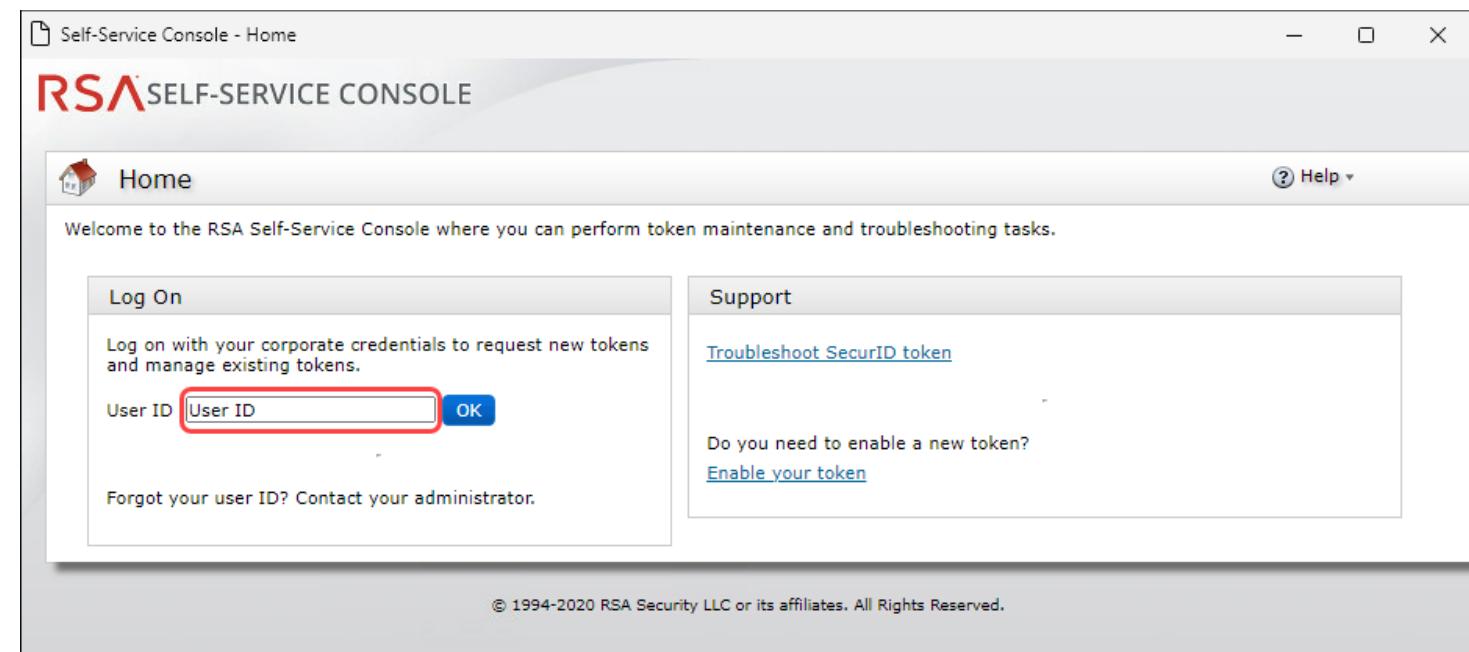
System User acknowledges and agrees Kinder Morgan's Management and its authorized agents reserve the right to monitor all aspects of KMI computer infrastructure and systems, without limitation. Computers, accounts and systems issued to System Users are to assist in performing their jobs. System Users 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.

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



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





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.

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## 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**

PIN:

[test](#), [Forgot or Lost your Authenticator](#)

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

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

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

 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: English (United States) ▾

1:	* In what city or town was your first job?
2:	* What is the name of your favorite childhood friend?
3:	* What was your childhood nickname?
4:	* What street did you live on in third grade?
5:	* What is the middle name of your youngest child?

[Cancel](#) [Submit Your Request](#)



## 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.

You have now successfully registered for Emergency Token Request!

### My Authenticators

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

#### SecurID Authenticate

PIN:

[test](#), [Forgot or Lost your Authenticator](#)

none [Create PIN](#)

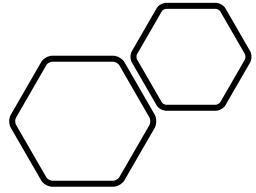


### On-Demand Authentication

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.

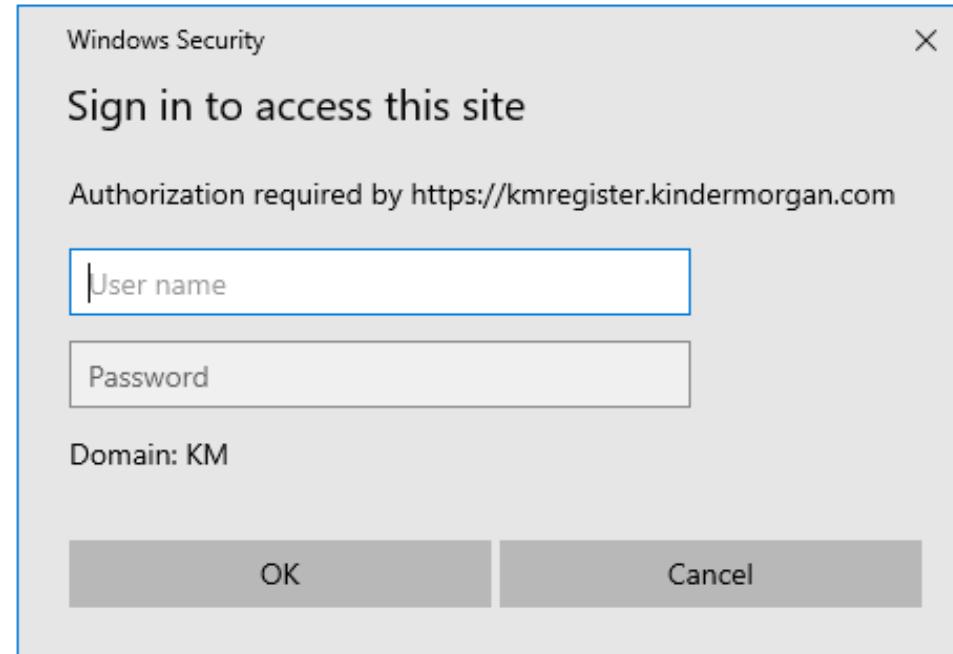


# Retrieving an Emergency Token

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



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

OK

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:  OK



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 to log on.

In what city does your nearest sibling live?  
\*

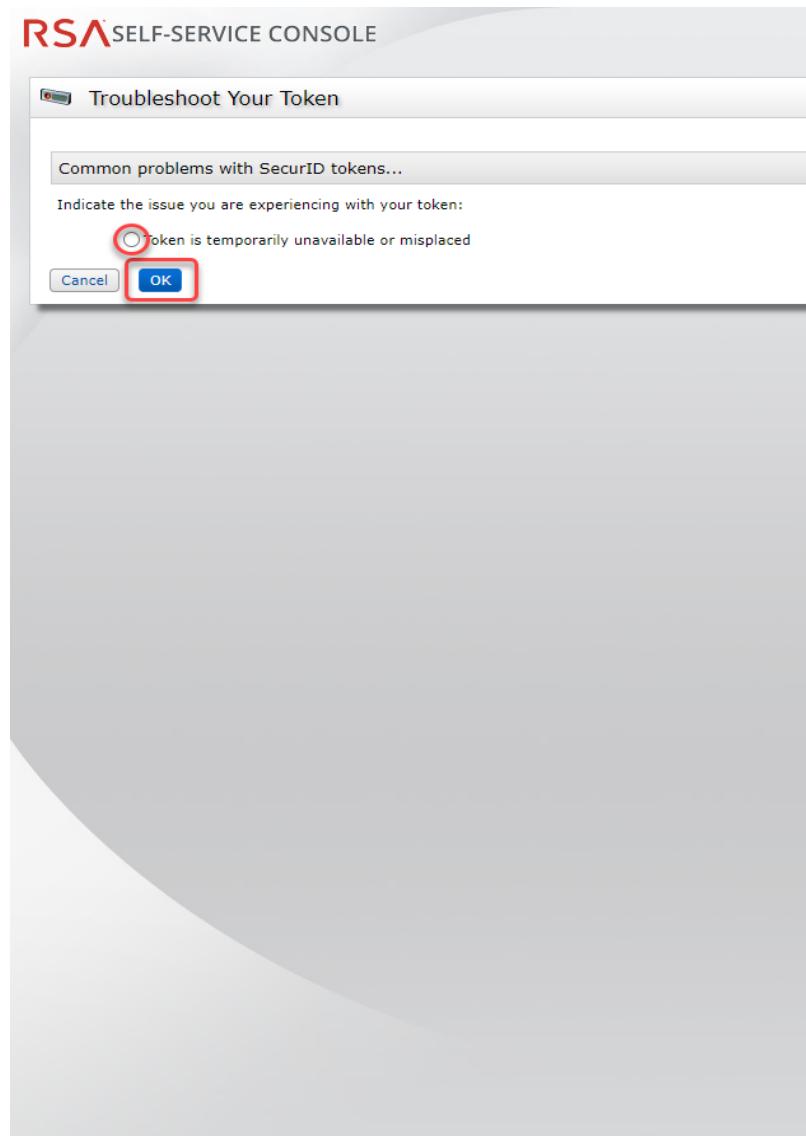
What is the name of your favorite childhood friend?  
\*

In what city or town was your first job?  
\*

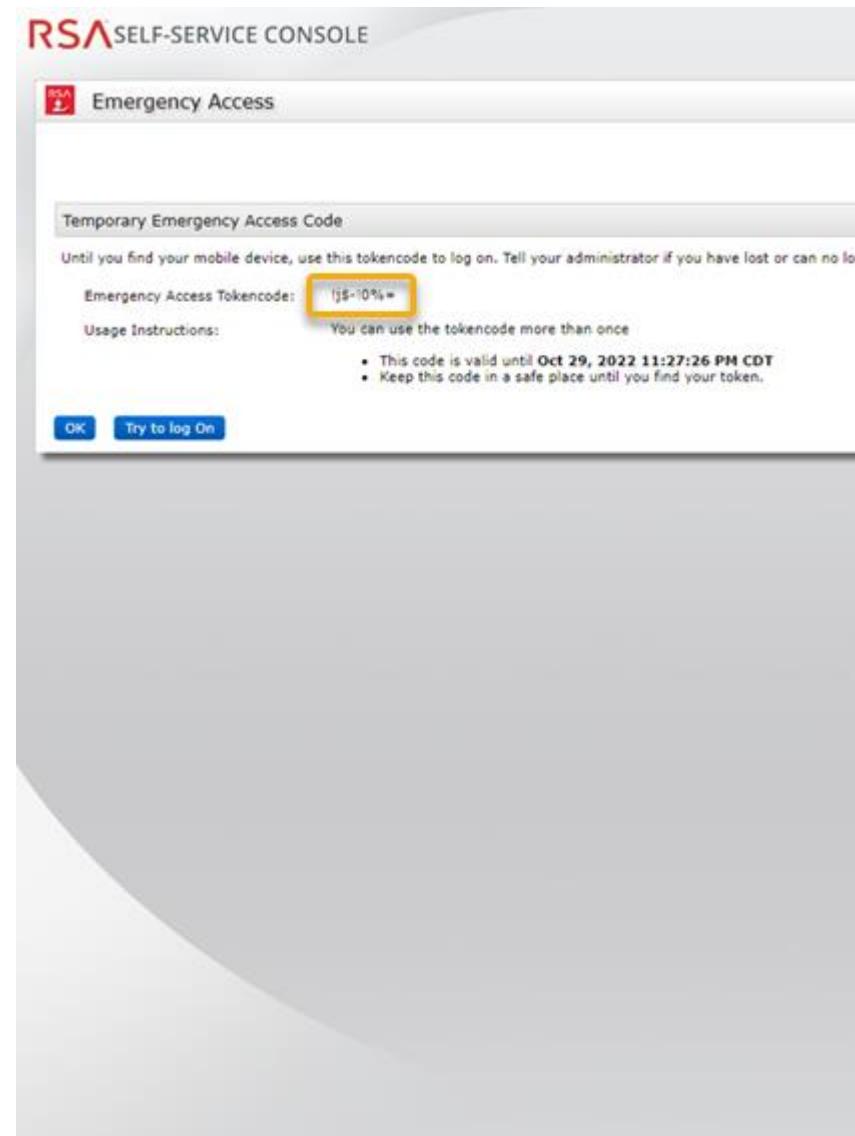
Cancel Continue



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://pipeline.kindermorgan.com>

Click *DART Login*

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



**Sign in**

[Can't access your account?](#)

**Next**

Enter your DART Password click *Sign in*.



← UserID@ext.kindermorgan.com

**Enter password**

[Forgot my password](#)

**Sign in**

DART Access: <https://pipeline.kindermorgan.com>

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

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 more**



### 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 find your token.

Emergency Access Tokencode: 135-10%

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



1234

1234

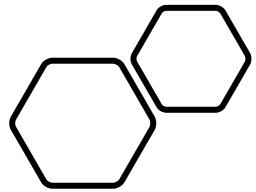
Submit Cancel

▼ Show more

If you need further assistance, contact the Help Desk:

Phone: 833-941-0066

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



# Registering For SSPR

# Self-Service Password Reset (SSPR) Rules

- User Id must be registered with SSPR prior to resetting password
- Password can be reset once every 24hrs
  - If your password needs to be reset inside that limit, contact your Dart Security Admin
- You must register two authentication methods
  - Token delivered via SMS
  - Personal Challenge questions
    - Each answer must be unique
- Password cannot be one that you have used in the past
  - Must have eight digits, uppercase, lowercase, special character, and number
- Contact the help desk if you need your security information updated
  - Email: [MFASupportHD@kindermorgan.com](mailto:MFASupportHD@kindermorgan.com)

DART Access: <https://pipeline.kindermorgan.com/> > DART 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/>



Enter the Authenticate Tokencode shown on the mobile device into the text box and click *Submit*.

Hi,

Enter Authenticate Tokencode

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

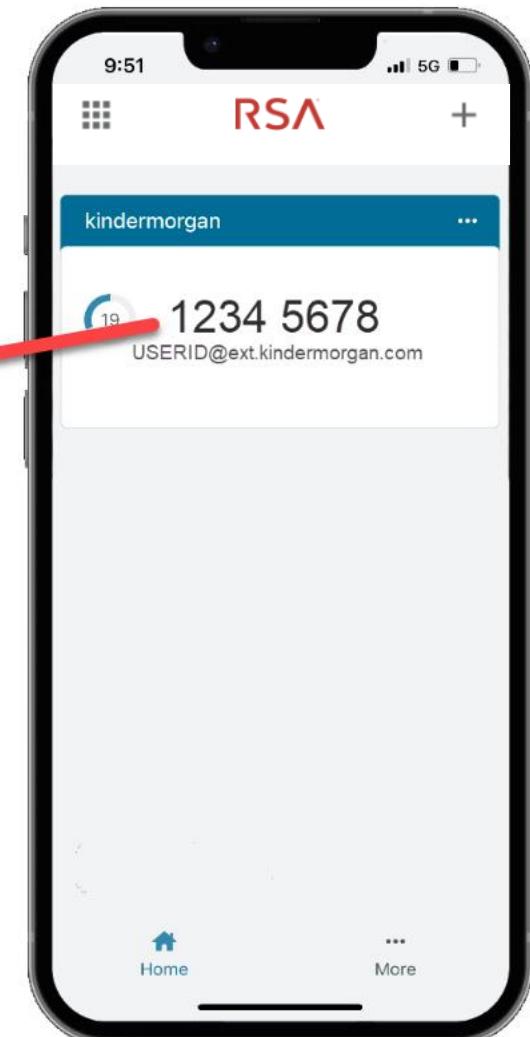


12345

12345

Submit Cancel

▼ Show more



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UserID@ext.kindermorgan.com

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

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 may 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)

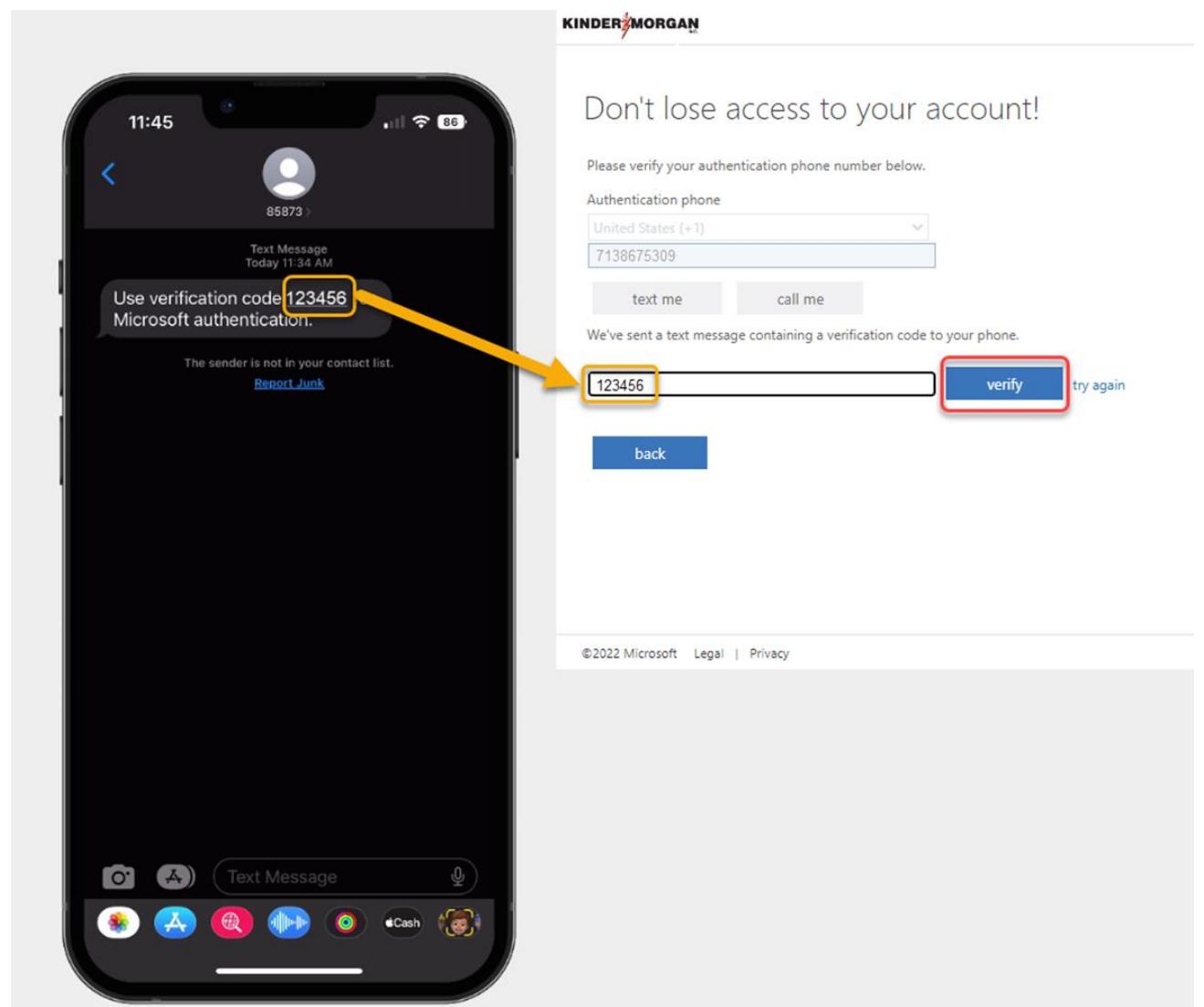
713-867-5309

**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 and answers.

## Don't lose access to your account!

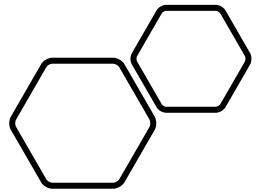
Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✓ Authentication Phone is set to +17138675309. [Change](#)
- ✓ Security Questions are configured. [Change](#)

**finish**

[cancel](#)

**Click *finish* to complete the verification.**



# Resetting Your Password With SSPR

DART Access: <https://pipeline.kindermorgan.com/>  
Click *DART Login*

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

Click *Forgot my password*



**Sign in**

UserID@ext.kindermorgan.com

[Can't access your account?](#)

**Next**



← UserID@ext.kindermorgan.com

**Enter password**

Password

[Forgot my password](#)

**Sign in**

Enter the characters from the picture and click *next*.



Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

userID@ext.kindermorgan.com

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

Next

Cancel



Get back into your account

**verification step 1 > verification step 2 > choose a new password**

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*09) below. You will then receive a text message with a verification code which can be used to reset your password.

7138675309

Text

Enter the phone number you used during registration into the text box and click *Text*

Cancel



## Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

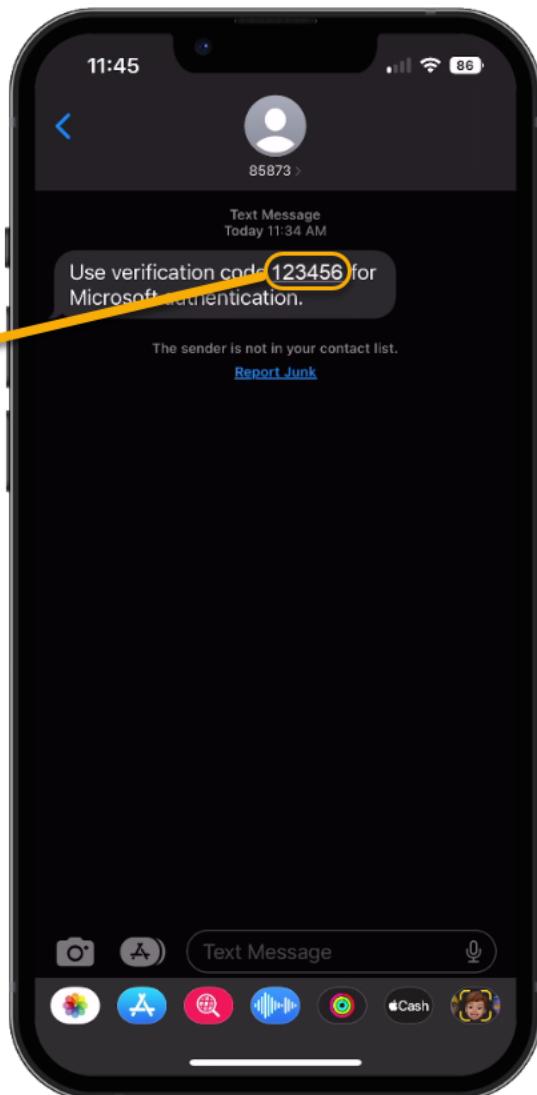
Answer my security questions

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

Cancel



Enter the verification code into the text box.

Press **Next** to continue.



Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Answer my security questions

What is your father's middle name?

In what city was your first job?

In what city did you meet your first spouse/partner?

**Next**

[Contact your administrator](#)

[Cancel](#)

**Answer your security questions you used during registration.**

**Press *Next* to continue.**



Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

\* Enter new password:

A rectangular input field containing several black dots, representing a password.

\* Confirm new password:

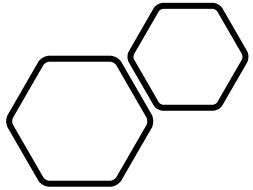
A rectangular input field containing several black dots, representing a password. A small cursor icon is visible inside the field.

**Finish**

Cancel

Enter your new password and click *Finish*.

Your password should now be reset, and you can continue to DART



# Remove/Register a Device in SecurID

- 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.



The logo for Kinder Morgan SecurID. It features the company name 'KINDER MORGAN' in a bold, black, sans-serif font. A red lightning bolt graphic is positioned between 'KINDER' and 'MORGAN'. Below the name, the word 'INC.' is written in a smaller, black, sans-serif font. Underneath the company name, the word 'SecurID' is written in a smaller, grey, sans-serif font. To the right of the SecurID text is a small circular icon containing a question mark.

**Enter User ID and Password**

User ID

>Password

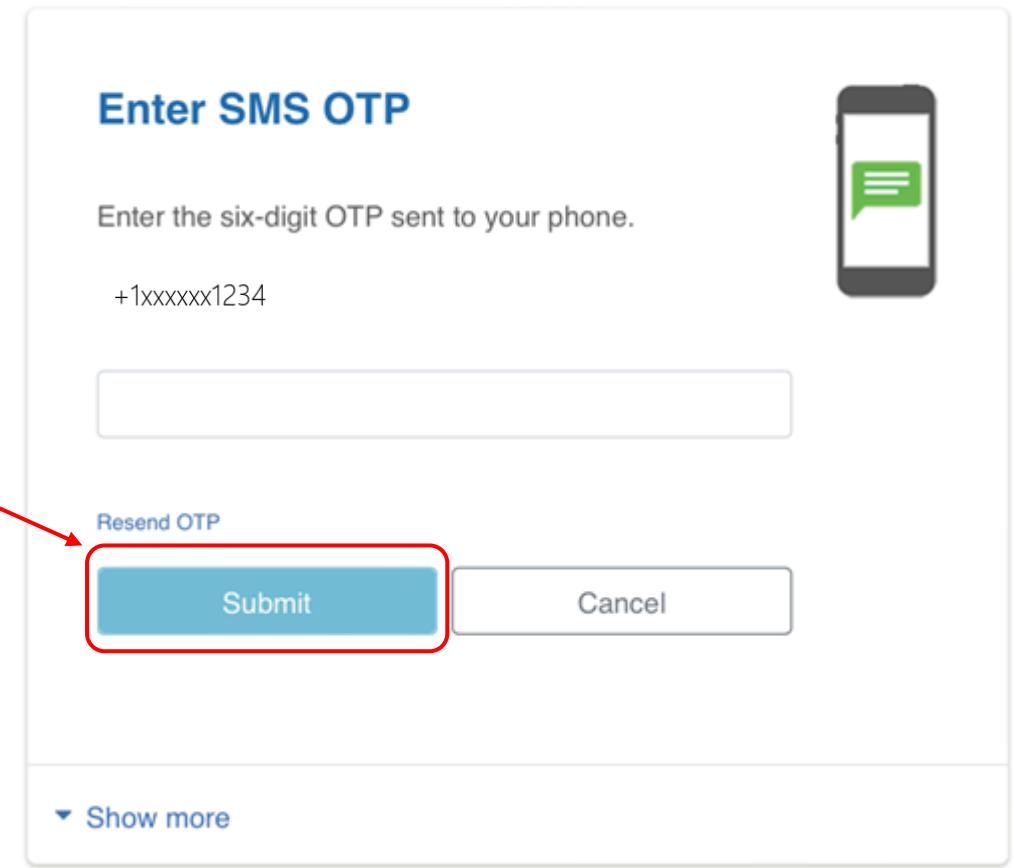


\*\*\*\*

**Submit** **Cancel**

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

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



Enter SMS OTP

Enter the six-digit OTP sent to your phone.

+1xxxxxx1234

Resend OTP

Submit

Cancel

▼ Show more

Once logged in to SecurID, hover over your registered device and click the trash can icon to delete the device.

5-10 minutes after the device is deleted, you can follow the instructions for [registration](#).

