DART Security Frequently Asked Questions (FAQs)

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1) What if the token provided by SecurID shows as being invalid?

Wait for a new token to display and enter it.

If the problem continues, request an emergency token from the Emergency Token Request service at the following link: https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx

2) I do not have a phone to download the app. How do I get a token?

SecurID can be downloaded on Windows, Apple, and other devices. Please check in the app store of your to determine if SecurID is an option for you.

3) Does SecurID require access to the internet to generate a token?

SecureID does not require internet to provide a token.

4) Can I use a different authentication app?

SecurID is the only approved authenticator.

5) What is the right App again?

SecurID – Look for Icon with the Cloud:

Download links are provided below:

- Apple App Store
- Google Play Store
- Microsoft Store

Apple

Android

6) Can this app be loaded onto any Android, Apple, or app enabled device?

- Apple Devices - IOS 11.0 or later
- Android - OS 8.0 or later
- The app may be available on other devices

7) Where can I get the Authenticator App?

Download links are provided below:

- Apple App Store
- Google Play Store
- Microsoft Store

Apple

Android

8) How much does this Authenticator App cost?

SecurID is available to download at no cost.

9) Can I register my ID to multiple devices?

Each User ID can be registered to only one device.

10) I have multiple accounts in DART. Can I use the same SecurID registration for all my accounts?

You can use the same application and device for all login accounts you have; however, you will need to register each account separately on the application and each User ID will have its own token.

11) I forgot my phone, it's dead, or broken and I cannot get a token to login...

If you have completed registration, you can request an emergency token from the Emergency Token Request service found here: https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx to access DART.

If you have not completed registration, please contact the MFA Support Desk:

Email: MFASupportHD@kindermorgan.com

Hours of Operation: 6am to 6pm CT M-F excluding Weekends and Holidays.

12) How do I register for the Emergency Token Request service?

Follow the instructions in the user guide - https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx

13) How do I register a new device to SecurID?

Follow the instructions in the user guide - https://pipeportal.kindermorgan.com/PortalUI/HelpInfo.aspx

14) I forgot my password...

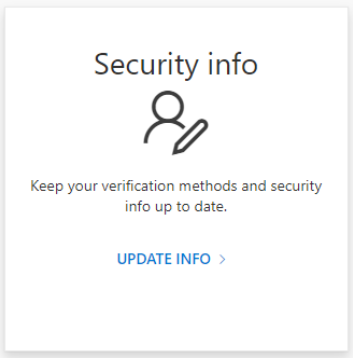
Please select "Cannot Access Account" or "Forgot My Password" and follow the prompts to reset your password. If you are unable to reset the password though the Self-Service tool, your DART Security Admin will be able to reset it for you.

15) How do I update my security information for the Self-Service Password Reset (SSPR) tool?

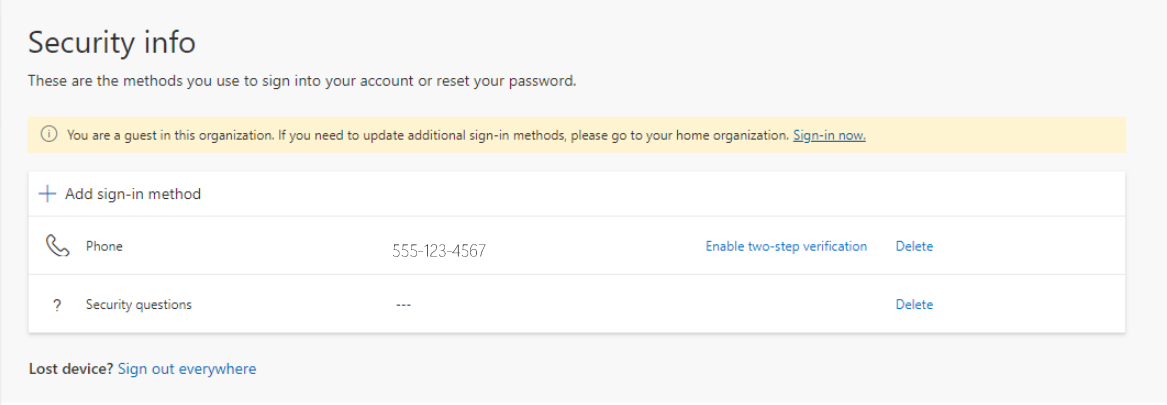
Please login to https://myaccount.microsoft.com/ :

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.

16) How do I update my security information for the Emergency Token Request service?

Please contact the MFA Support Desk:

Email: MFASupportHD@kindermorgan.com

Hours of Operation: 6am to 6pm CT M-F excluding Weekends and Holidays.

17) I am getting an HTTP 500 error when I finally succeed on logging in. What do I do?

HTTP Error 500 is usually seen when the incorrect link is bookmarked. Please delete the bookmark you may have created and create a new one to https://pipeline.kindermorgan.com/.

18) I share my User ID with another person. How can we both get the token for that user ID setup?

Only one device can be registered to each user ID. This means each person who logs into DART will need their own user ID. To request a new user ID, please contact your DART Security Administrator (DSA).

19) I only access DART a few times a year do I still need to setup and use the Authenticator to login.

Yes, the SecurID Authentication application will be required to log into DART even if you access DART infrequently.

20) The SecurID App says, “You must set a PIN for your device. Contact your IT Help Desk.”

SecureID requires the device it is installed on to be secure before providing tokens. Most phones do this through Face ID, fingerprint, or PIN device locks. A device lock must be set before completing SecurID registration. Consult your device’s user manual for instructions.

21) I am unable to setup SecurID at work.

Some Corporate firewalls restrict access to Secure Sockets Layer (SSL) encryption that SecurID uses to register. Please log off of your work Wi-Fi or Firewall and try the registration again. You will not need internet access to produce a token after registration is completed.

22) I used to be able to open DART with multiple user IDs at the same time, but I cannot find a way to do that anymore.

Using an Incognito Window/InPrivate Window or different browser sessions should allow you to open multiple DART sessions at the same time.

23) I keep getting an HTTP 400 error when logging into DART. What do I do?

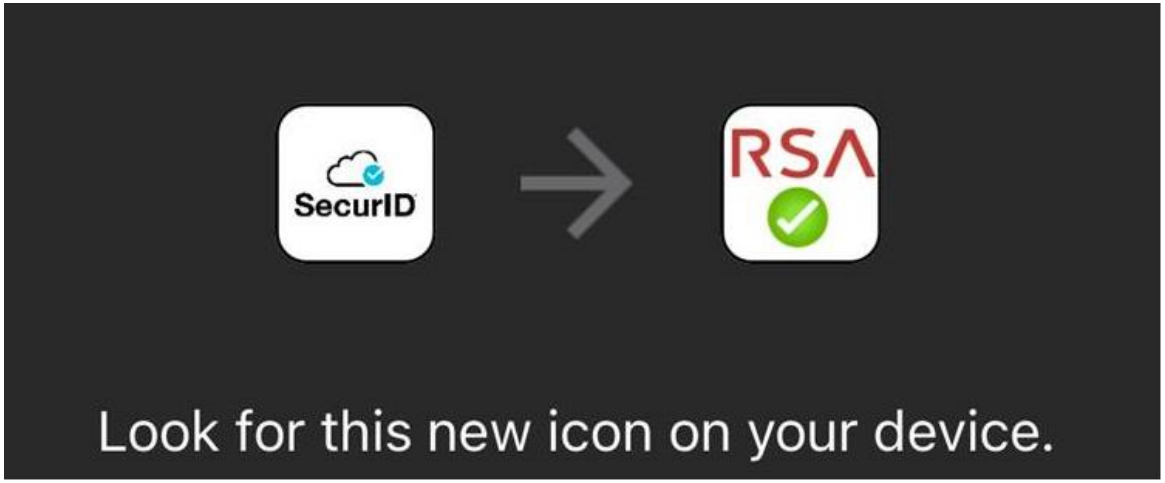
HTTP 400 errors are a known caching issue. If you encounter this error message, please clear your browser’s cache and re-open a new session in your browser. This will resolve the caching issue.

24) "An error was encountered while handling the remote login." displays when I login. What do I do?

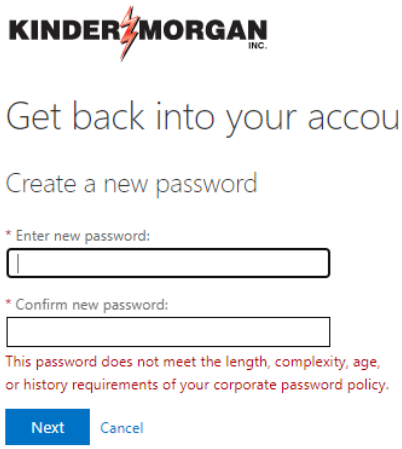
This error message is seen when users have the login page bookmarked. Please delete the bookmark you may have created and create a new one to https://pipeline.kindermorgan.com/.

25) Why don't I see my SecurID app anymore? / Why did my SecurID app change to RSA Authenticator?

After the 4.3.3 SecurID update, SecurID has rebranded the authenticator app to “RSA Authenticator”. Upon first login after the update, you will be notified of the new app name and logo (see below). The new logo will be displayed on your device instead of the old SecurID logo. The app will function the same as it did prior to the update.



26) “This Password does not meet the length, complexity, age, or history requirements of your corporate password policy.”

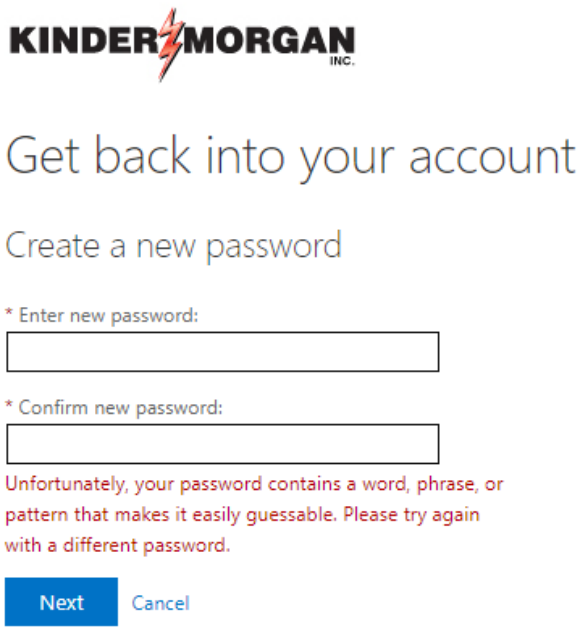


If you encounter this message when changing your password, please reach out to your company’s DART Security Administrator to reset your password.

27) “Unable to Process Your Request: The page you requested does not exist.”

If you encounter this Citrix error message when attempting to access DART, you have the incorrect link saved or favorited. Please update your saved link to https://pipeline.kindermorgan.com/ .

28) “Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable.”

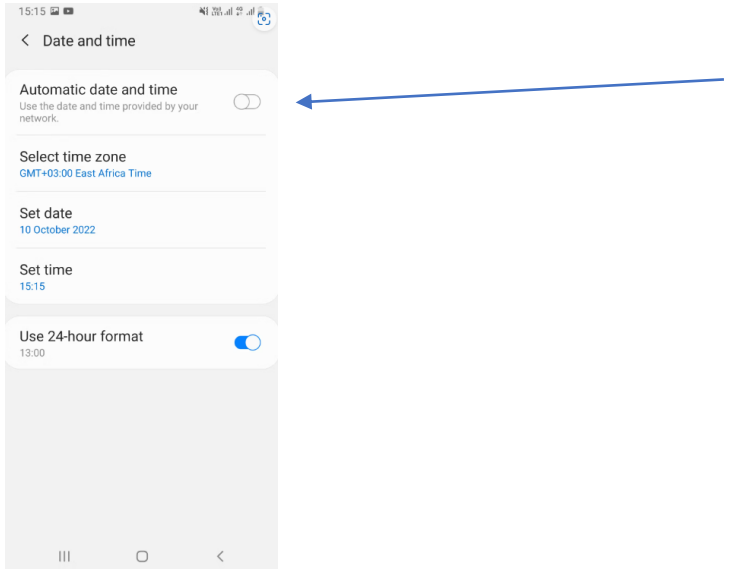


If you encounter this error message when attempting to change your password, you attempted to create a password that does not meet the strength requirements. You should attempt another password that does not include a word, includes special characters, and includes at least one capital letter.

If your issue persists, please reach out to your company’s DART Security Administrator to reset your password.

29) Unable to scan QR code during RSA/SecurID registration process (Android)

Go to Settings > General management or System > Date and time and turn the Automatic date and time button off and then back on.



30) I cannot save a document on my Hard Drive from DART.

Please see the answer to Question 32.

31) I cannot Print a document to my local printer.

Please see the answer to Question 32.

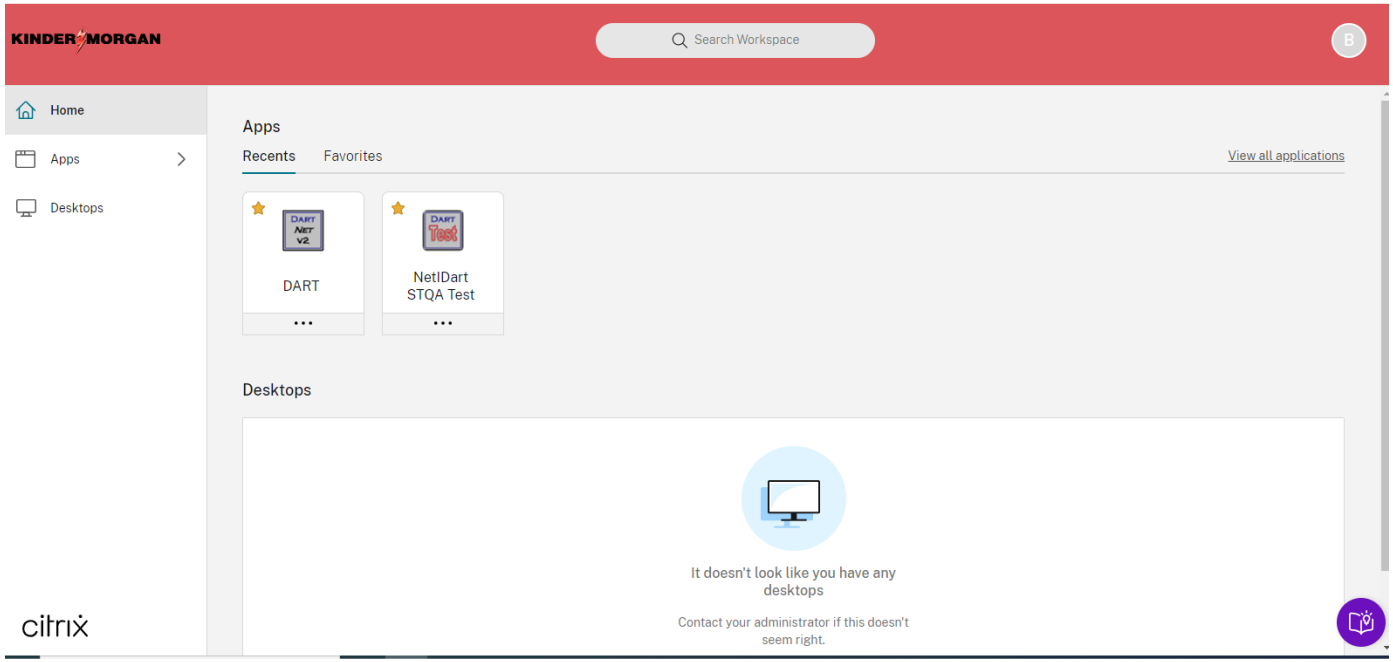
32) I can’t upload a document into DART.

The biggest cause of DART printing and saving problems is using the Lite version of Citrix rather than the full version. The Lite version of Citrix doesn't allow print and save functionality. The following steps will assist with determining which version is being used and switching to the full version if needed. If a DART user continues to experience issues after following these instructions, they may reply to DART System Security to be put in touch with a technical expert who may assist further.

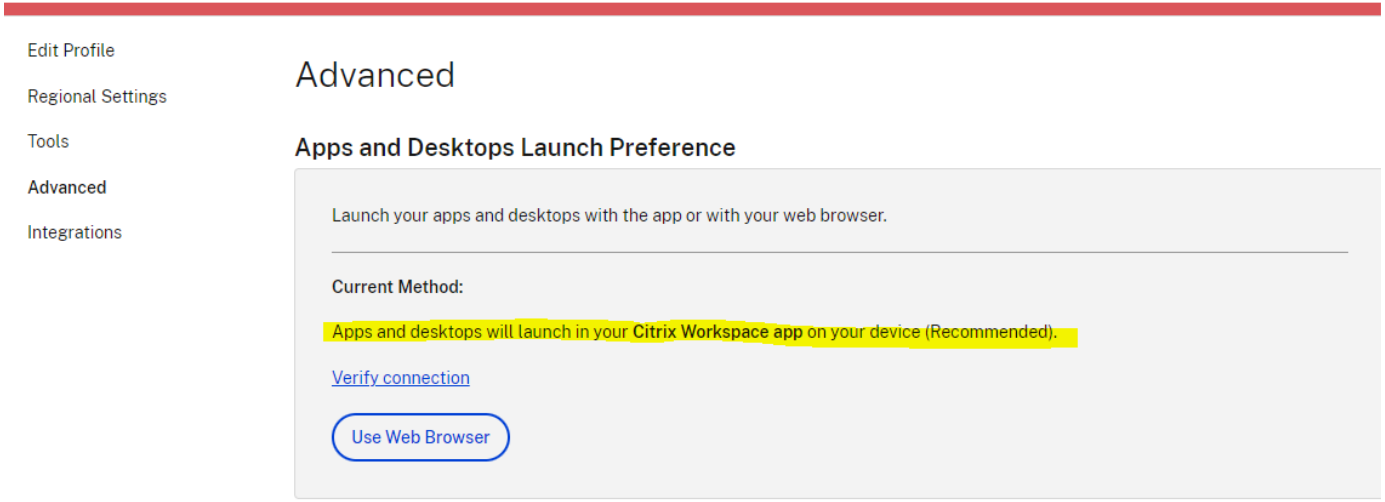
Use the following link to begin the process: kmapps.cloud.com

One of two screens may display, depending on their individual PC/network setups. Follow instructions based on the screen that displays.

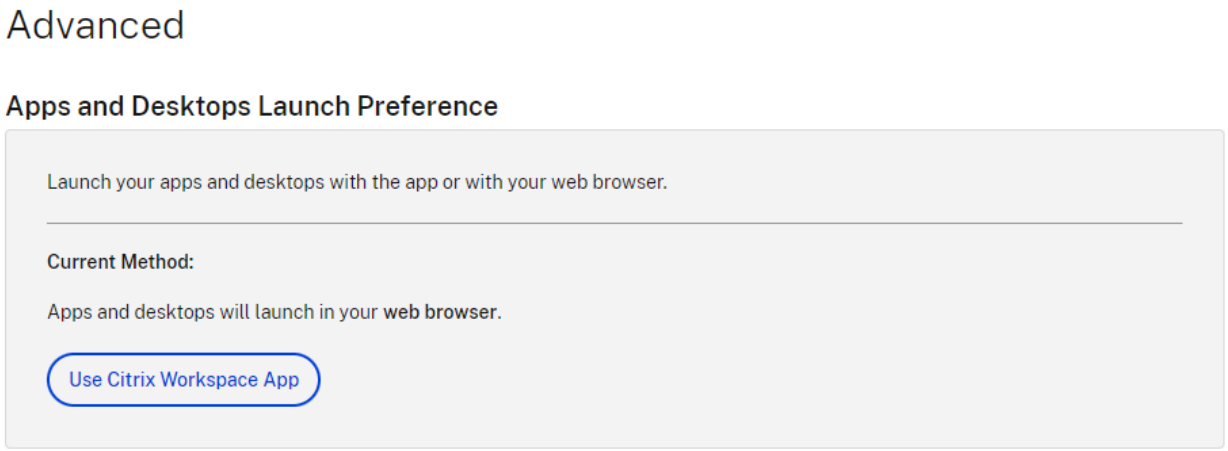
1. If the screen below displays then click the gear in upper right hand corner for settings. From there select "Account Settings".
   If a different screen displays, skip to #2 below.



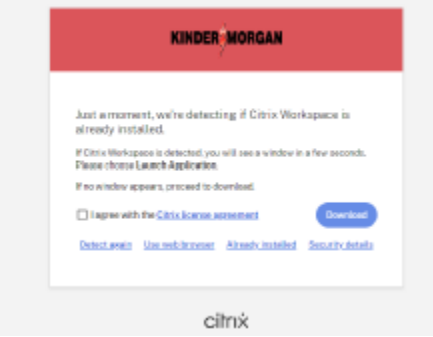
After selecting "Account Settings" the screen below will display. Check Advanced. If it says "Apps and desktops will launch in your Citrix Workspace app" then you are using the full version of Citrix. If still unable to print or save then contact DART System Security to be put in touch with a technical expert who can assist further.



If the Current Status says “Apps and desktop launch in your web browser” then you are using the Lite version of Citrix and this is most likely the cause of being unable to print or save. Click on “Use Citrix Workspace App” and follow the prompts in #2 below.



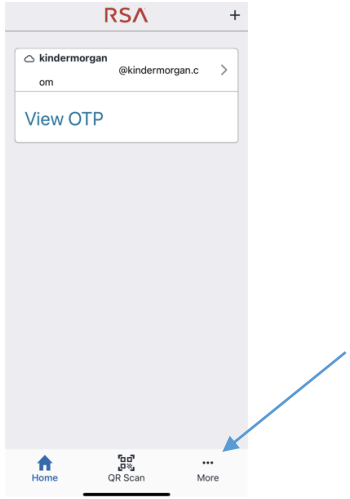
2. A Local Citrix version will be detected. If none is found please agree to Citrix's EULA and click download for the most recent version or click Already Installed if you already have it installed



3. Once you have logged into DART with the full Citrix App, you should be able to save or print from your local machine without issue.

33) How do I view my RSA App version is?

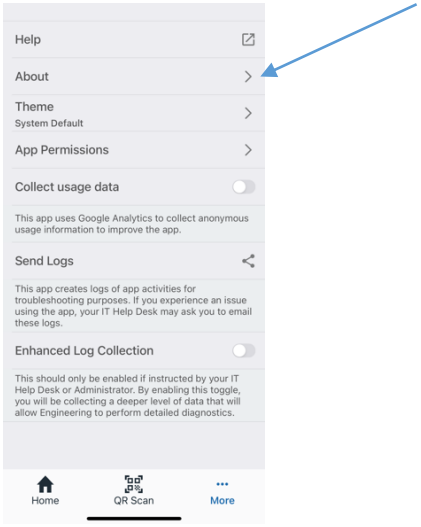
1. Open the RSA app.
2. Click the "More" section in the lower right corner



i)

3. Click "About"

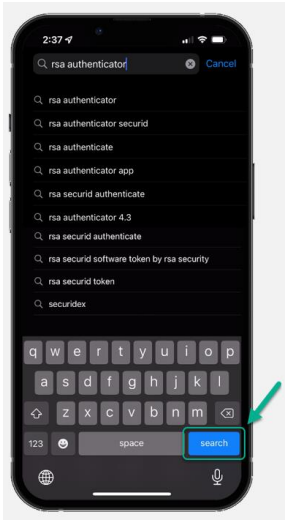
i)



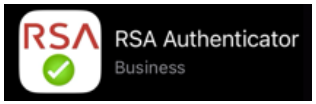
4. The App Version will be at the top of the screen.

34) How do I update my RSA Authenticator to the latest version on my iPhone?

1. Open the App Store.
2. Type “RSA Authenticator” into the search bar.



3. You will see an update button next to the RSA Authenticator app name.



4. Tap the update button to install the update.

35) How do I update my RSA Authenticator to the latest version on my Android?

1. Open the Play Store app.
2. Type “RSA Authenticator” into the search bar.
3. You will see an update button next to the RSA Authenticator app name.
4. Tap the update button to install the update.

36) When will my mobile device be used for SMS Authentication?

SMS notifications will be sent to your mobile device upon initial registration with RSA (or when registering a new authenticator on a different device), as well as when resetting your password via the Self-Service Password Reset (SSPR) tool. Additionally, SMS may be used periodically to confirm your identity during DART login attempts.

37) Does DART require any sites to be unblocked in my firewall to use?

Yes, the DART Customer Activities Addresses that will need to be permitted though a firewall are:

https://*.kindermorgan.com
https://*.cloud.com
https://*.citrixdata.com
https://citrix-cloud-content.customer.pendo.io/

*.nssvc.net (including all sub-domains)

Please ensure all Citrix Points-of-Presence (Pops) are also available as found here:

https://support.citrix.com/article/CTX270584/citrix-gateway-service-pointsofpresence-pops

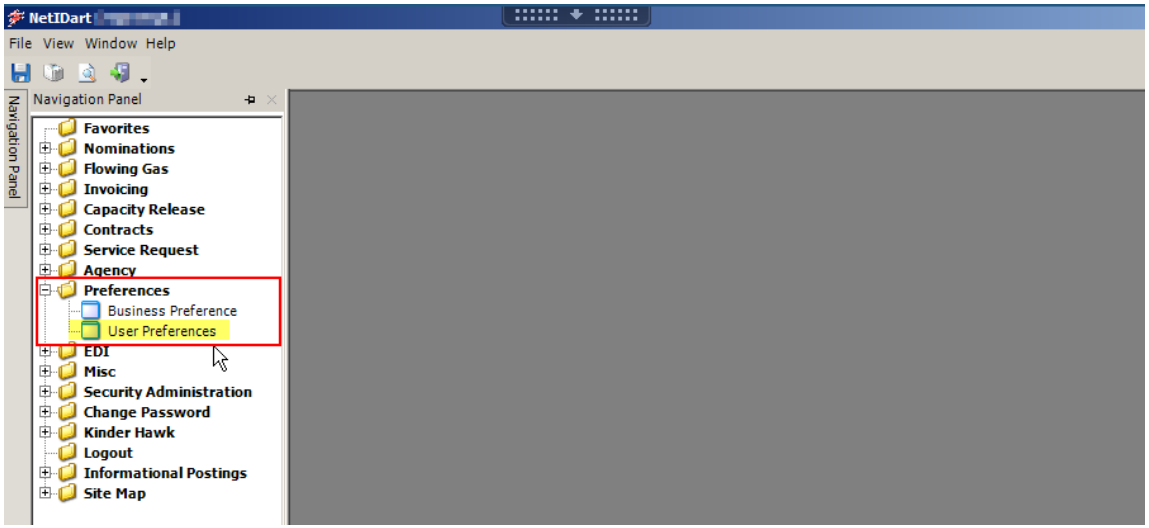
For questions concerning firewall configuration, please contact James “Skip” Stallings at (713) 369-9067 or james_stallings@kindermorgan.com

38) Can DART be accessed on a Tablet?

DART does not support access though Tablets, however it can be run on any device that Citrix can be installed and used on. Please search for the most recent Citrix version for your device when you install it.

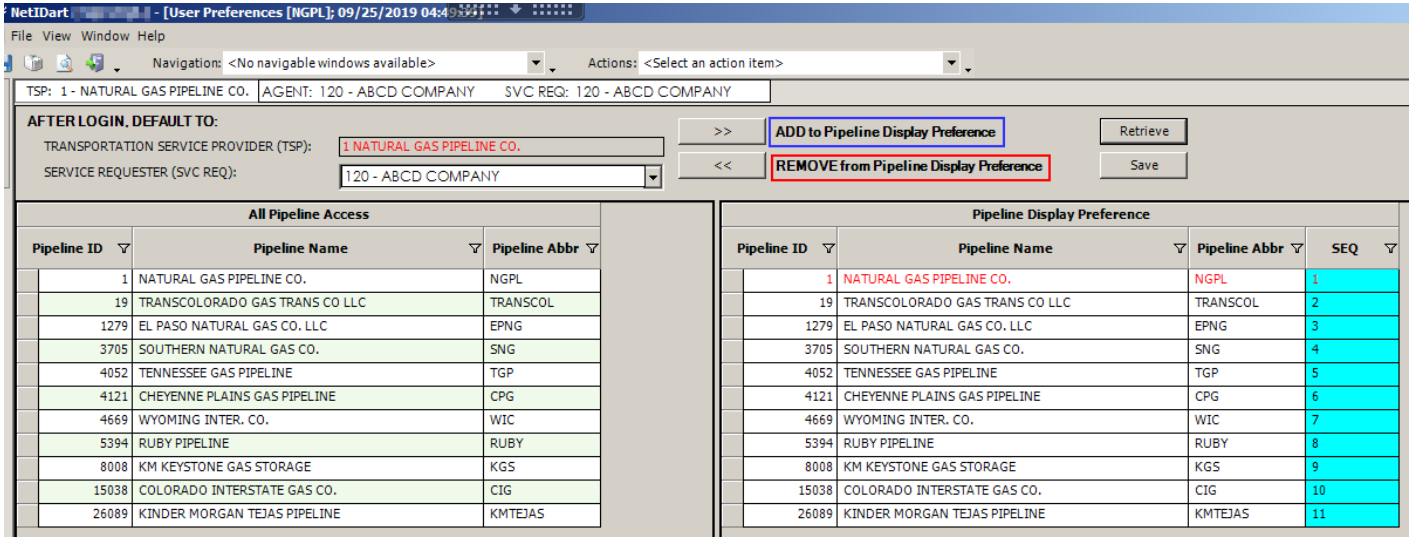
39) I just added a new pipeline to my list but I can't see it or I can't see the rest of my pipelines.

The User Preferences window (WEBB0220) is in NetIDart and has been updated to better display only the pipelines you actually want to view in the TSP drop-down box. The window is located in NetIDart as shown below:



The User Preferences window in NetIDart now displays two grids: the Left grid (All Pipeline Access) is all the pipelines you currently have access to through Security; the Right grid (Pipeline Display Preference) indicates which pipelines you want to see in the TSP Pipeline drop-down box in the NetIDart application.

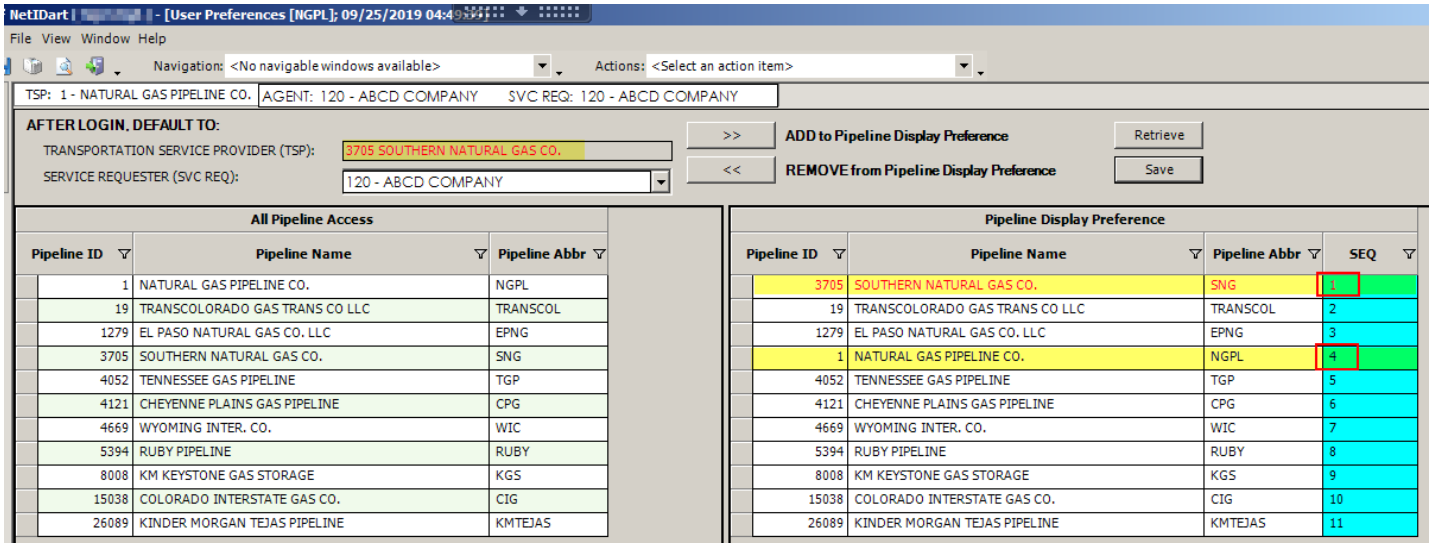
Initially, when you open the window, you will have access to all your current pipelines as both the Left grid and the Right grid will be the same (see example screenshot below). Pipelines will be in numerical Pipeline ID Order.



AFTER LOGIN, DEFAULT TO:

TRANSPORTATION SERVICE PROVIDER (TSP) – To change your default TSP, you will need to renumber one of the pipelines on the Right Grid to Number "1", Click SAVE. That pipeline will appear in **red** and will be SEQ 1 on the Right Grid. It will also appear in the top left box as Default TSP. You cannot change the TSP by renumbering the #1 pipeline. You must change a non-red pipeline to Number #1 which will then be your Default TSP pipeline. Note that your current #1 default pipeline will exchange places with the new pipeline that you want to be #1. See example below:

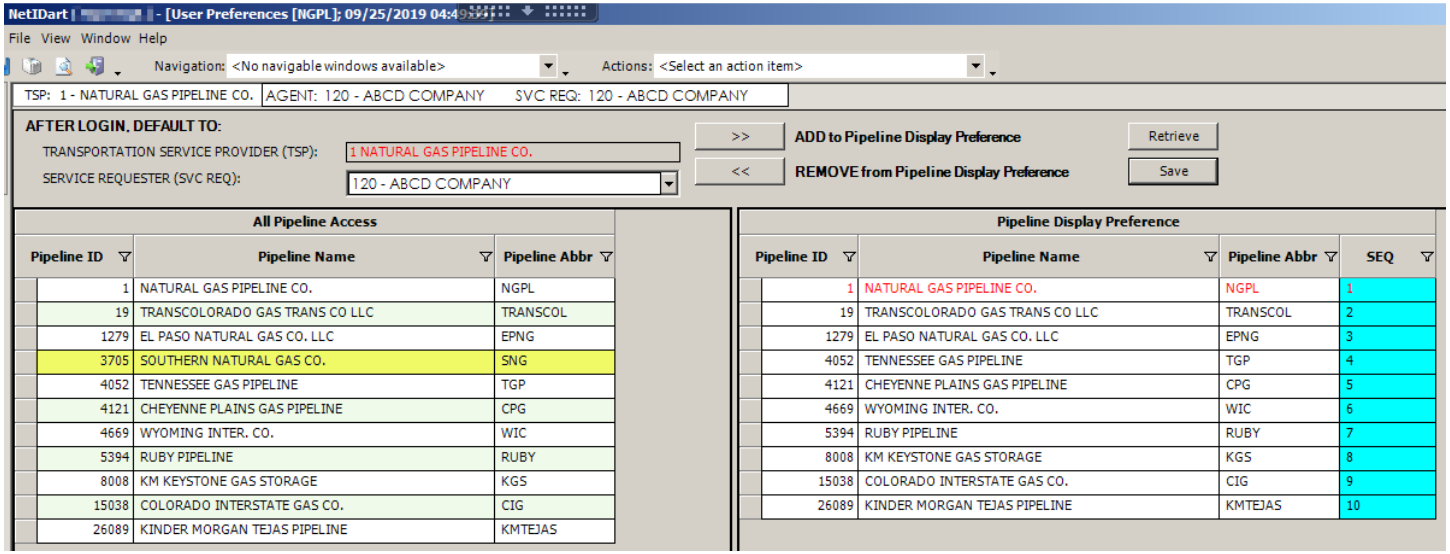
Example of changing SEQ #4 pipeline (3705 SOUTHERN NATURAL GAS) to be the Default (#1) pipeline by changing the "#4" SEQ number from "4" to "1":



Now 3705 Southern Natural Gas Co. is #1 and the default pipeline. Natural Gas Pipeline Co. (previous #1 default) is now #4 on the list.

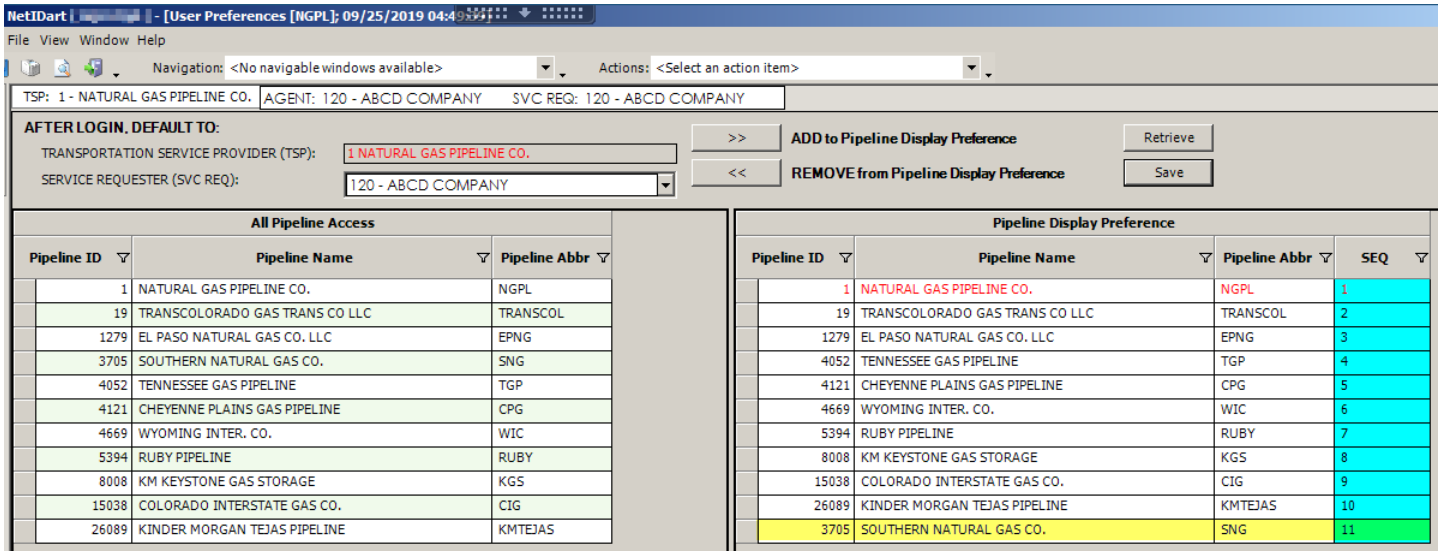
To REMOVE pipelines that you do not want to view, simply highlight the pipeline on the right grid and click the **"<<" REMOVE from Pipeline Display Preference** button. Remove as many as you want, Click SAVE. The grid on the right will indicate which pipelines you saved that you can view on the drop-down box.

Example of Pipeline 3705 SOUTHERN NATURAL GAS CO. after being removed from the Right Grid using original default pipeline:



To ADD back pipelines that you have removed, simply highlight the pipeline on the left grid and click the **“>>” ADD to Pipeline Display Preference** button. Re-add as many as you want, Click SAVE. Re-added pipelines will always appear last on the Right Grid.

Example of Pipeline 3705 SOUTHERN NATURAL GAS CO. being re-added to the Right Grid:



The pipelines in the TSP drop-down box are currently defaulted to numerical Pipeline ID order. If you want to change the viewing order of the pipelines that appear on the drop-down box, you will need to renumber the non-red pipelines by clicking on the SEQ number and changing it. Note that you can then hit TAB to go to the next box below the one you just changed, etc. After changing the SEQ numbers, click SAVE. Note: If any sequence numbers are the same for any pipelines, they will appear in the list by Sequence number then Pipeline ID order.

NOTES:

- You can ADD and REMOVE multiple pipelines by highlighting more than one row (Ctrl & click or Shift & click).
- You can ADD and REMOVE pipelines at any time; but to be effective in NetIDart, you must exit NetIDart and then re-open it to see the change (same as current process).
- If you accidently number any pipelines with the same SEQ number, the window will show them in GID order.
- The changes to Pipeline Display Preferences do NOT affect the SERVICE REQUESTER (SVC REQ) drop-down box. You will continue to set your SVC REQ default by clicking the drop-down box and selecting the appropriate SVC REQ, then Click SAVE.

If you make a mistake, you can Click RETRIEVE to retrieve the window without saving any changes.