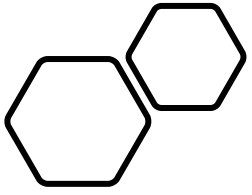




Self-Service
Password User
Guide

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
 - Phone: 833-941-0066
 - Email: MFASupportHD@kindermorgan.com



Registering For SSPR



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

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



Sign in

UserID@ext.kindermorgan.com

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

Next

Enter your DART Password click *Sign in*.



← UserID@ext.kindermorgan.com

Enter password

Password

[Forgot my password](#)


Sign in

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

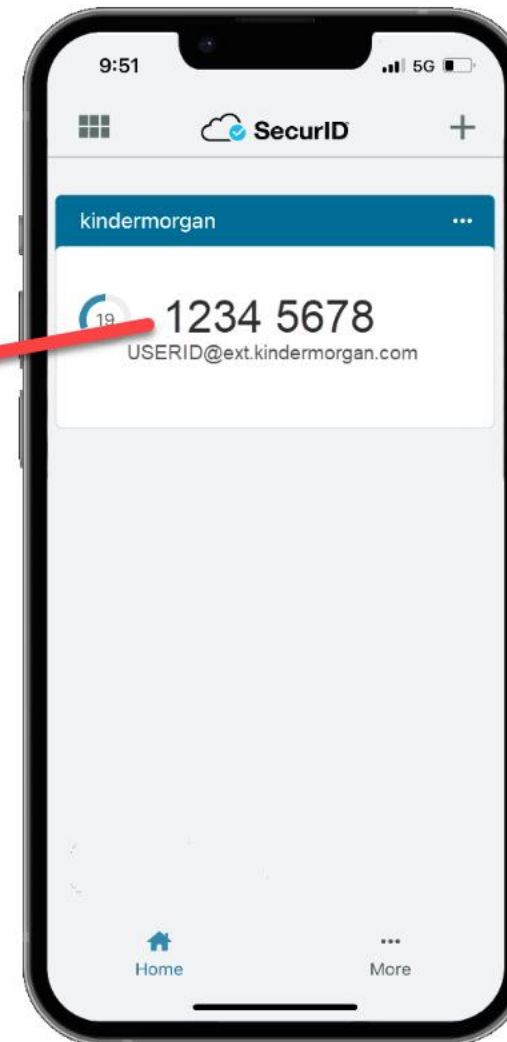
Hi, ?

Enter Authenticate Tokencode

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



[Show more](#)





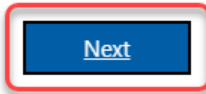
UserID@ext.kindermorgan.com

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)



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

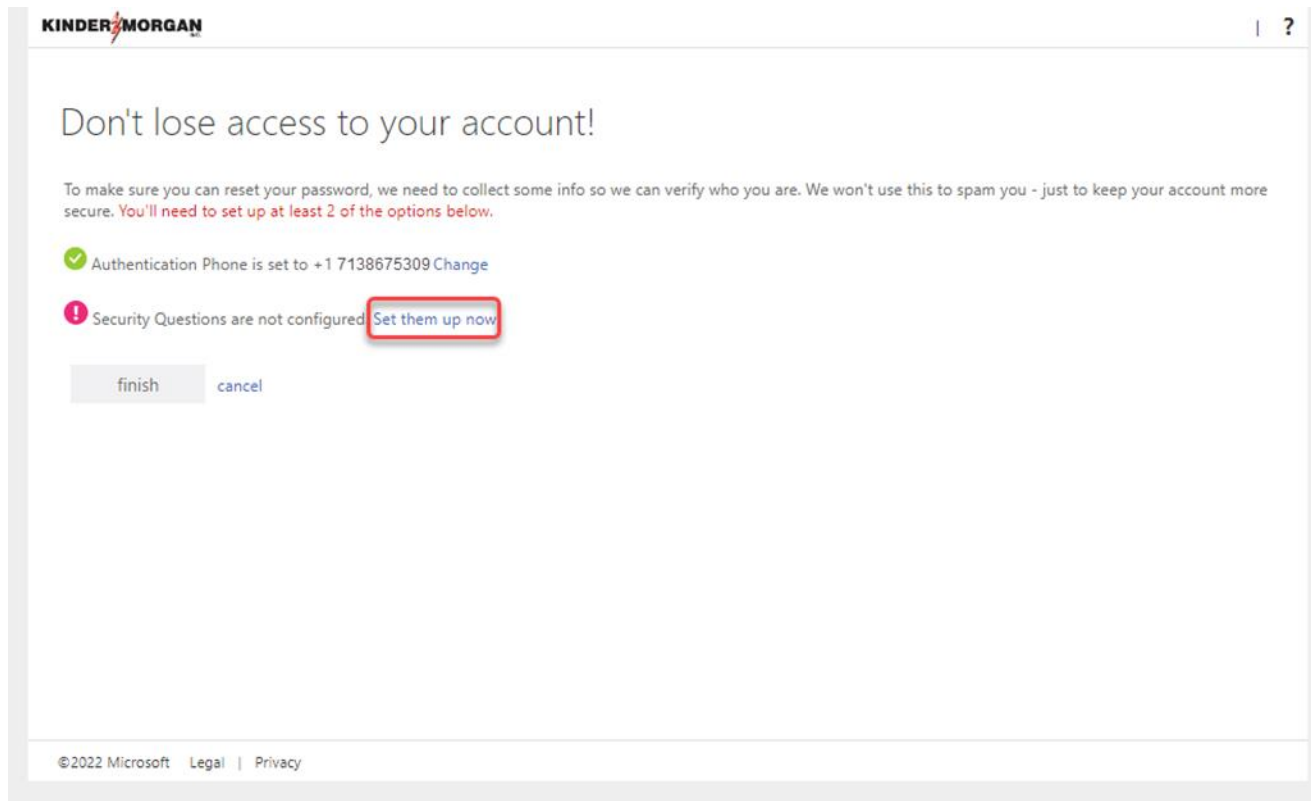
back

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

The image shows a mobile phone screen on the left and a web browser interface on the right. The phone screen displays a text message from 85873 that says: "Use verification code 123456 Microsoft authentication." The code "123456" is highlighted with a yellow box. The web interface on the right shows the same verification steps. The "Authentication phone" field contains "United States (+1)" and "7138675309". Below this are "text me" and "call me" buttons. A message states: "We've sent a text message containing a verification code to your phone." Below this, a text input field contains "123456" (highlighted with a yellow box) and a "verify" button (highlighted with a red box). A "back" button is also visible. At the bottom of the web page, it says "©2022 Microsoft Legal | Privacy".

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.

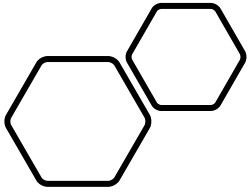
✔ Authentication Phone is set to +17138675309. [Change](#)

✔ Security Questions are configured. [Change](#)

finish

cancel

Click *finish* to complete the verification.



Resetting Your Password With SSPR



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

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

Cancel

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

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:

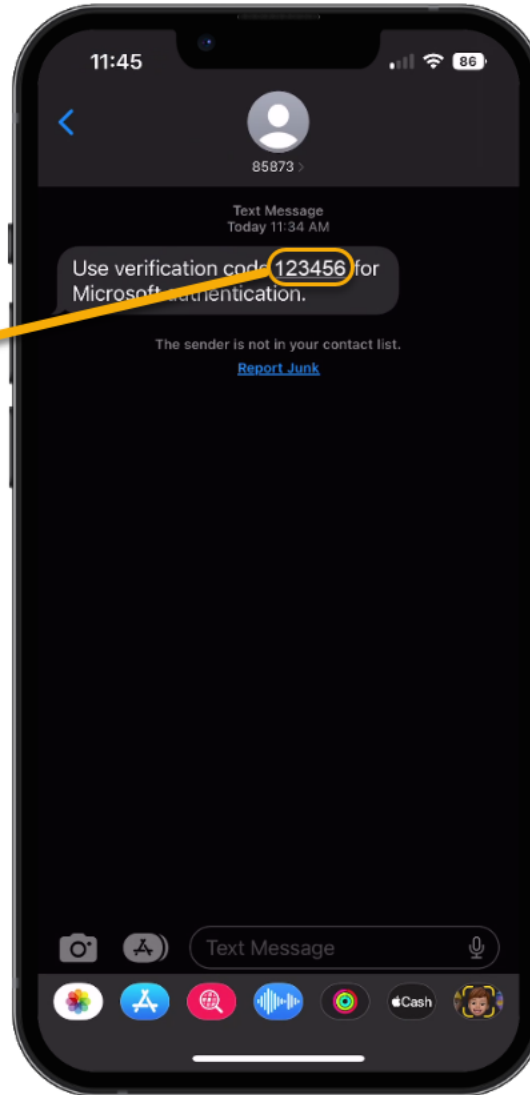
- Text my mobile phone
- Call my mobile phone
- Answer my security questions

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:

* Confirm new password:

Finish

Cancel

Enter your new password and click *Finish*.

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