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
  - 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.*

Enter your DART Password click *Sign in.*

KINDER MORGAN
INC.

Sign in

UserID@ext.kindermorgan.com

Can't access your account?

Next

KINDER MORGAN
INC.

← 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*.

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

kindermorgan

1234 5678
USERID@ext.kindermorgan.com

9:51   5G

SecurID

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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.

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://kmapps.cloud.com/

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

Click *Forgot my password*

KINDER MORGAN
INC.

Sign in

UserID@ext.kindermorgan.com

Can't access your account?

Next

KINDER MORGAN
INC.

← UserID@ext.kindermorgan.com

Enter password

Password

Forgot my password

Sign in

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

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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

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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*

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

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

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

Click "UPDATE INFO" under the Security info section.

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

Upon next login, you will be prompted to enter new security questions.