

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: <u>MFASupportHD@kindermorgan.com</u>



## Registering For SSPR

DART Access: <a href="https://kmapps.cloud.com/">https://kmapps.cloud.com/</a>

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

### KINDER

Sign in

UserID@ext.kindermorgan.com

Can't access your account?



Enter your DART Password click Sign in.

### KINDER

← UserID@ext.kindermorgan.com

Enter password

Password

Forgot my password





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







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.

### KINDER 2 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 Click Set it up now to verify your phone number. finish cancel

# 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 phon	e 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*

	KINDER
11:45	Don't lose access to your account! Please verify your authentication phone number below. Authentication phone United States (+1) 7138675309 text me call me We've sent a text message containing a verification code to your phone. 123456 verify try again back
	©2022 Microsoft Legal   Privacy
<ul> <li>Text Message</li> <li>See Cash Cash</li> <li>Cash</li> </ul>	

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

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

KINDER MORGAN	Security question 2		
······································	In what city does your nearest sibling live?	~	
Don't lose access to your account!			
	Security question 3		
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.	In what city was your first job?	~	
Authentication Phone is set to +1 7138675309 Change		<b>O</b>	
9 Security Questions are not configured Set them up now	Security question 4		
	What is your father's middle name?	~	
finish cancel		<b>I</b>	
	Security question 5		
	What is your favorite food?	~	
		0	
	questions and	s <i>wers</i> to submit your d answers.	
©2022 Microsoft Legal   Privacy	Dack	back	

Security question 1

Don't lose access to your account!

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

Please select questions to answer below. Your admin requires you to set up 5 questions, and answers must be at least 3 characters long.

 $\sim$ 

Ø

### 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



Click *finish* to complete the verification.

©2022 Microsoft Legal | Privacy



## Resetting Your Password With SSPR

DART Access: <a href="https://kmapps.cloud.com/">https://kmapps.cloud.com/</a>

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



Sign in

UserID@ext.kindermorgan.com

Can't access your account?



### Click Forgot my password

### KINDER

 $\leftarrow$  UserID@ext.kindermorgan.com

Enter password

Password

Forgot my password

Sign in

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

### KINDER

#### 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. \*



### KINDER

### 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

Cancel

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.

○ Answer my security questions



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.



#### Get back into your account

verification step  $1 \checkmark >$  verification step 2 > choose a new password

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



Answer your security questions you used during registration.

Press Next to continue.

Cancel



#### Get back into your account

verification step 1  $\checkmark$  > verification step 2  $\checkmark$  > **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



# Updating/Changing your Security Info

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.

