Multi-Factor Authentication (MFA) User Guide

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- Resetting your Password with SSPR
- Remove/Register a Device in RSA

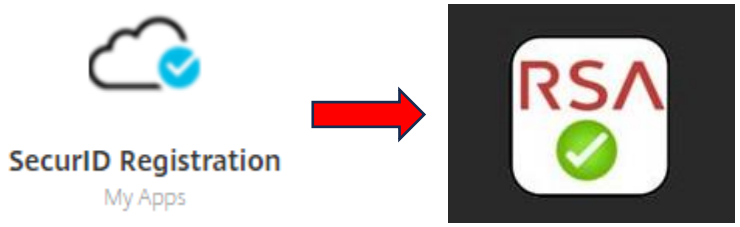
Quick Reference

1. Download SecurID app:

Apple

Android

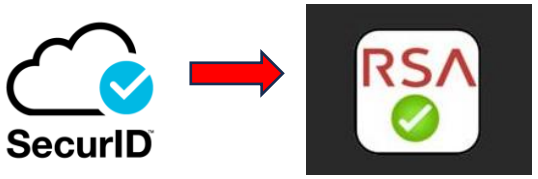
2. Register your device in DART
   Open the RSA App



3. Log into DART using MFA

Need Help?
Email: MFASupportHD@kindermorgan.com

Frequently Asked Questions

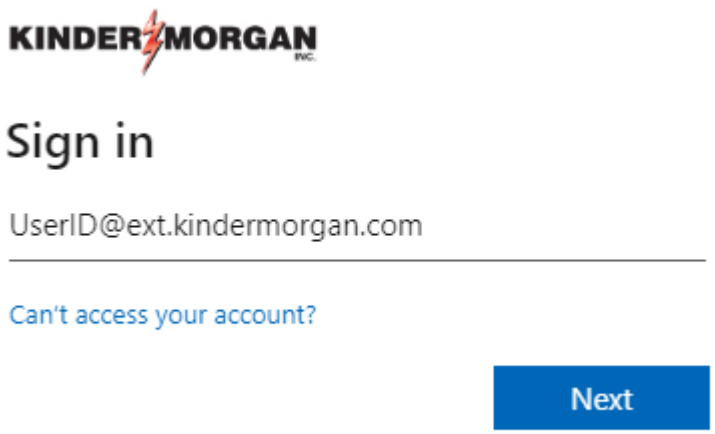


- What is the right App?
  - SecurID – Look for the green check
  - SecurID has changed to RSA Authenticator after version 4.3.3
- I log in through my personal computer. Do I need to download anything new to it?
  - No new Apps are needed on personal PCs assuming Citrix Receiver is already installed.
- 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

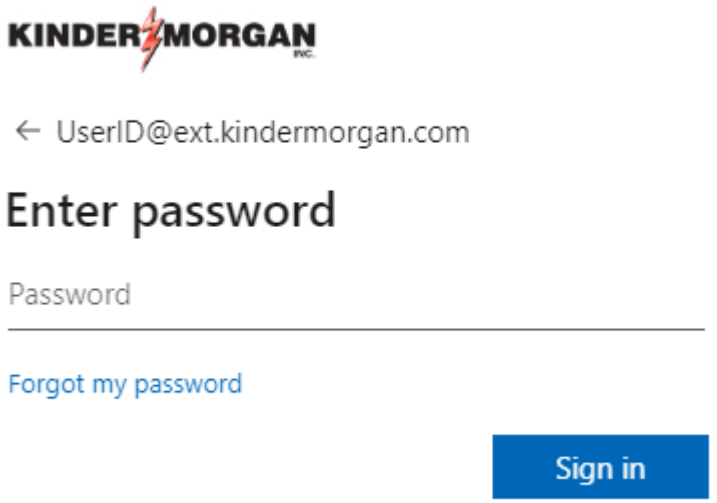
Logging Into DART

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

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



Enter your DART Password click *Sign in.*

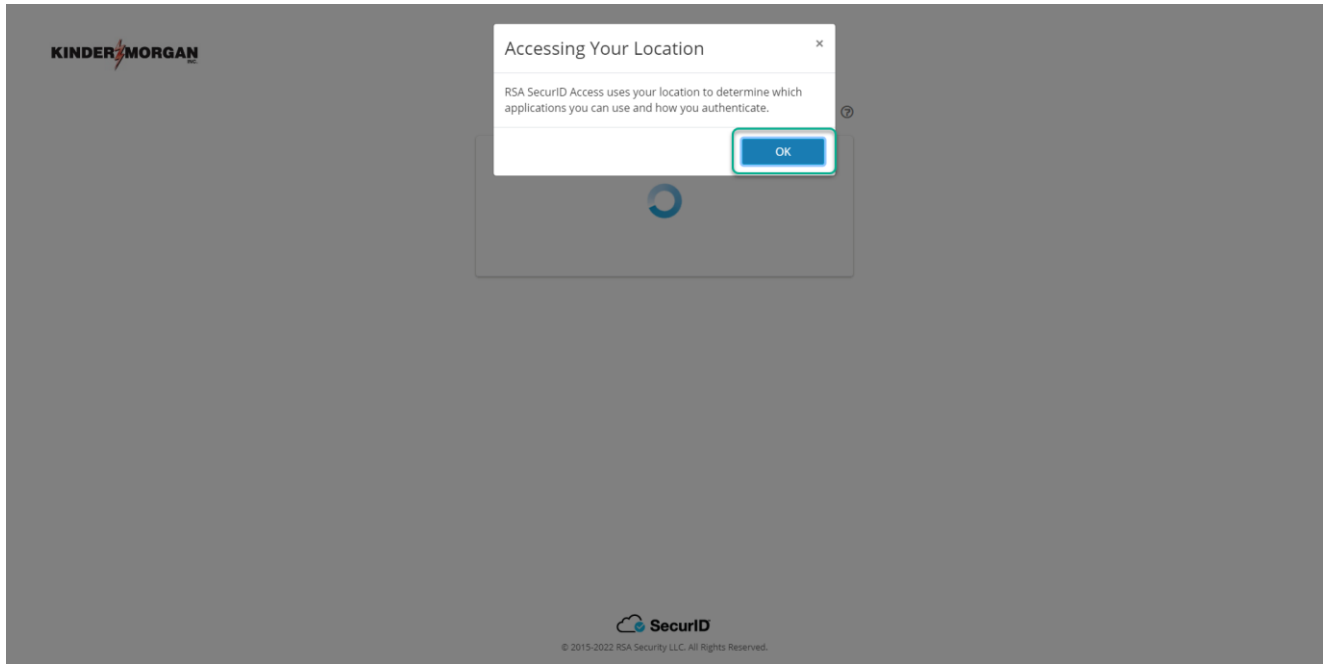


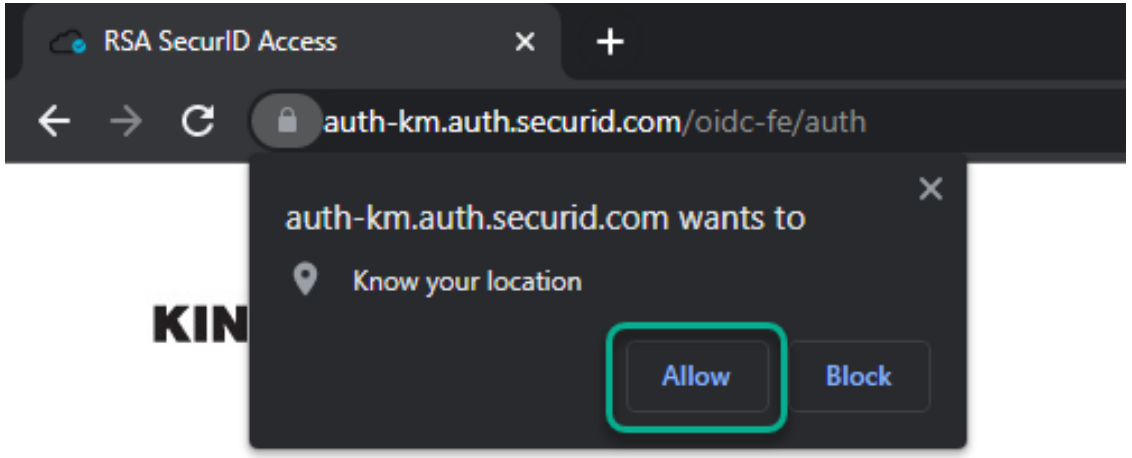
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!
The sign in page contains session information for that login. Bookmarking it will result in a HTTP 500 Error. Instead, bookmark *https://pipeline.kindermorgan.com/*

You will be prompted to allow access to your location. Click *Ok.*

The browser may request access to your location. Click *Allow.*

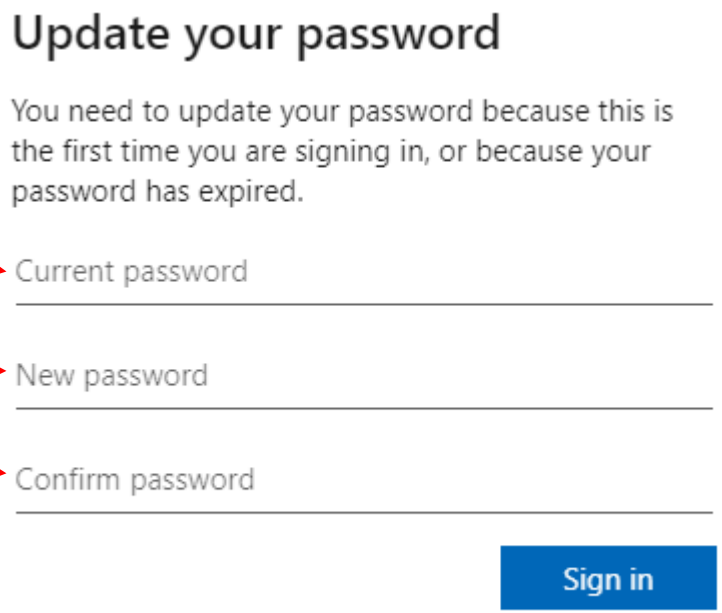
You may not receive these popup's depending on your security settings.





You will be prompted to change your password.

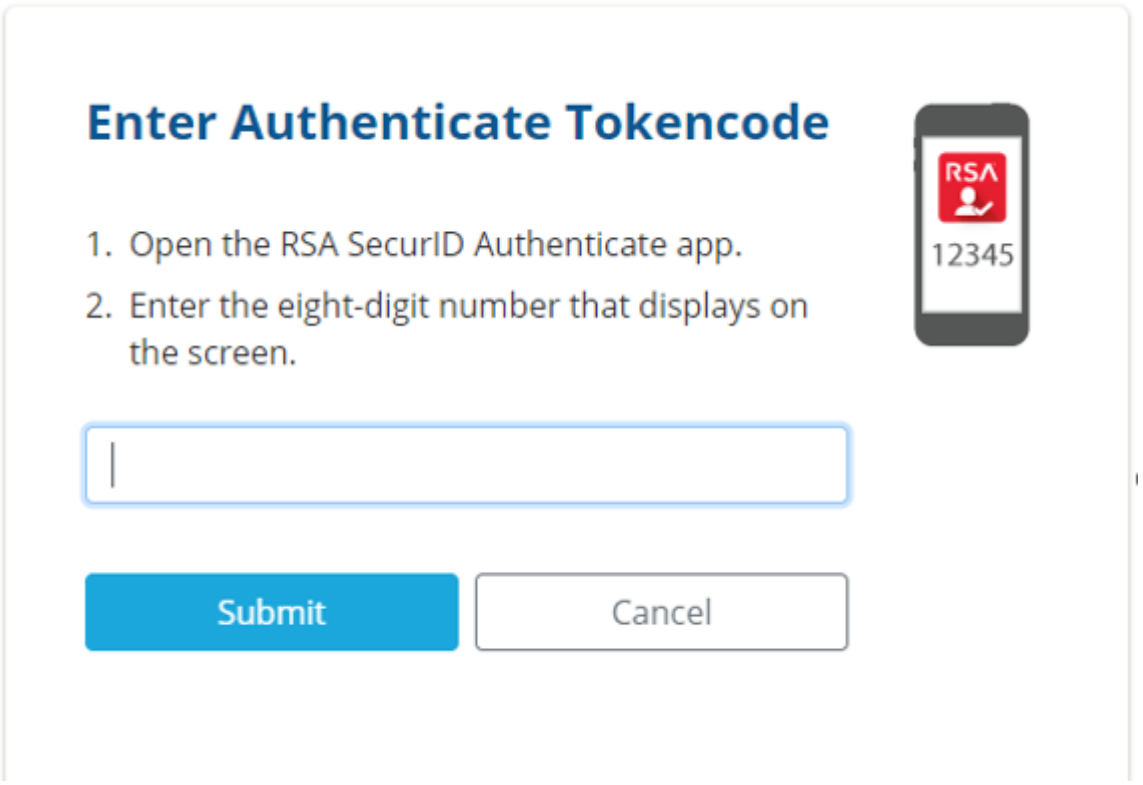
Enter the temporary password used to login as the current password, and then enter your new password.



You will be prompted to enter you token code.

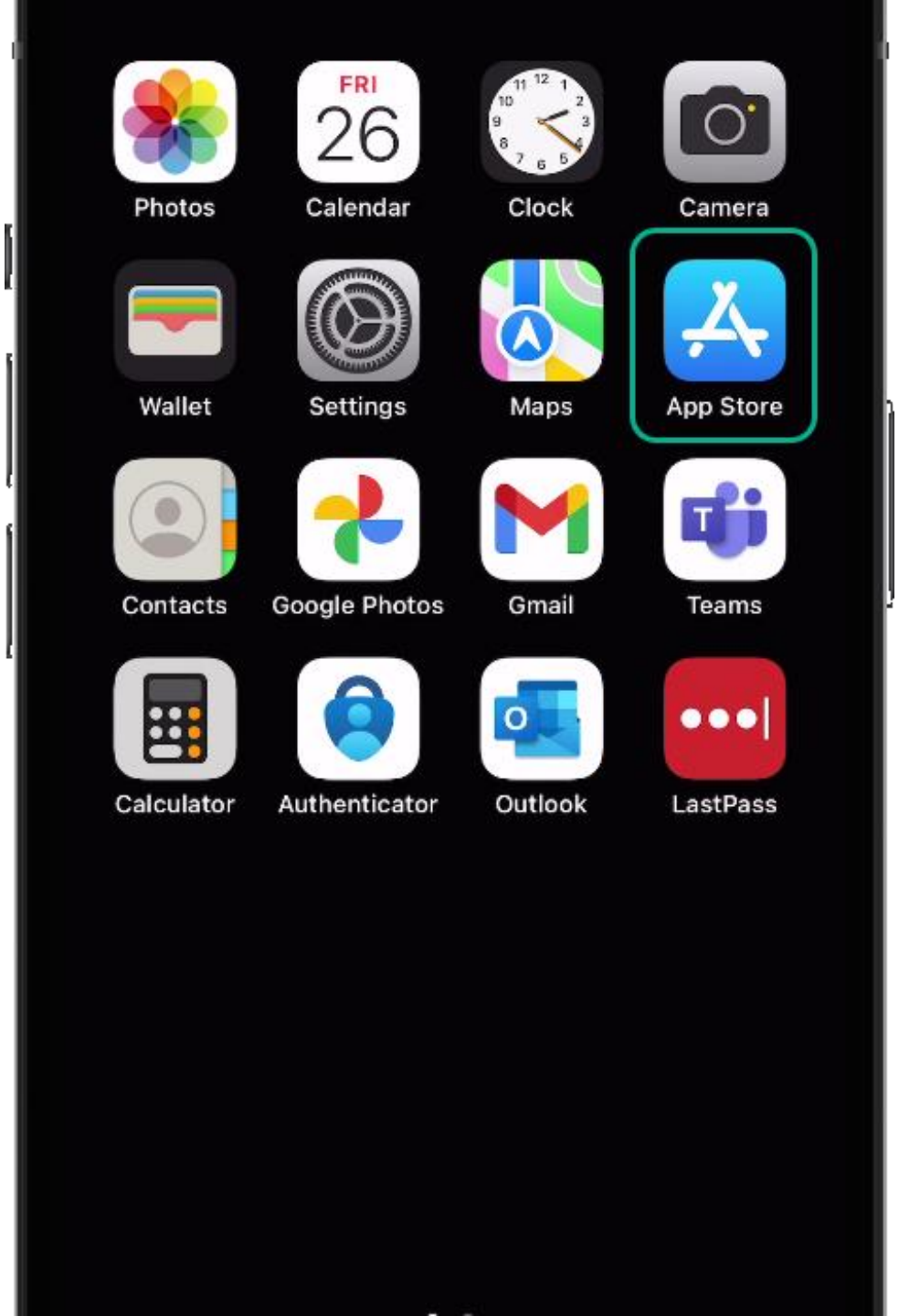
If this is your first login, **you will need to complete your RSA/SecurID token set up**.

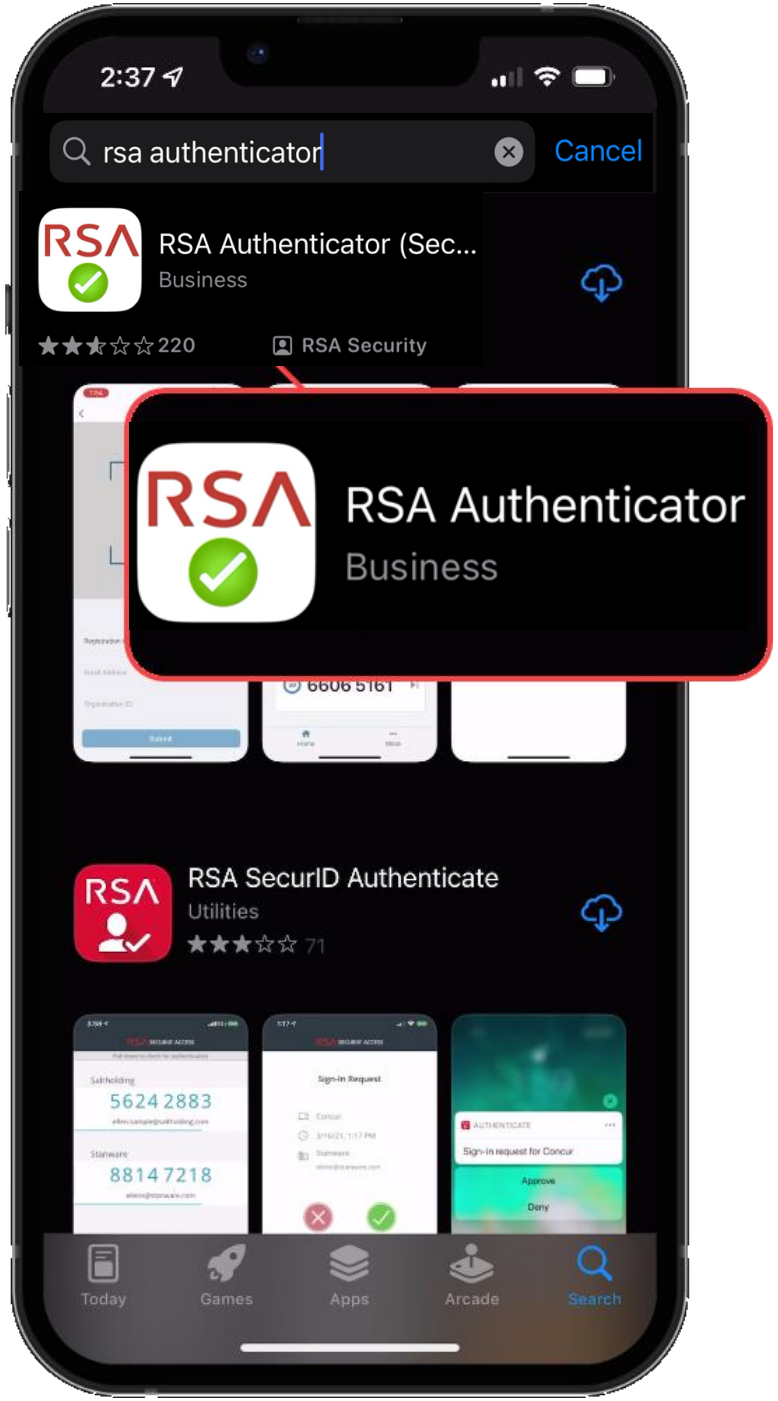
You will return to this page after registering for RSA.



If you have already completed SecurID/RSA set up. Please continue to "Completing DART Login".

Downloading RSA

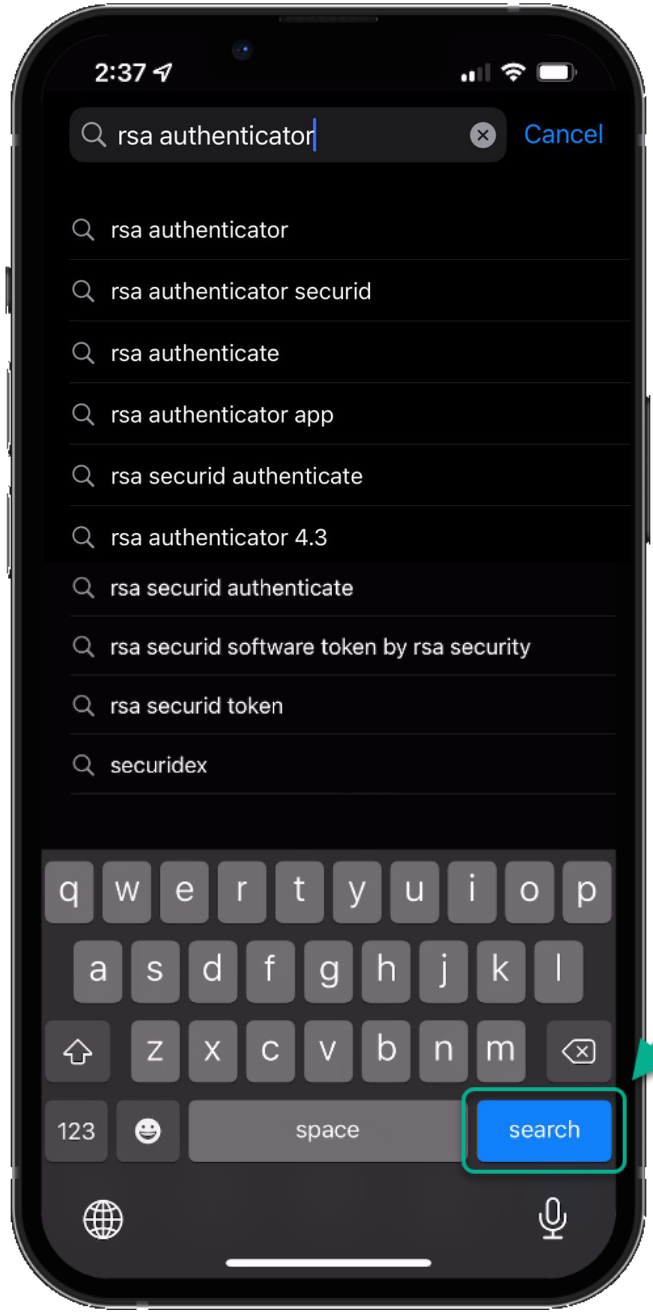


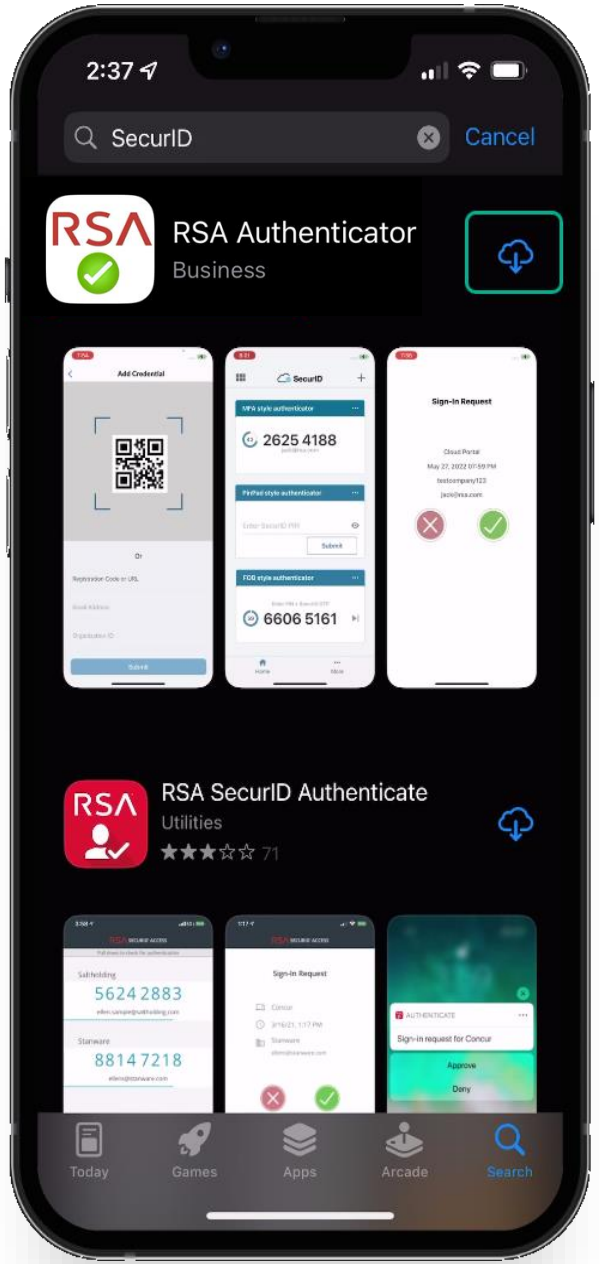


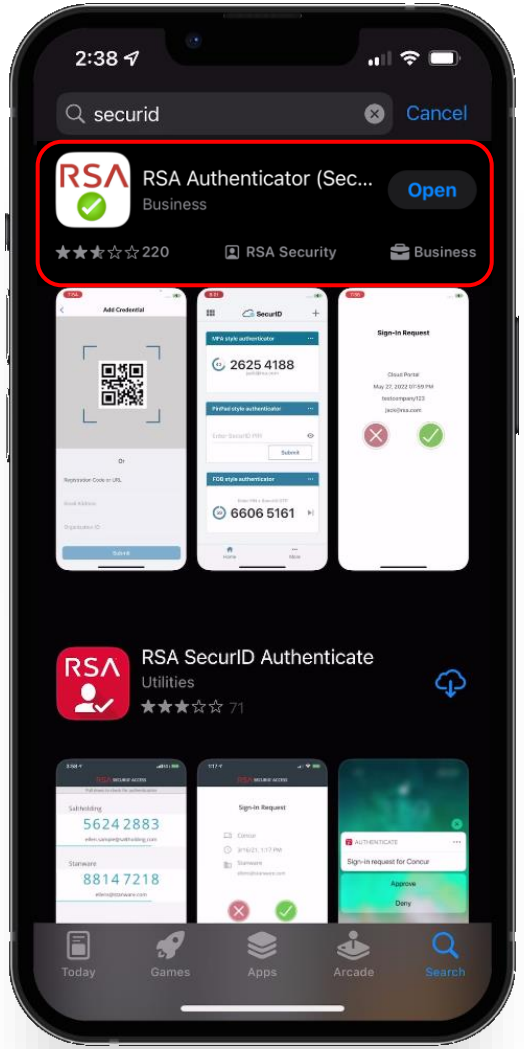
RSA Authenticator

- 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.

2:21
Photos
FRI
26
Calendar
Clock
Camera
Wallet
Settings
Maps
App Store
Contacts
Google Photos
Gmail
Teams
Calculator
Authenticator
Outlook
LastPass


2:37
rsa authenticator
Cancel
rsa authenticator
rsa authenticator securid
rsa authenticate
rsa authenticator app
rsa securid authenticate
rsa authenticator 4.3
rsa securid authenticate
rsa securid software token by rsa security
rsa securid token
securidex
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123
space
search

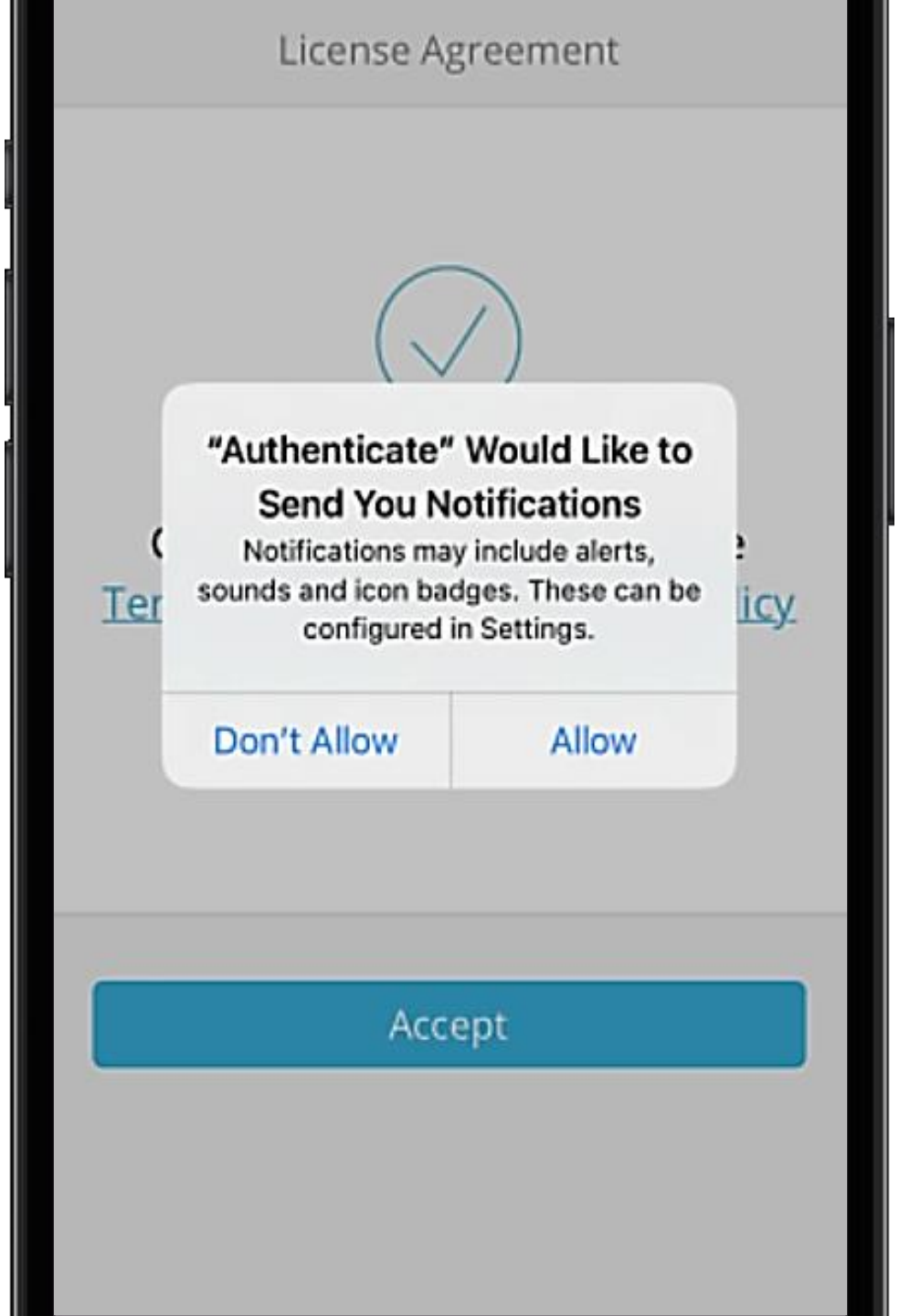




Verify the application is the “RSA” application with the green checkmark as shown in the red square.

Download the app to your device.

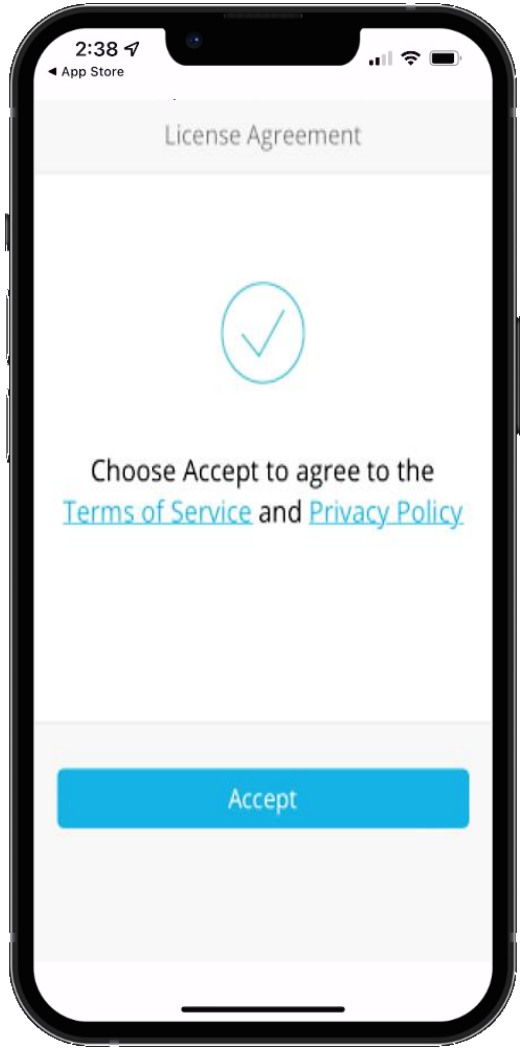
When the app is done downloading, open it by clicking *open.*



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

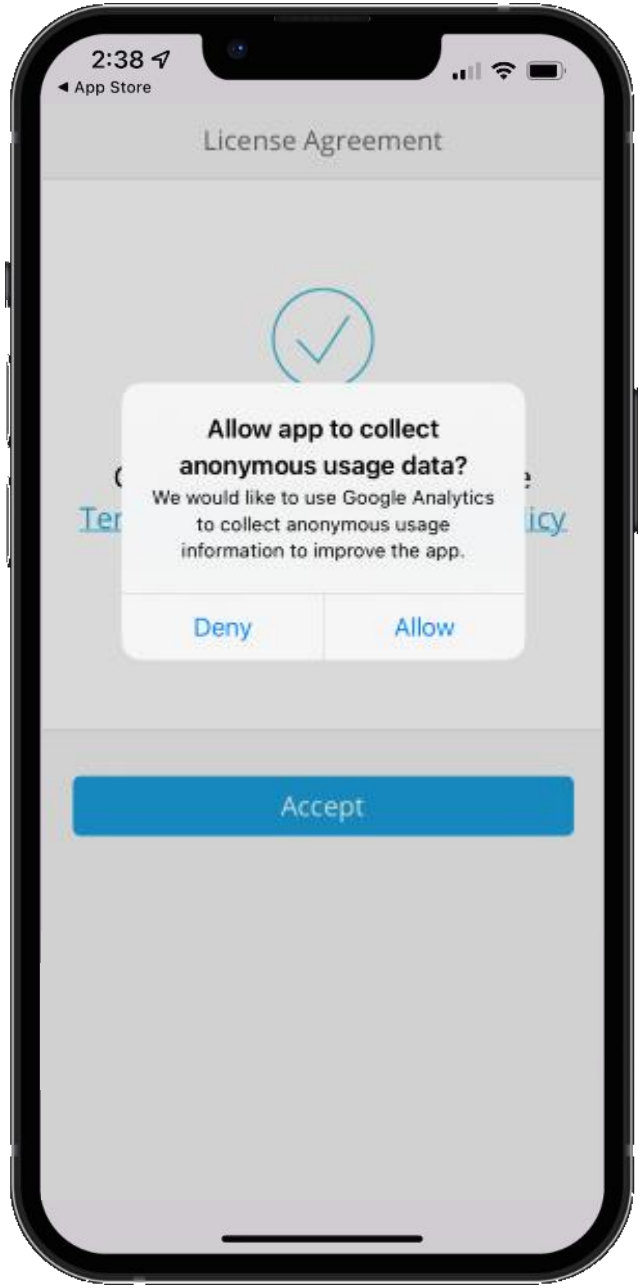
This setting is a user preference. It will not interfere with operation of the token delivery process.

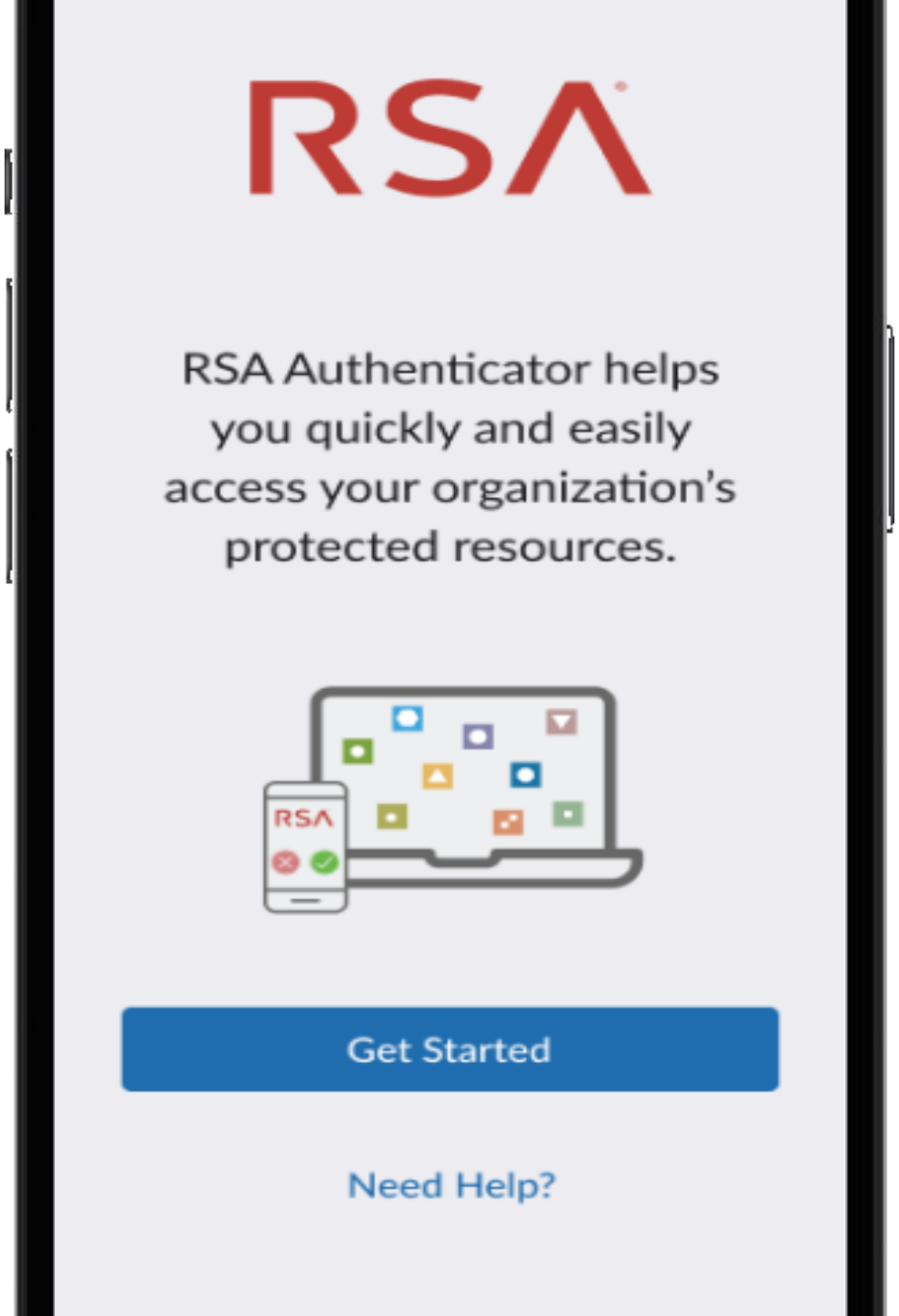
After reading the Terms of Service and the Privacy Policy, click the *Accept* button to accept.



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.



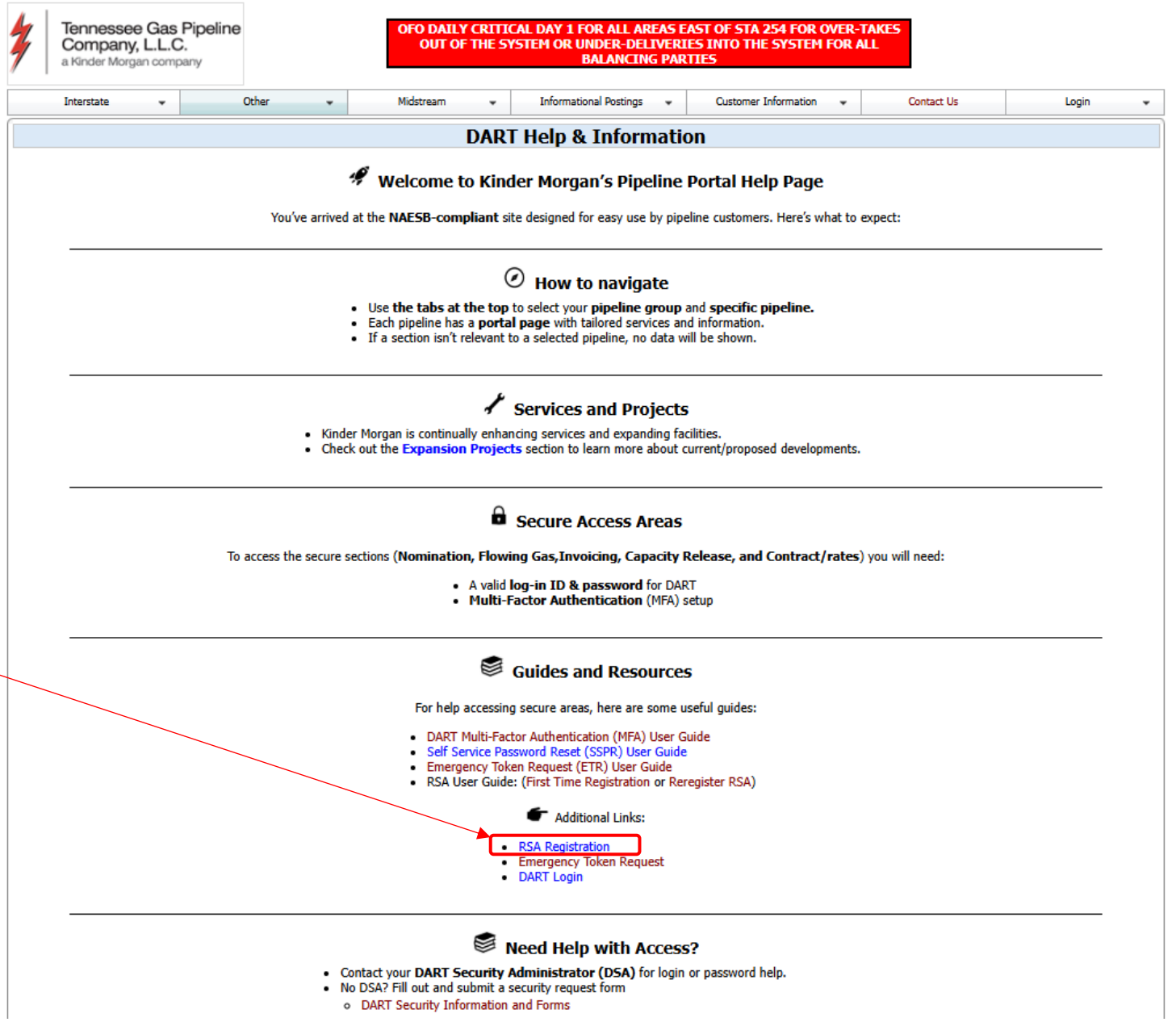


Once you've reached the Welcome Screen you have completed the SecurID application install process.

You're now ready to move onto the registration process.

Registering RSA

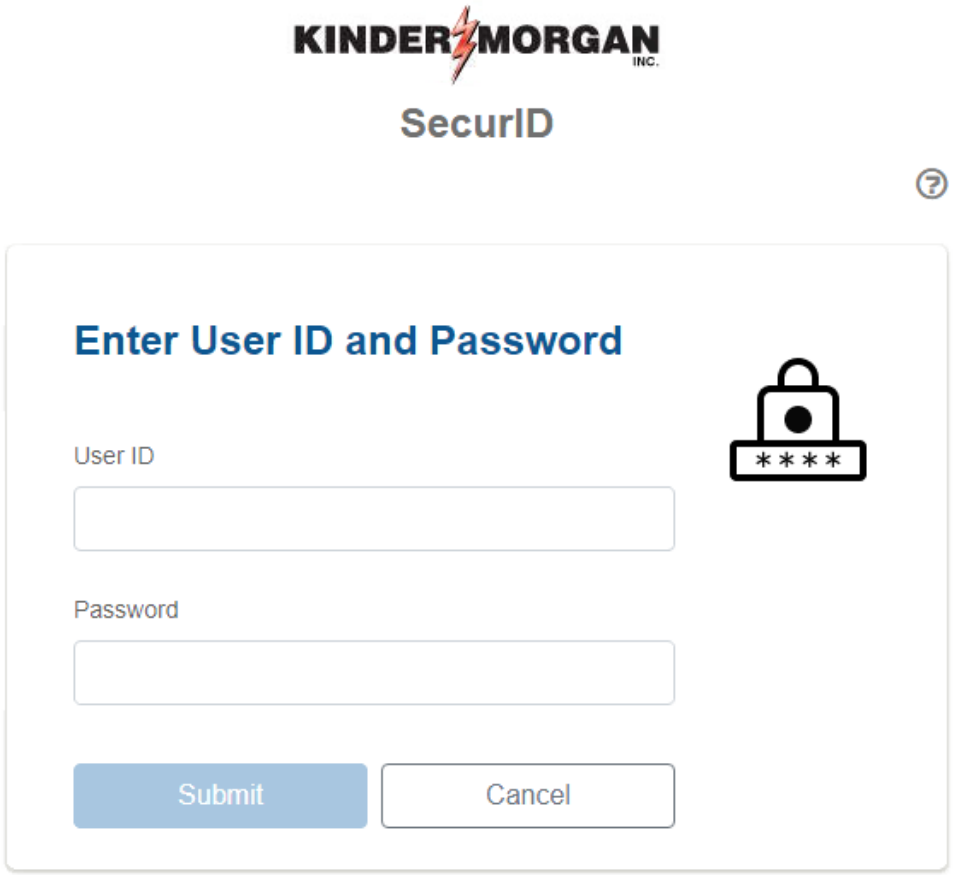
- Open a new session in your preferred internet browser.
- Navigate to: *https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx*
- Open *RSA Registration* by Double-Clicking.



Enter your DART User ID without the extension **@ext.kindermorgan.com**

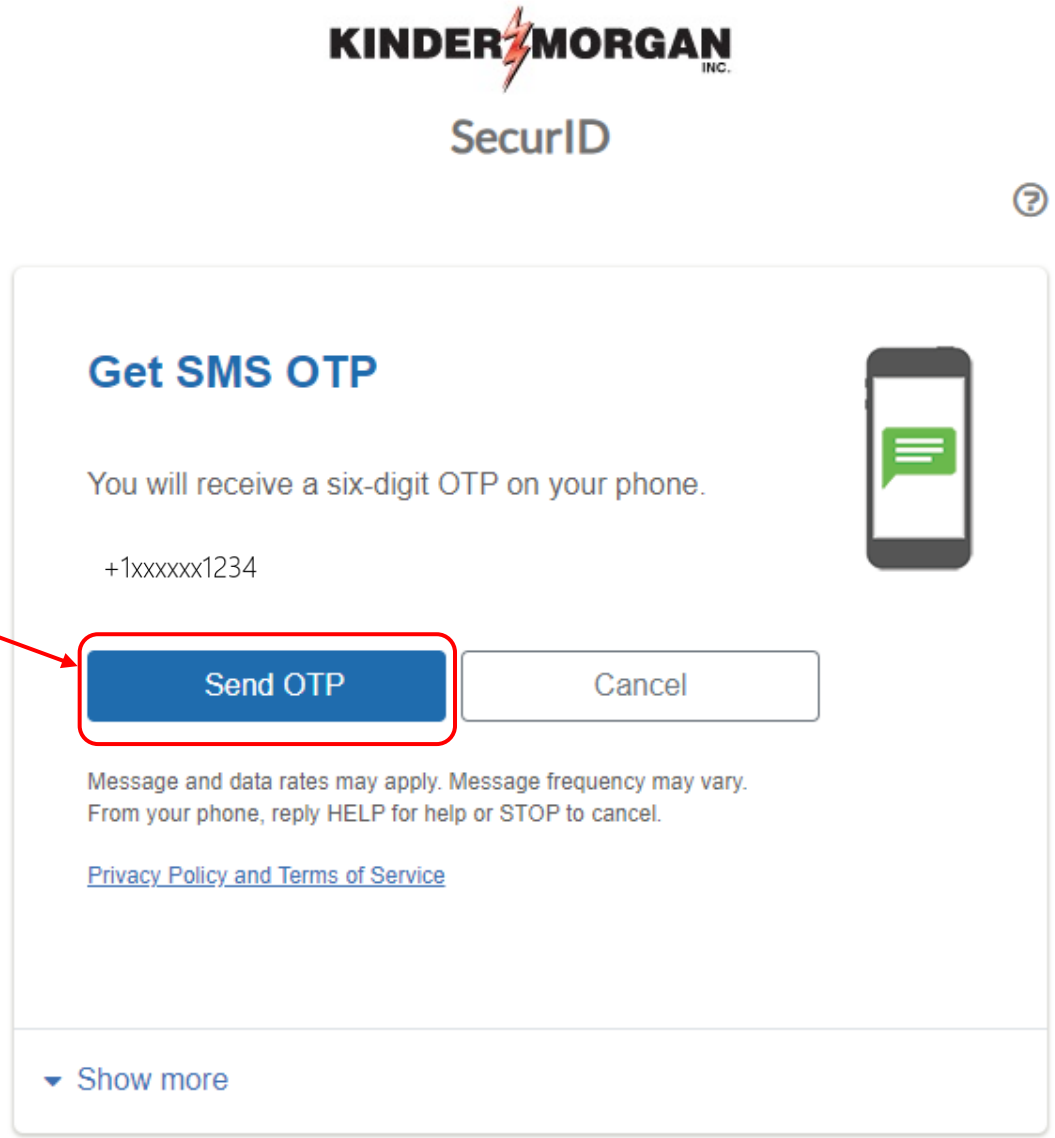
Enter your password and press *Submit*.

*Your password will be the same one you log into DART with.



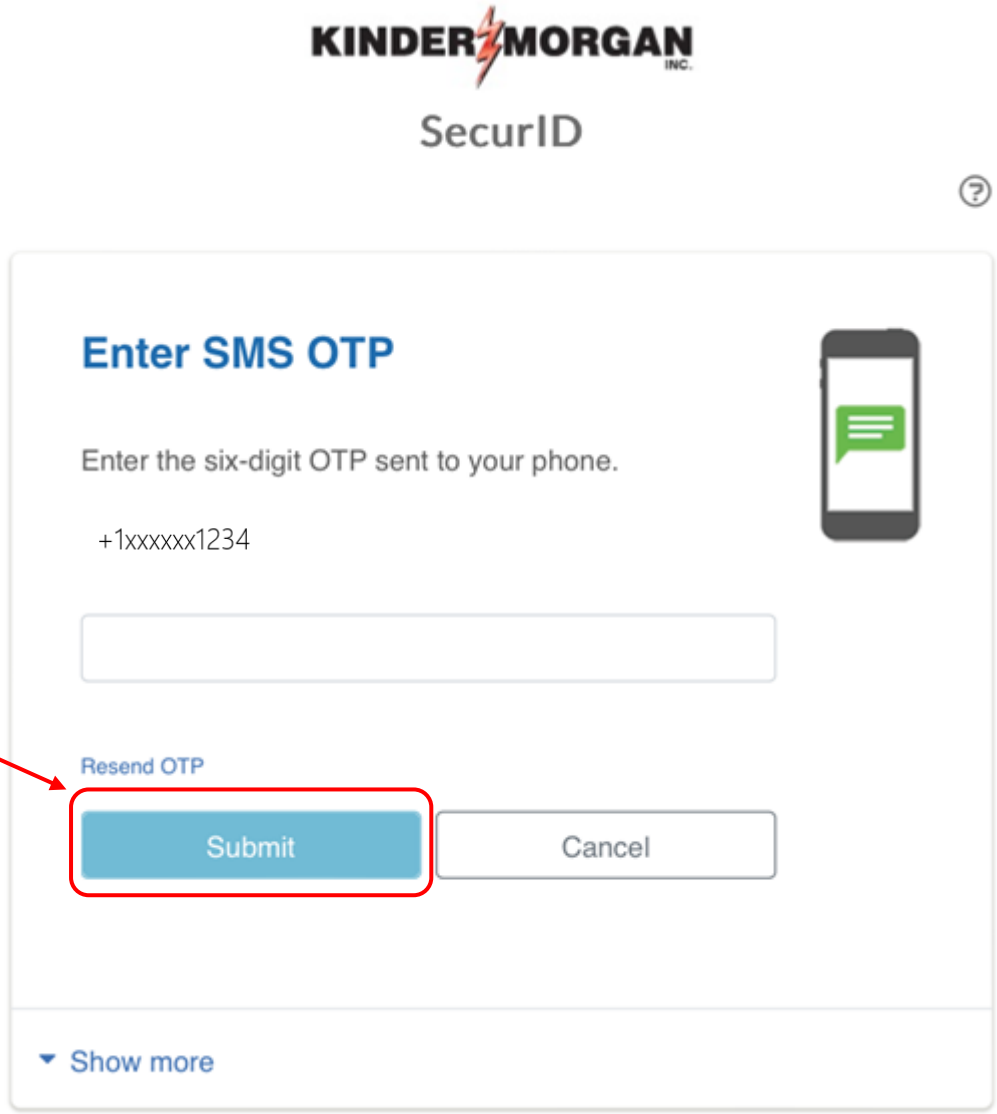
- You will be prompted to receive an SMS OTP to your cell phone number associated to your DART User ID.
- Click “Send OTP” to receive text message with OTP token code.

- *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.*

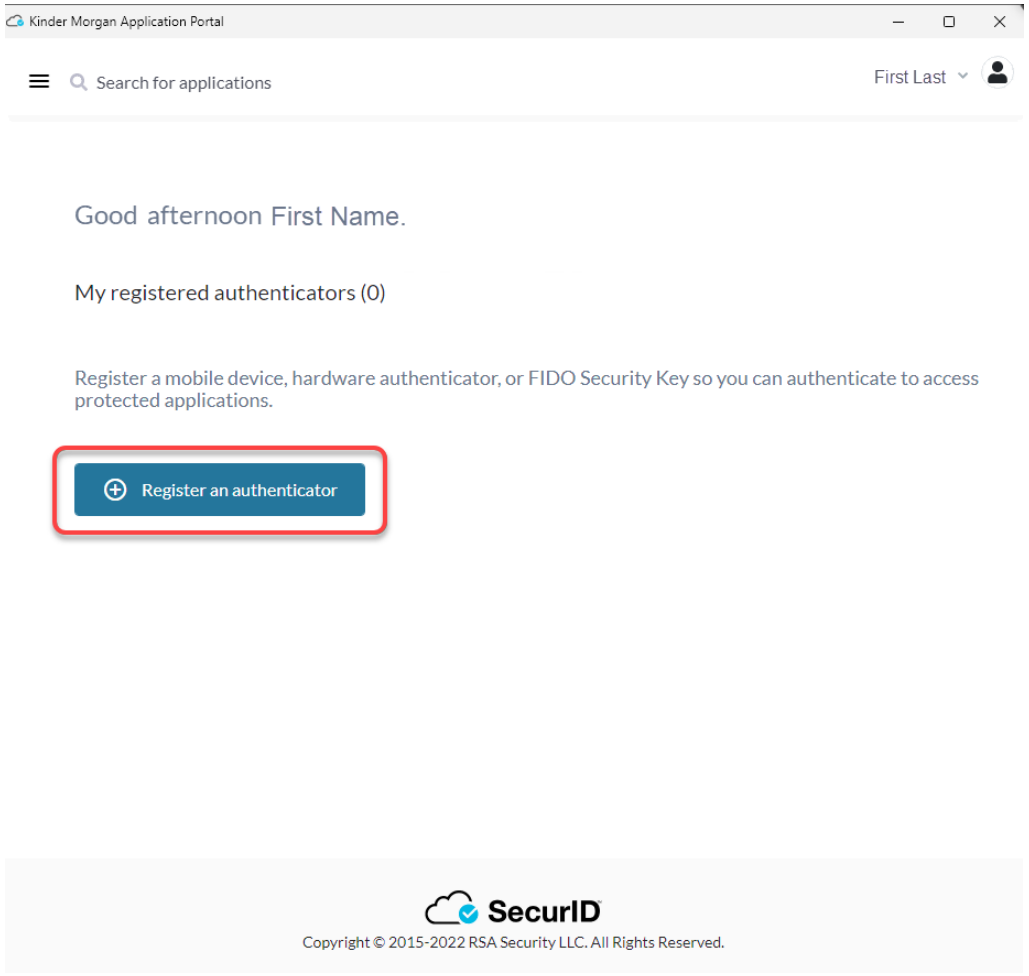


- Enter OTP token received through text message in the field provided and click “Submit”.

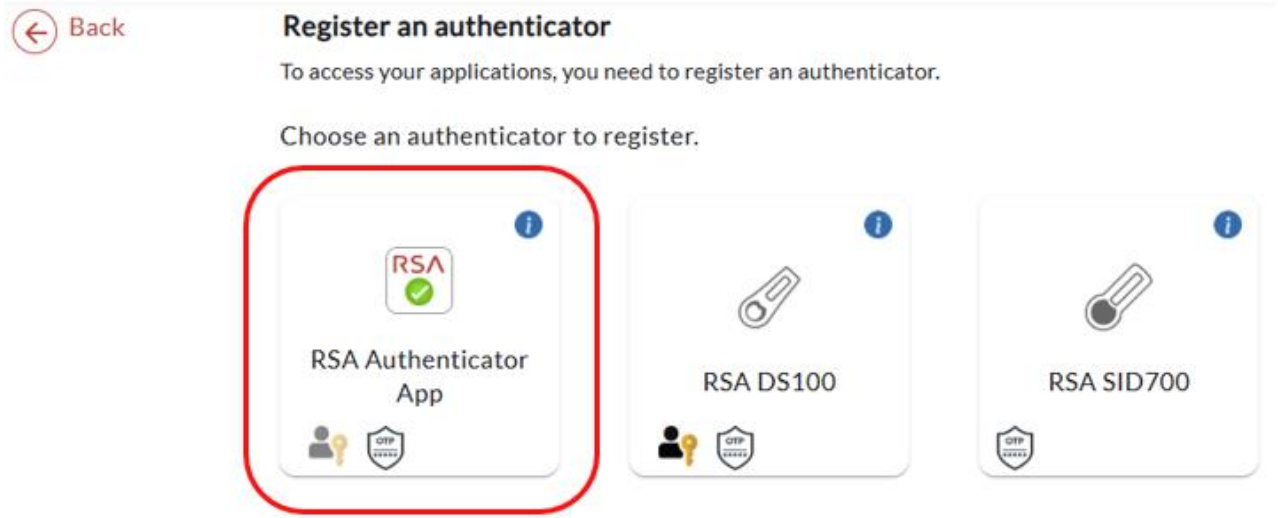
- *NOTE: If you need to resend another code, please click the “Resend OTP” link above the Submit button.*



Click *Register an authenticator*

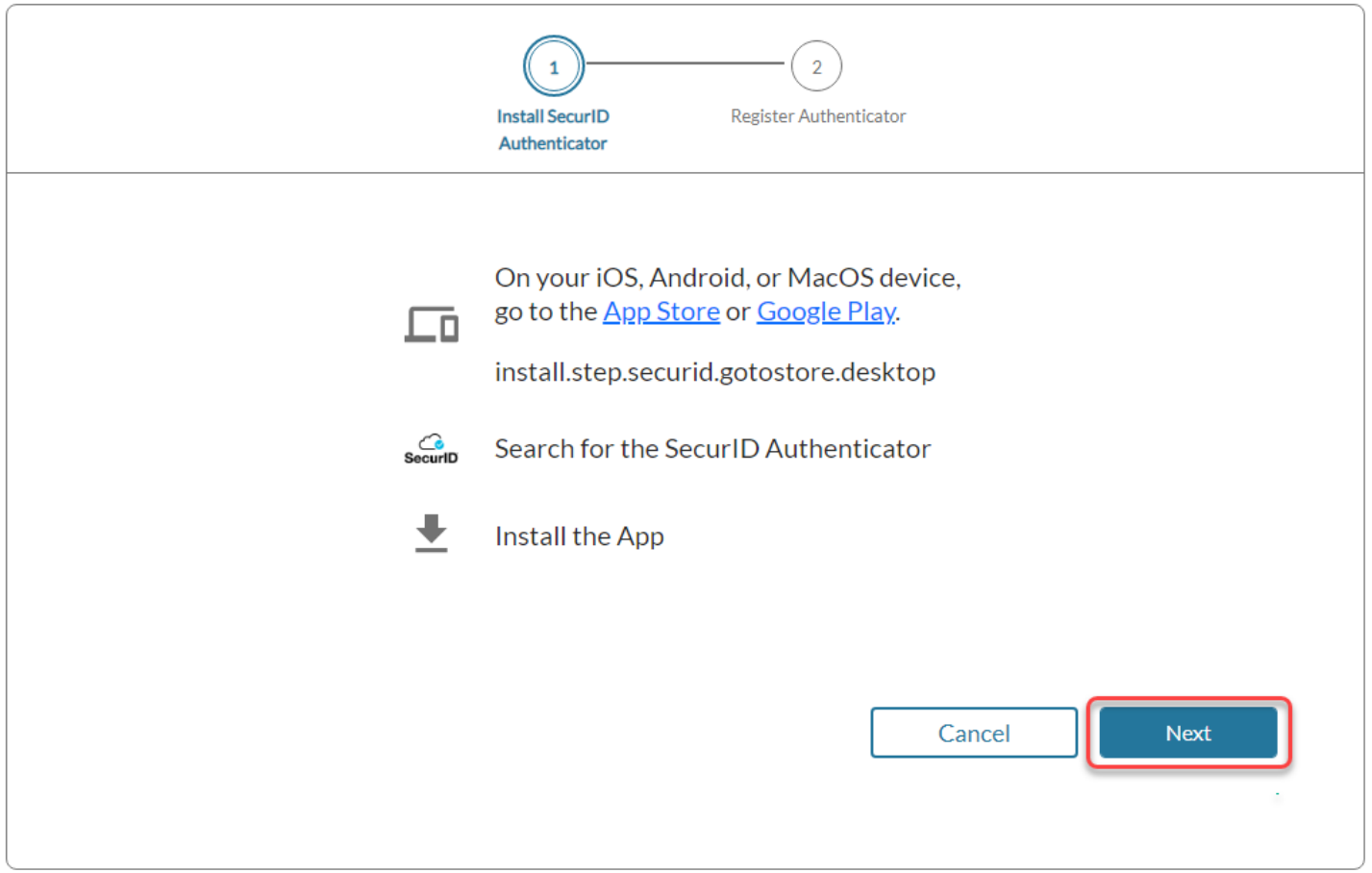


Click the *RSA Authenticator App* icon



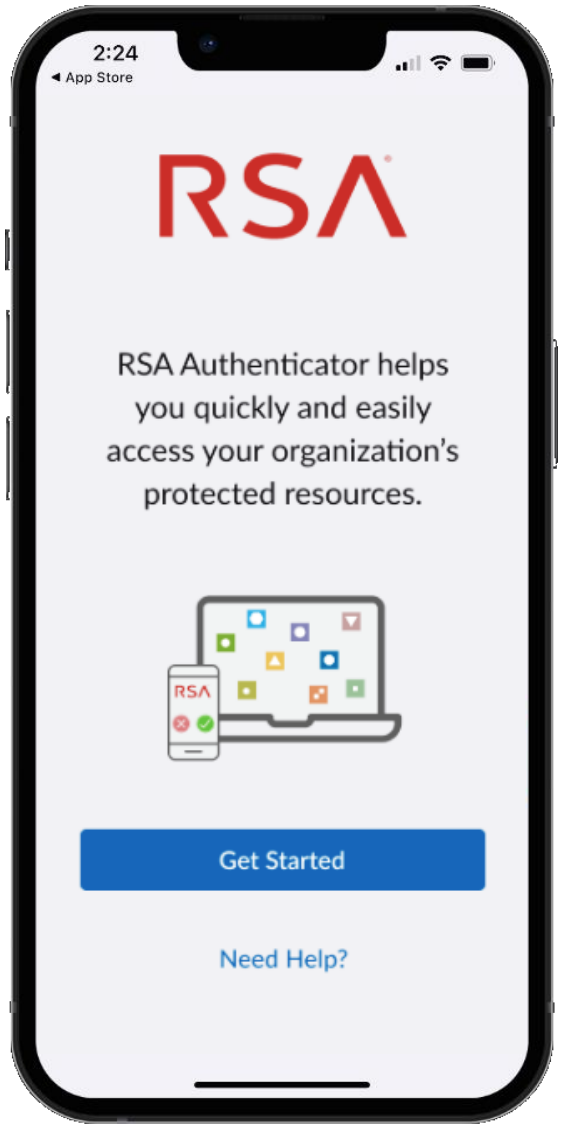
If the application is installed on the mobile device, click the *next* button and open the *SecurID* app on your mobile device.

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.

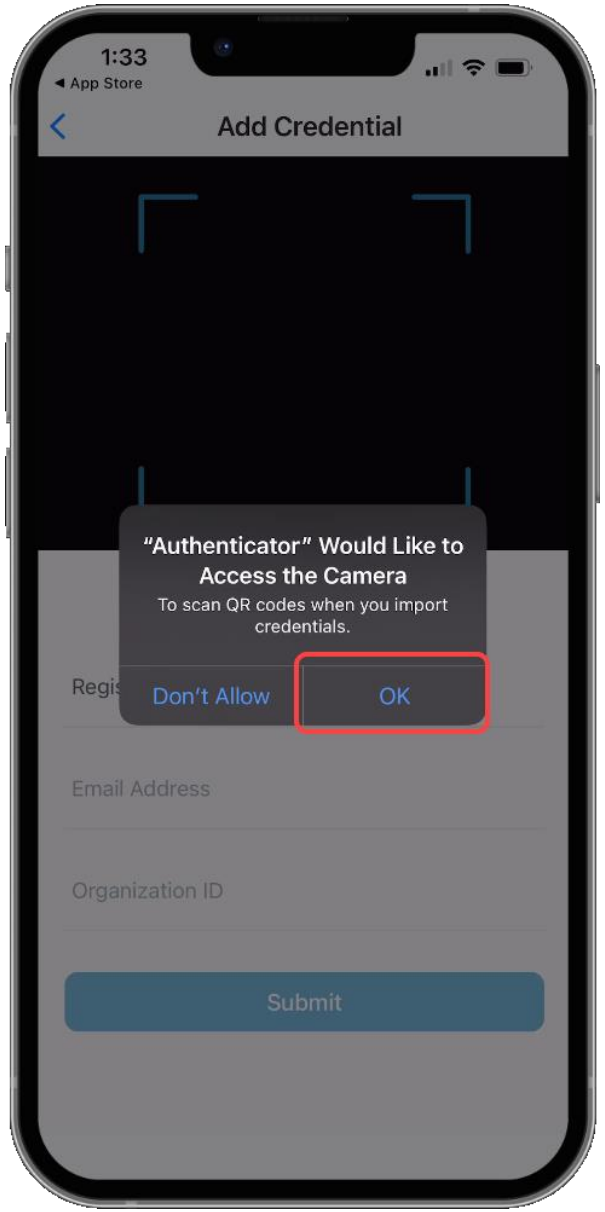


Allow access to the Camera to scan the QR Code displayed in the SecurID Browser.

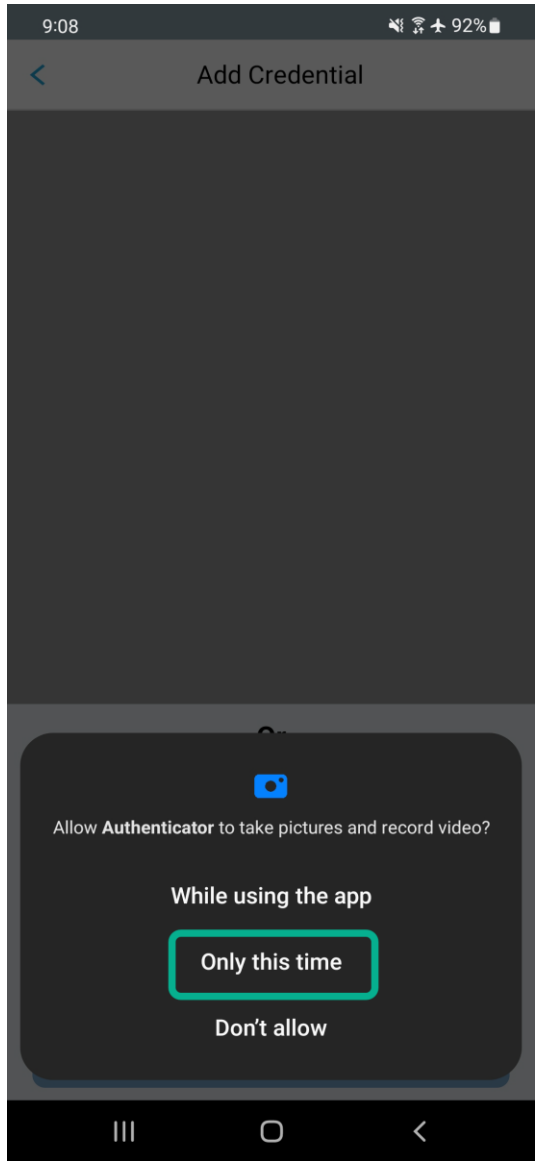
You can change this setting in your device settings after completing the registration process.

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

Apple



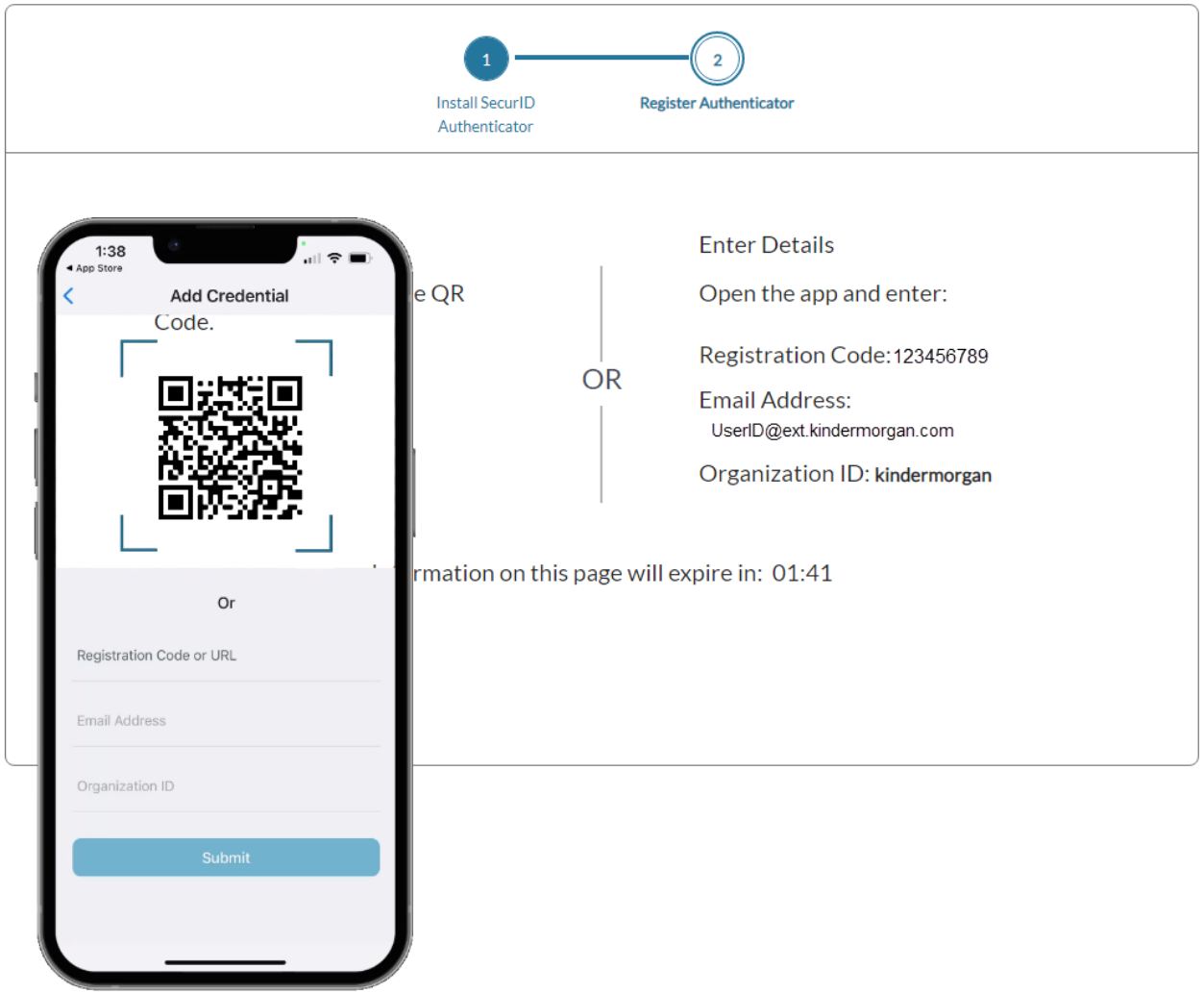
Android



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

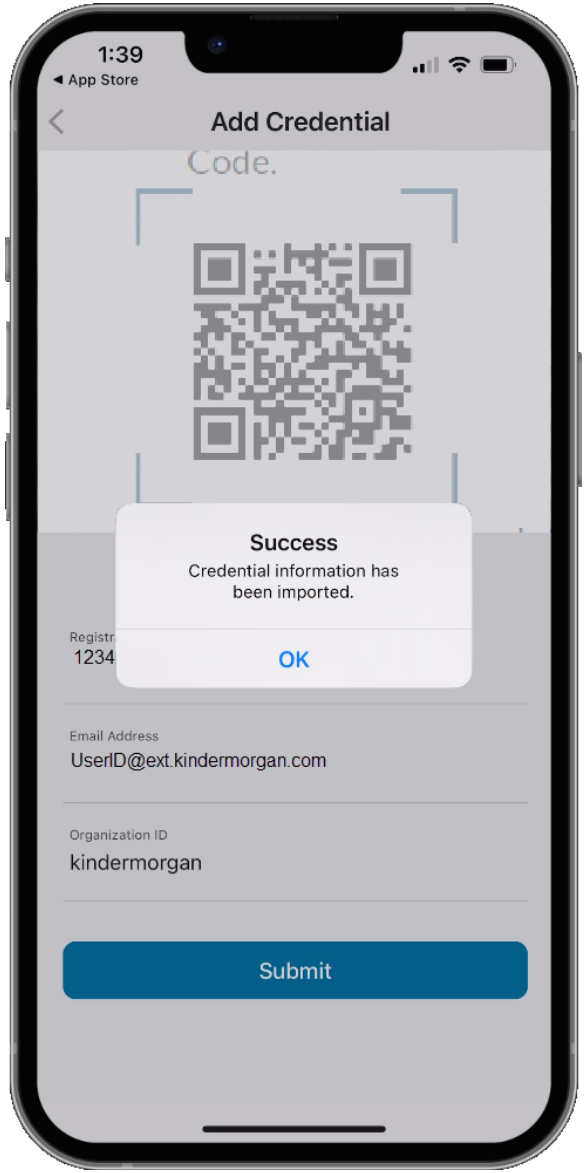
DO NOT SCAN THE QR CODE FROM THIS DOCUMENT!

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.

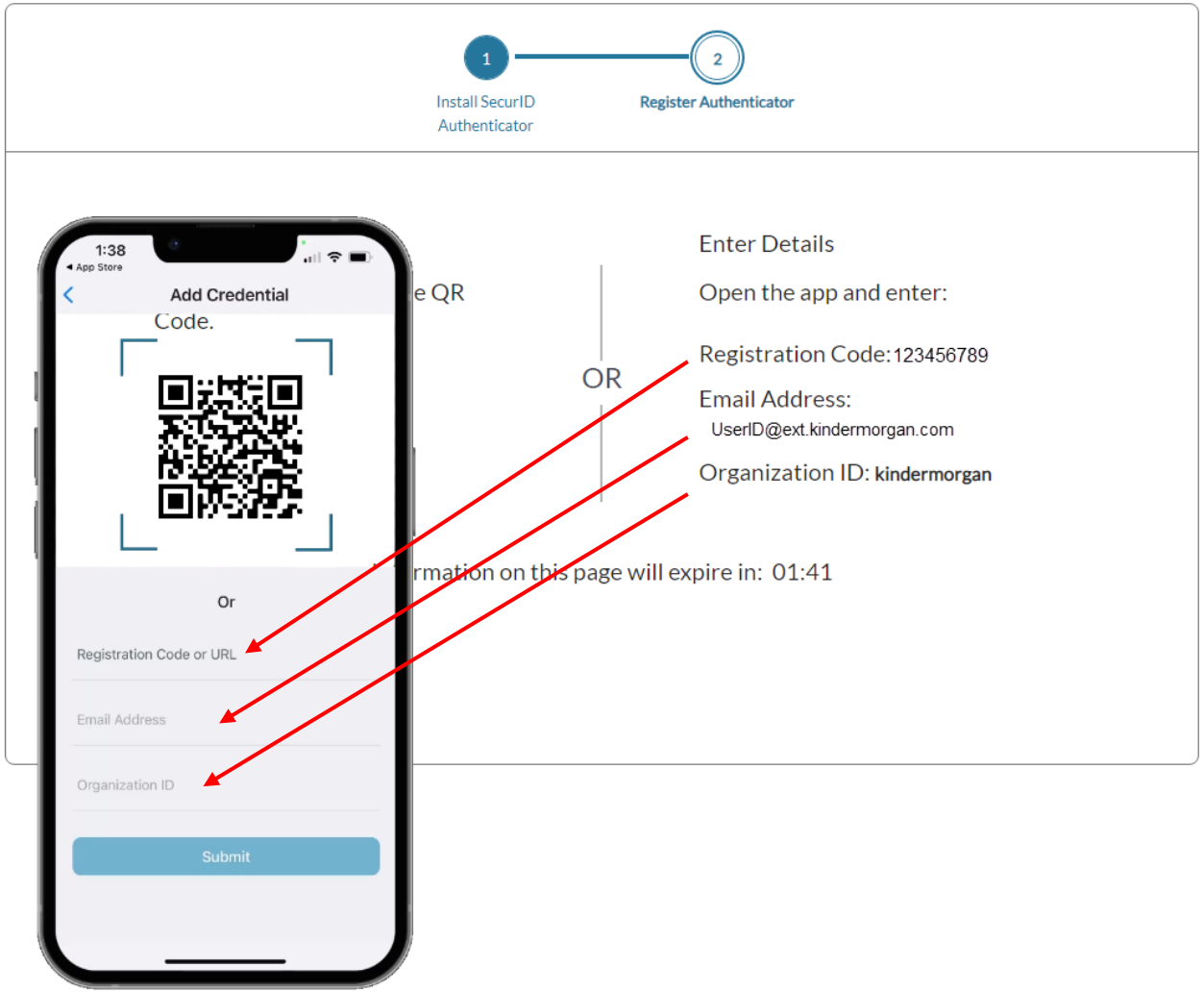
Leave the device and application open to test the authentication token process.



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

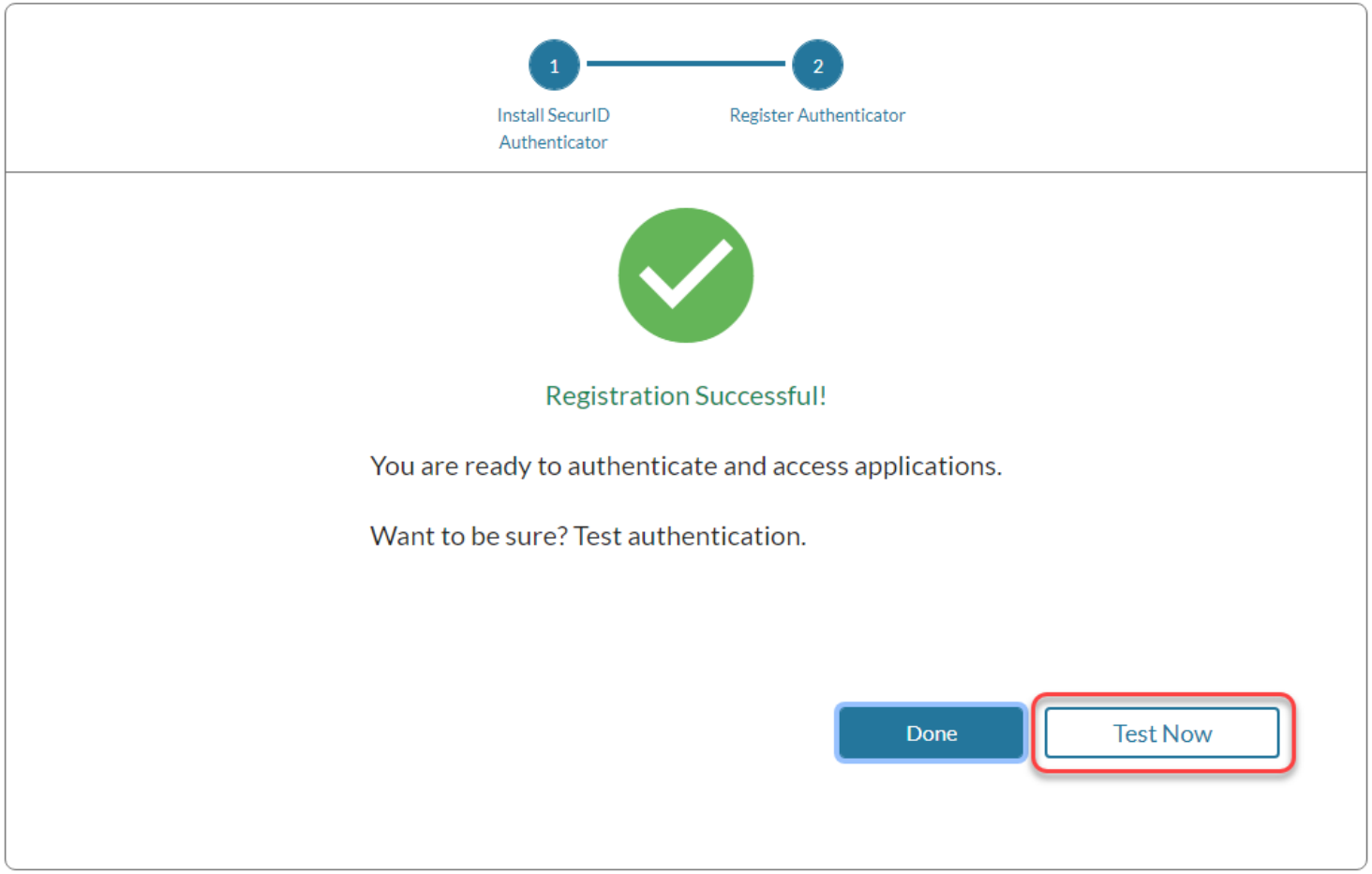
DO NOT SCAN THE REGISTRATION CODE FROM THIS DOCUMENT!

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



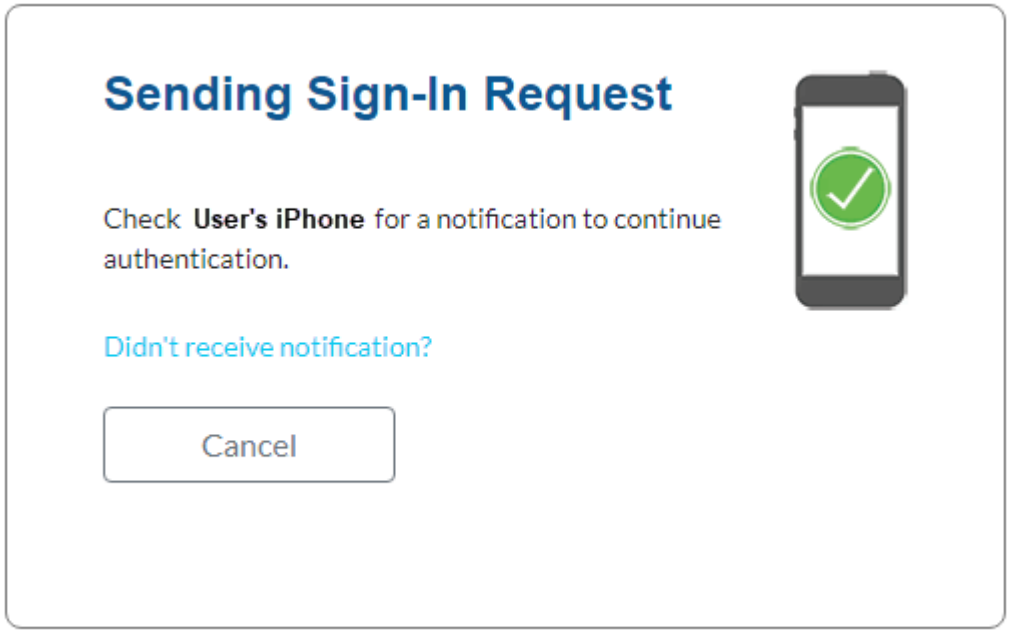
After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

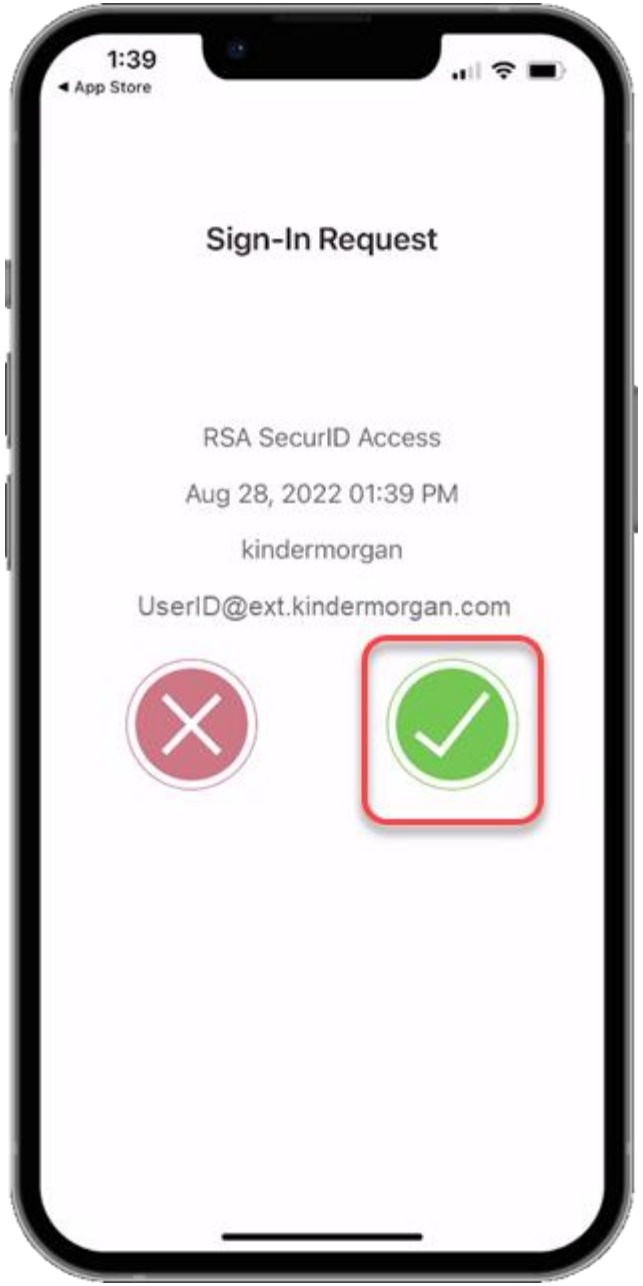
Use the *Test Now* button to ensure the device registration was successful.



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

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

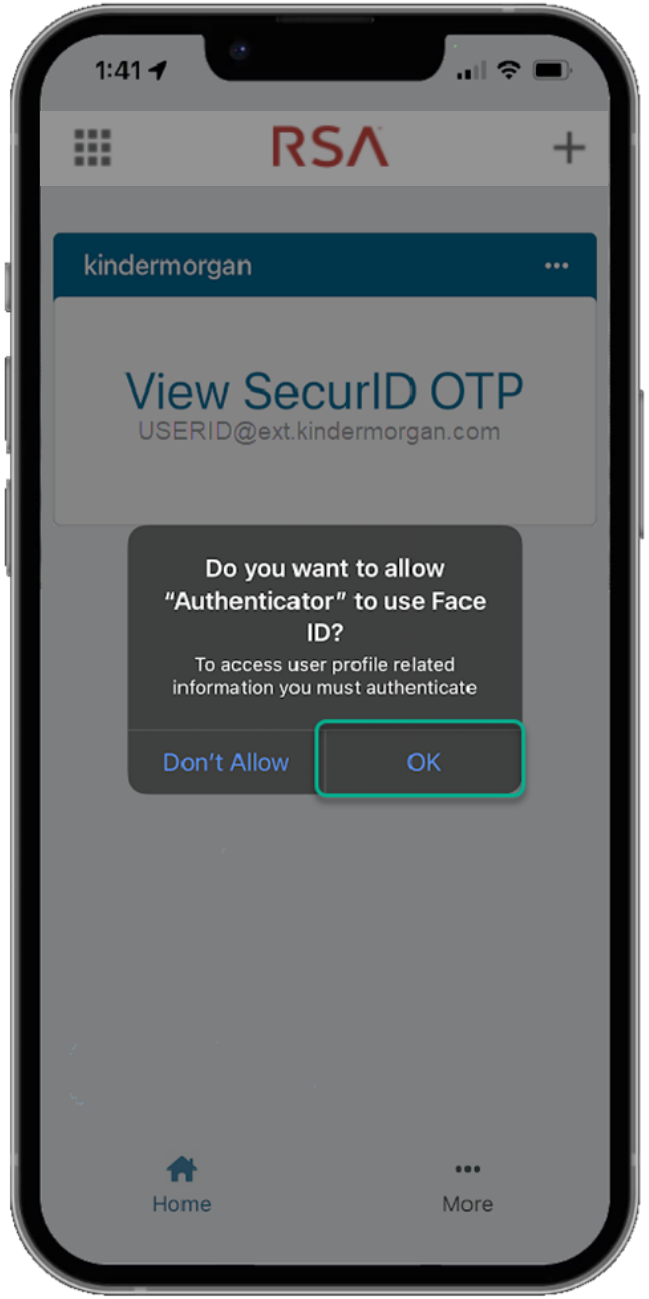




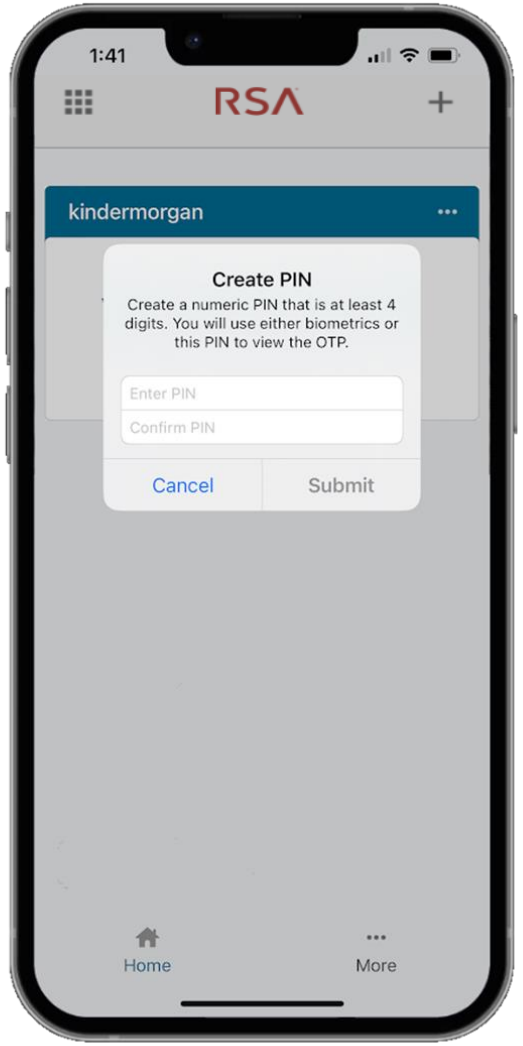
Open your SecurID App and click *View SecurID OTP.*

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.



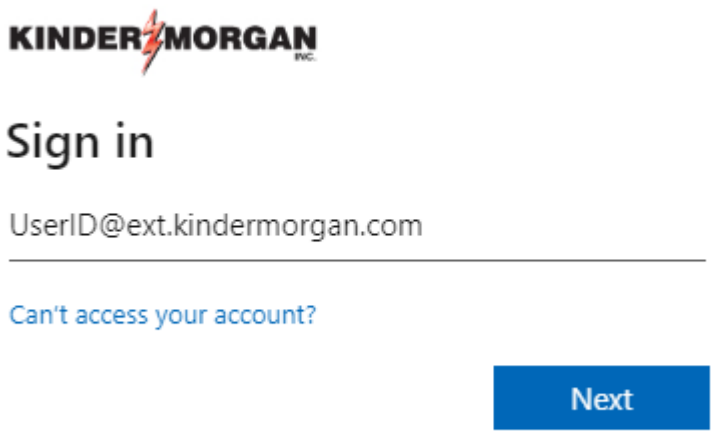
The app requires a pin in the event biometric security does not work.



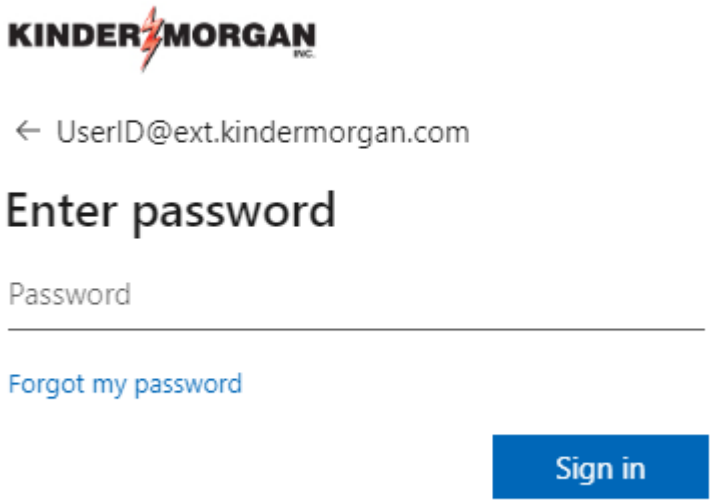
Completing DART Login

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

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



Enter your DART Password click *Sign in.*

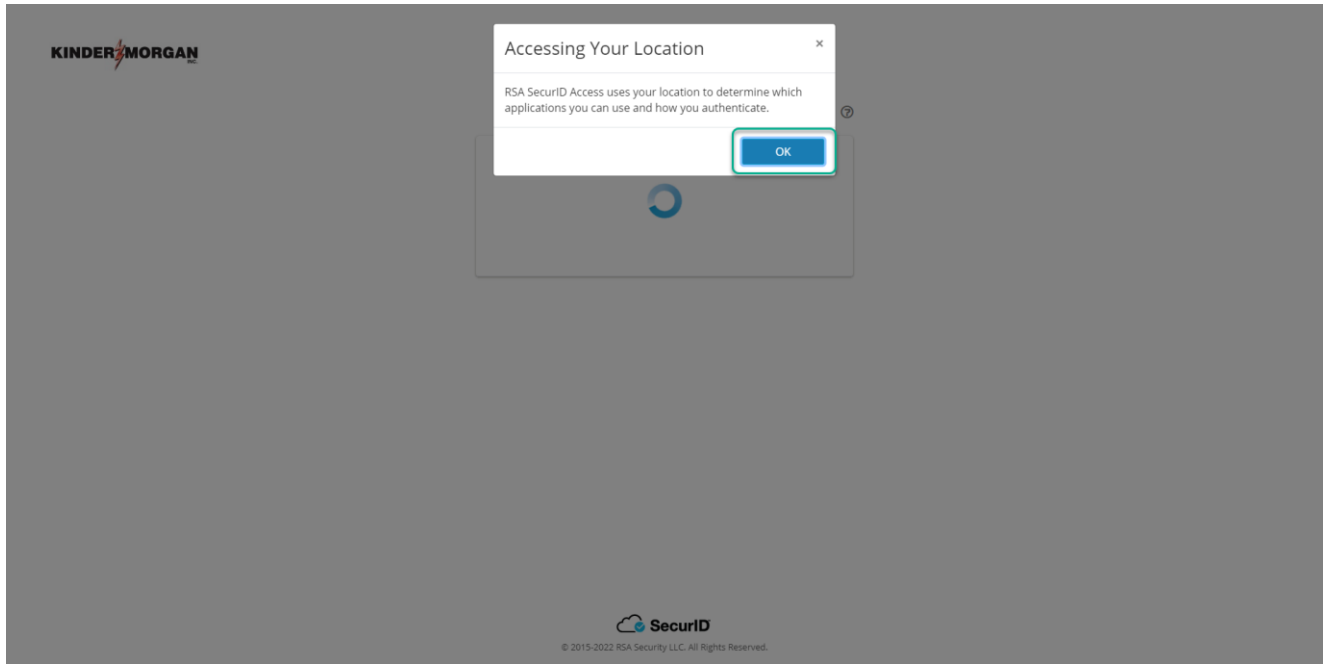


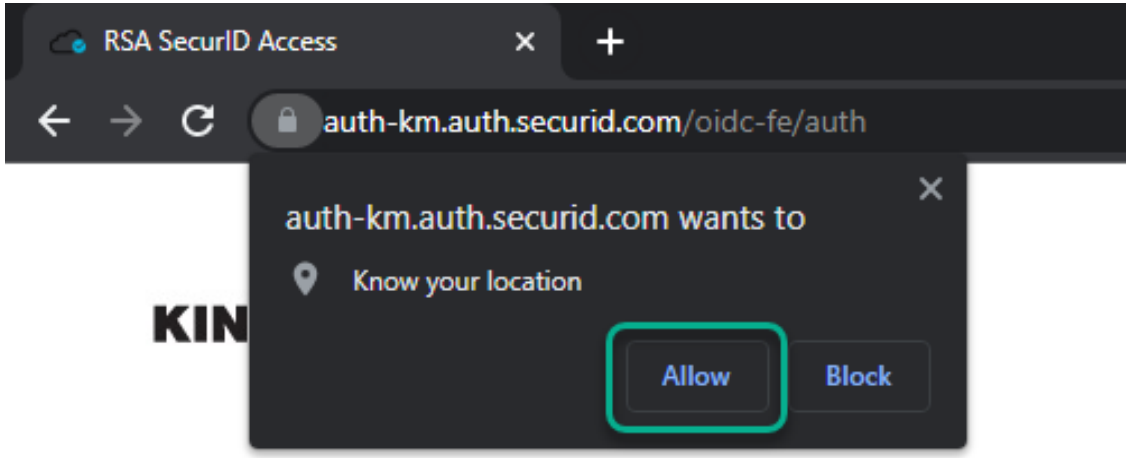
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!
The sign in page contains session information for that login. Bookmarking it will result in a HTTP 500 Error. Instead, bookmark *https://pipeline.kindermorgan.com/*

You will be prompted to allow access to your location. Click *Ok.*

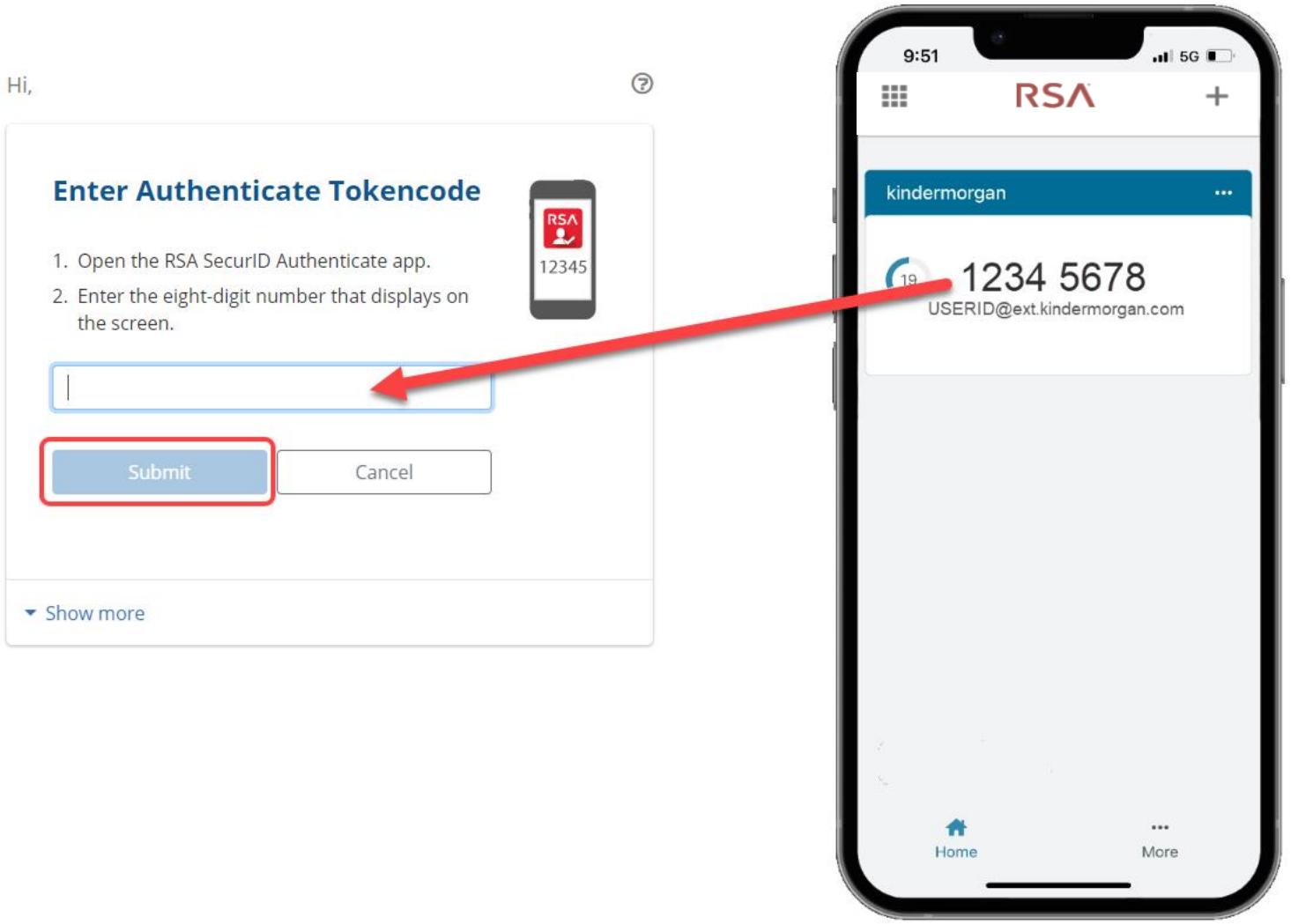
The browser may request access to your location. Click *Allow.*

You may not receive these popup's depending on your security settings.





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



SecurID
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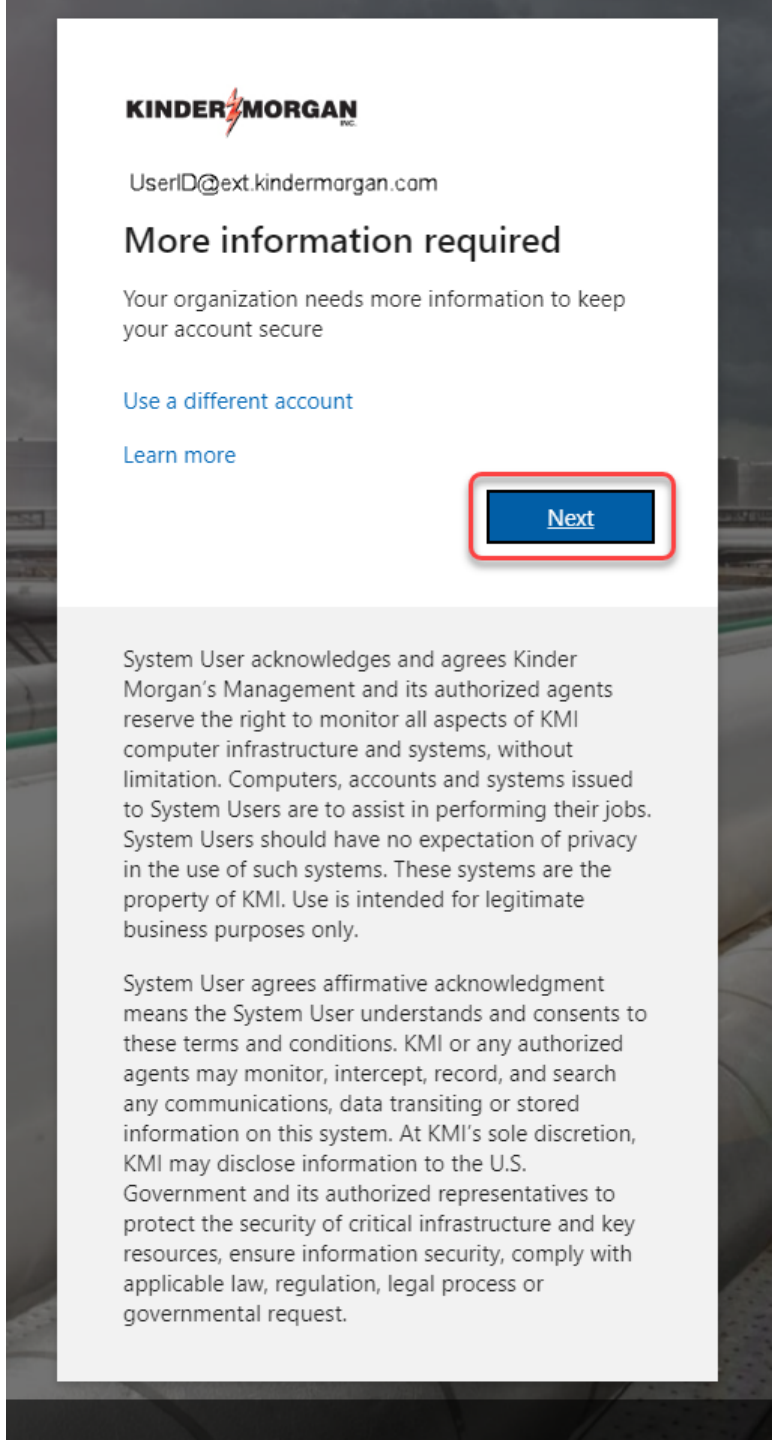
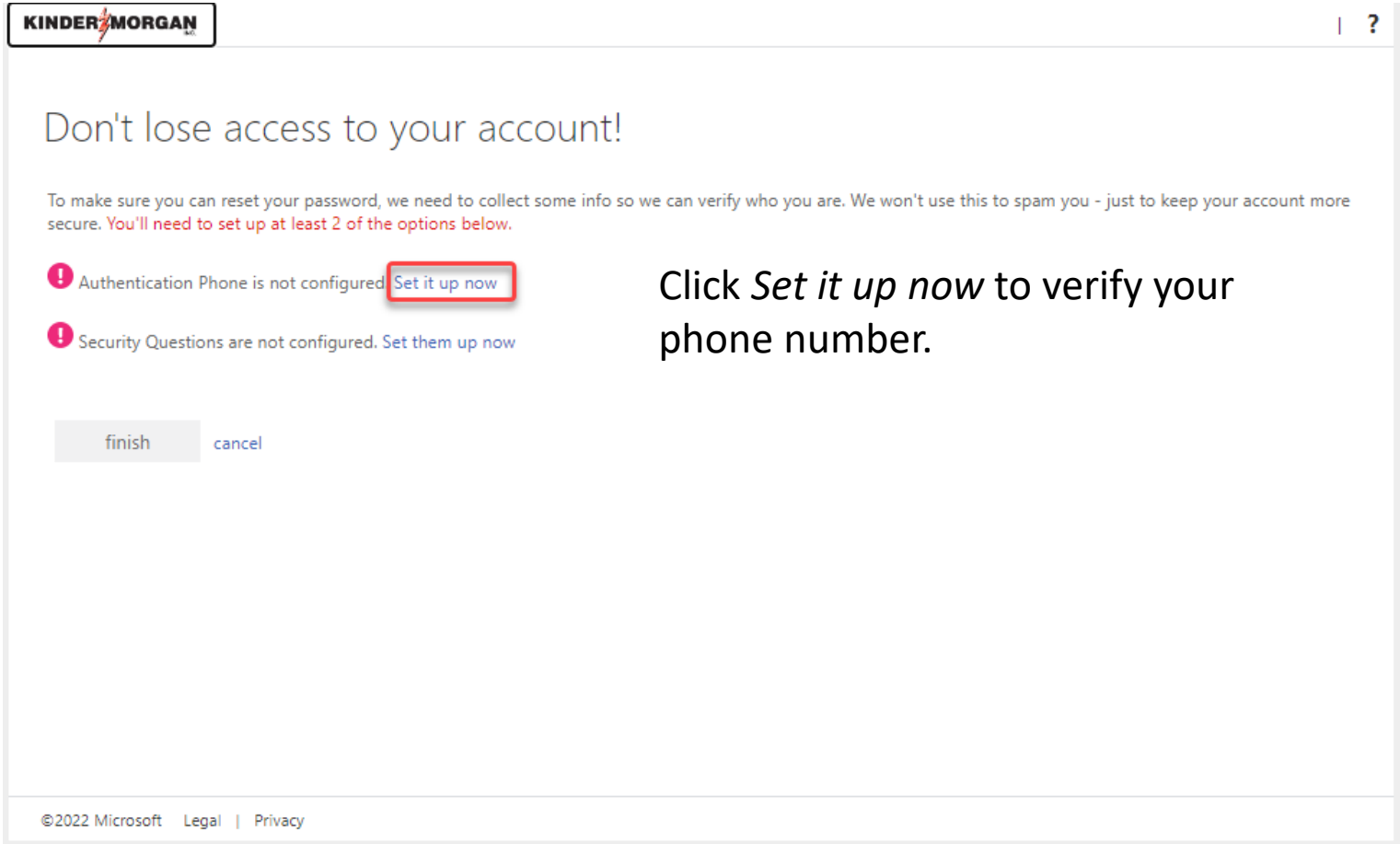
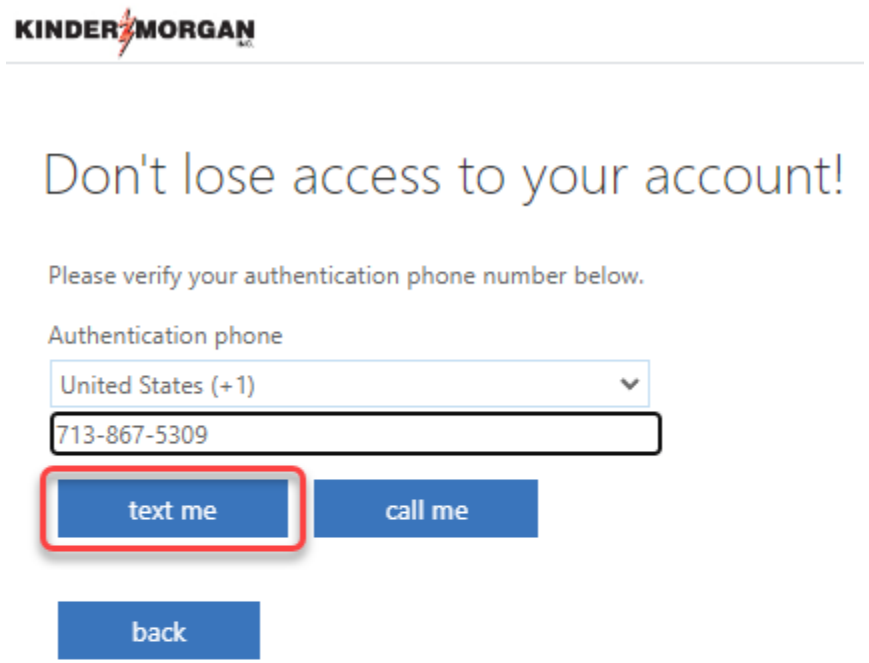


The fist time you log in you will be prompted to enter more information. This information will be used for the Self-Service Password Reset. Press *Next* to continue.

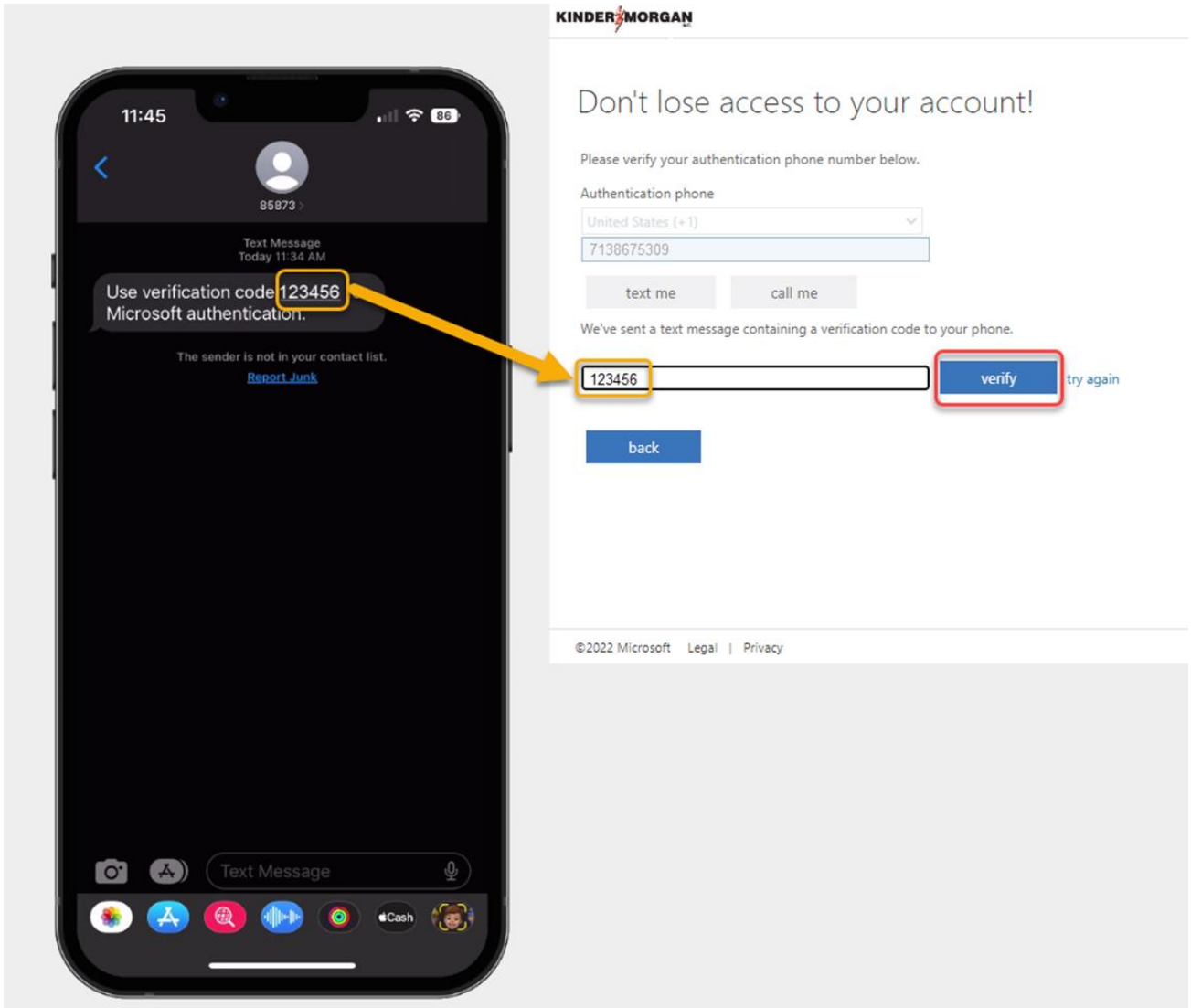


Click *Set it up now* to verify your phone number.

Click *text me* to have a text message sent to the number you entered.

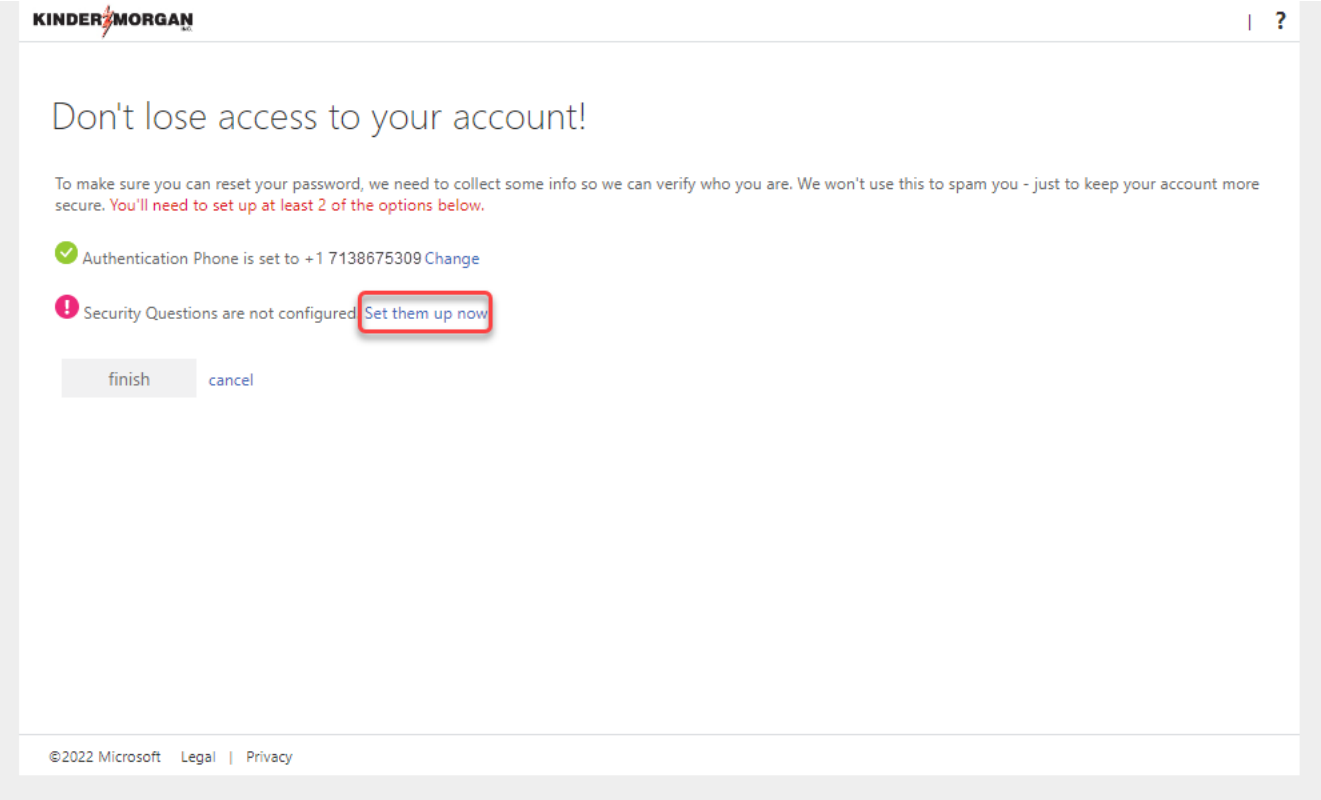


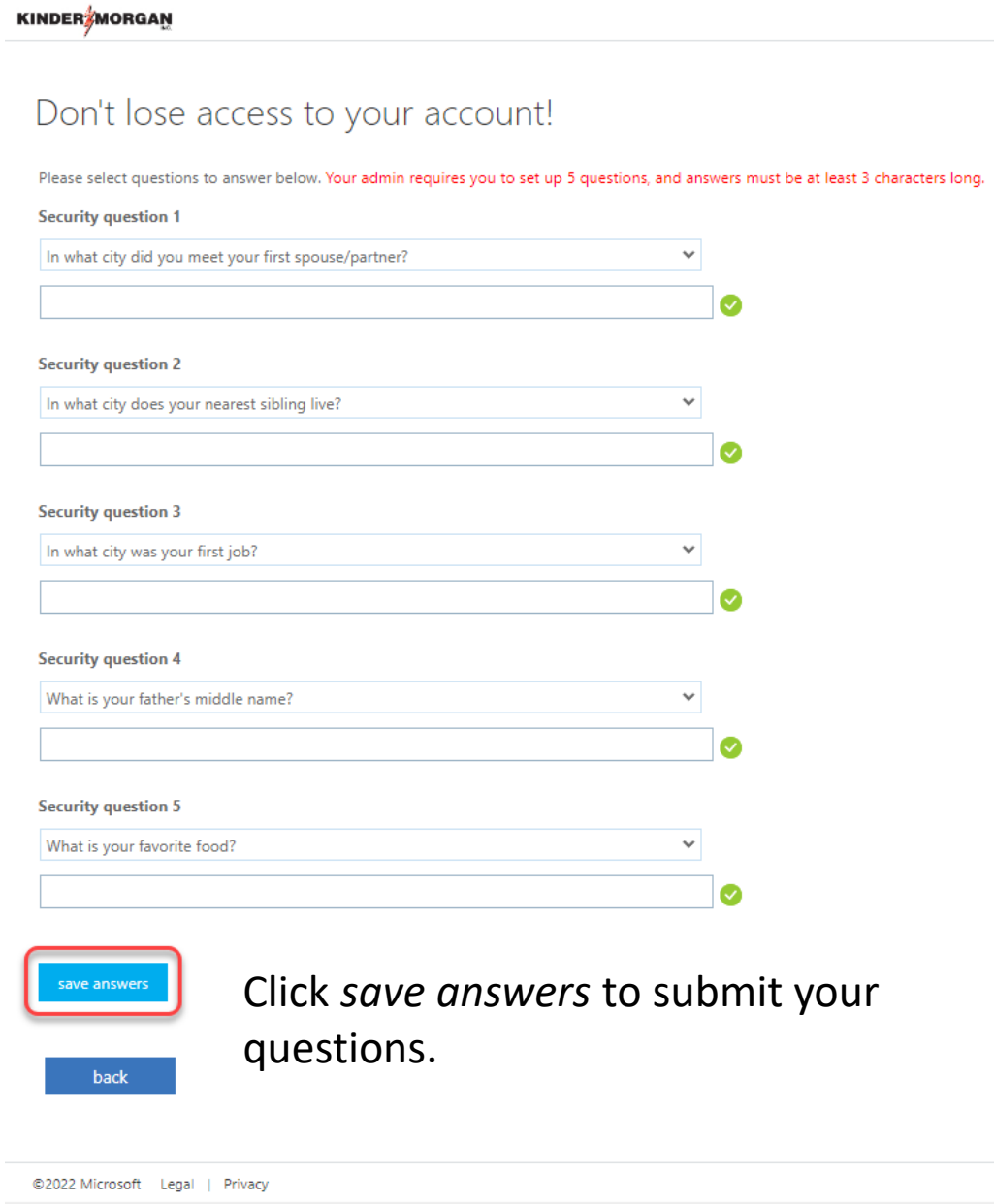
Enter the 6-digit number sent to your device into the text box and press *verify*



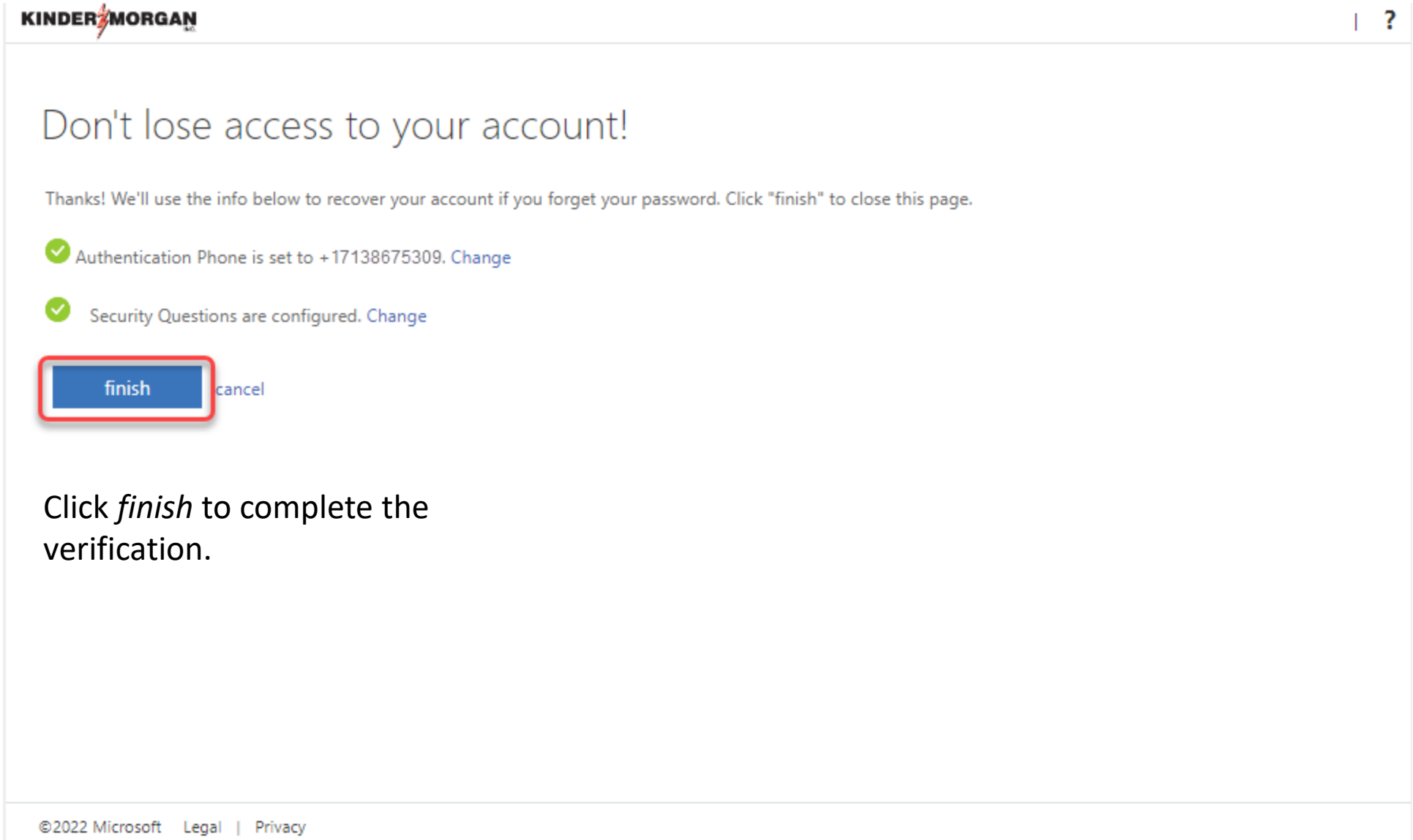
Click *Set them up now* to set your Security Questions.

*You will answer these questions if you need to reset your password.

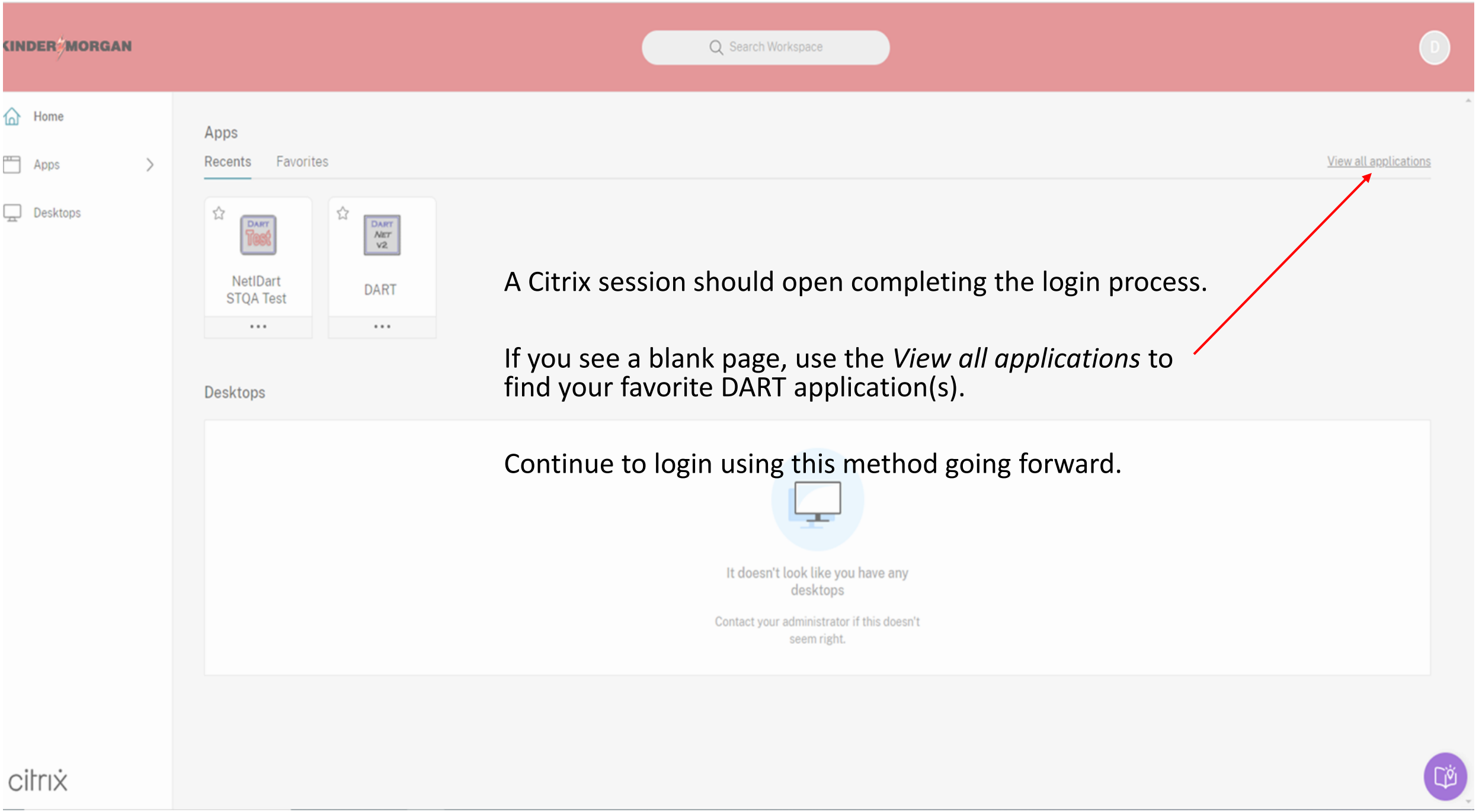




Click *save answers* to submit your questions.



Click *finish* to complete the verification.



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.

Emergency Token Registration

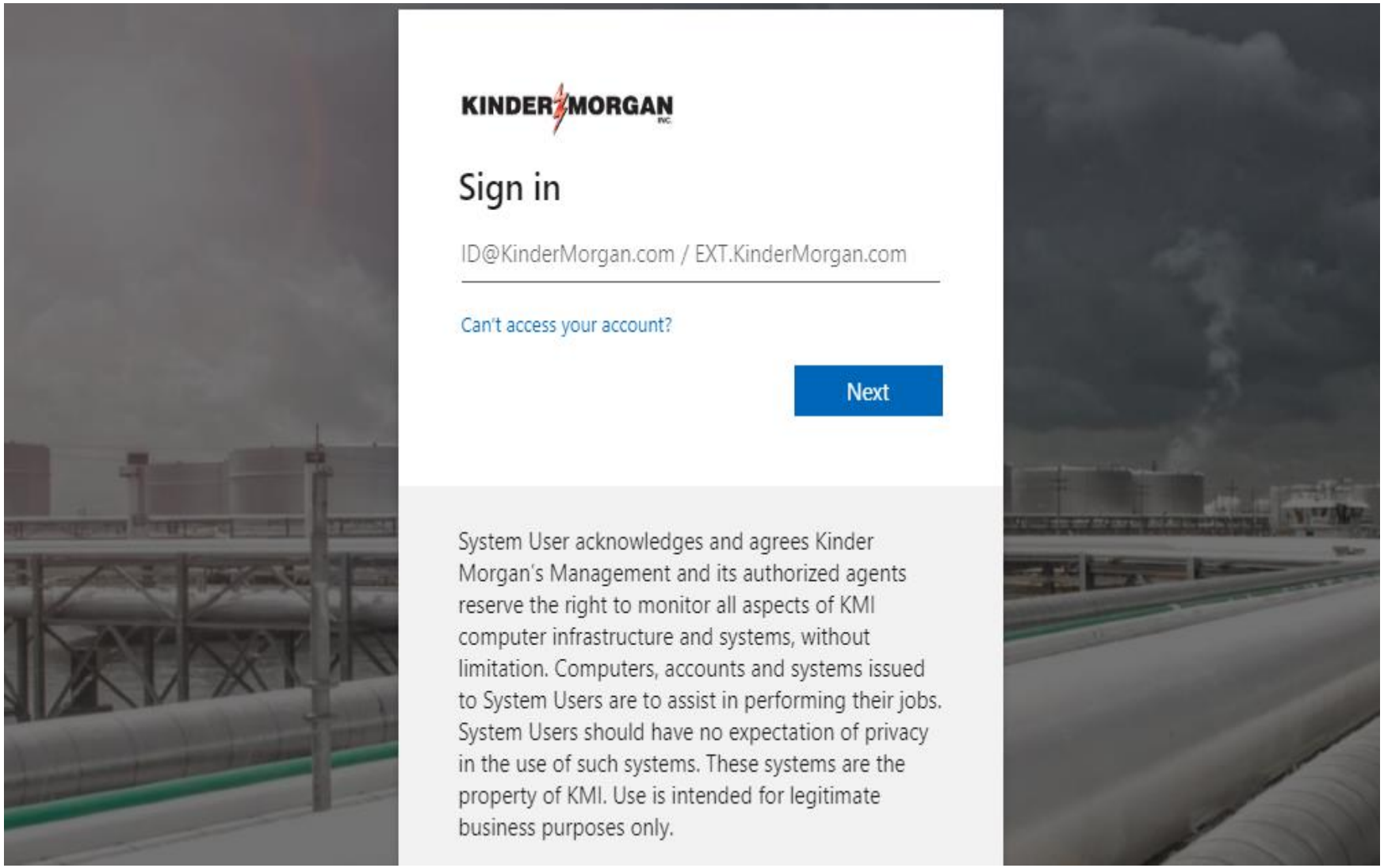
Emergency Token Request Guidelines

- 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

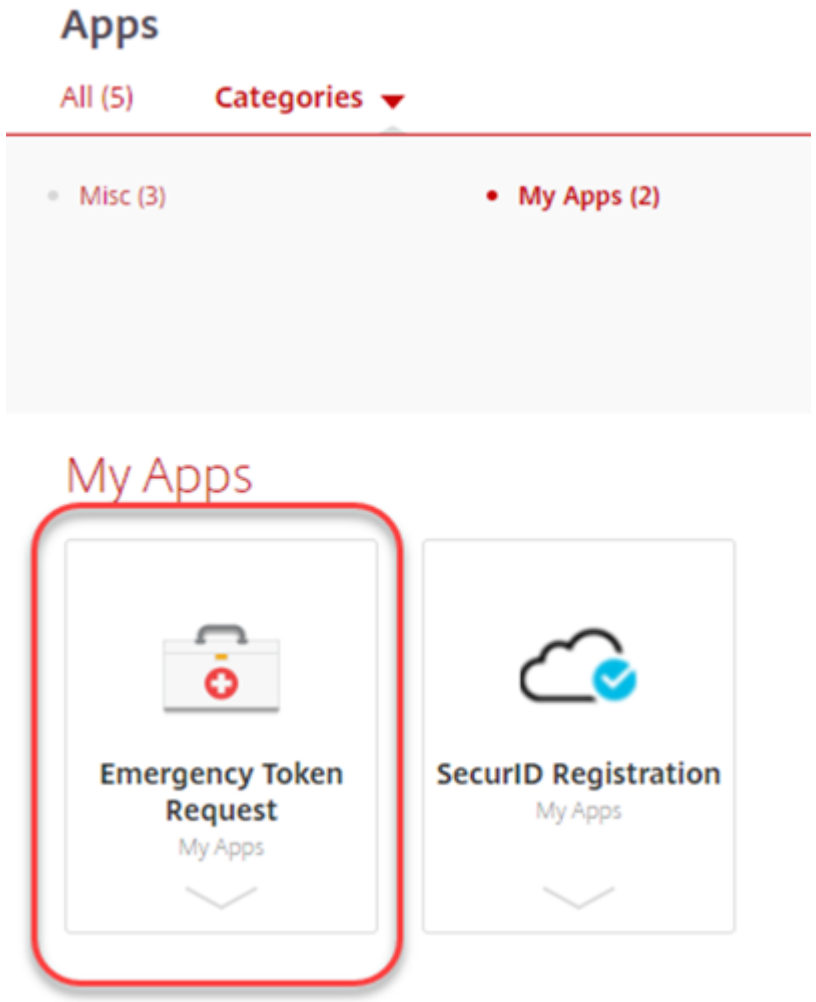
Open a browser and navigate to: https://pipeline.kindermorgan.com

Click *DART Login*

Enter your DART User ID and Password

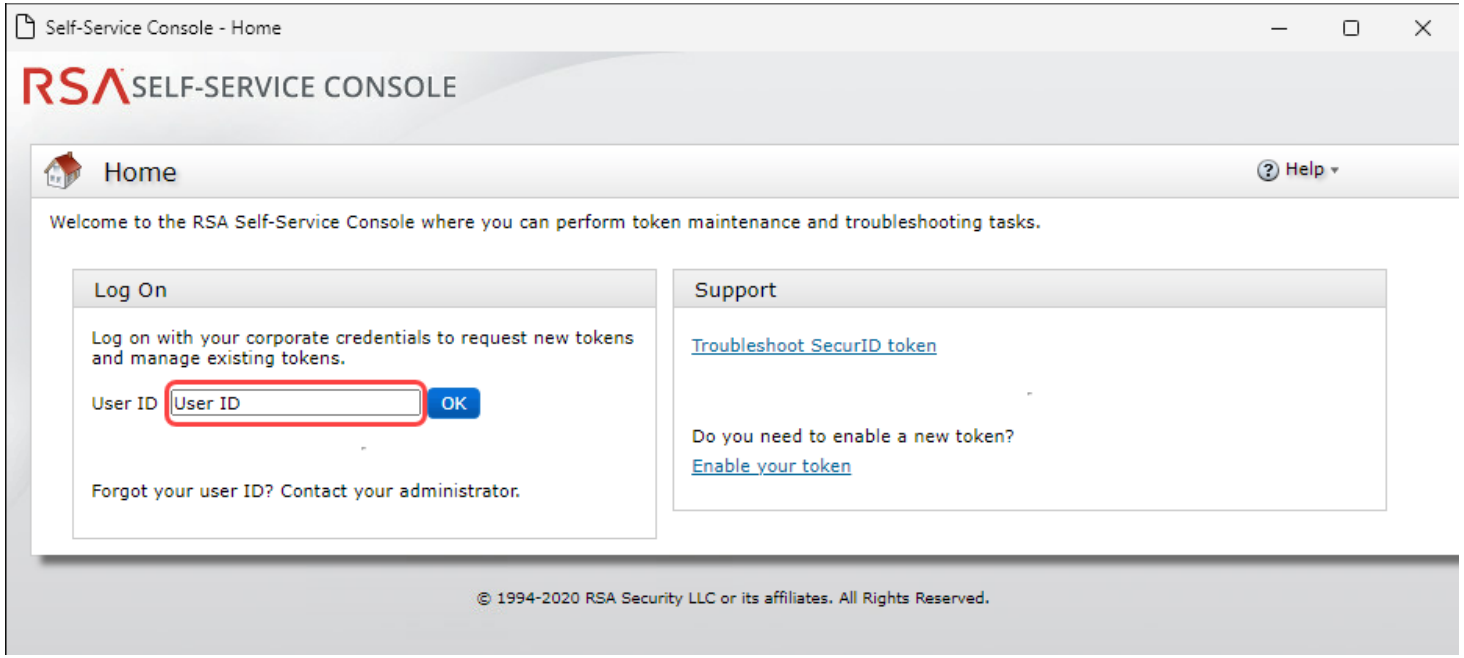


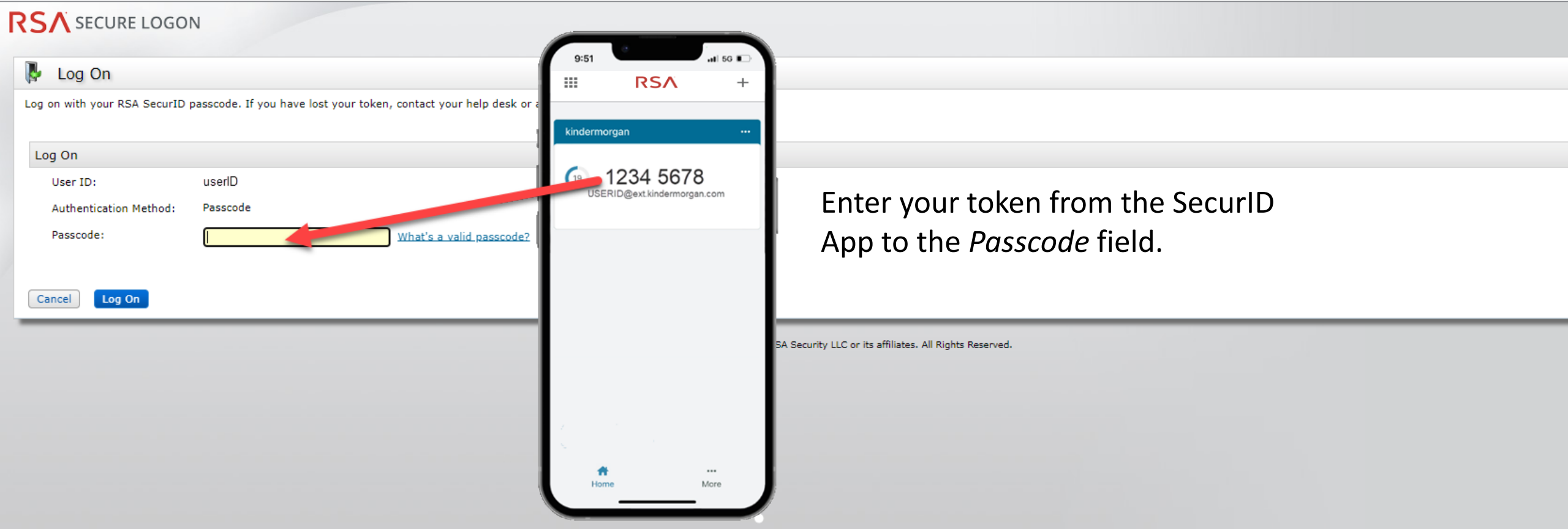
Click *Emergency Token Request* to launch the application. This will open a new tab in your browser or launch a new Citrix session.



Enter your DART User ID and press *ok.*

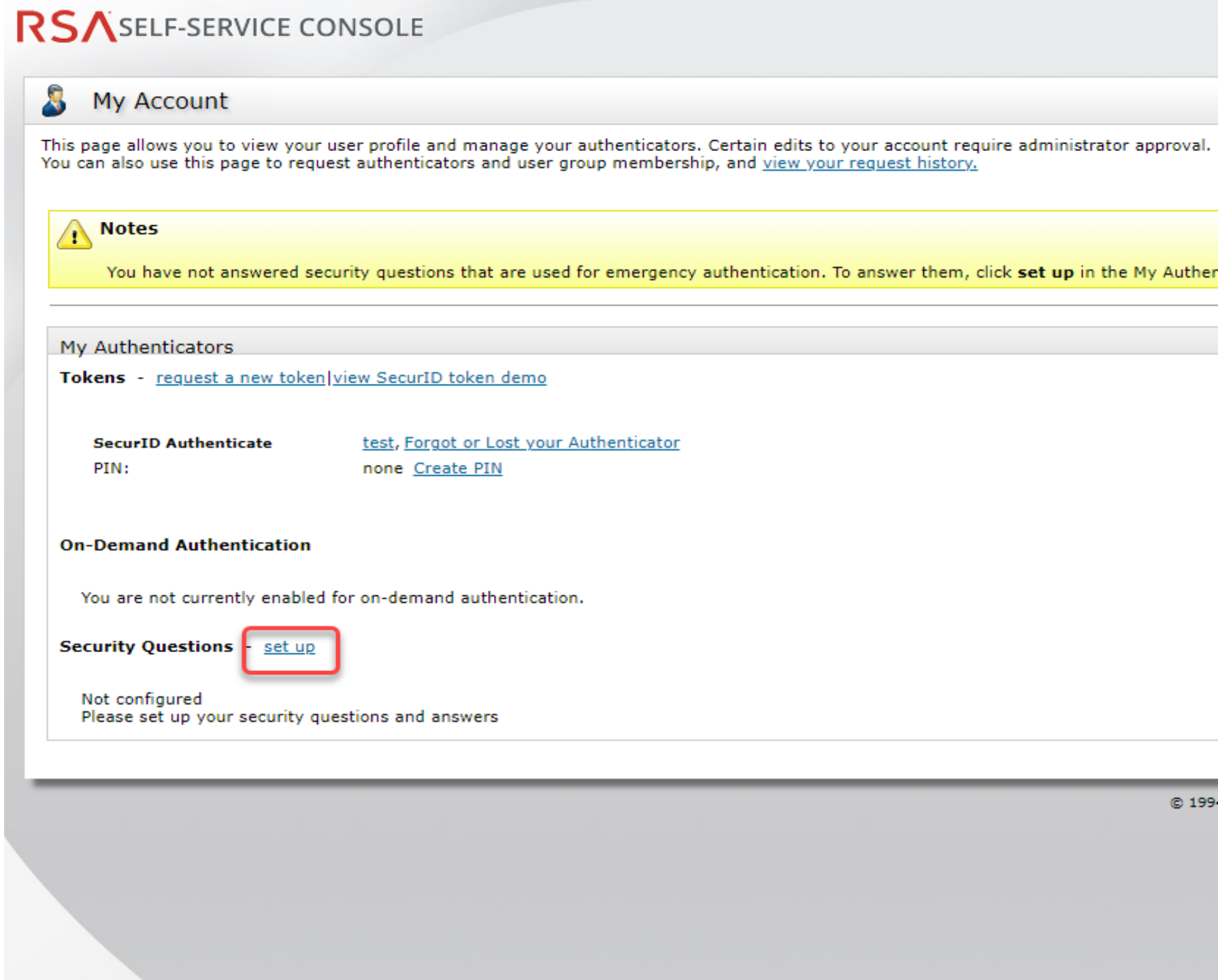
Note: Use only your DART User ID on this page. You **do not** need to add @ext.kindermorgan.com





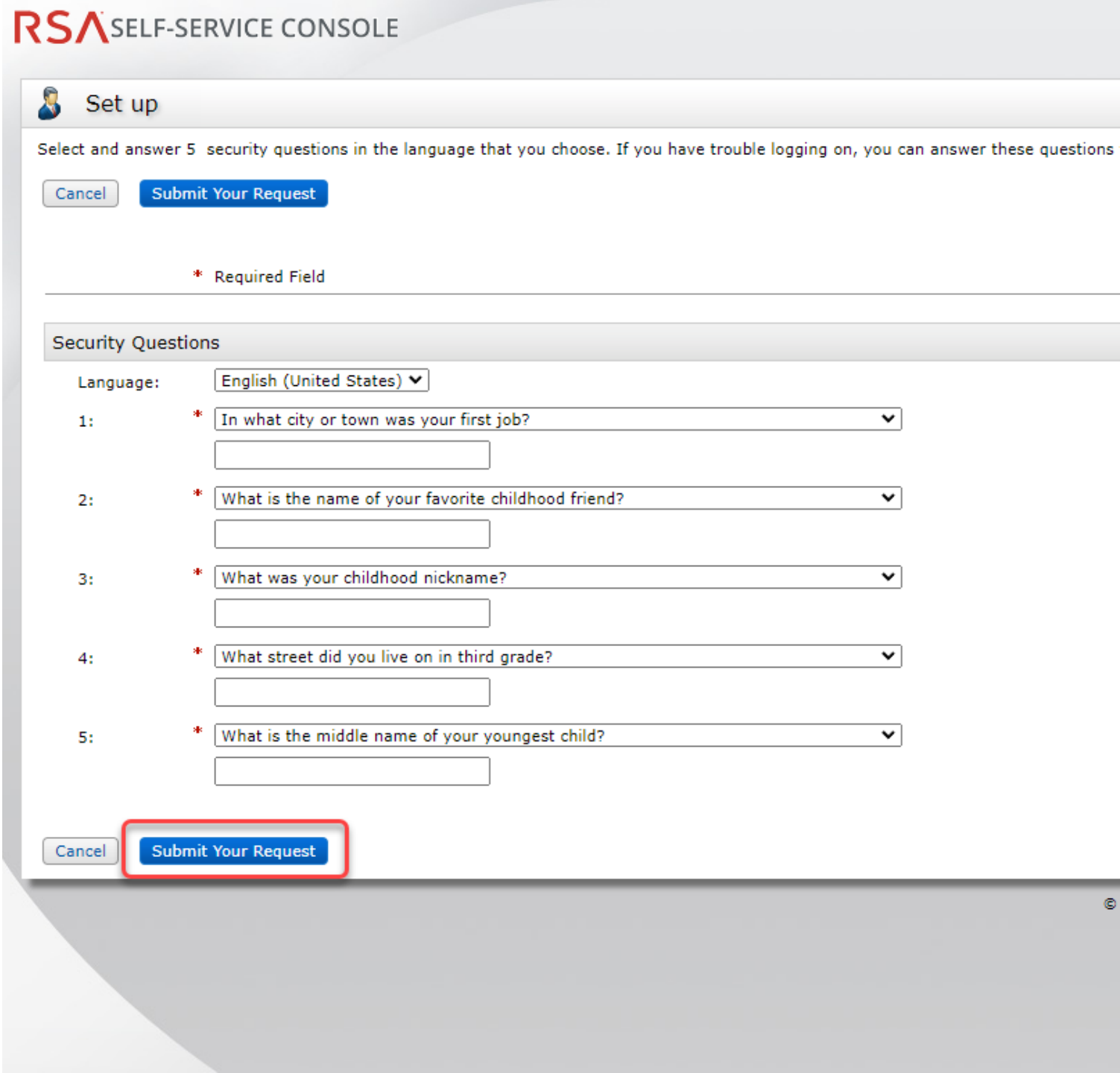
Enter your token from the SecurID App to the *Passcode* field.

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

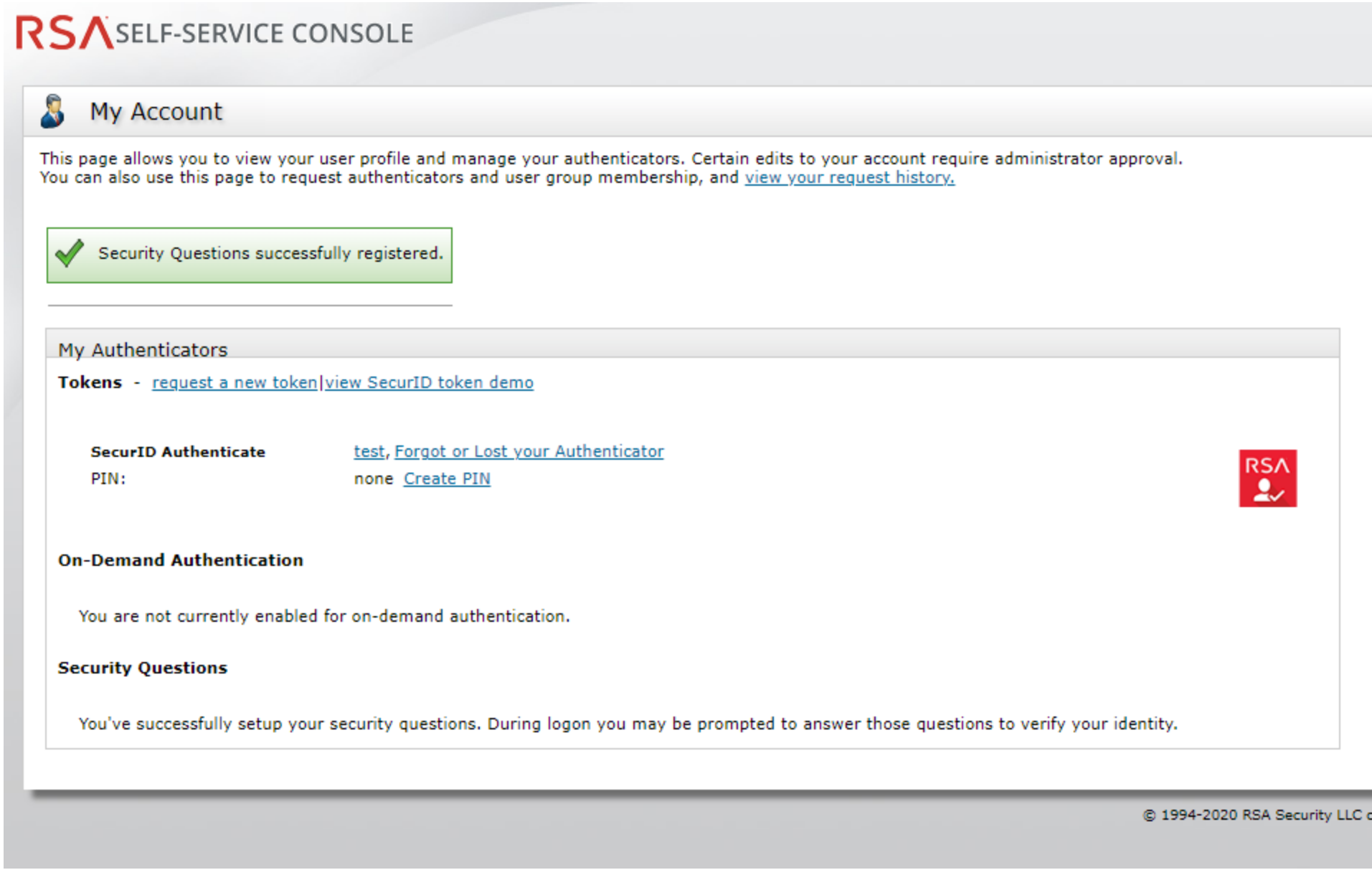


Choose five security questions to use in the instance an emergency token is needed

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



You have now successfully registered for Emergency Token Request!

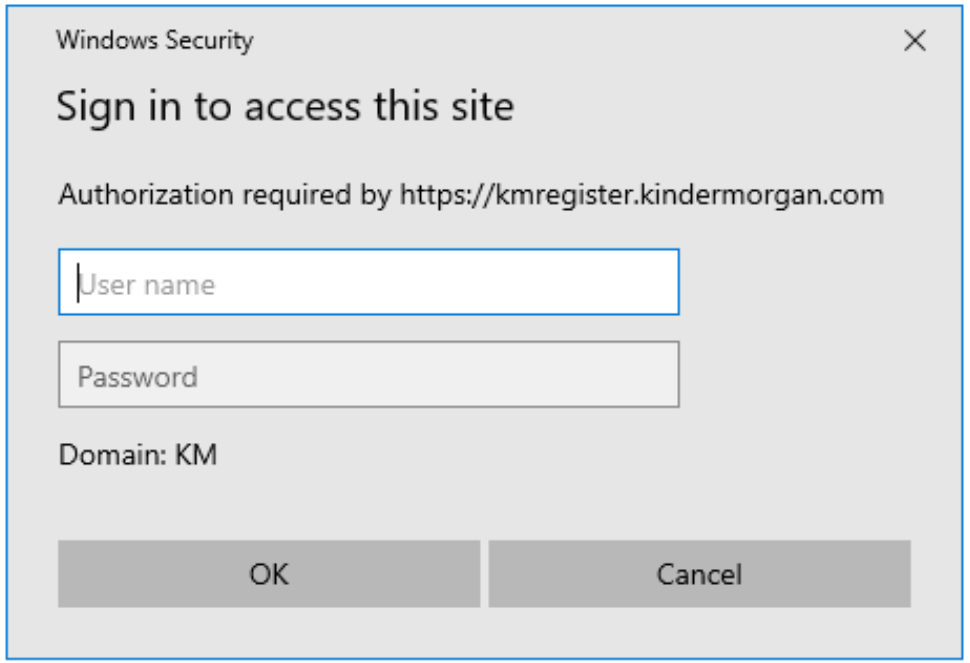


Retrieving an Emergency Token

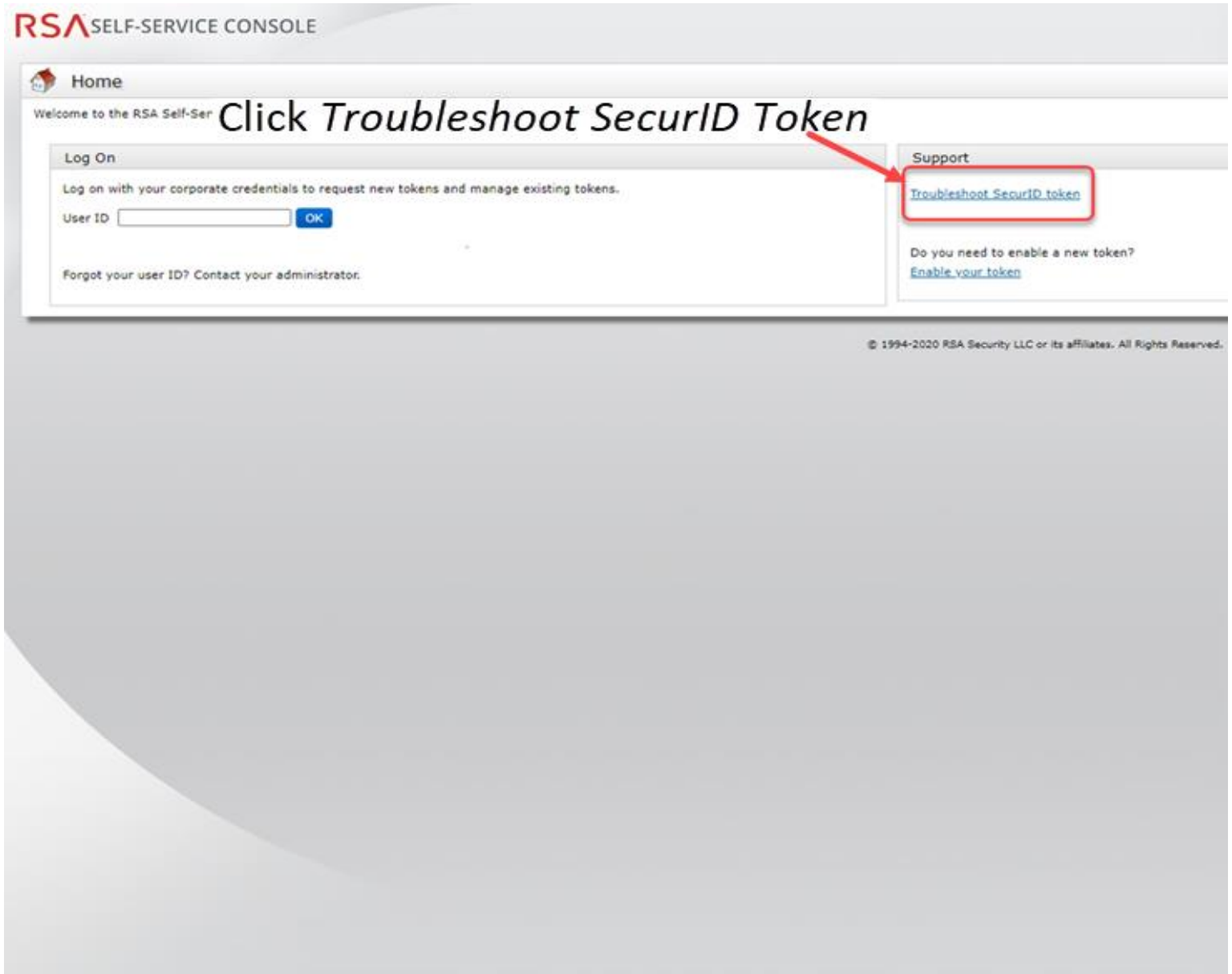
DART Access: *https://pipeline.kindermorgan.com/* > *DART Login Help* > *Emergency Token Request*

Enter your DART User ID and Password

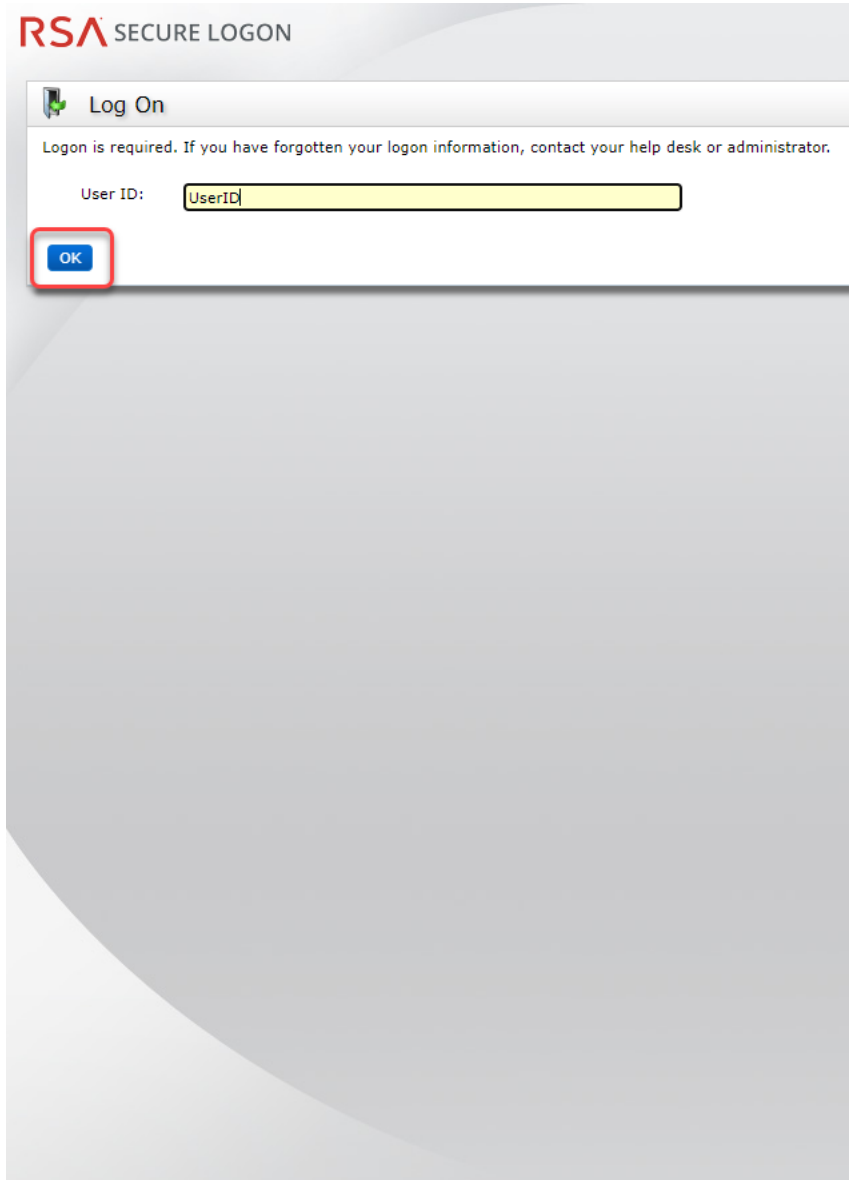
Note: Use only your DART User ID on this page. You **do not** need to add @ext.kindermorgan.com



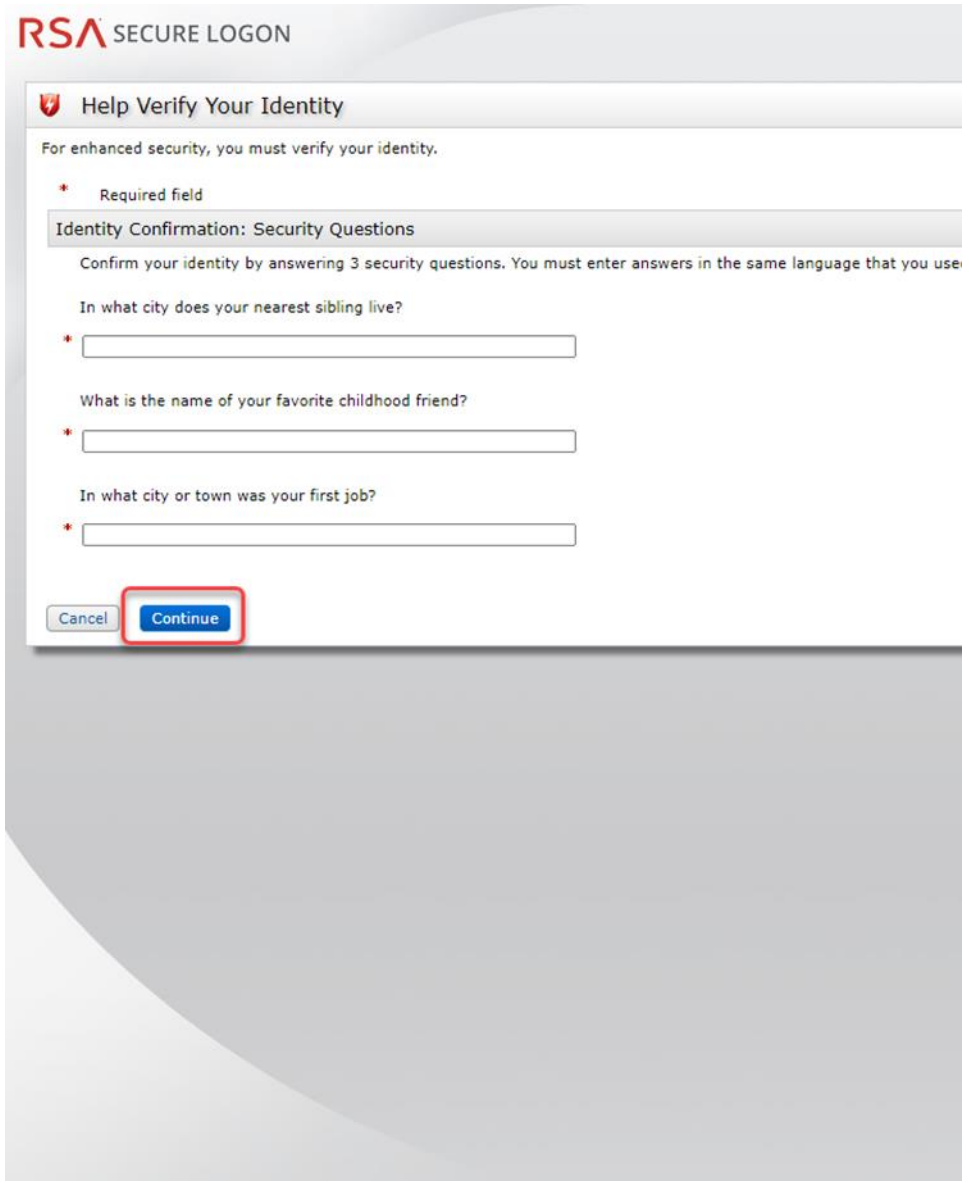
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!
The sign in page contains session information for that login. Bookmarking it will result in a HTTP 500 Error. Instead, bookmark *https://pipeline.kindermorgan.com/*


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
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.

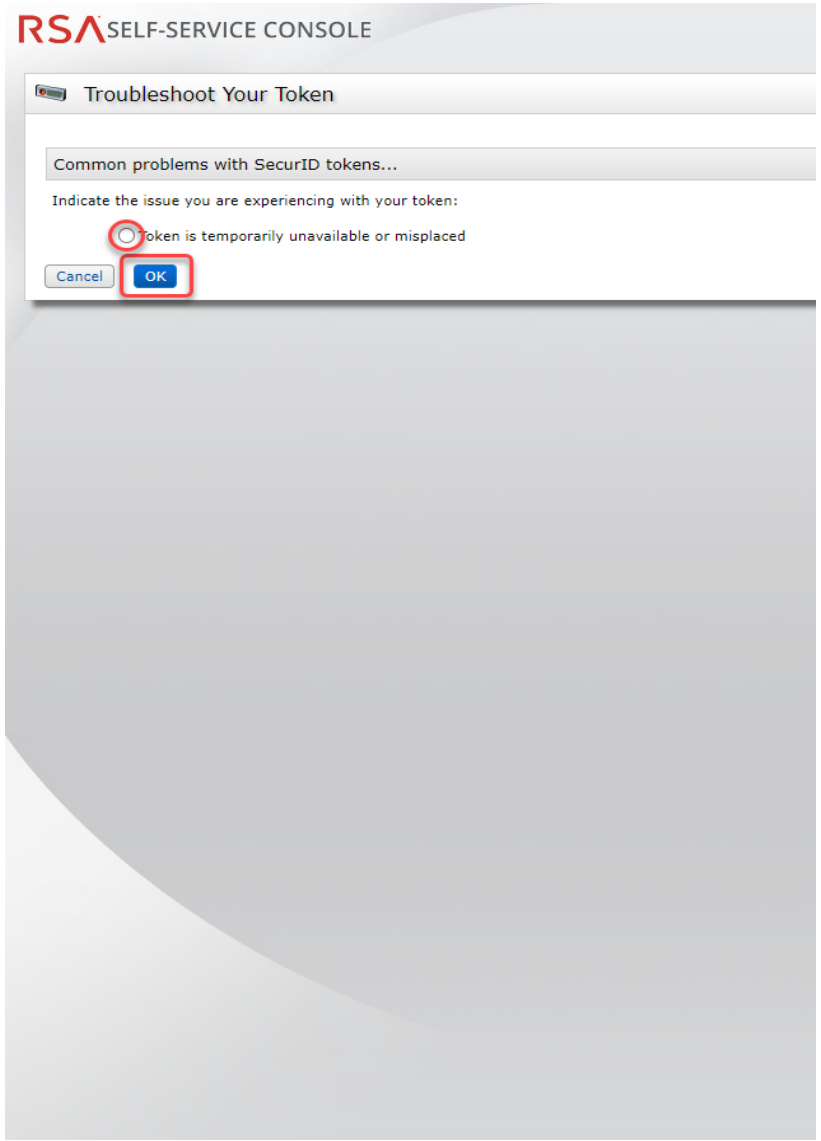
Enter your DART User ID and click *OK*



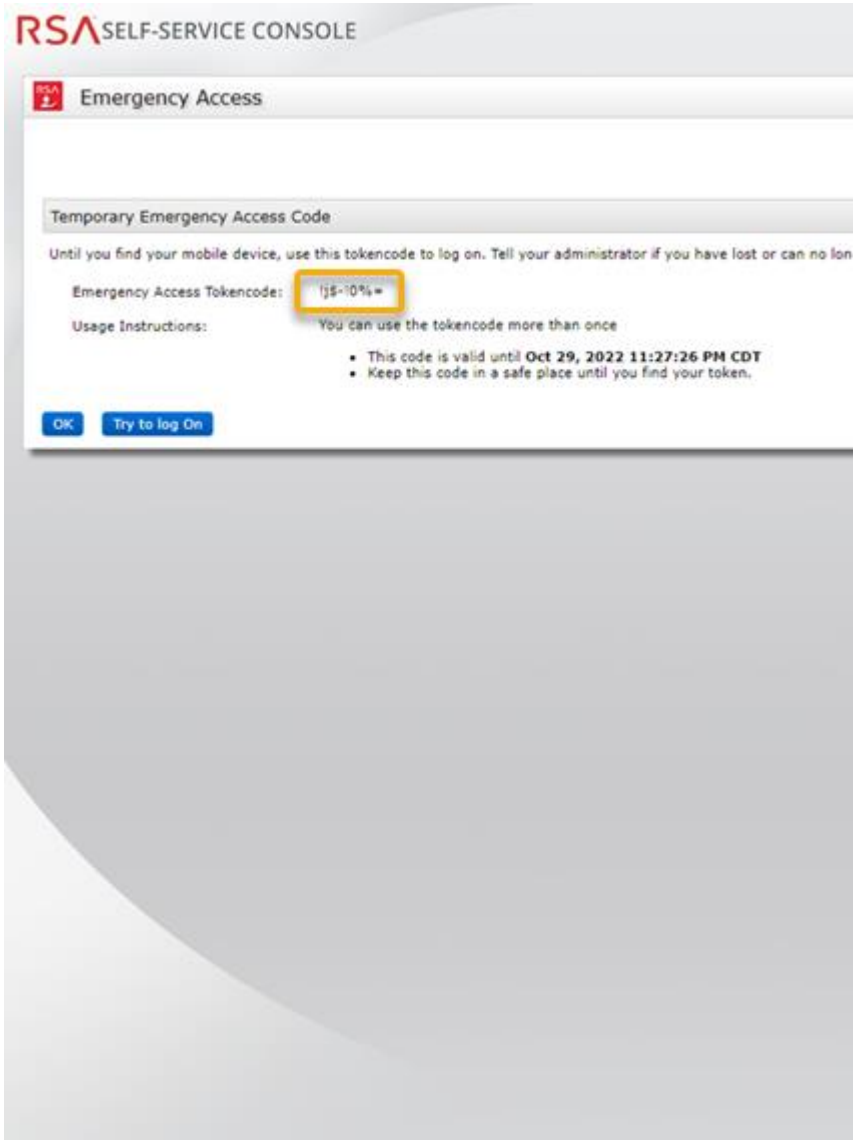
Answer the challenge questions and press *Continue*



Select the radial button then click *OK*



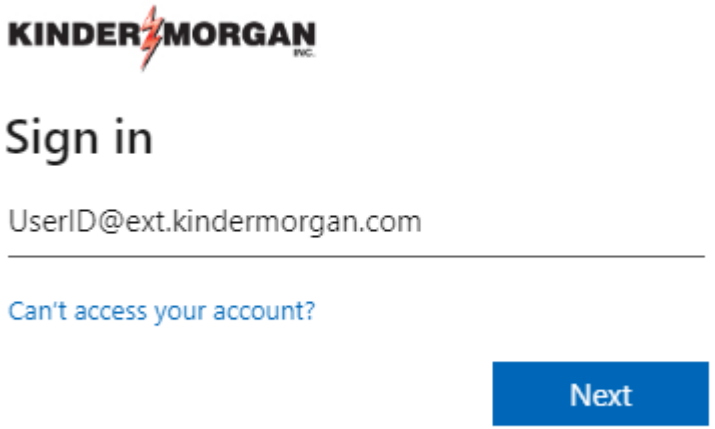
Your Emergency Access Tokencode will be displayed. You can now close the Self-Service Console



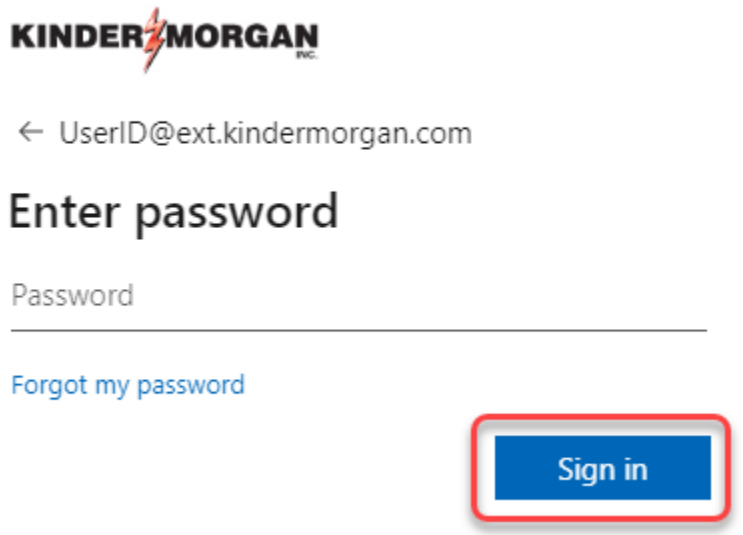
Open a new browser window and navigate to:
https://pipeline.kindermorgan.com

Click *DART Login*

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

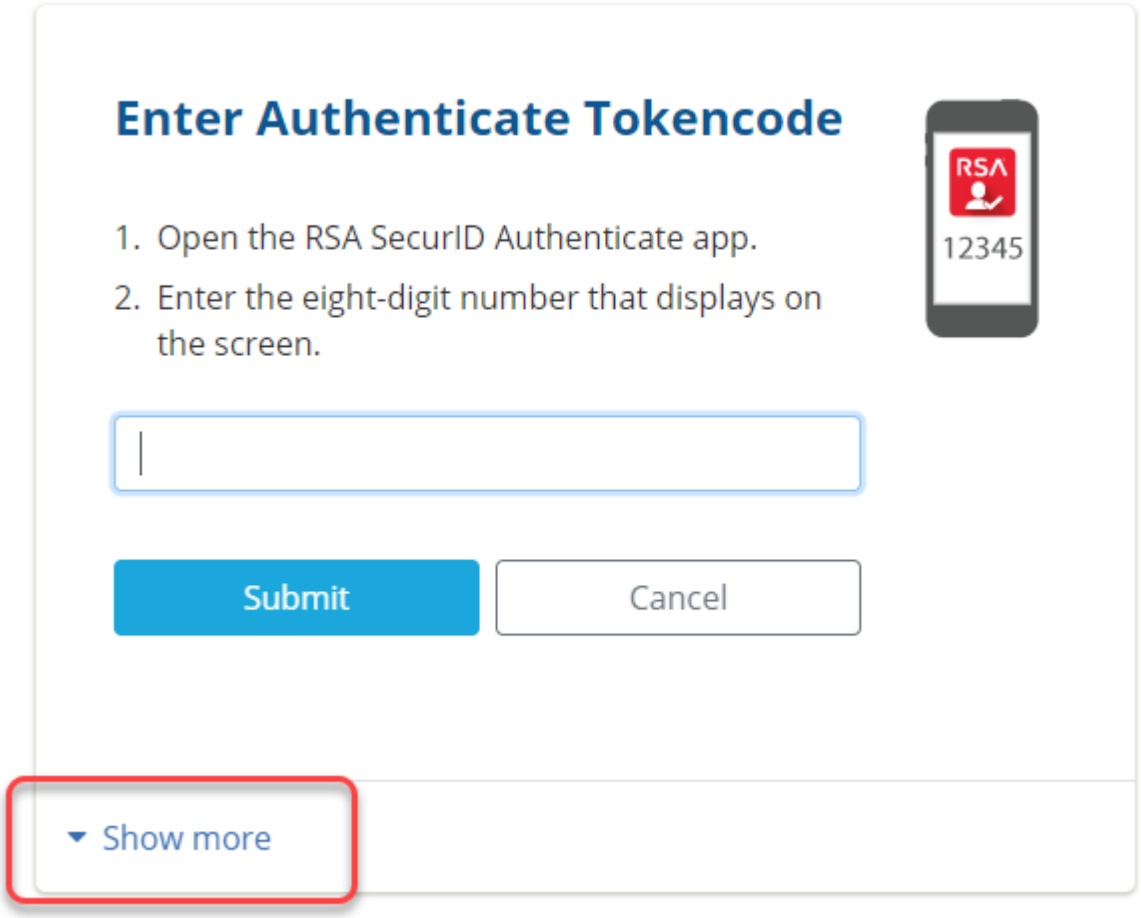


Enter your DART Password click *Sign in.*

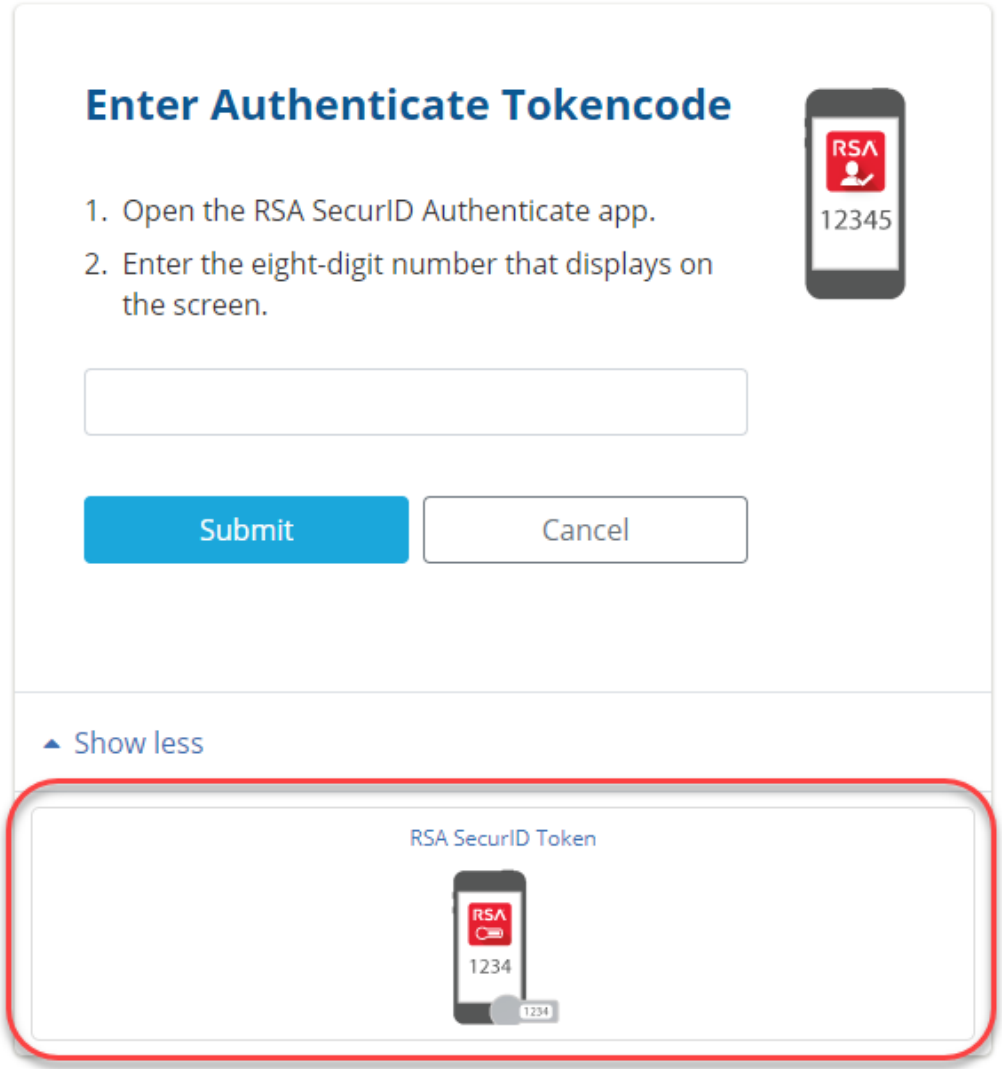


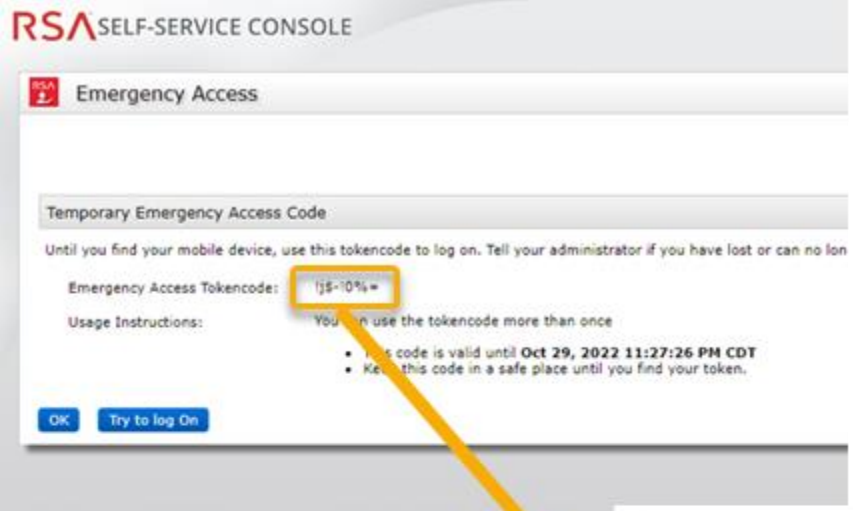
DART Access: https://pipeline.kindermorgan.com

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



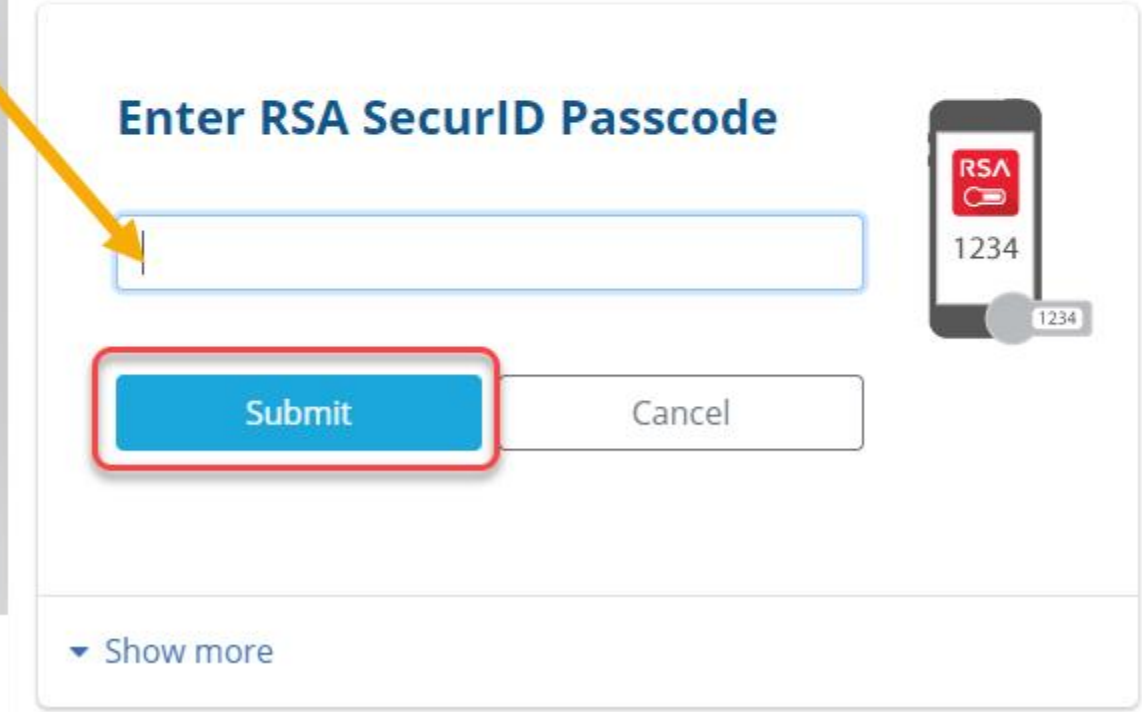
Click *RSA SecurID Token*





Enter 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:

Phone: 833-941-0066

MFASupportHD@kindermorgan.com

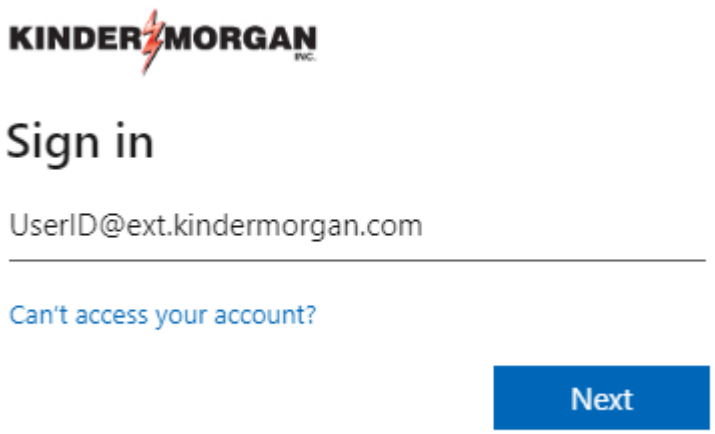
Registering For SSPR

Self-Service Password Reset (SSPR) Rules

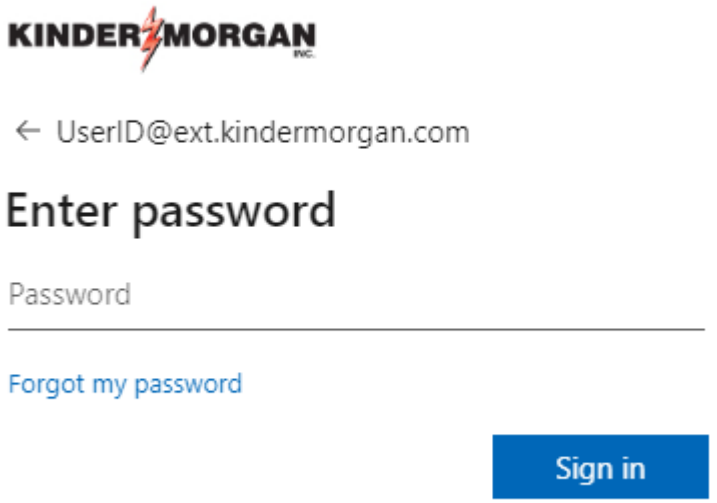
- User Id must be registered with SSPR prior to resetting password
- Password can be reset once every 24hrs
  - If your password needs to be reset inside that limit, contact your Dart Security Admin
- You must register two authentication methods
  - Token delivered via SMS
  - Personal Challenge questions
    - 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

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

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

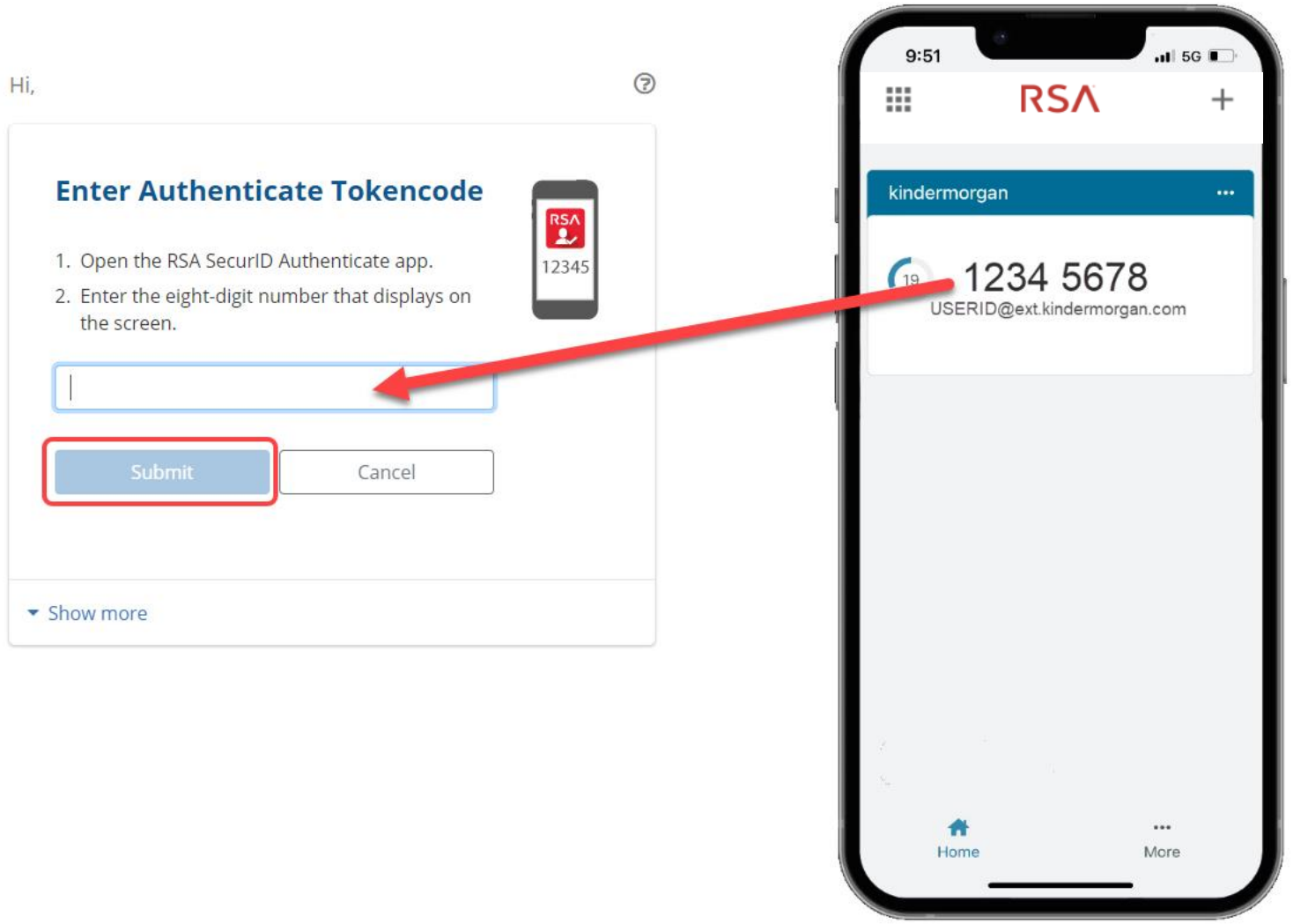


Enter your DART Password click *Sign in.*

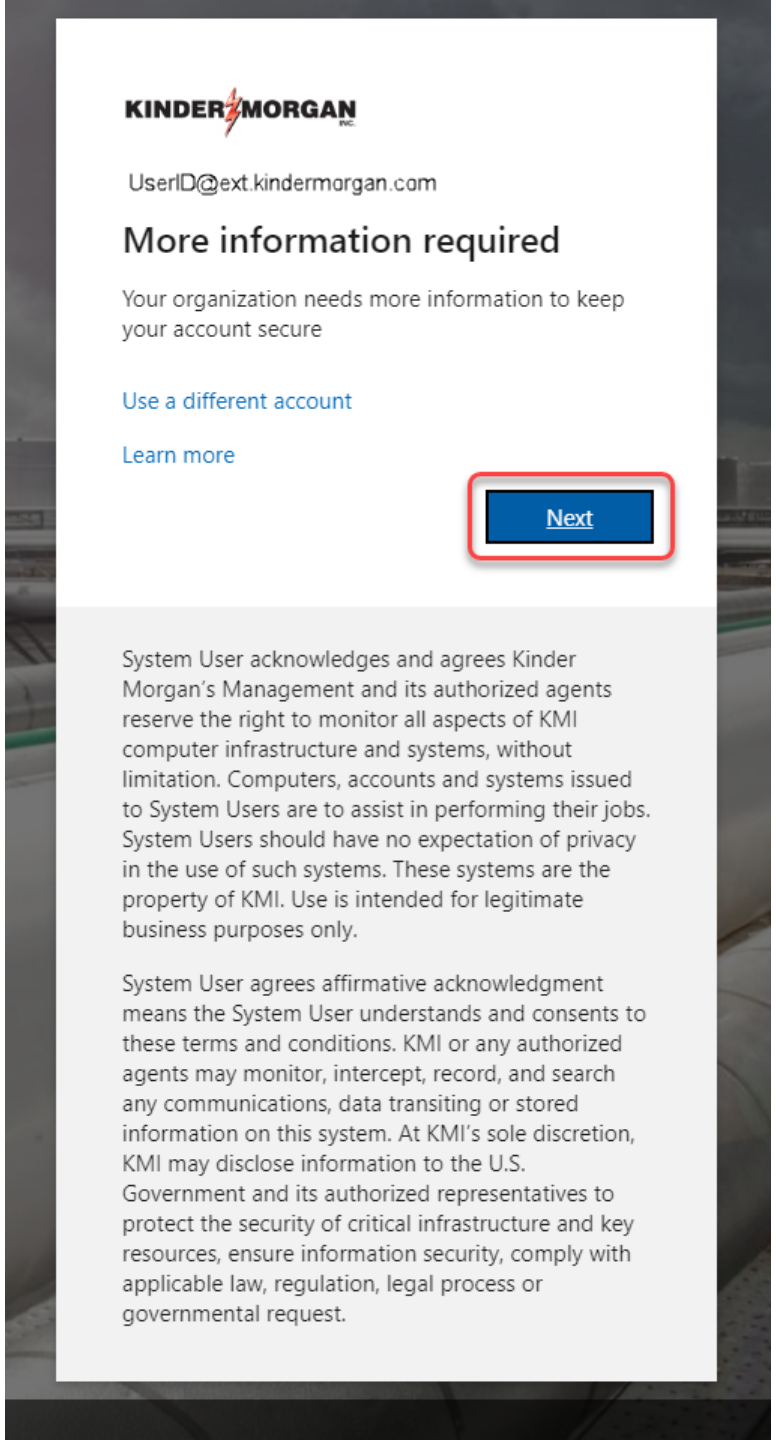


ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!
The sign in page contains session information for that login. Bookmarking it will result in a HTTP 500 Error. Instead, bookmark *https://pipeline.kindermorgan.com/*

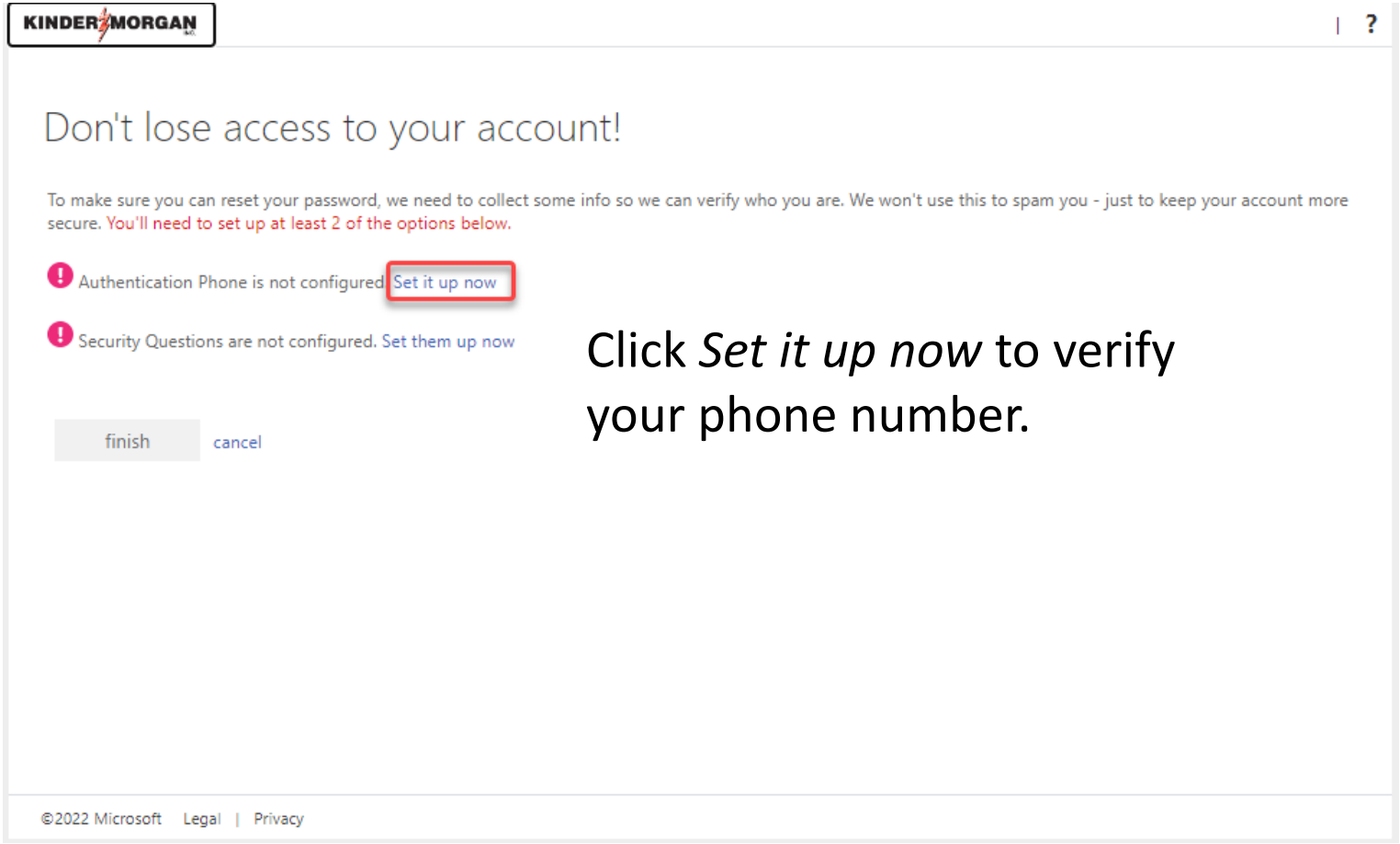
Enter the Authenticate Tokencode shown on the mobile device into the text box and click *Submit*.



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



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.



Click *Set it up now* to verify your phone number.

Click *text me* to have a text message sent to the number you entered.

KINDER MORGAN

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

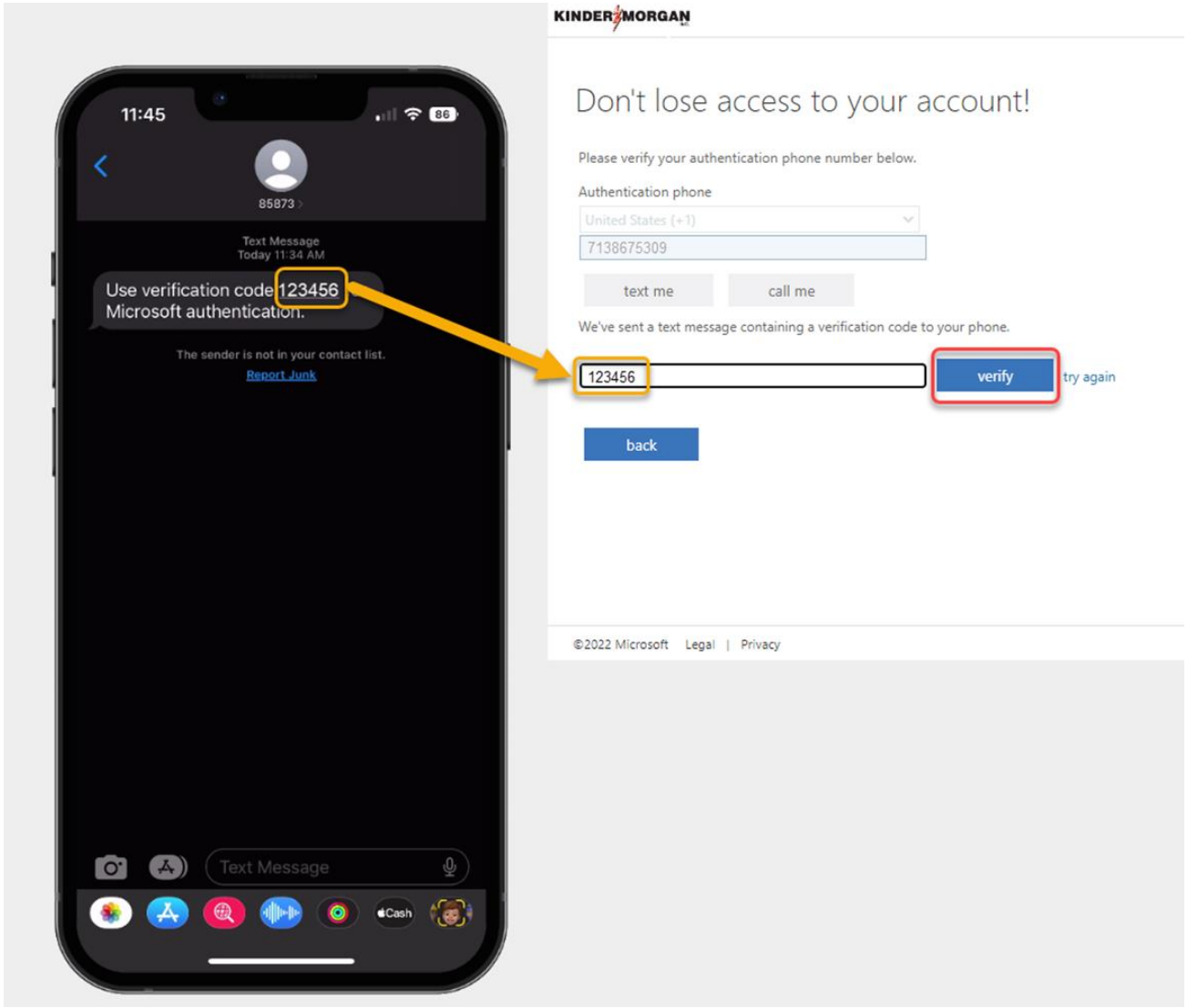
United States (+1)

713-867-5309

text me | call me

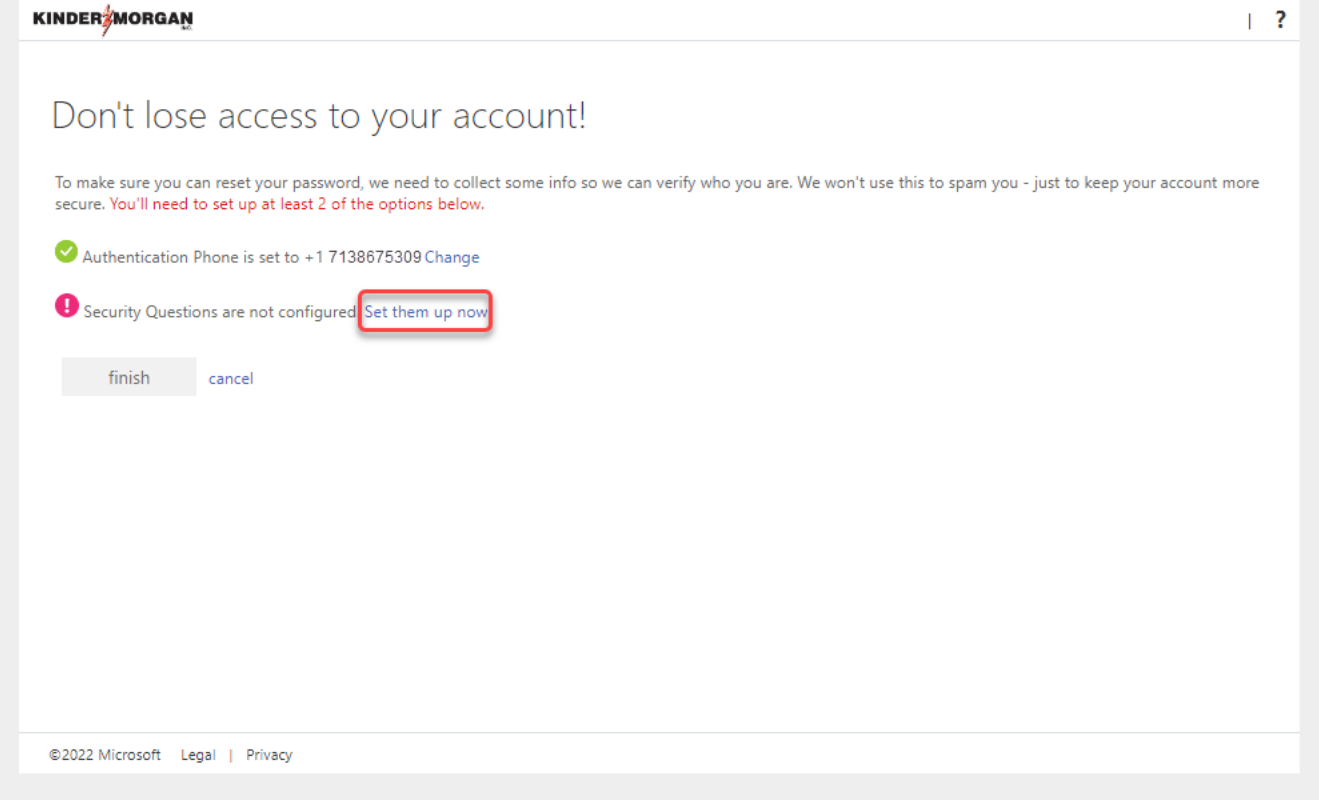
back

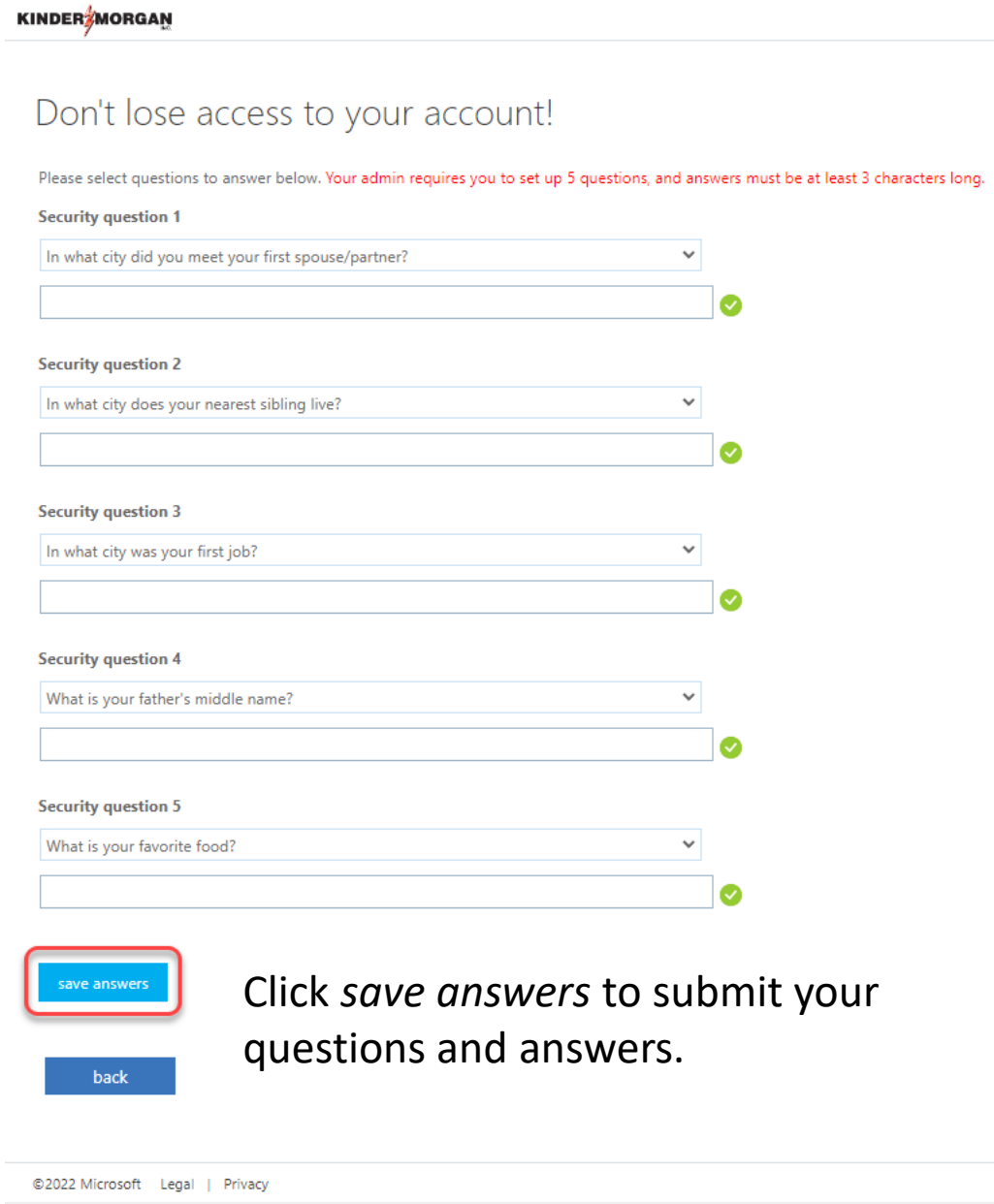
Enter the 6-digit number sent to your device into the text box and press *verify*



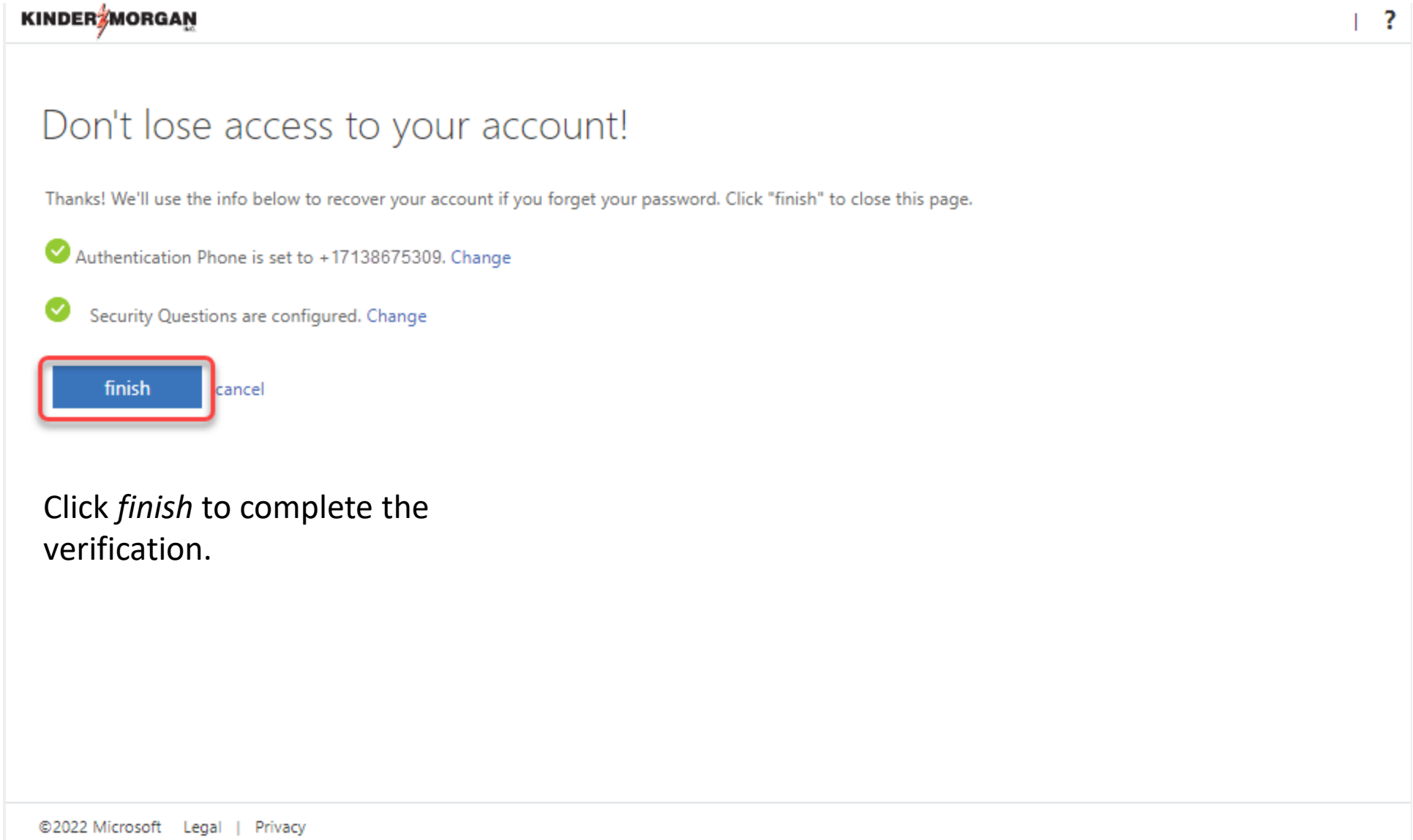
Click *Set them up now* to set your Security Questions.

*You will answer these questions if you need to reset your password.





Click *save answers* to submit your questions and answers.

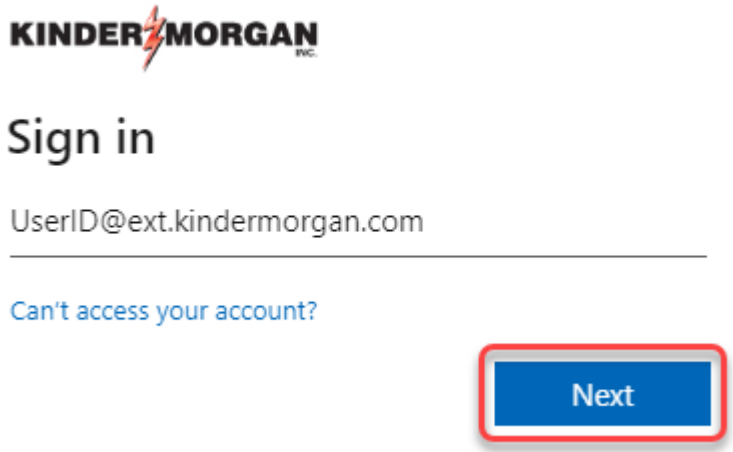


Click *finish* to complete the verification.

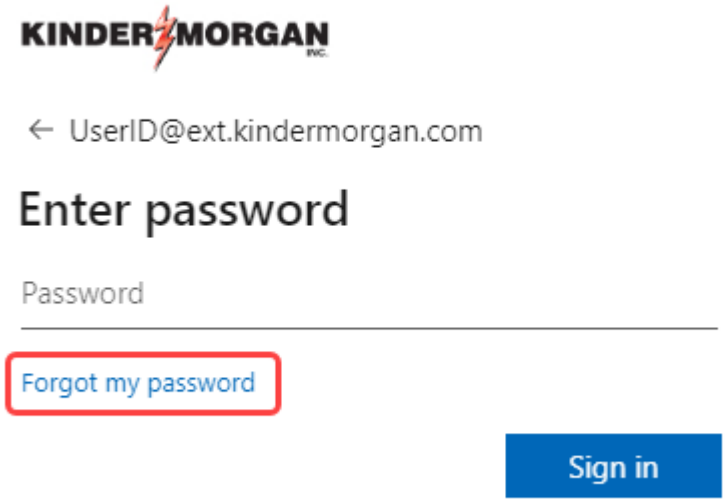
Resetting Your Password With SSPR

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*



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

KINDER MORGAN INC.

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

Microsoft ©2021 Microsoft Corporation

KINDER MORGAN INC.

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

Cancel

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

Microsoft ©2021 Microsoft Corporation

KINDER MORGAN INC.

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:

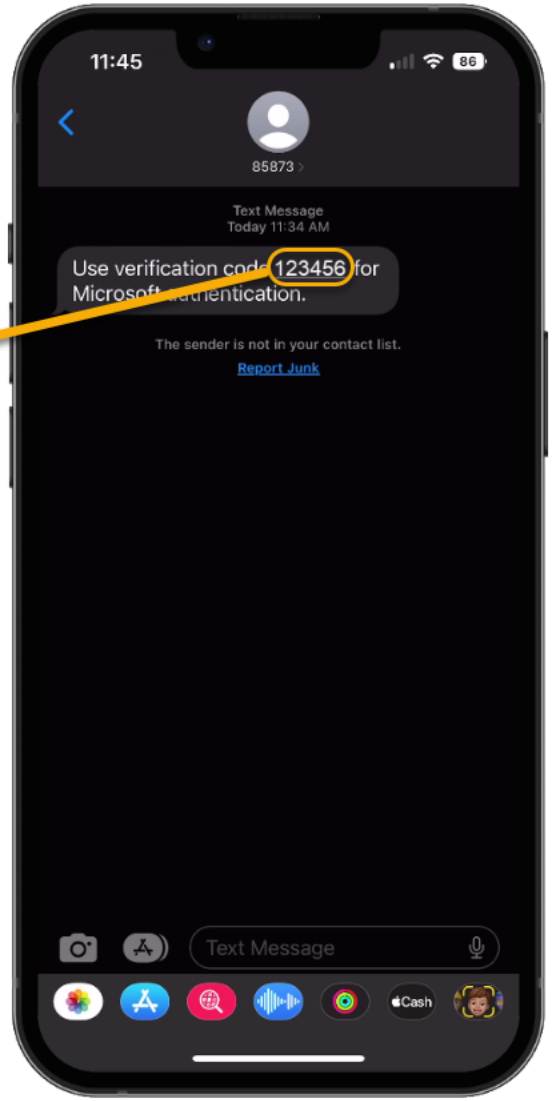
- (•) Text my mobile phone
- ( ) Call my mobile phone
- ( ) Answer my security questions

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

Enter your verification code

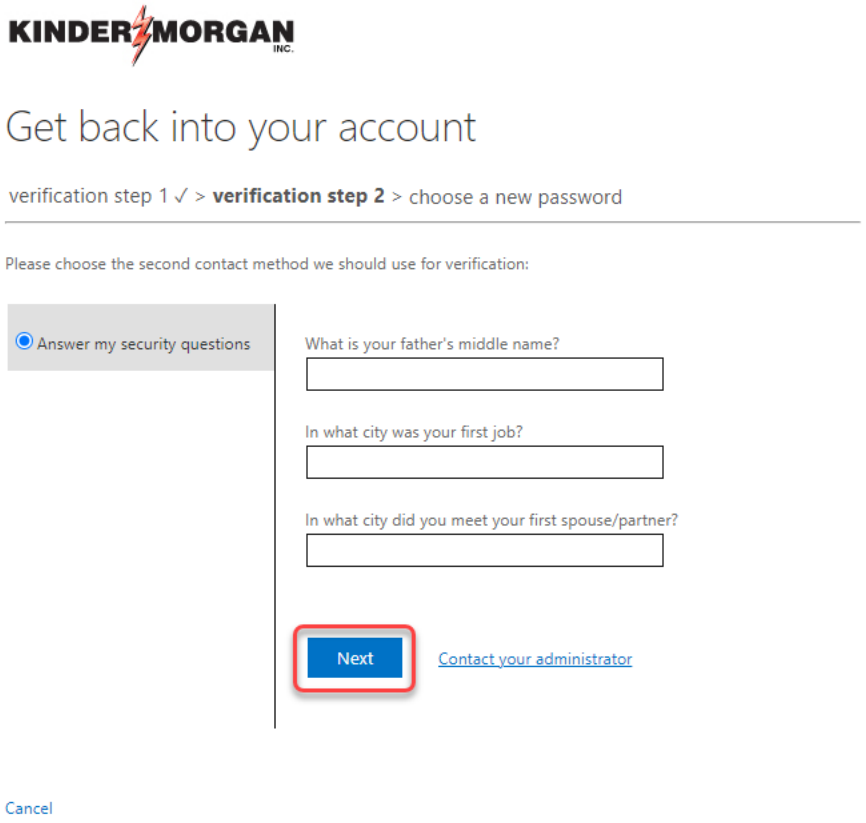
Next

Cancel



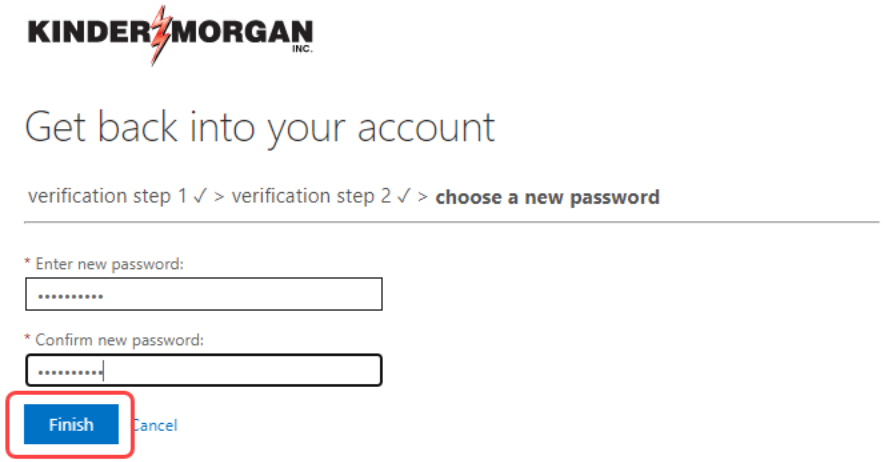
Enter the verification code into the text box.

Press *Next* to continue.



Answer your security questions you used during registration.

Press *Next* to continue.



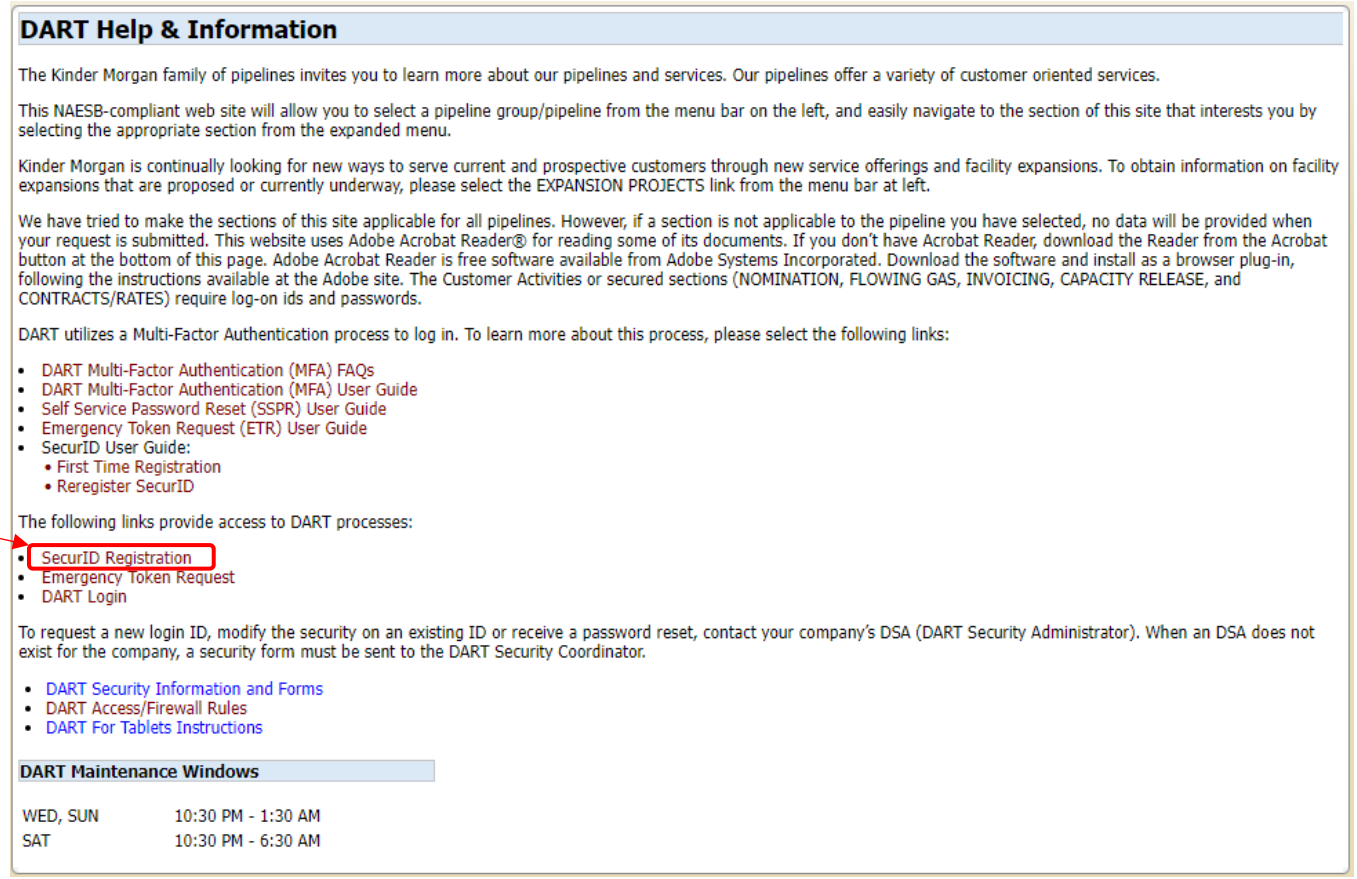
Enter your new password and click *Finish.*

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

Microsoft ©2021 Microsoft Corporation Support code

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

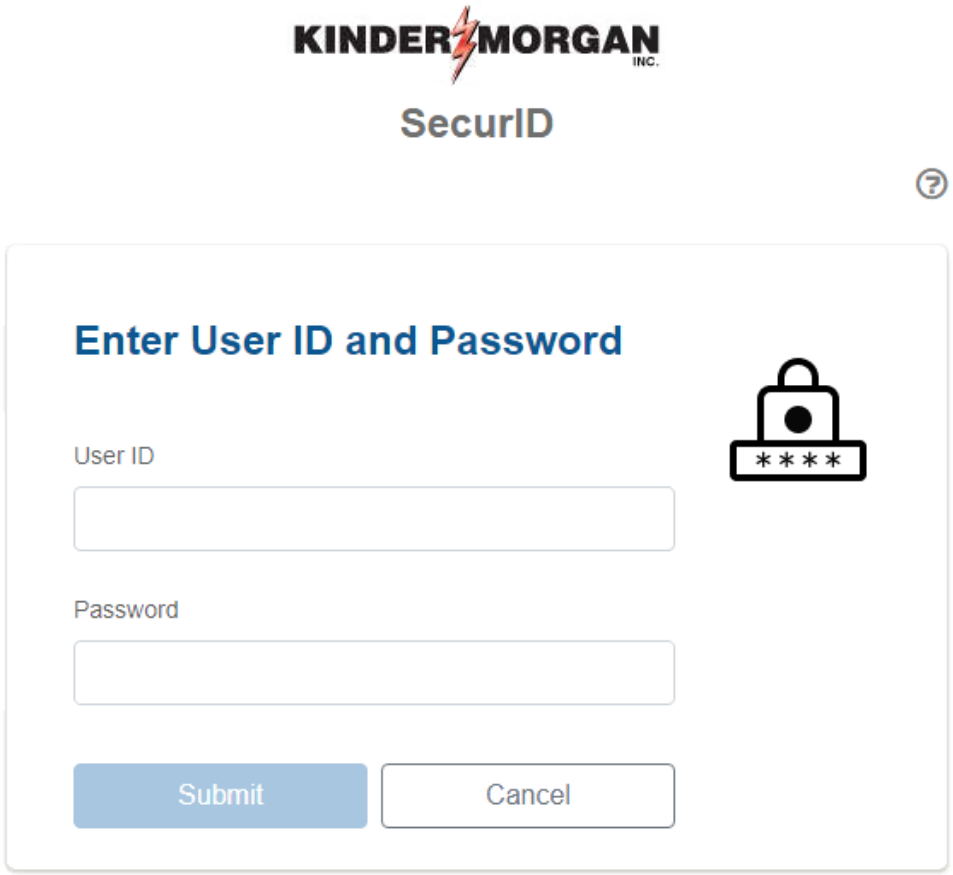
DART Maintenance Windows

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**

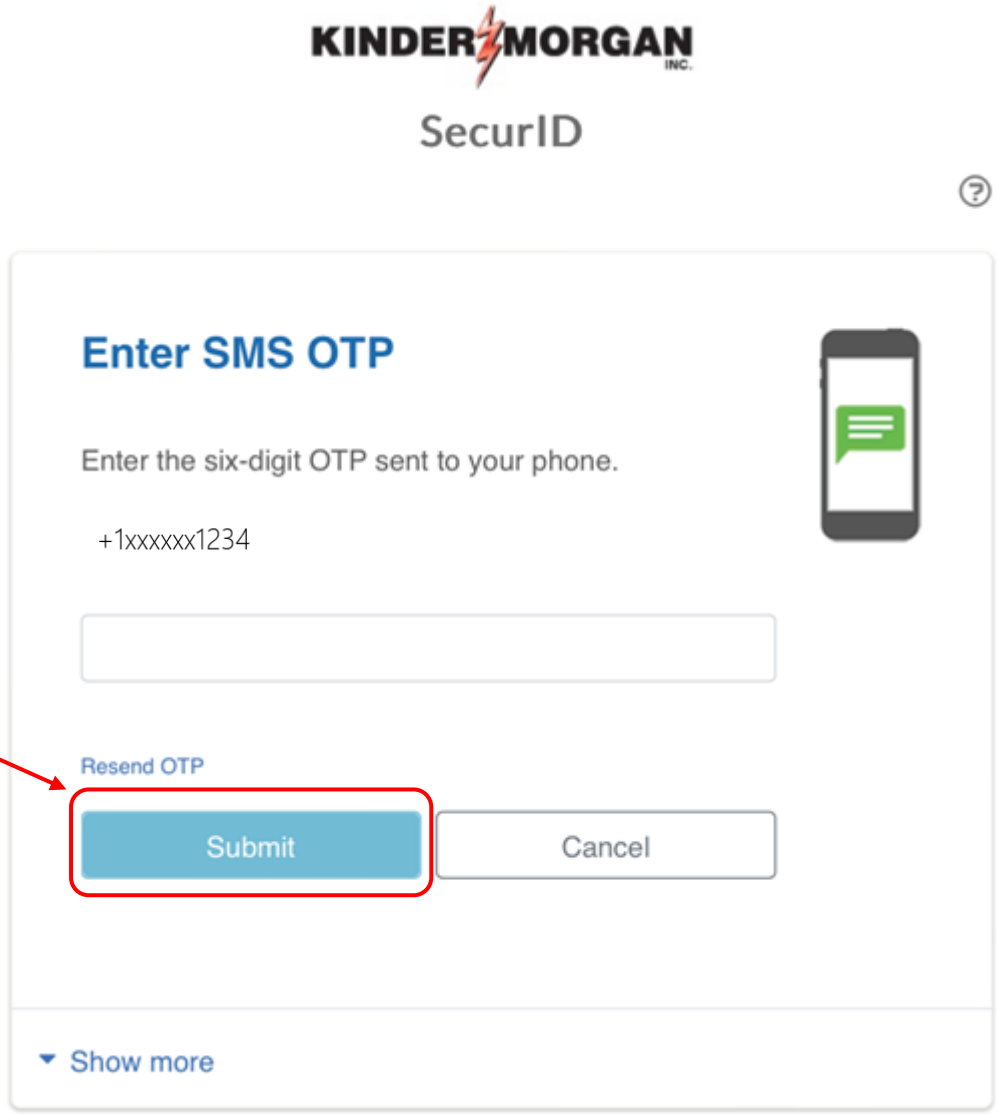
Enter your password and press *Submit*.

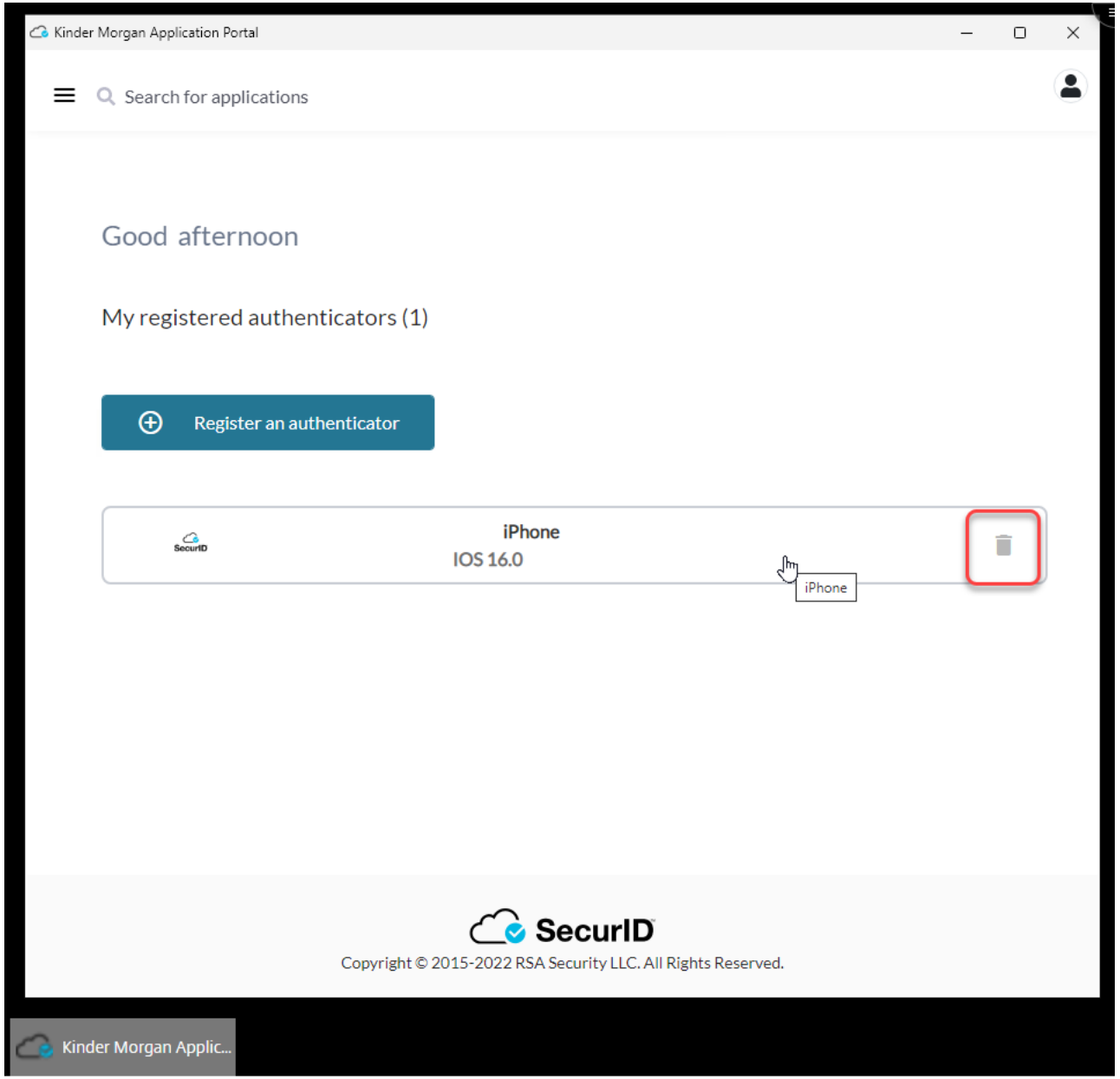
*Your password will be the same one you log into DART with.



- 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.*



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.