



# Multi-Factor Authentication (MFA) User Guide

# Table of Contents

- [Frequently Asked Questions](#)
- [SecurID Authenticator App](#)
- [Downloading SecurID](#)
- [Registering SecurID](#)
- [Logging Into DART](#)

# Quick Reference

- 1 Download SecurID app:

Apple



Android



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



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

Need Help?

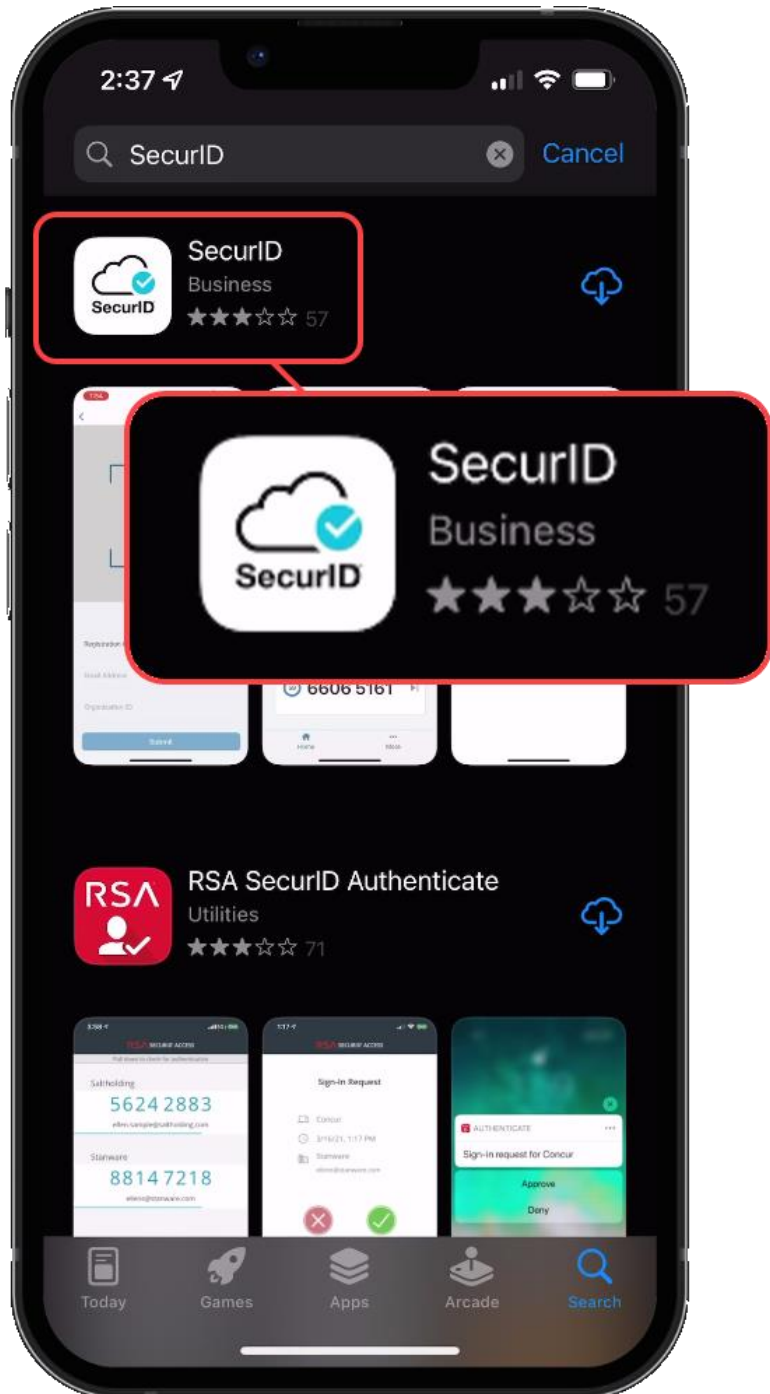
Phone: 833-941-0066

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

# Frequently Asked Questions



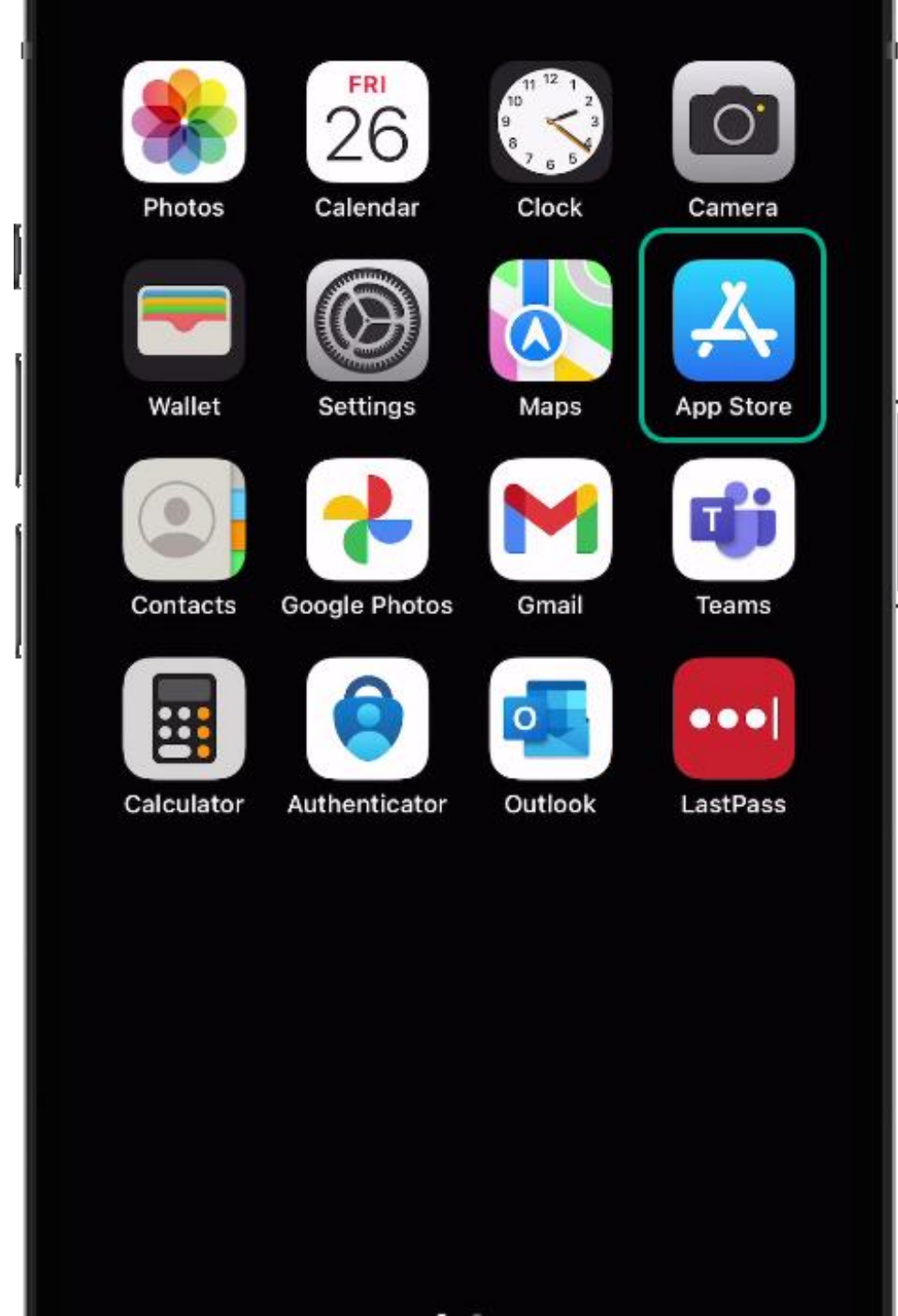
- What is the right App?
  - SecurID – Look for the Cloud
- I log in through my personal computer. Do I need to download anything new to it?
  - No new Apps are needed on personal PCs assuming Citrix Receiver is already installed.
- Can I use a different authentication App? Google Authenticator, Microsoft Authenticator, etc.
  - No, 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)



# SecurID 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.

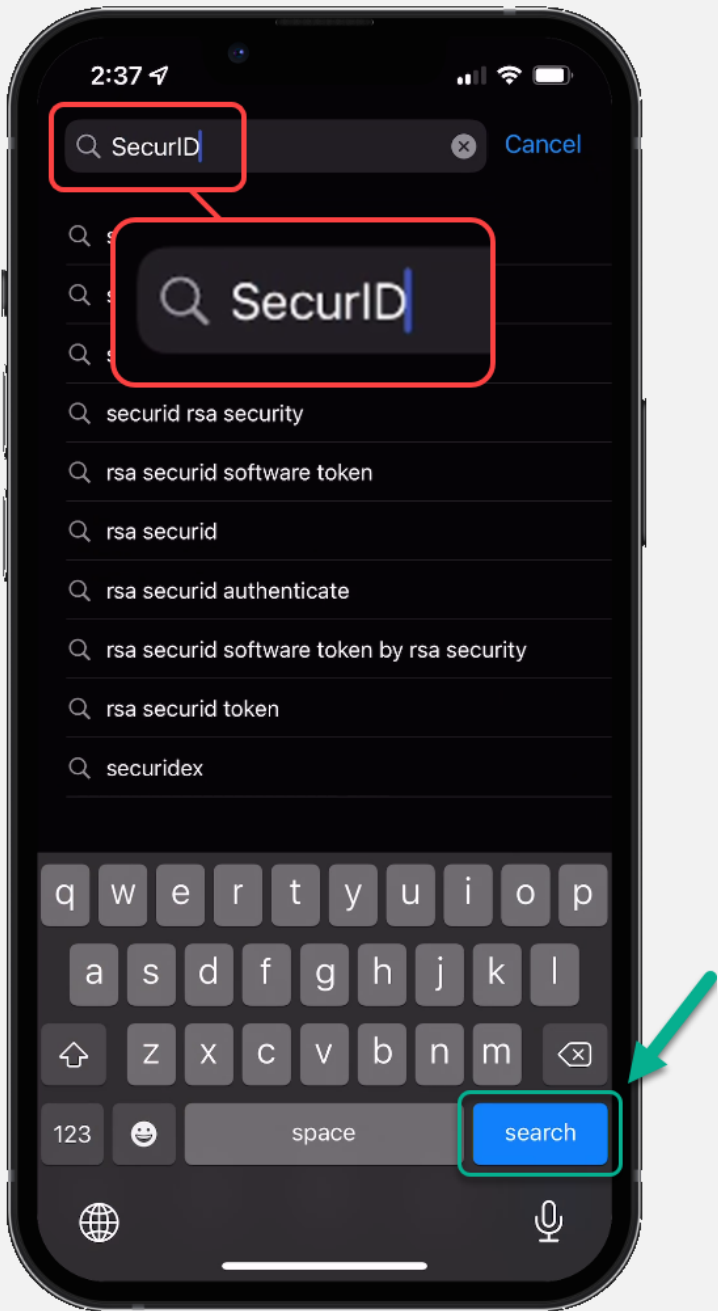
# Downloading SecurID

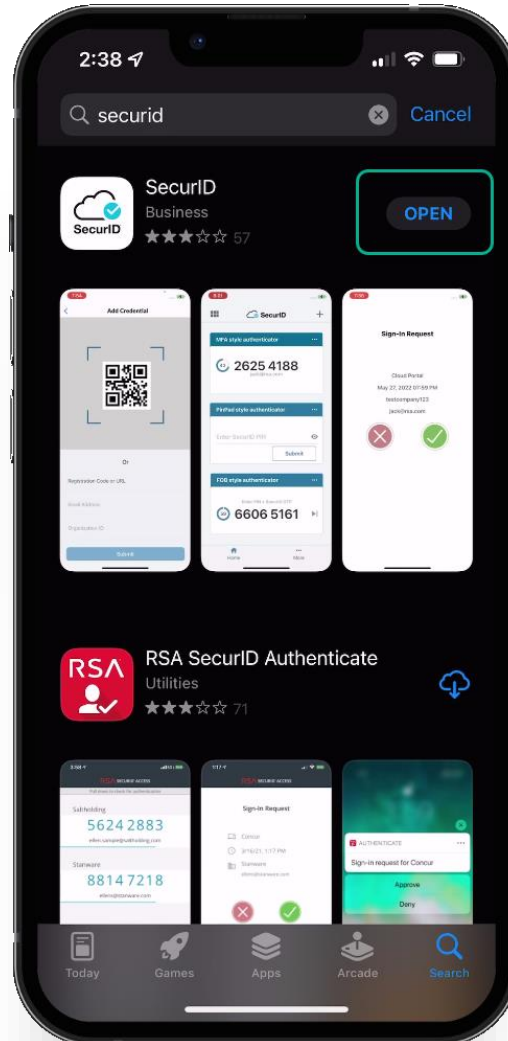
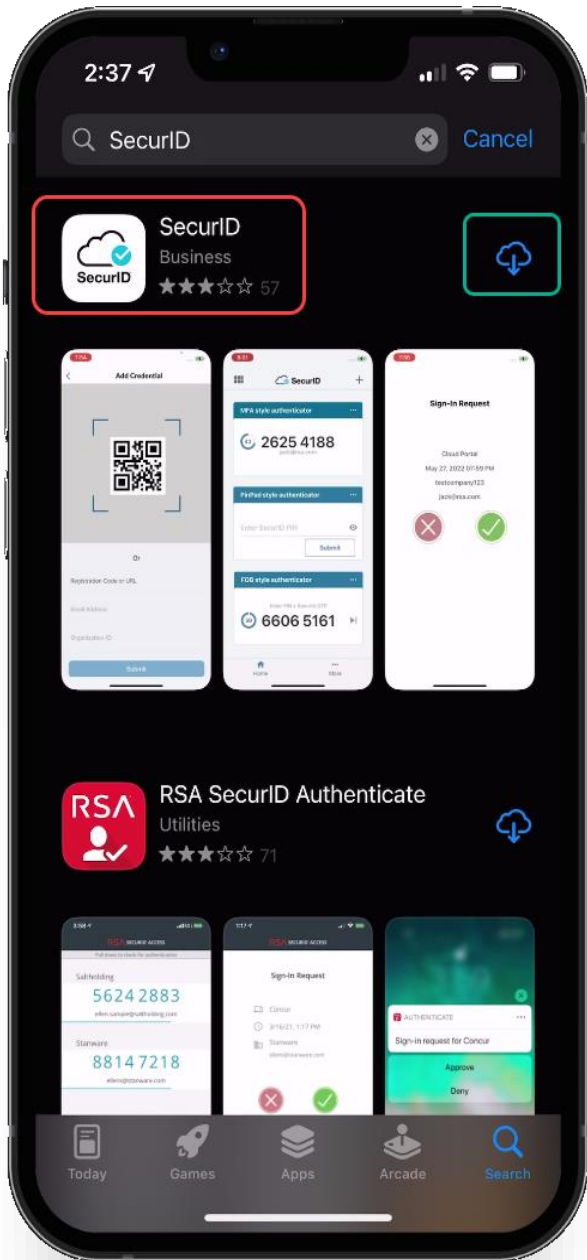


Open the App Store on your device.



Search for “SecurID” in the App Store.





Verify the application is the “SecurID” application with the cloud and a blue checkmark as shown in the red square.

Download the app to your device.

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





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

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

Don't Allow

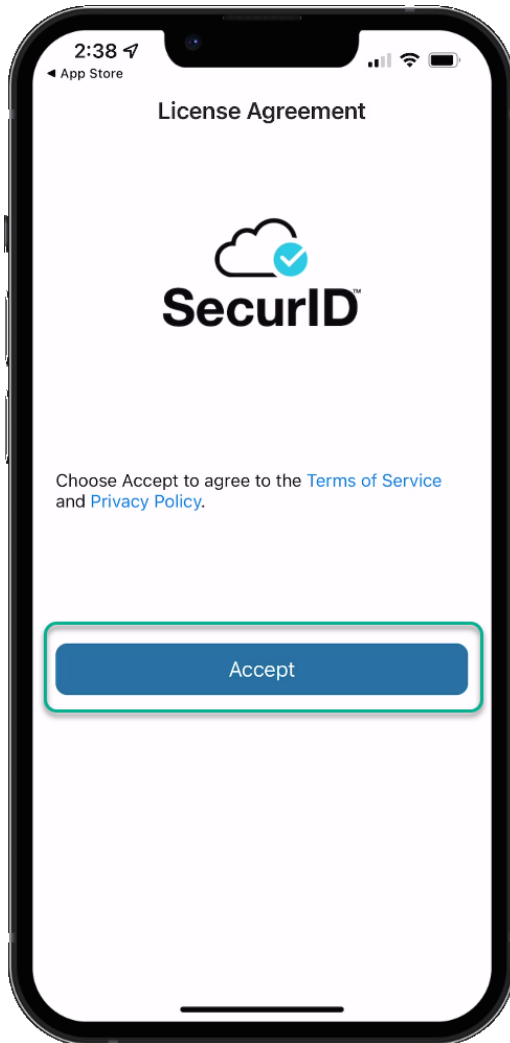
Allow

Accept

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

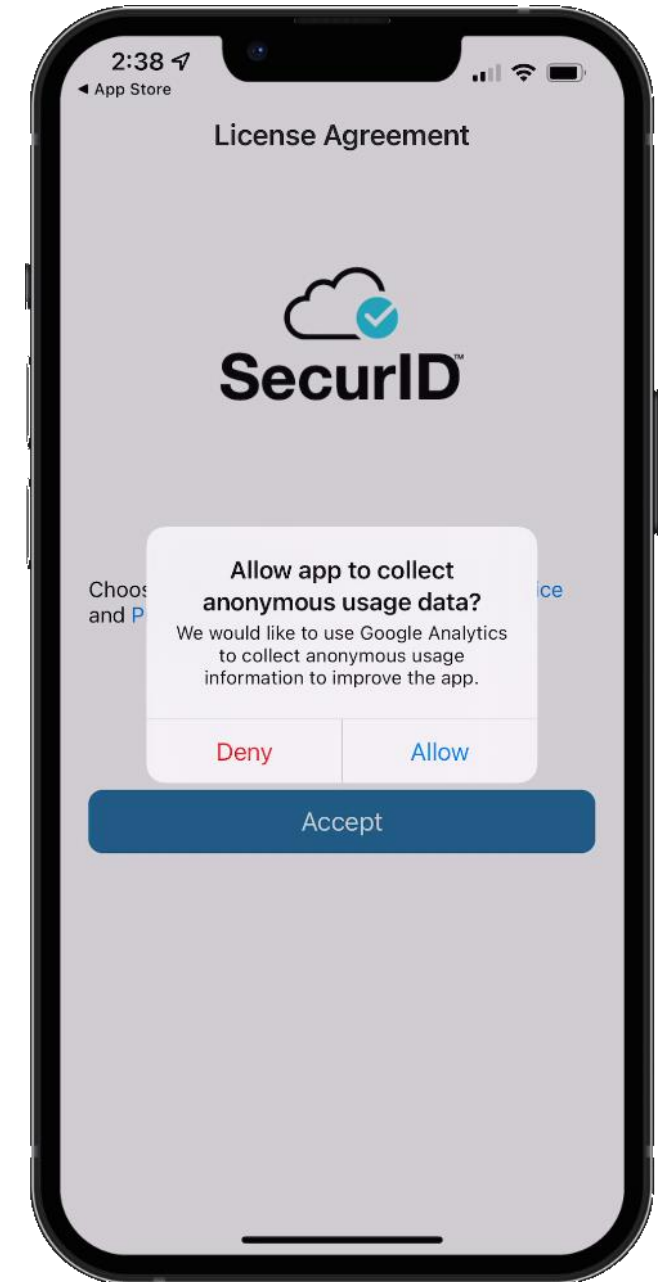
This setting is a user preference. It will not interfere with operation of the token delivery process.

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.





Welcome to SecurID.

SecurID helps you quickly and easily access your organization's protected resources.

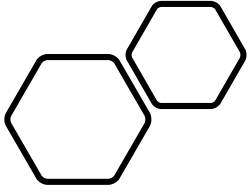


Get started

[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 SecurID

- Open a new session in your preferred internet browser.
- Navigate to:  
<https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>
- Log into the Kinder Morgan Extranet by clicking *SecurID Registration*, then enter your DART *User ID* and *Password*.
- Open *SecurID Registration* by Double-Clicking.

## My Apps



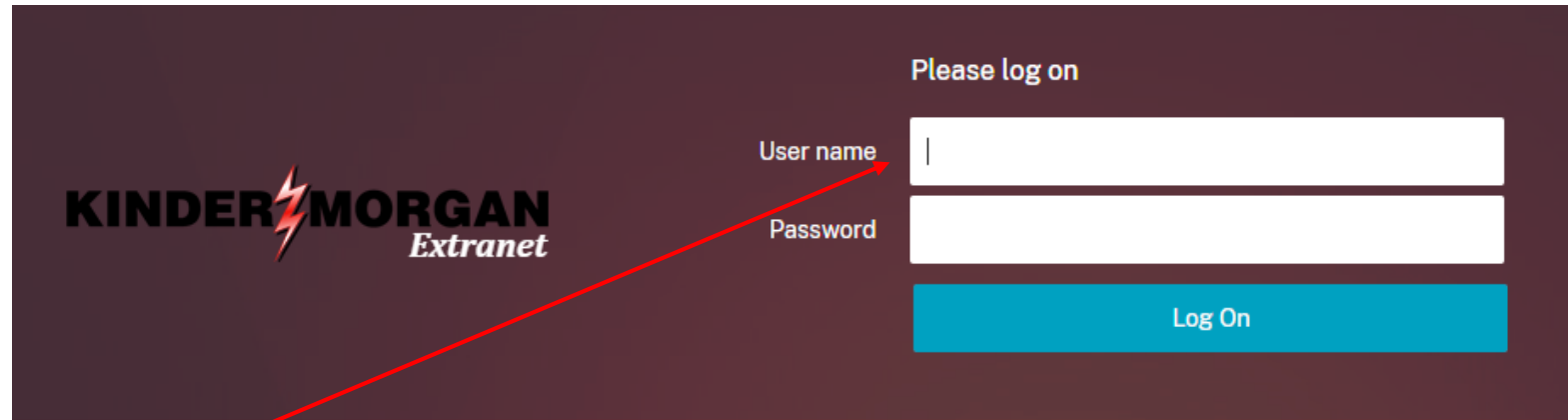
**DART**  
My Apps



**SecurID Registration**  
My Apps



- Open a new session in your preferred internet browser.
- Navigate to:  
<https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>
- Log into the Kinder Morgan Extranet by clicking *SecurID Registration*, then enter your DART *User ID* and *Password*.
- Open *SecurID Registration* by Double-Clicking.



The login screen for the Kinder Morgan Extranet. It features the logo on the left and a login form on the right. The form includes fields for 'User name' and 'Password', and a 'Log On' button. A red arrow points from the 'SecurID Registration' app icon in the 'My Apps' section below to the 'User name' field.

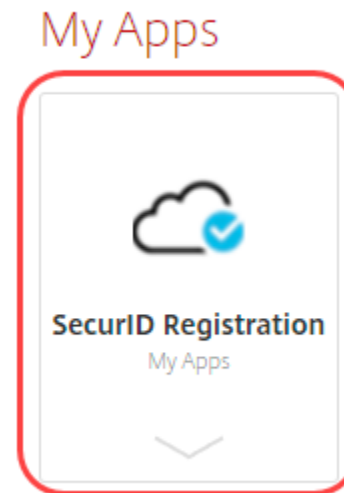
**KINDER MORGAN**  
*Extranet*

Please log on

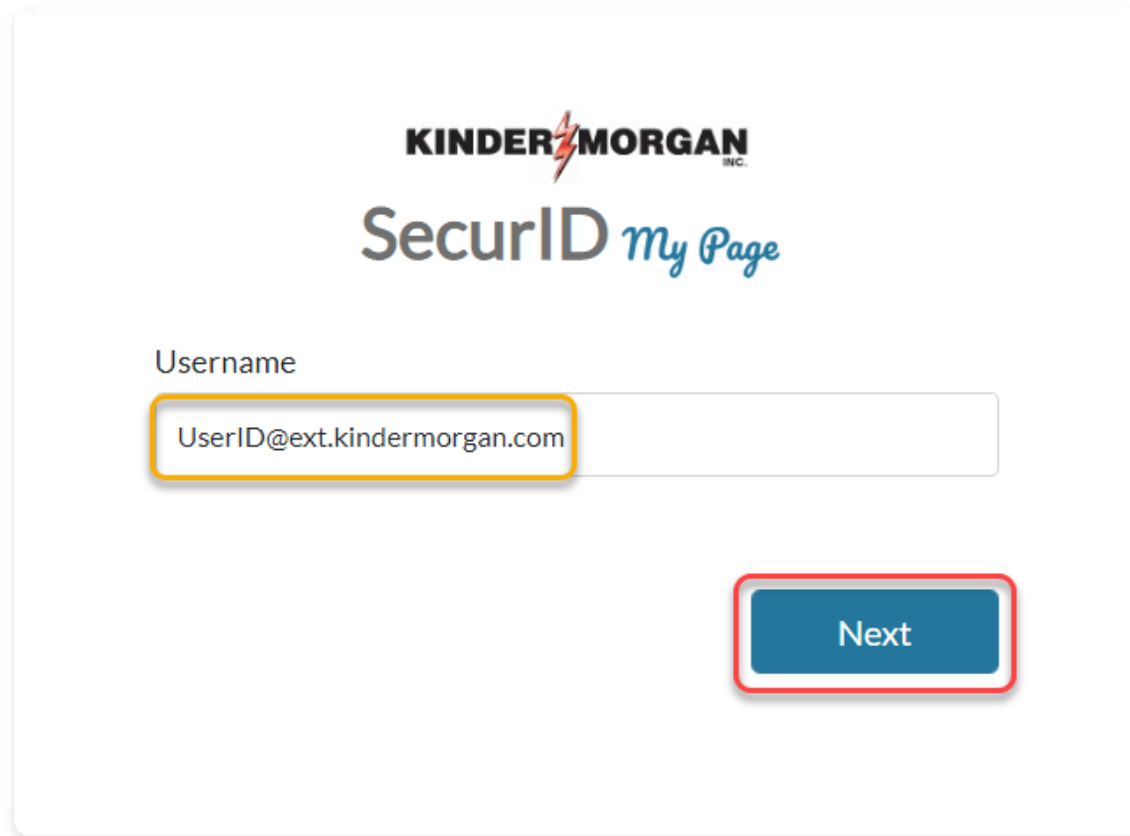
User name

Password

Log On



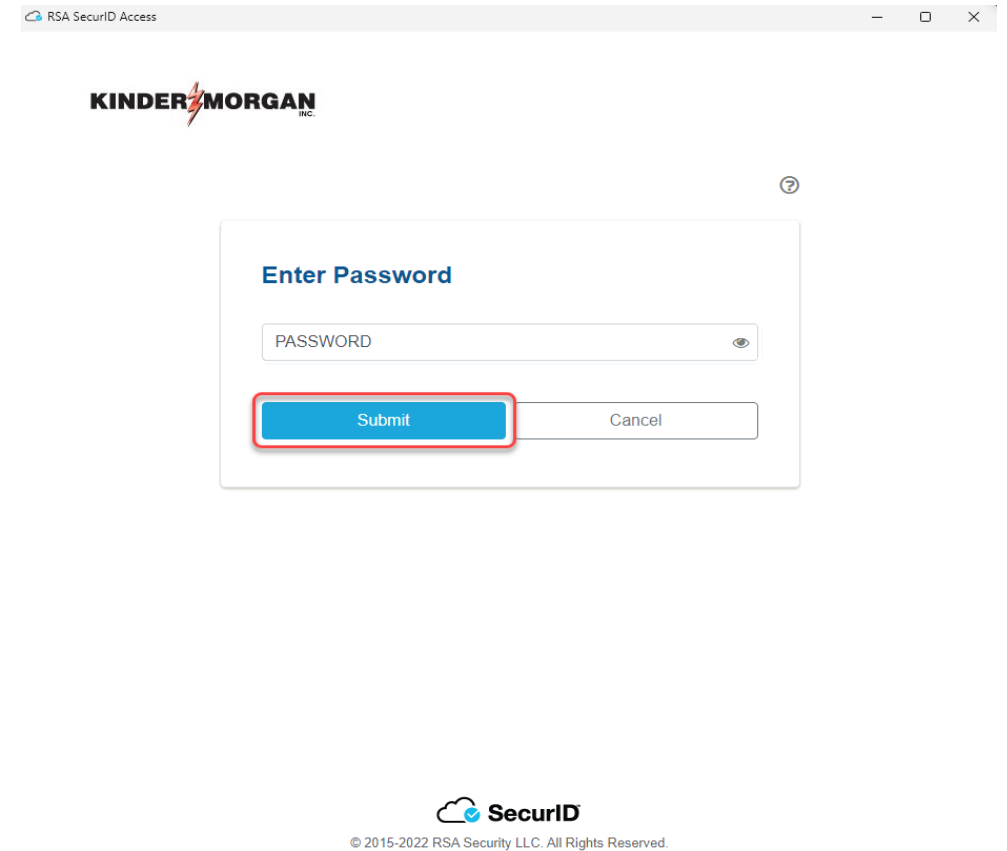
Enter your DART User ID adding the **@ext.kindermorgan.com** extension to the end.



The screenshot shows the 'KINDERMORGAN INC.' logo at the top, followed by 'SecurID My Page'. Below this is a 'Username' label and a text input field containing 'UserID@ext.kindermorgan.com'. The input field is highlighted with a yellow border. At the bottom right is a blue 'Next' button with a red border.

Enter your password and press *Submit*.

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



The screenshot shows a browser window titled 'RSA SecurID Access'. The 'KINDERMORGAN INC.' logo is at the top. Below it is a box titled 'Enter Password' containing a password input field with 'PASSWORD' text and an eye icon. Below the input field are two buttons: a blue 'Submit' button with a red border and a grey 'Cancel' button. At the bottom of the window is the 'SecurID' logo and the copyright text '© 2015-2022 RSA Security LLC. All Rights Reserved.'

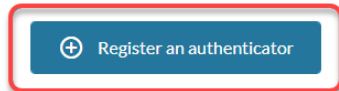
Click *Register an authenticator*



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.



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Click the *SecurID App* icon



Back

Register an authenticator

To access your applications, you need to register an authenticator

[See how it works](#)

Choose an authenticator to register.




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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](#).

1 Install SecurID Authenticator 2 Register Authenticator

 On your iOS, Android, or MacOS device, go to the [App Store](#) or [Google Play](#).  
install.step.securid.gotostore.desktop

 Search for the SecurID Authenticator

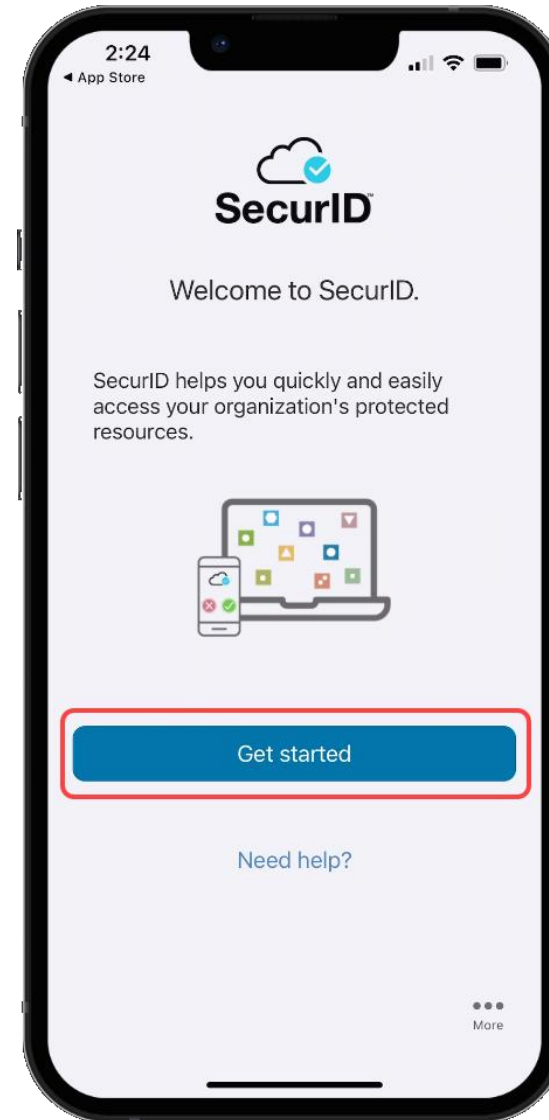
 Install the App

Cancel Next

Open the *SecurID* app on your mobile device.



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

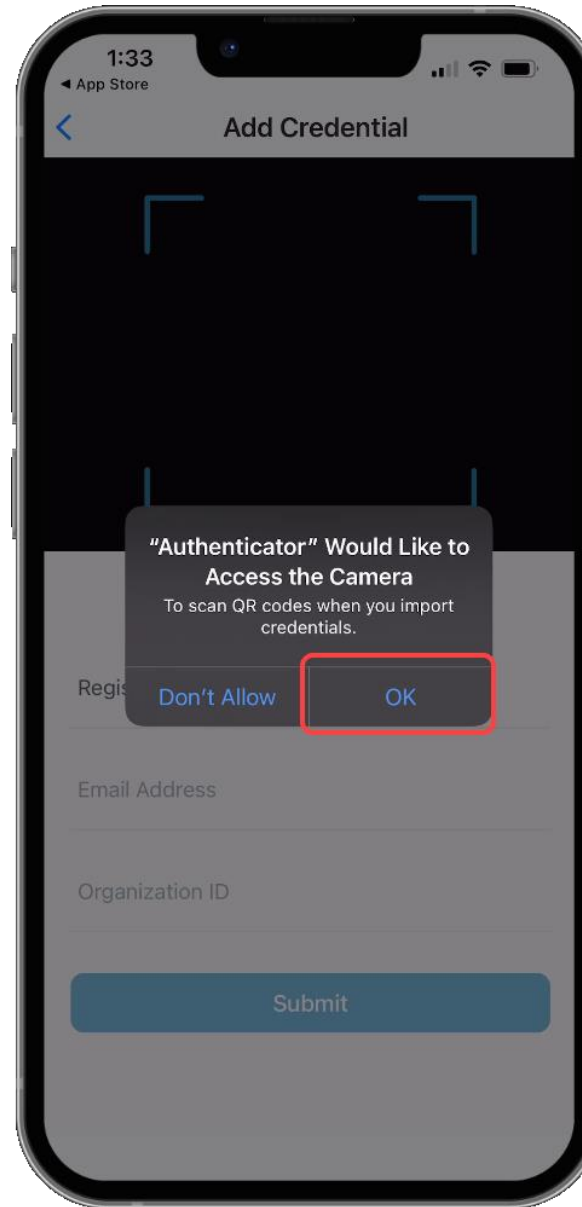


## Apple

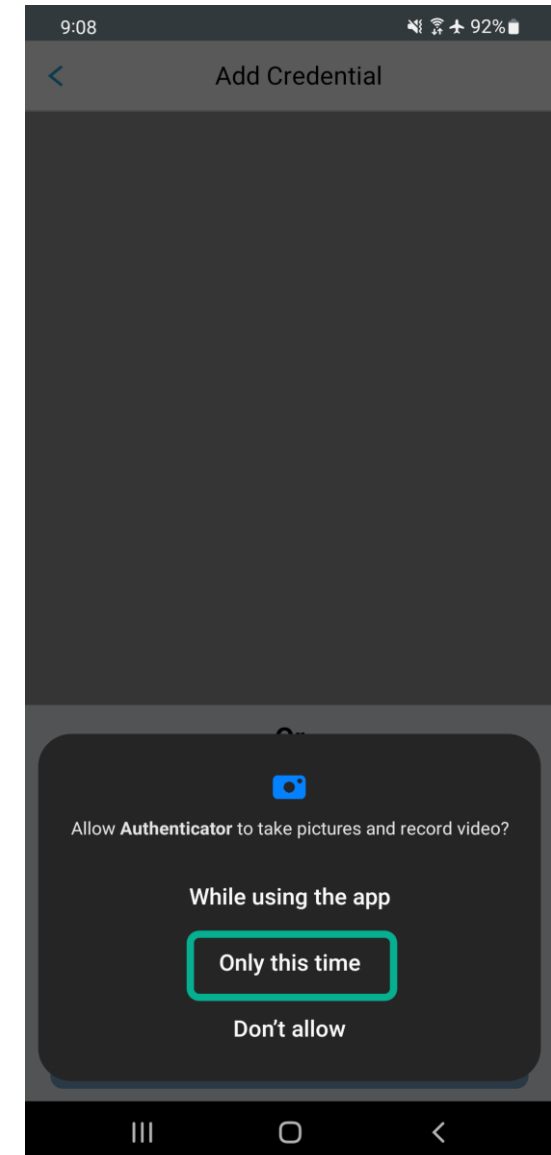
Allow access to the Camera to scan the QR Code displayed in the SecurID Browser.

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.



## 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.

1

Install SecurID Authenticator


2

Register Authenticator

1:38

App Store

Add Credential Code.



Or

Registration Code or URL

Email Address

Organization ID

Submit

Enter Details

Open the app and enter:

Registration Code: 123456789

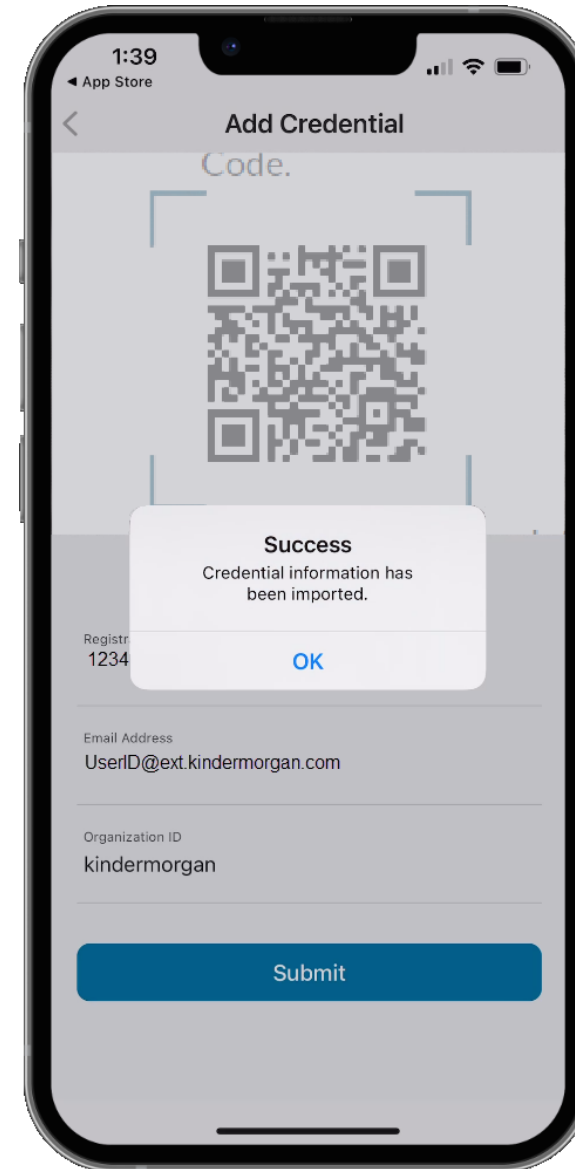
Email Address: UserID@ext.kindermorgan.com

Organization ID: kindermorgan

Information on this page will expire in: 01:41

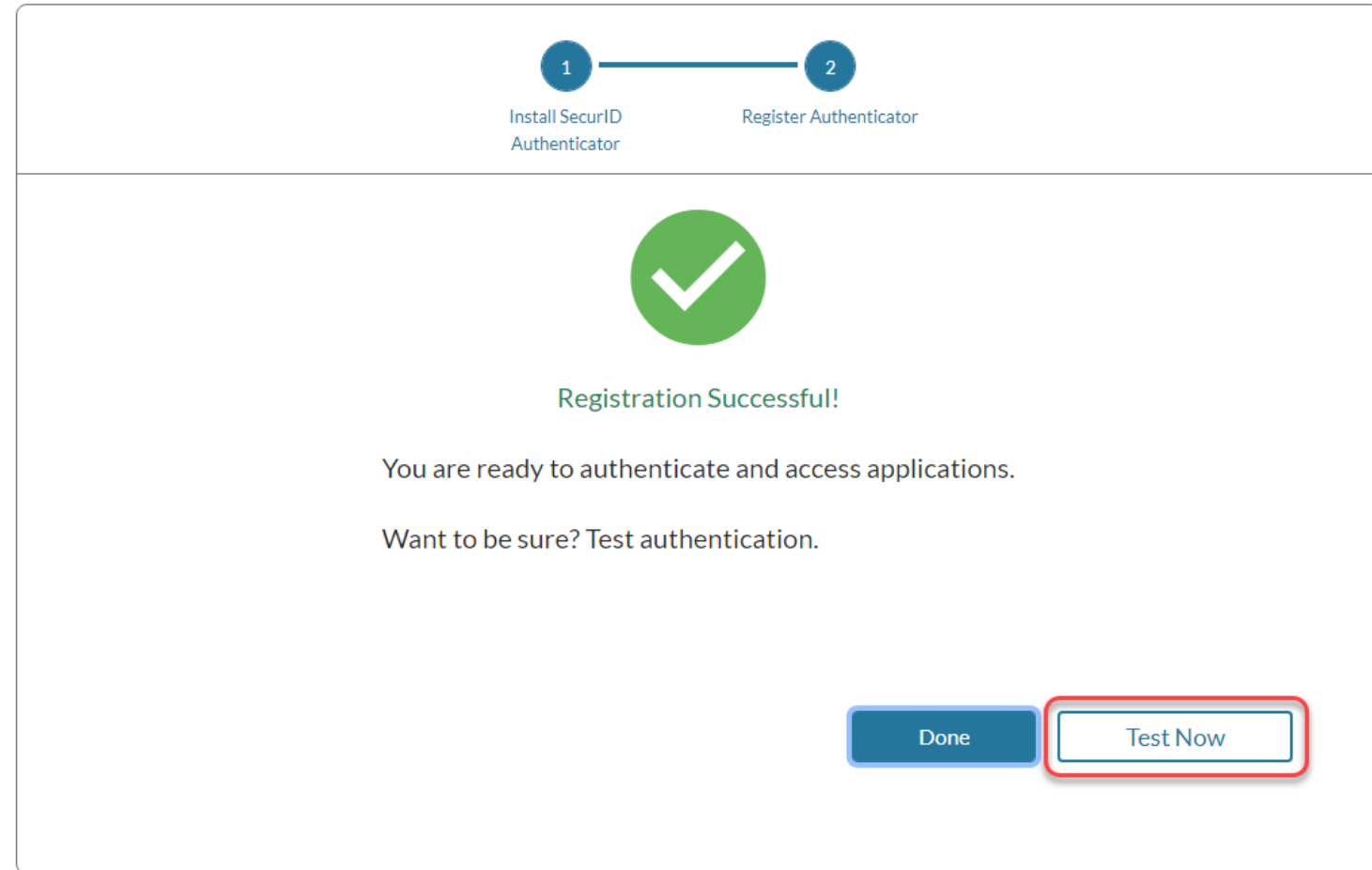
When the credential information is imported successfully, a pop-up will be shown. Press *OK* to continue.

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



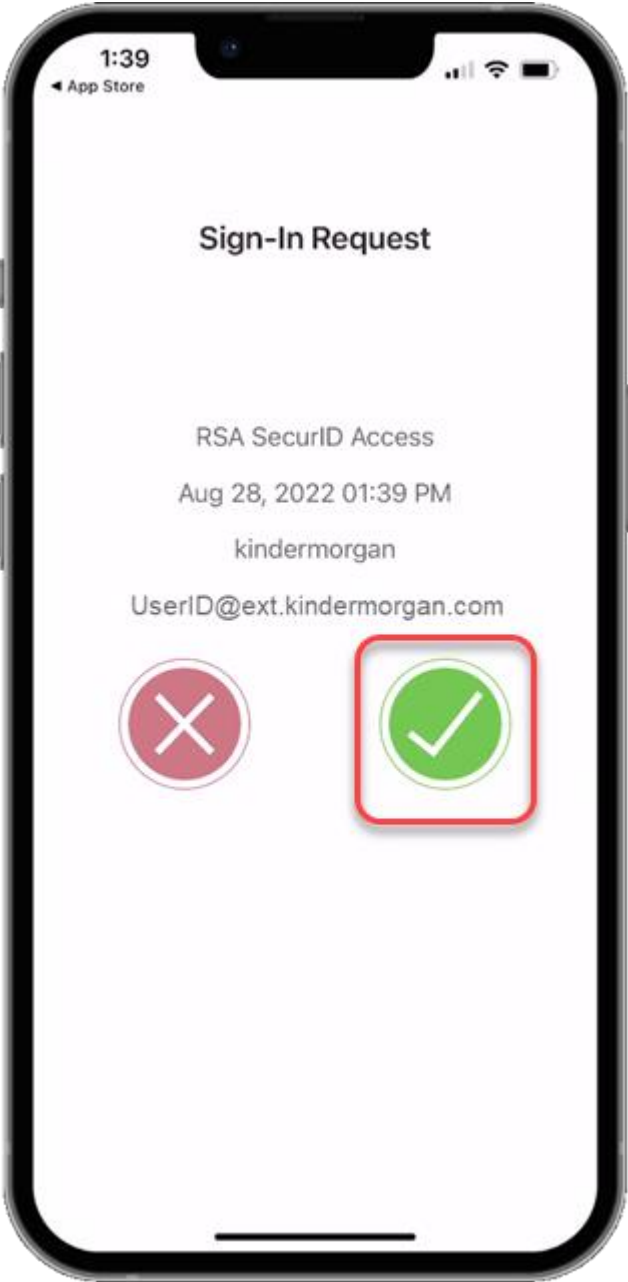
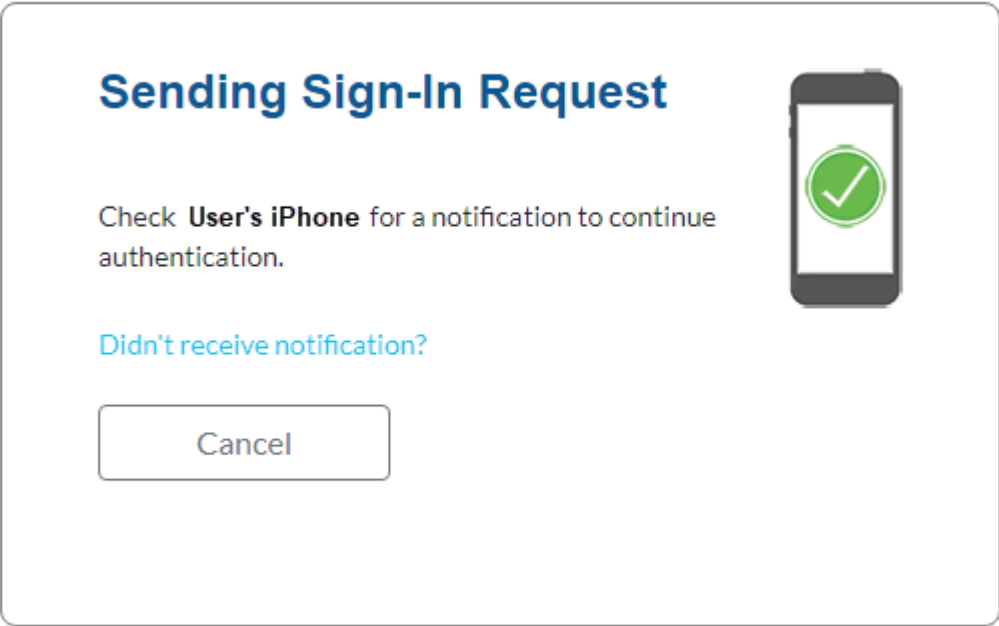
After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

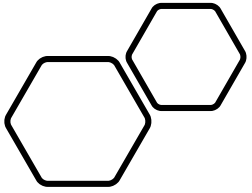
Use the *Test Now* button to ensure the device registration was successful.



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

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





# Logging Into DART





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

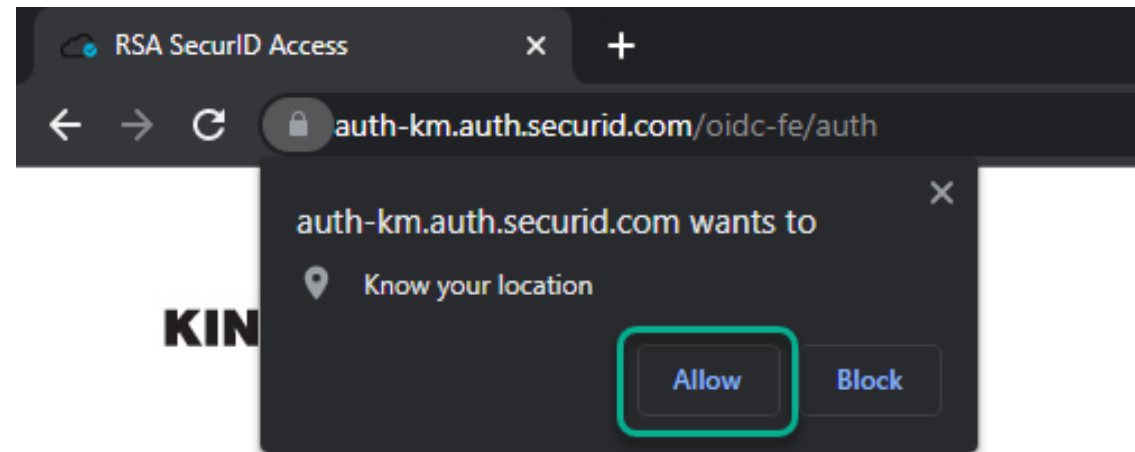
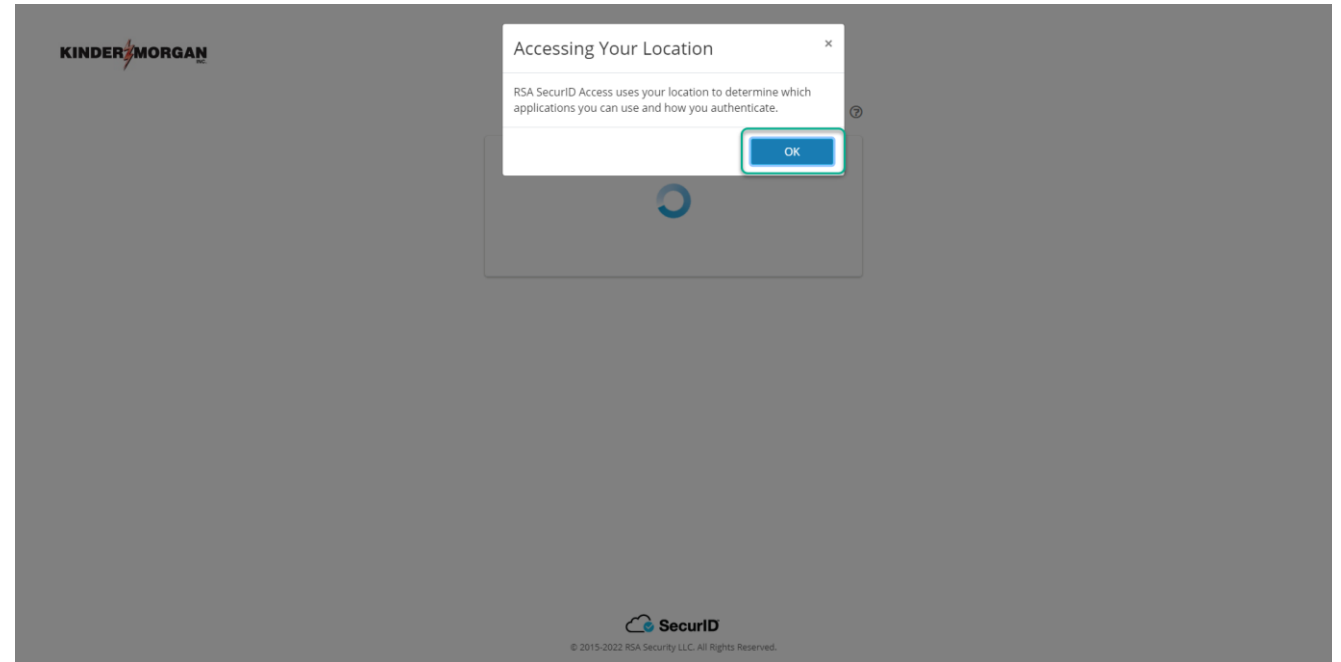
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!

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*.

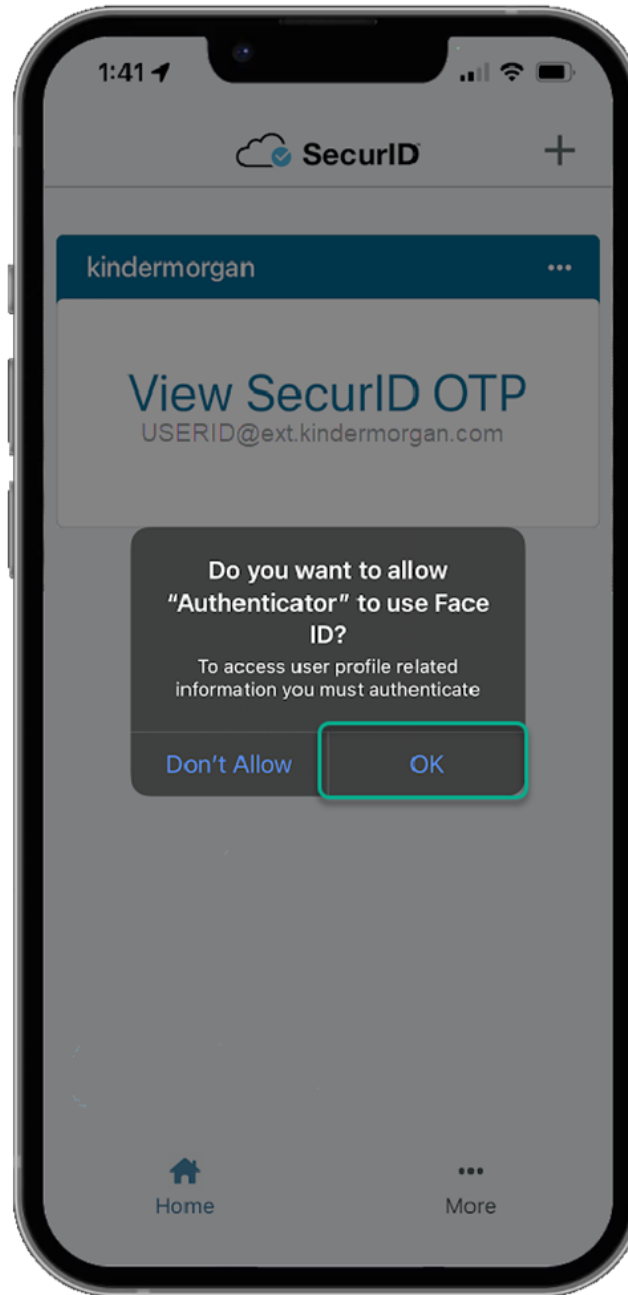
You may not receive these popup's depending on your security settings.



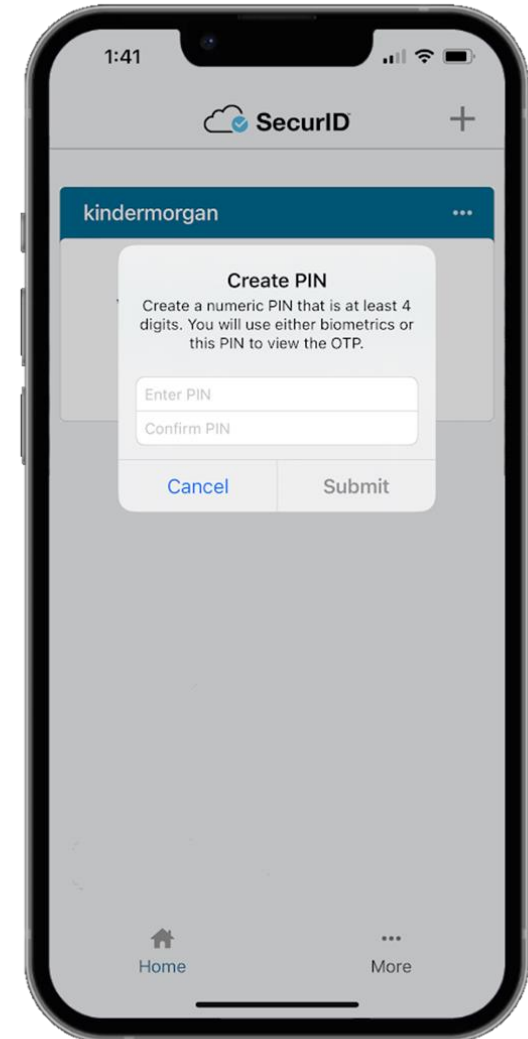
Open your SecurID App and click *View SecurID OTP*.

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.




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

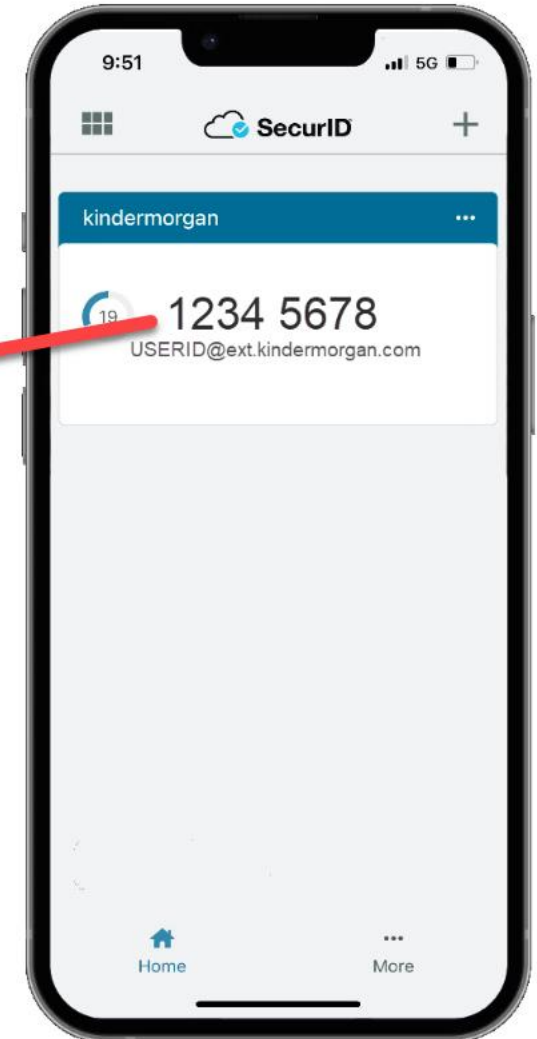
Hi,

## Enter Authenticate Tokencode

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



[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) ▾

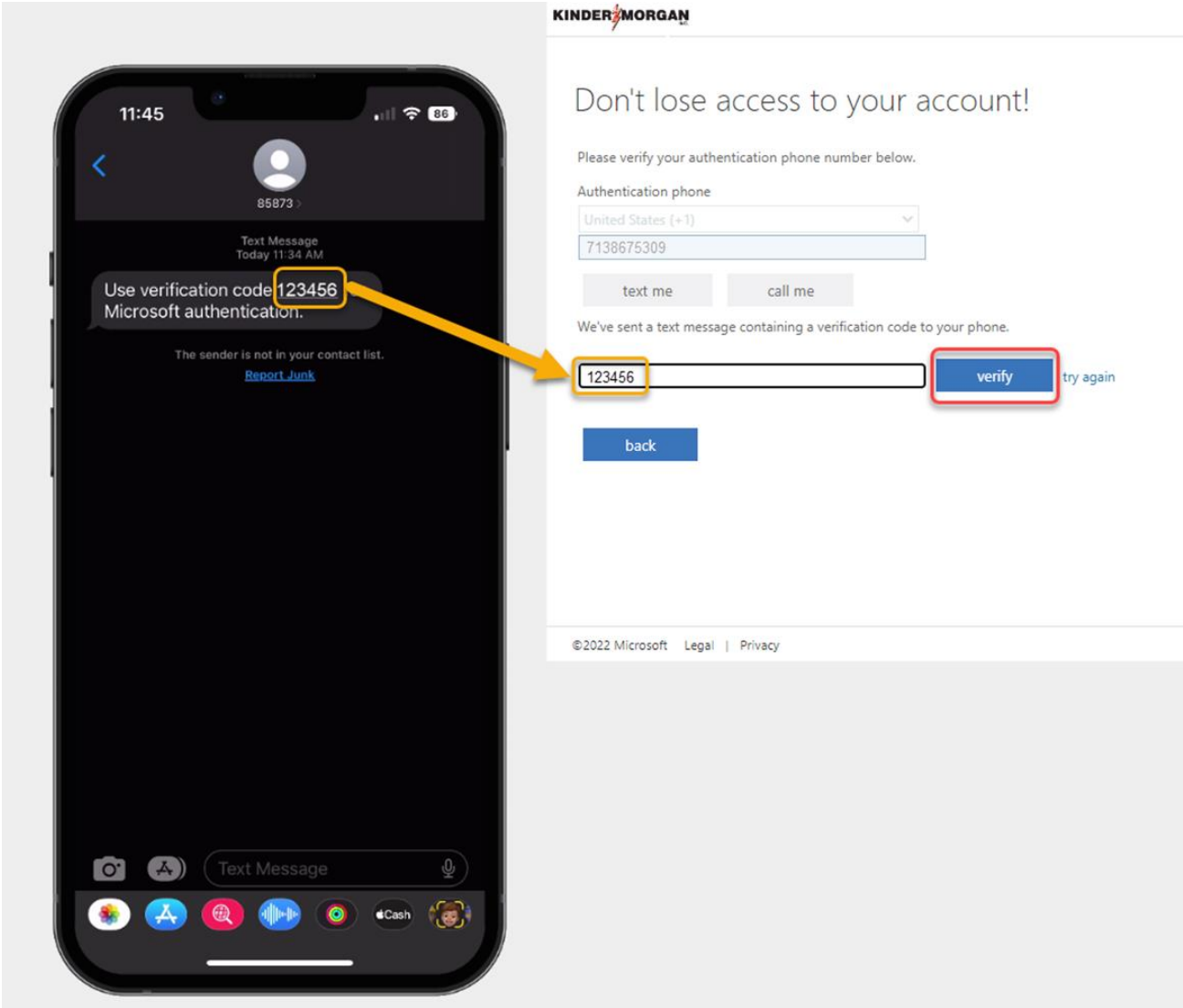
713-867-5309

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

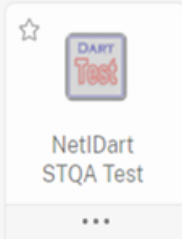
Apps

Desktops

Apps

Recents

Favorites

[View all applications](#)

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).

Desktops

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.