



RSA Initial Setup

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# Quick Reference

- 1 Download RSA app:

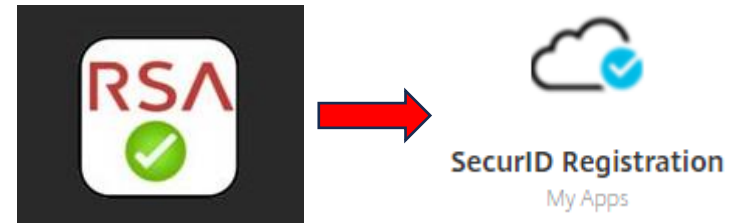
Apple



Android



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

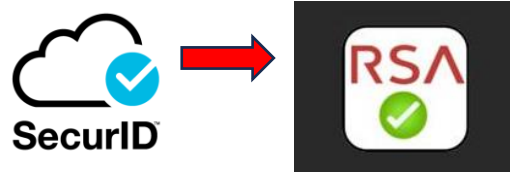


- 3 Log into [DART using MFA](#)

Need Help?

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

# Frequently Asked Questions



- What is the right App?
  - RSA – 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.
- RSA 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)

Logging Into  
DART

<https://pipeline.kindermorgan.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](#)

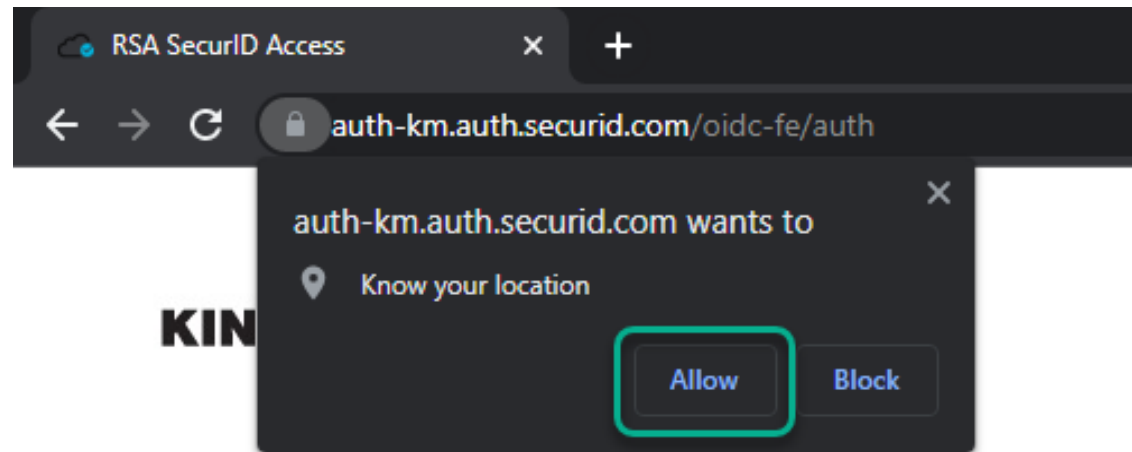
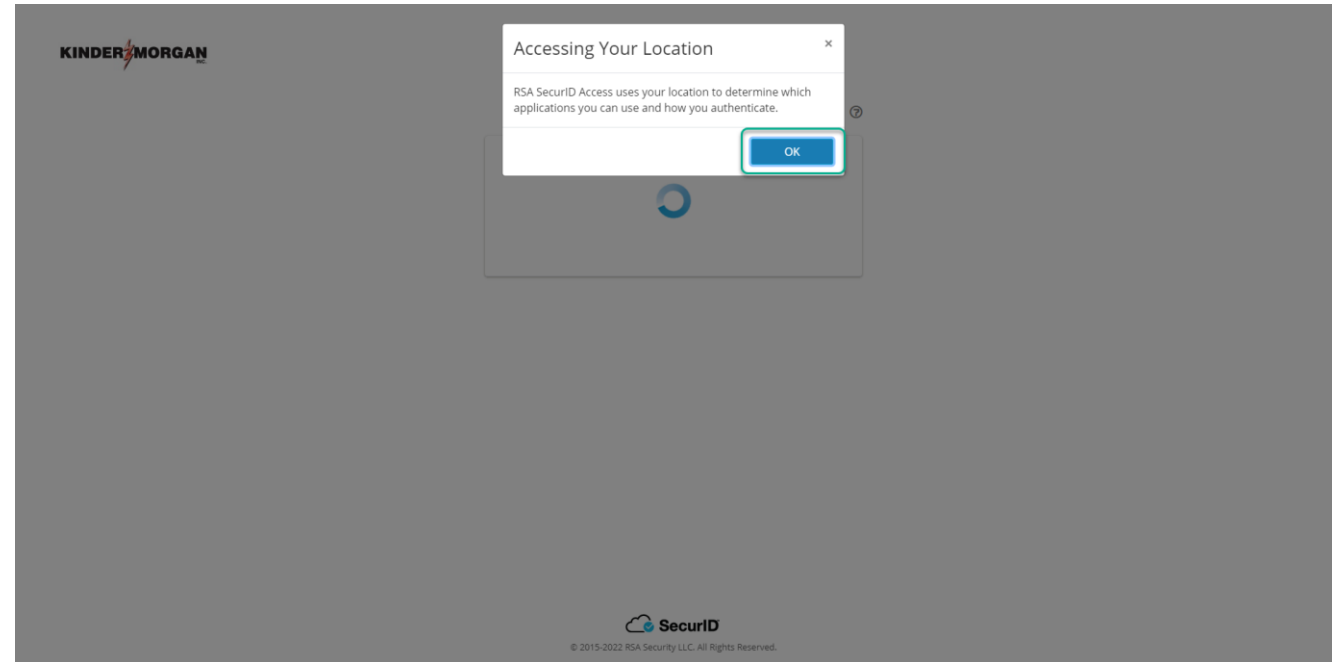
Sign in

<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.

## Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in





You will be prompted to enter your 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.

### Enter Authenticate Tokencode

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

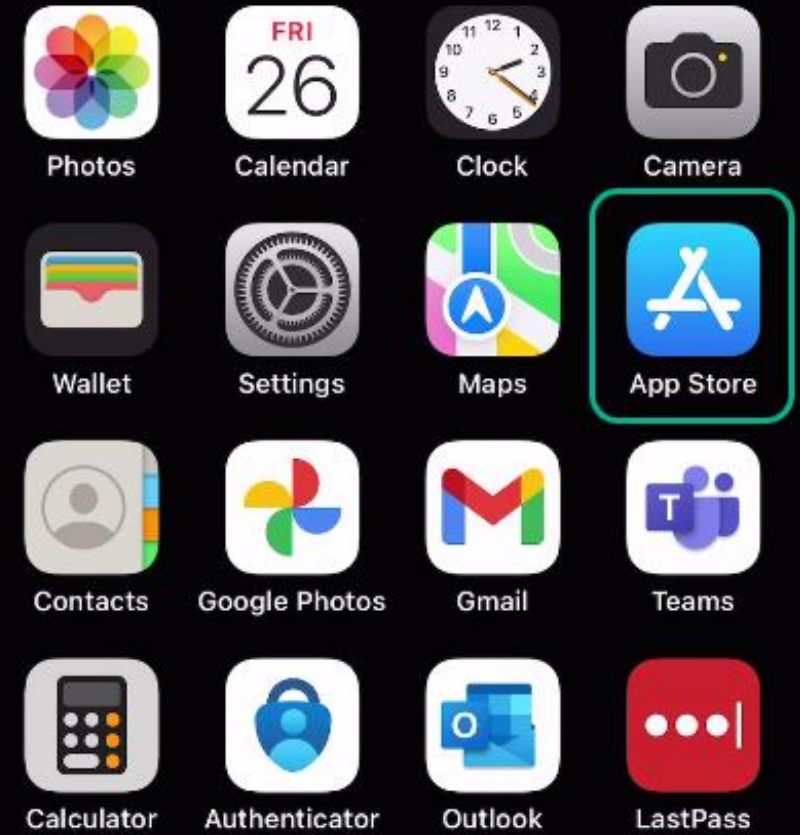


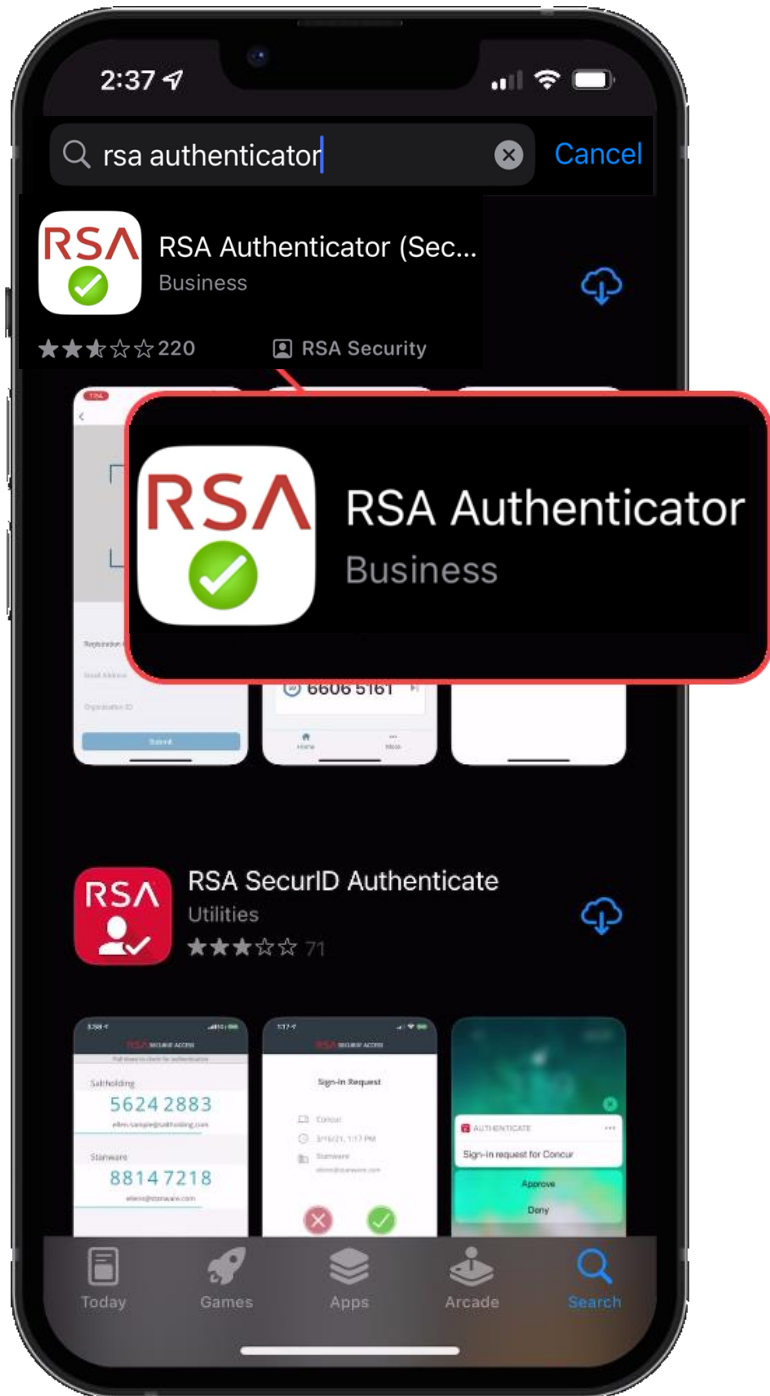
Submit

Cancel

[Completing DART Login](#)

# Downloading RSA





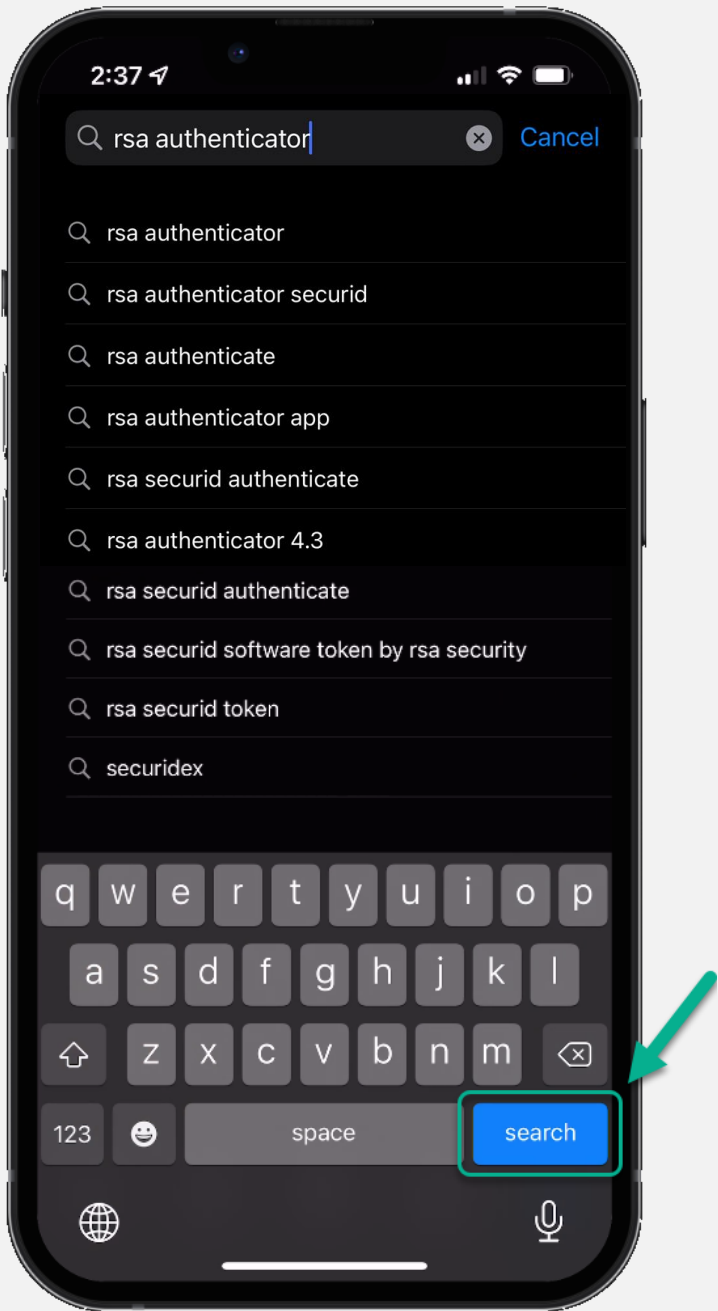
# RSA Authenticator

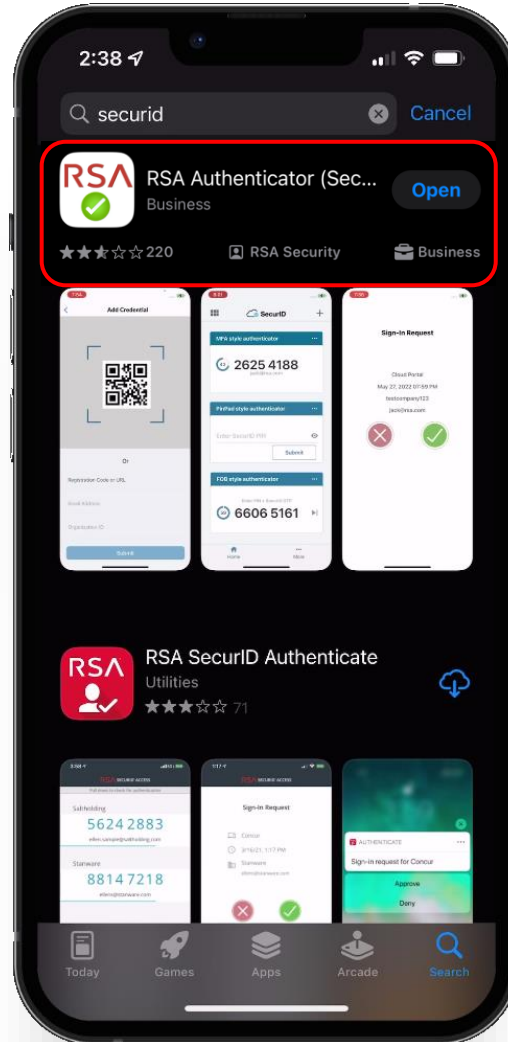
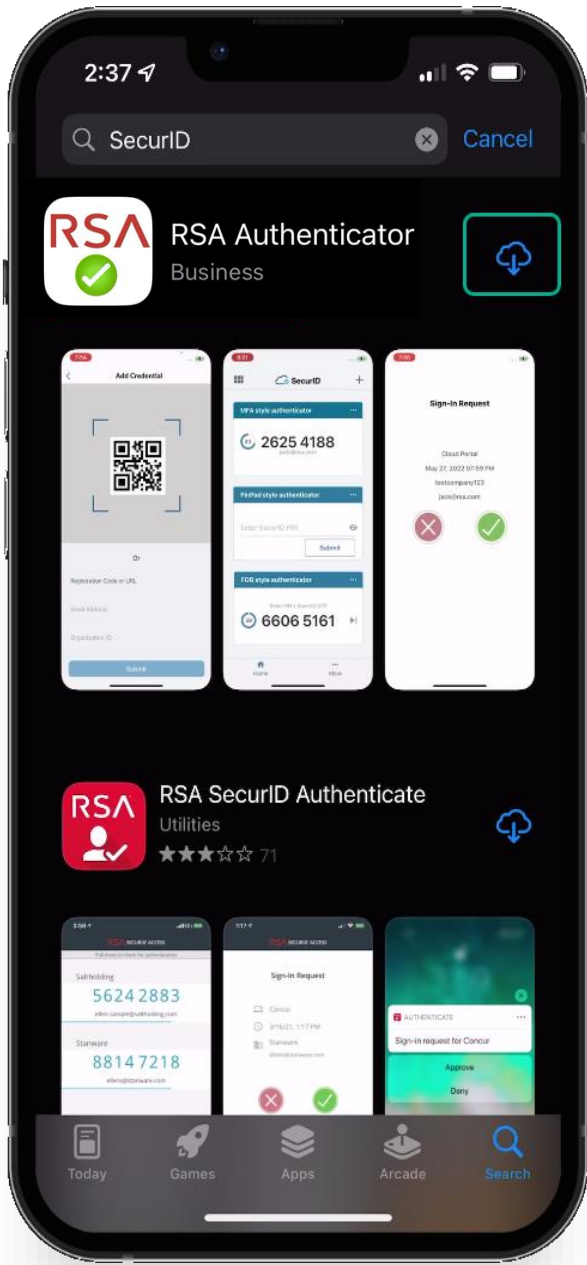
- Free
- Available on
  - Apple App Store – IOS 11.0 or later
  - Google Play Store – Android 8.0 or later
- It is **REQUIRED** to have a passcode or biometric security on the mobile device to complete registration.
- Internet access is needed to download and register.
- Internet access is **not** needed 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.

Open the App Store on your device.



Search for “RSA Authenticator” or “SecurID” in the App Store.





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*.

## License Agreement



### "Authenticate" Would Like to Send You Notifications

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

Don't Allow

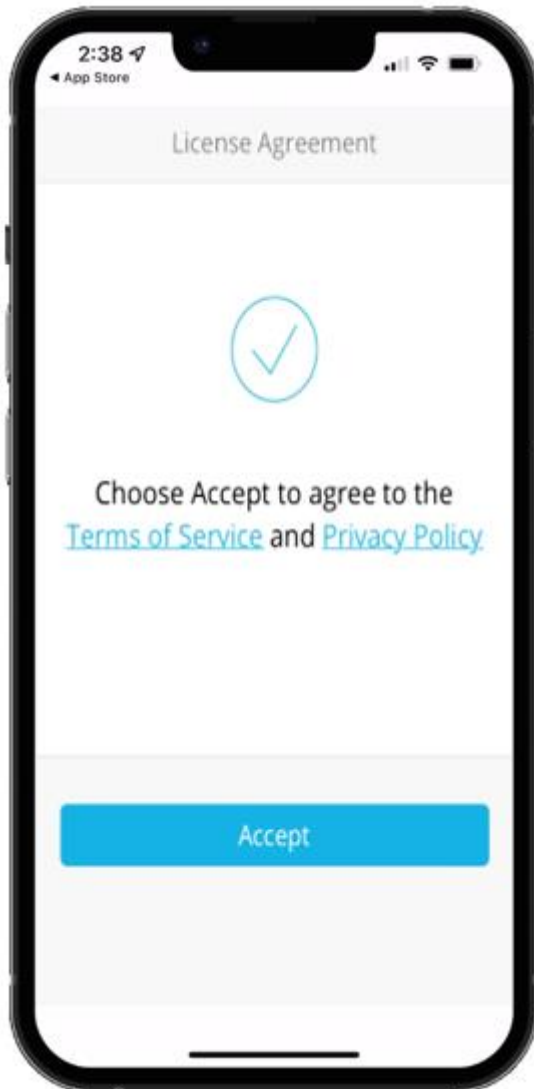
Allow

Accept

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

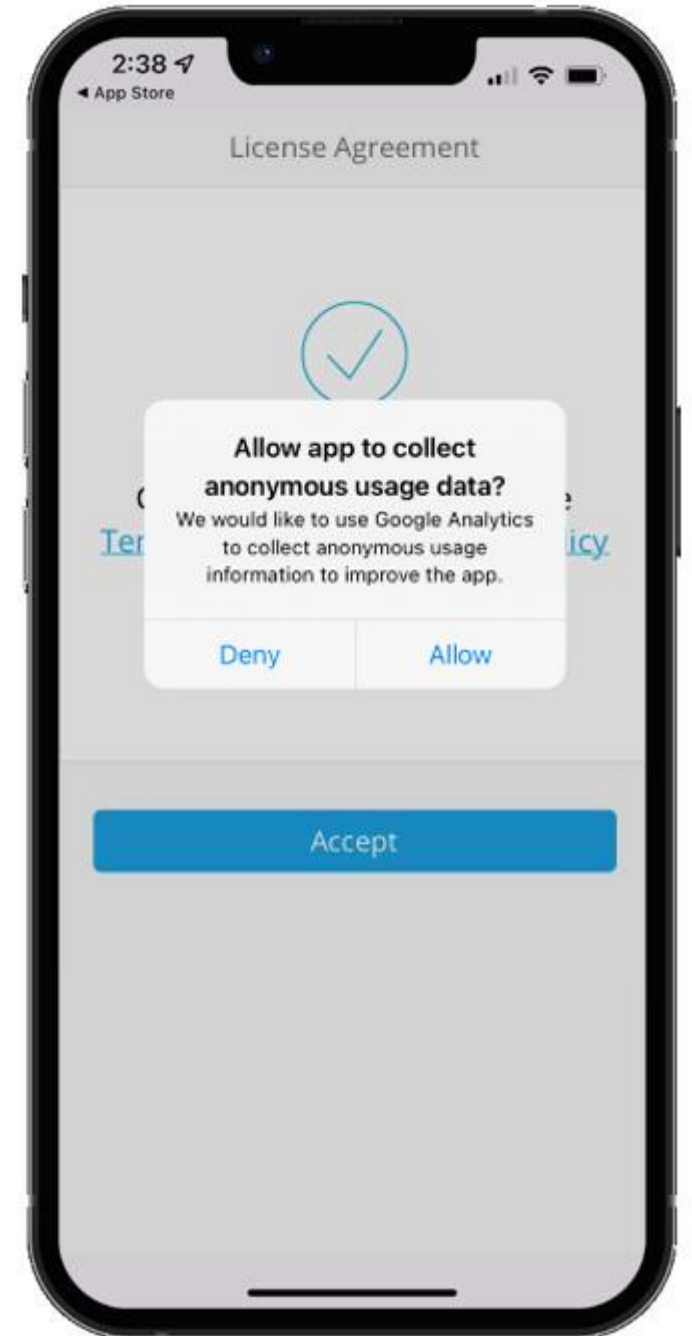
This setting is a user preference. It will not interfere with operation of the token delivery process.

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.





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



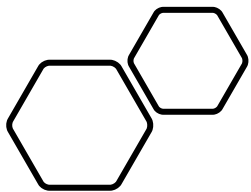
Get Started

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 RSA

- Open a new session in your preferred internet browser.

- Navigate to:

<https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx>

- Open *SecurID Registration* by Double-Clicking.




Tennessee Gas Pipeline Company, L.L.C.  
a Kinder Morgan company

OFO DAILY CRITICAL DAY 1 FOR ALL AREAS EAST OF STA 254 FOR OVER-TAKES OUT OF THE SYSTEM OR UNDER-DELIVERIES INTO THE SYSTEM FOR ALL BALANCING PARTIES

Interstate ▾Other ▾Midstream ▾Informational Postings ▾Customer Information ▾Contact UsLogin ▾

### DART Help & Information

 **Welcome to Kinder Morgan's Pipeline Portal Help Page**

You've arrived at the **NAESB-compliant** site designed for easy use by pipeline customers. Here's what to expect:

---

#### How to navigate

- Use **the tabs at the top** to select your **pipeline group** and **specific pipeline**.
- Each pipeline has a **portal page** with tailored services and information.
- If a section isn't relevant to a selected pipeline, no data will be shown.

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#### Services and Projects

- Kinder Morgan is continually enhancing services and expanding facilities.
- Check out the [Expansion Projects](#) section to learn more about current/proposed developments.

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#### Secure Access Areas

To access the secure sections (**Nomination, Flowing Gas, Invoicing, Capacity Release, and Contract/rates**) you will need:

- A valid **log-in ID & password** for DART
- **Multi-Factor Authentication (MFA)** setup

---

#### Guides and Resources

For help accessing secure areas, here are some useful guides:

- [DART Multi-Factor Authentication \(MFA\) User Guide](#)
- [Self Service Password Reset \(SSPR\) User Guide](#)
- [Emergency Token Request \(ETR\) User Guide](#)
- [RSA User Guide: \(First Time Registration or Reregister RSA\)](#)

#### Additional Links:

- [RSA Registration](#)
- [Emergency Token Request](#)
- [DART Login](#)

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#### Need Help with Access?

- Contact your **DART Security Administrator (DSA)** for login or password help.
- No DSA? Fill out and submit a security request form
  - [DART Security Information and Forms](#)

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 User ID and Password

User ID

Password

Submit

Cancel

A black and white icon of a padlock. Inside the body of the padlock, there are four asterisks (\*\*\*\*), indicating a password field.

**NOTE:** You will not be able to login to this screen with a temporary password. If you have a temporary password, please login to [kmapps.cloud.com](https://kmapps.cloud.com) > change password > and return to this page.

- 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.*



SecurID



### Get SMS OTP

You will receive a six-digit OTP on your phone.

+1xxxxxx1234



Send OTP

Cancel

Message and data rates may apply. Message frequency may vary.  
From your phone, reply HELP for help or STOP to cancel.

[Privacy Policy and Terms of Service](#)

▼ Show more



SecurID



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

### Enter SMS OTP

Enter the six-digit OTP sent to your phone.

+1xxxxxx1234

[Resend OTP](#)



SubmitCancel

[Show more](#)


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

**If you are not prompted for an OTP Token, please skip to Slide 23**

**NOTE:** If prompted to receive an OTP Token and do not have access to your device, please click the “Show More” option and select “SMS OTP”



### Enter Authenticate OTP



1. Open the RSA Authenticator.
2. Enter the eight-digit number that displays on the screen.

▼ Show more

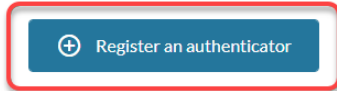
Click *Register an authenticator*



Good afternoon First Name.

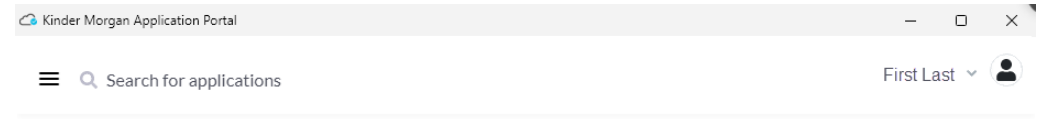
My registered authenticators (0)

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



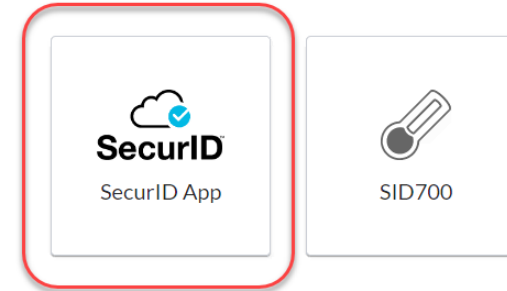
Back

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

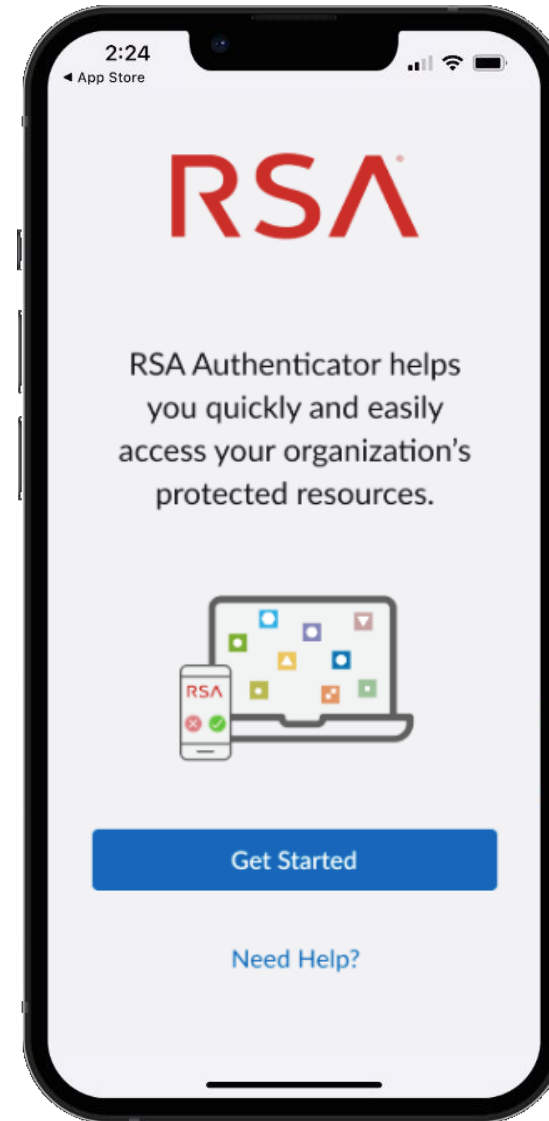
Next



Open the *SecurID* app on your mobile device.



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

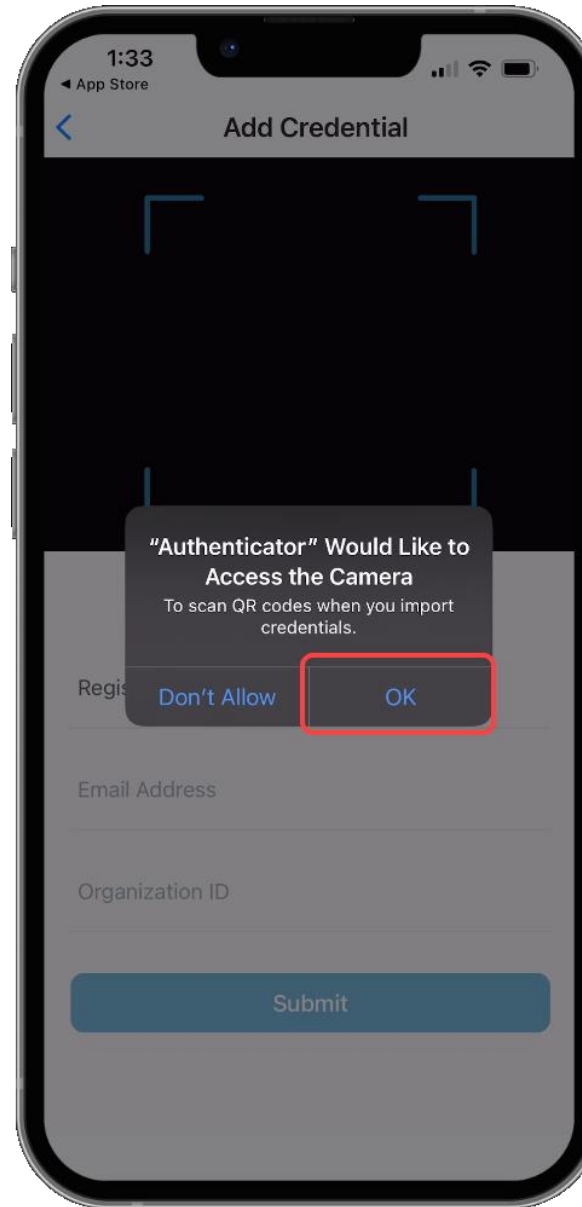


## Apple

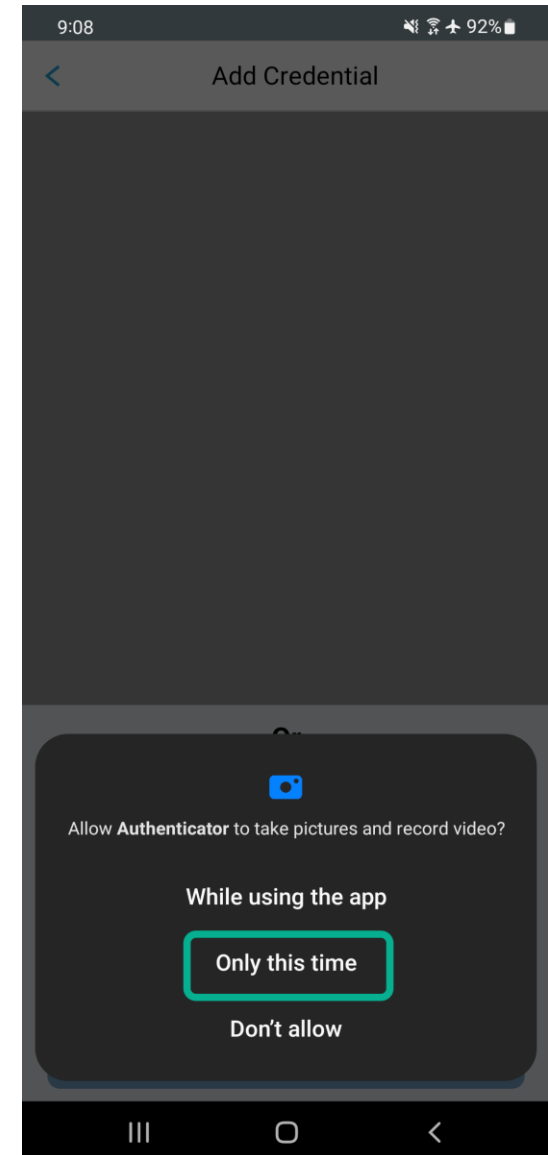
Allow access to the Camera to scan the QR Code displayed in the SecurID Browser.

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

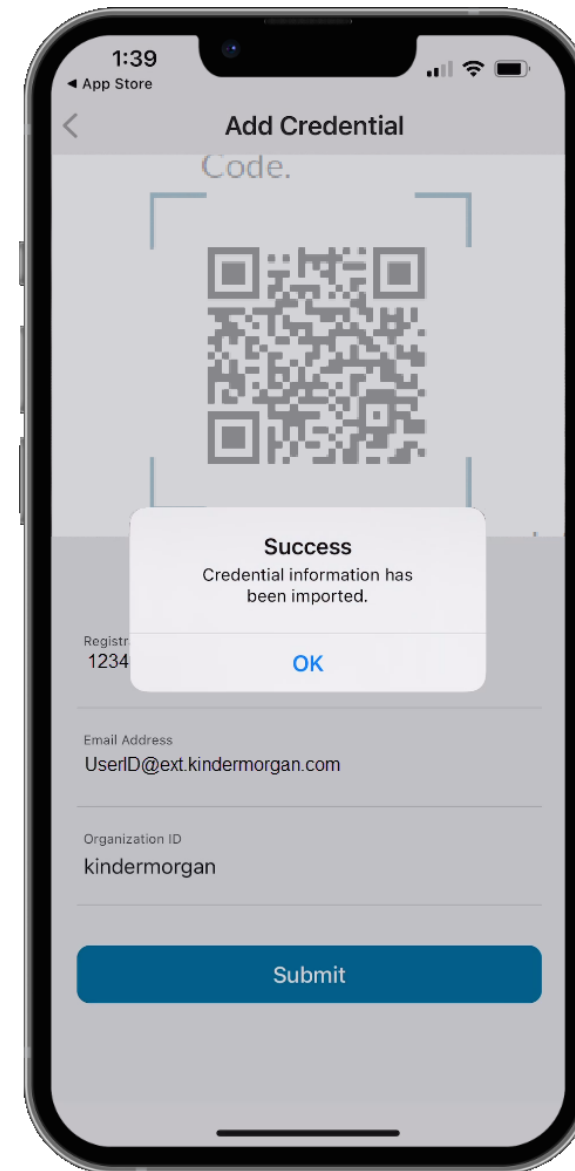
Email Address: UserID@ext.kindermorgan.com

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.



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.

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

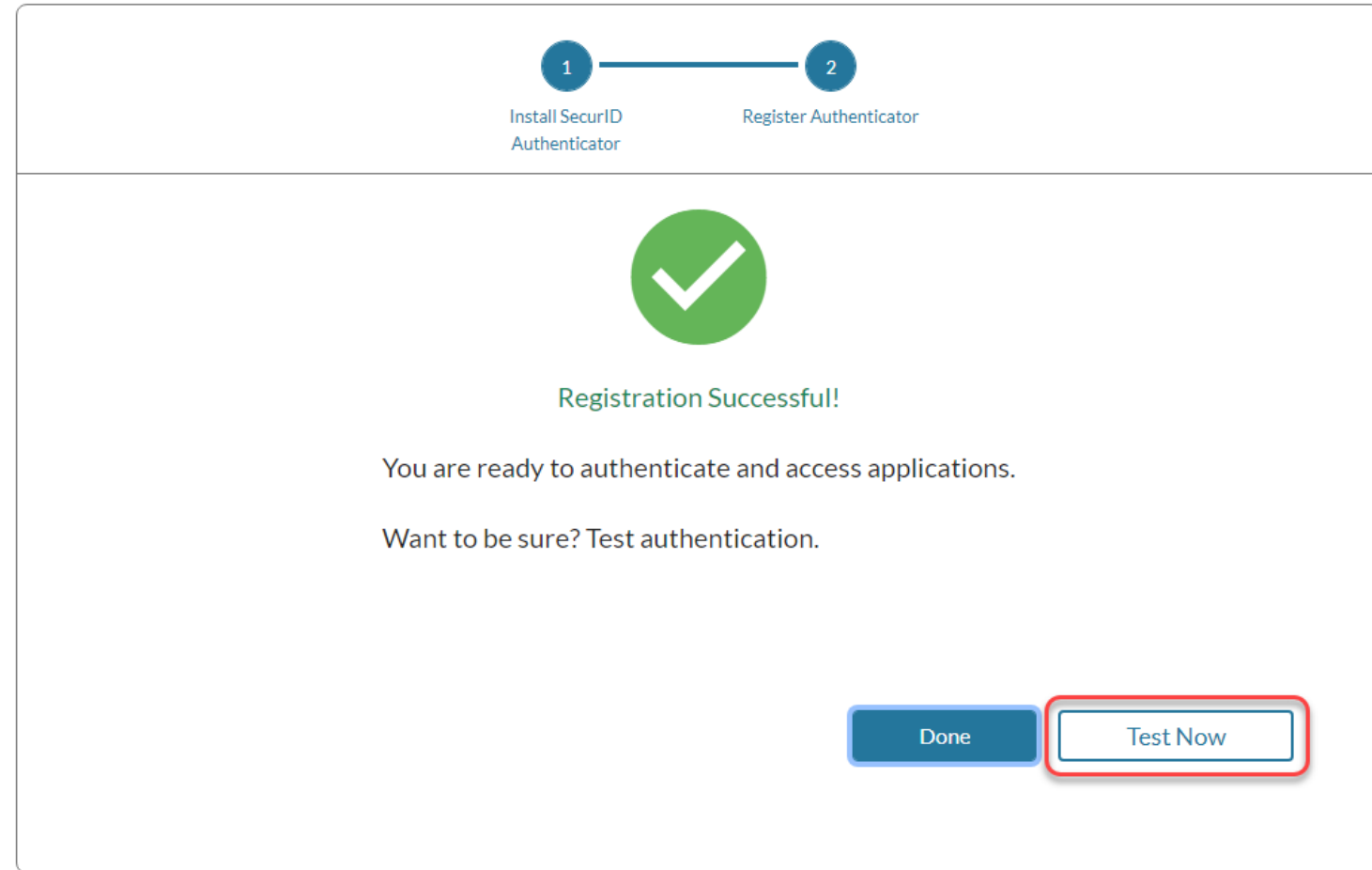
Email Address: UserID@ext.kindermorgan.com

Organization ID: kindermorgan

Information on this page will expire in: 01:41

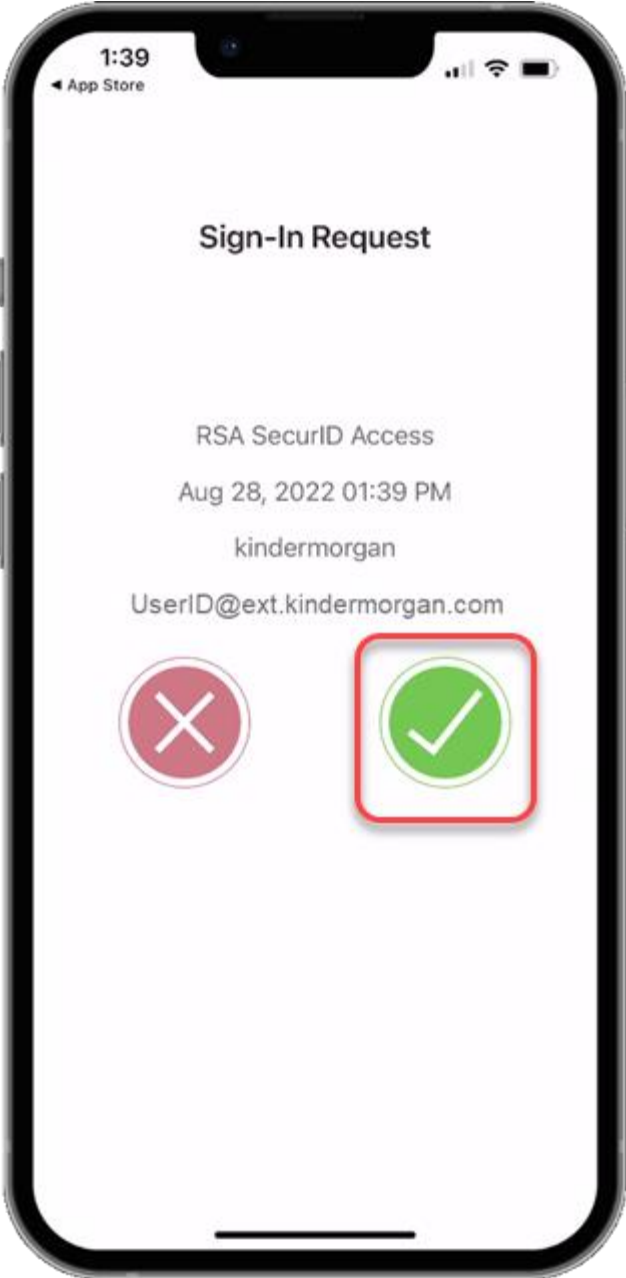
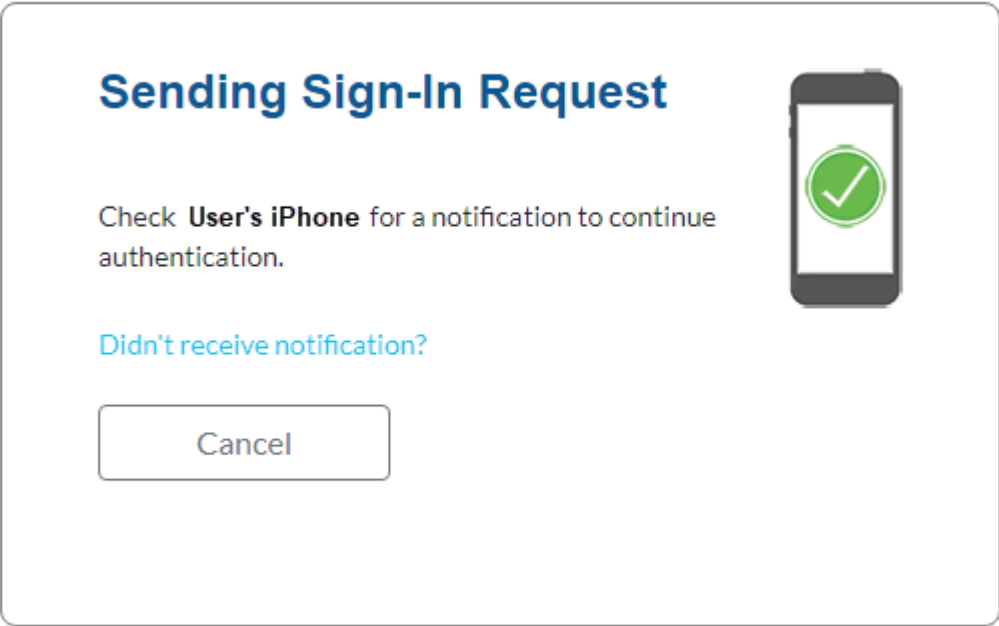
After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

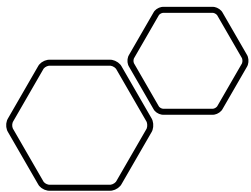
Use the *Test Now* button to ensure the device registration was successful.



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

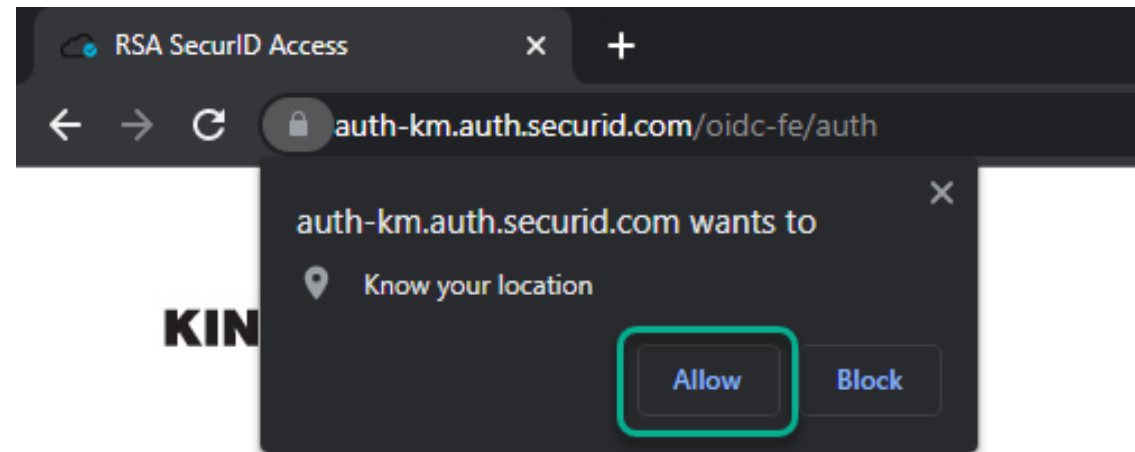
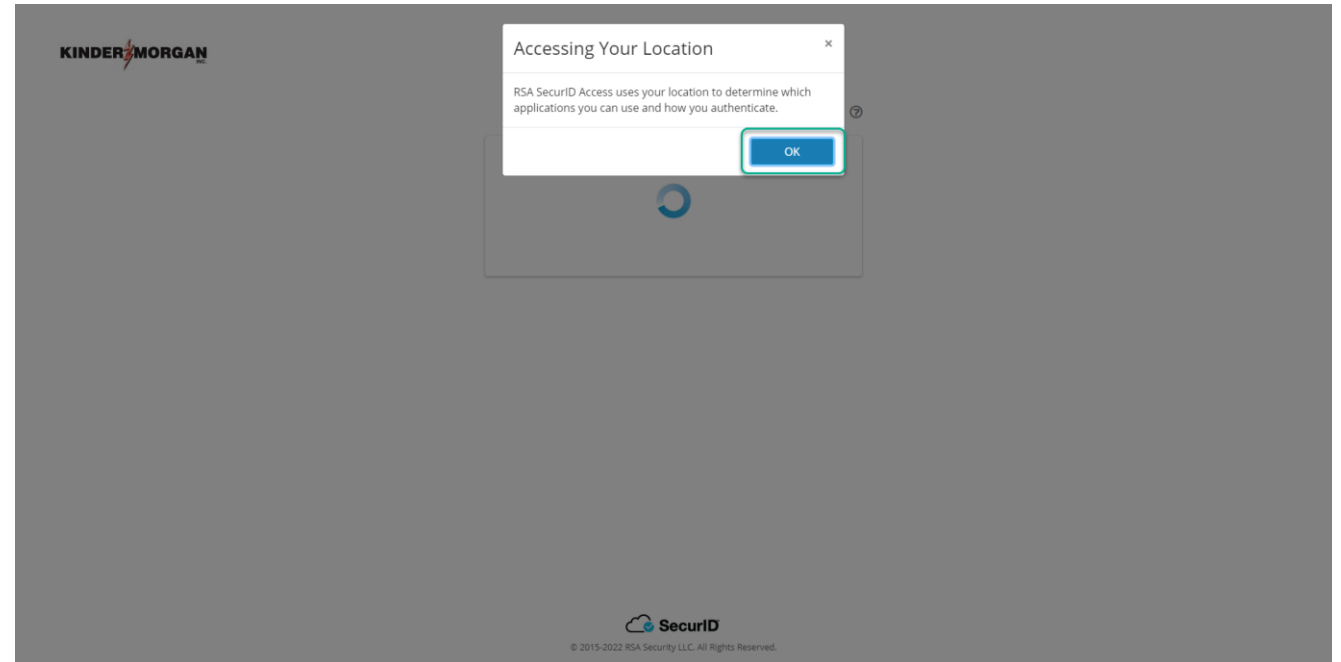
ATTENTION! DO NOT FAVORITE THE SIGN IN PAGE!

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*.

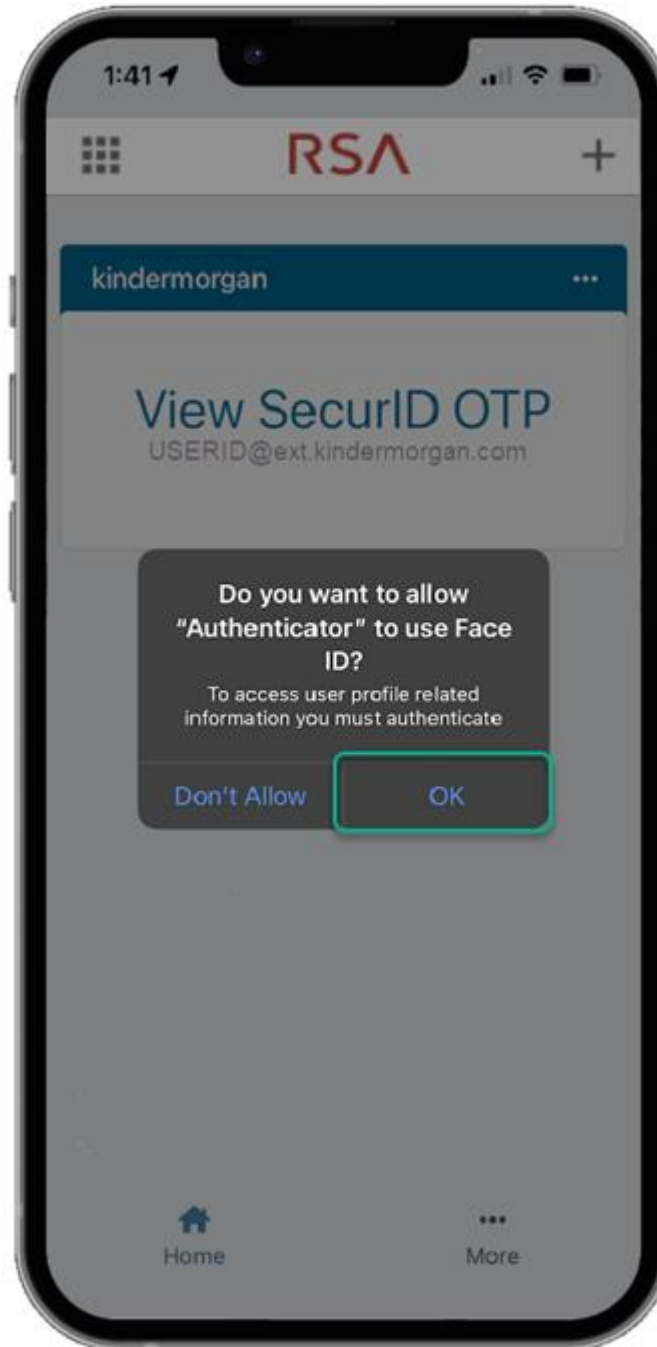
You may not receive these popup's depending on your security settings.



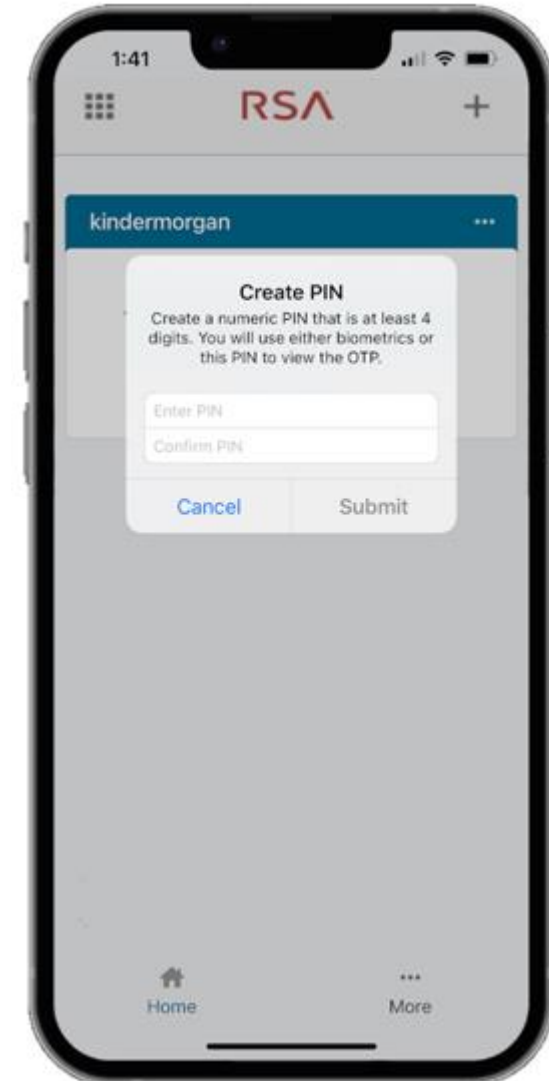
Open your SecurID App and click *View SecurID OTP*.

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

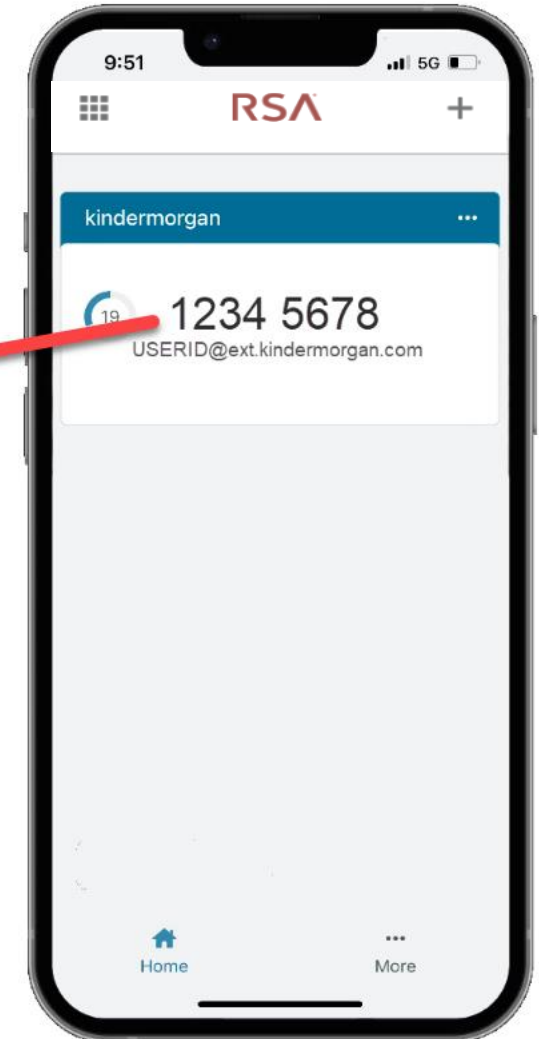
1. Open the RSA SecurID Authenticate app.
2. Enter the eight-digit number that displays on the screen.



Submit

Cancel

▼ 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) ▾

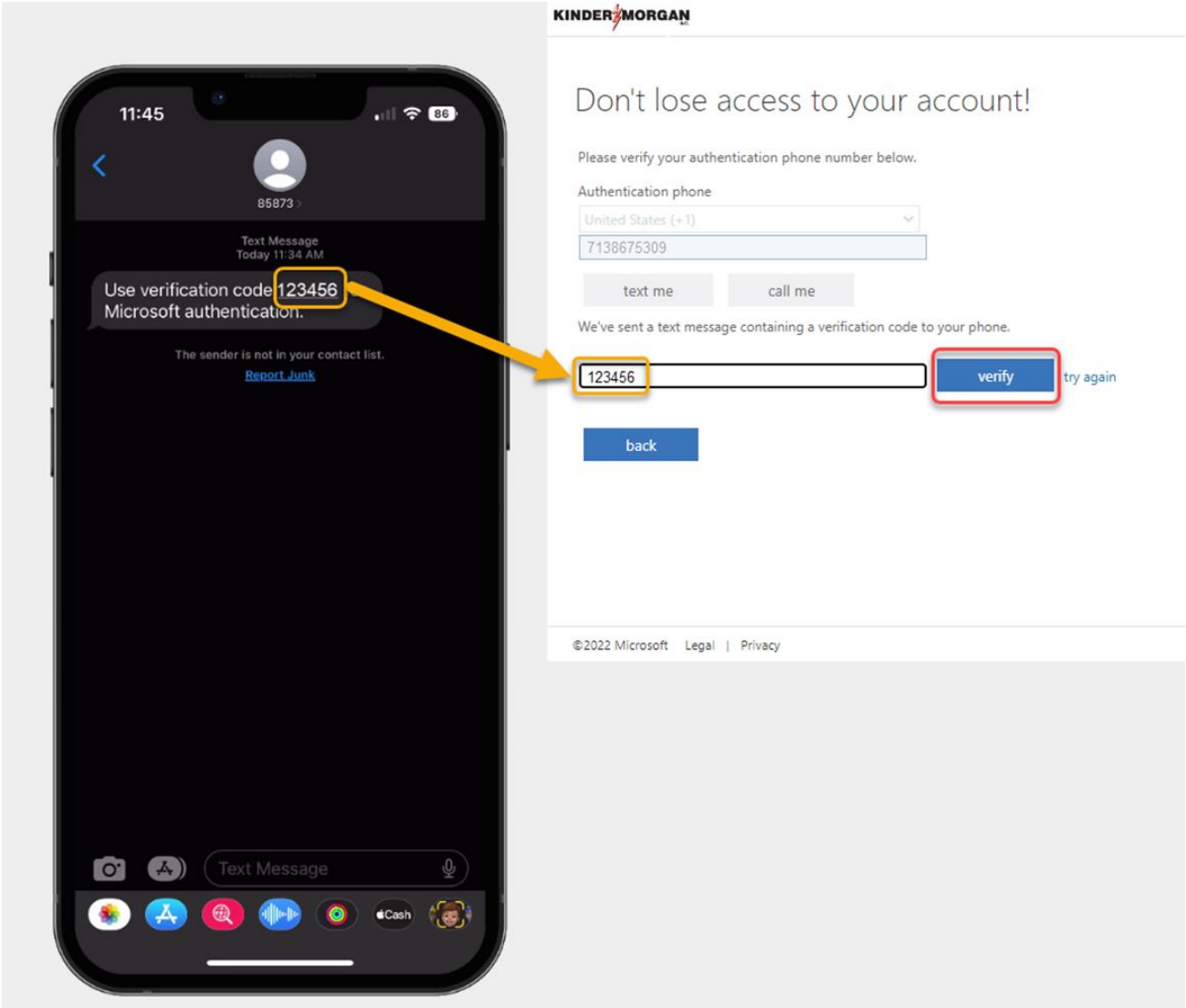
713-867-5309

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

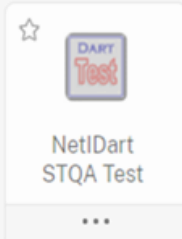
Apps

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.