



# Multi-Factor Authentication (MFA) User Guide

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- [Resetting your Password with SSPR](#)

# Quick Reference

## 1 Download SecurID app:

Apple



Android



## 2 [Register](#) your device for eGalahad

Open the SecurID App



SecurID Registration  
My Apps

## 3 Log into [eGalahad using MFA](#)

Need Help?

Phone: 833-941-0066

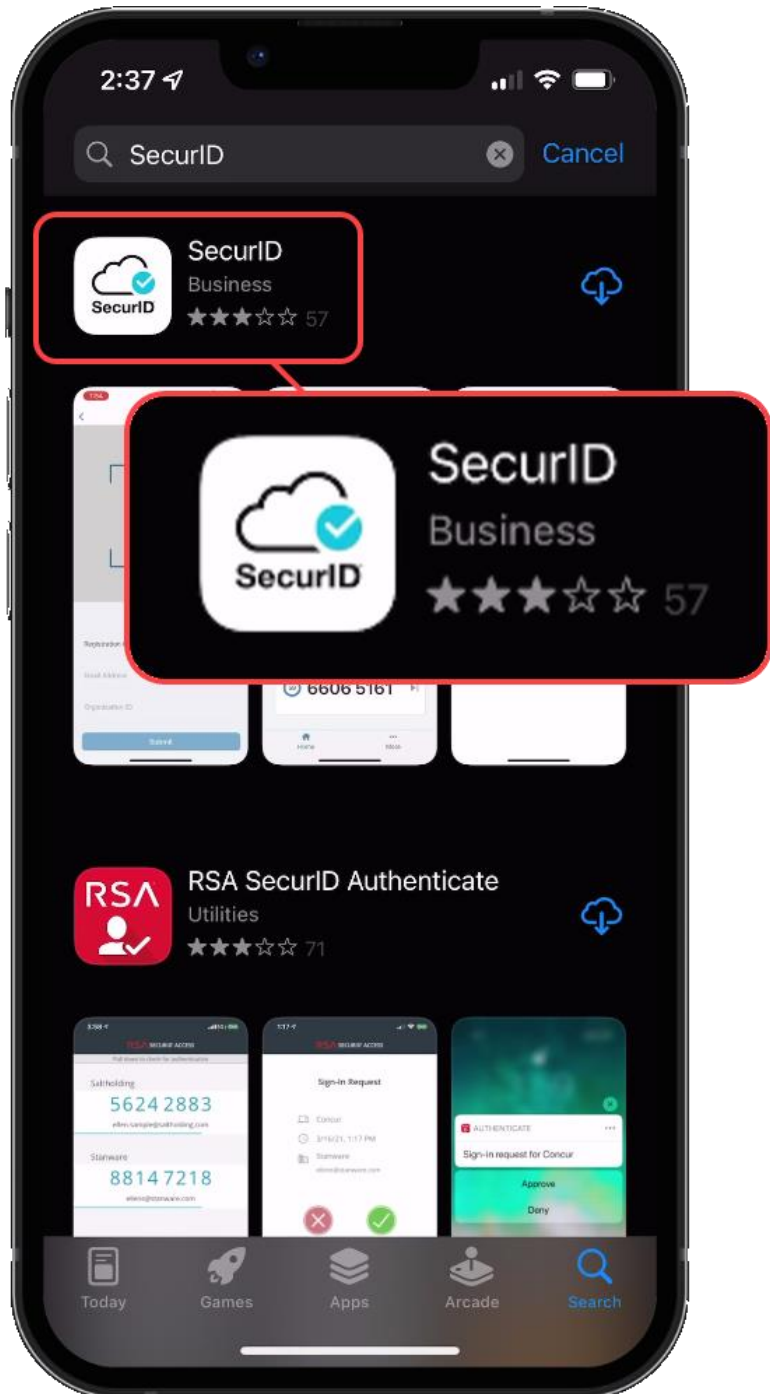
Email: [MFASupportHD@kindermorgan.com](mailto:MFASupportHD@kindermorgan.com)

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

# Frequently Asked Questions



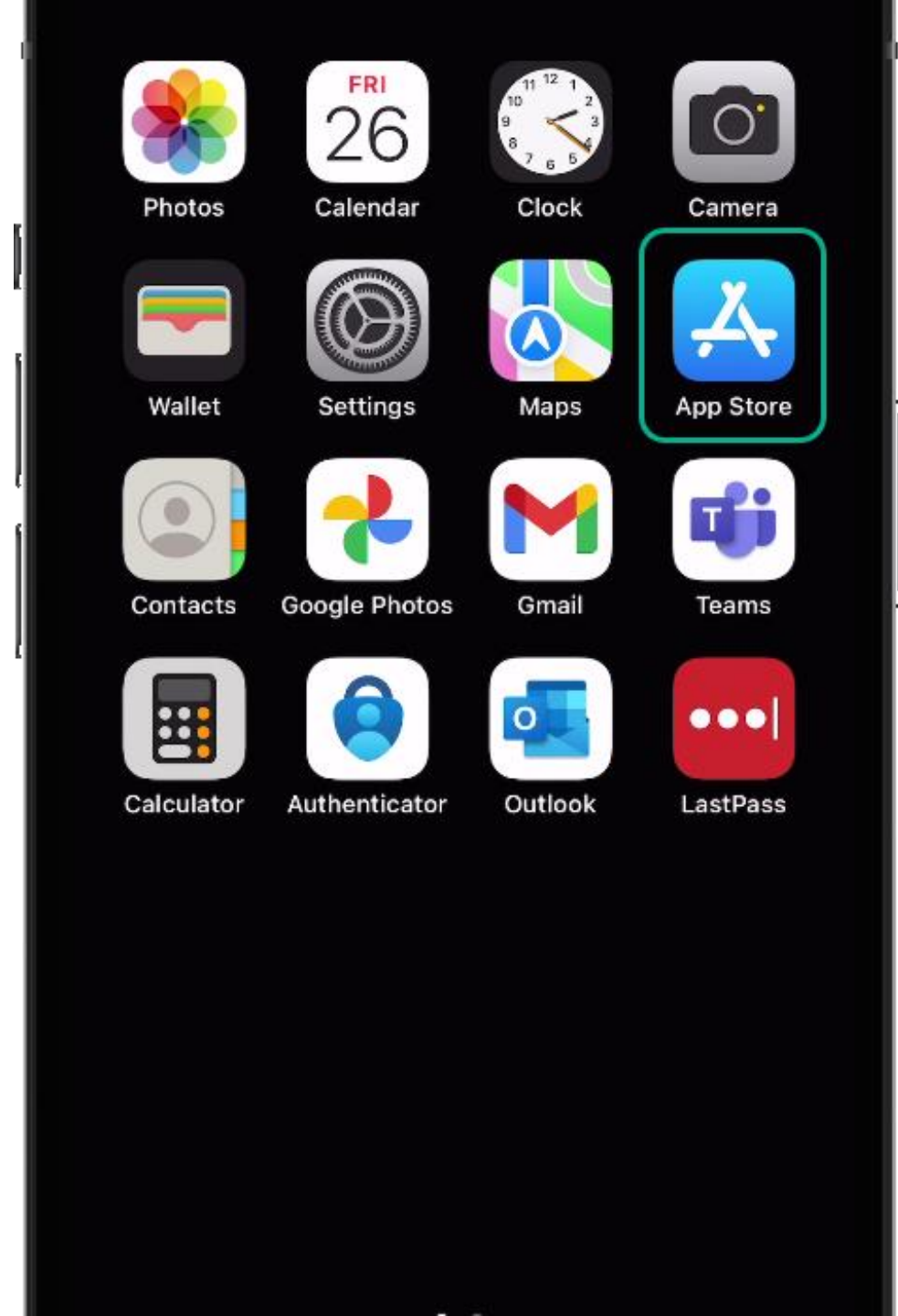
- What is the right App?
  - SecurID – Look for the Cloud
- I log in through my personal computer. Do I need to download anything new to it?
  - No new Apps are needed on personal PCs.
- Can I use a different authentication App? Google Authenticator, Microsoft Authenticator, etc.
  - No, SecurID is the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

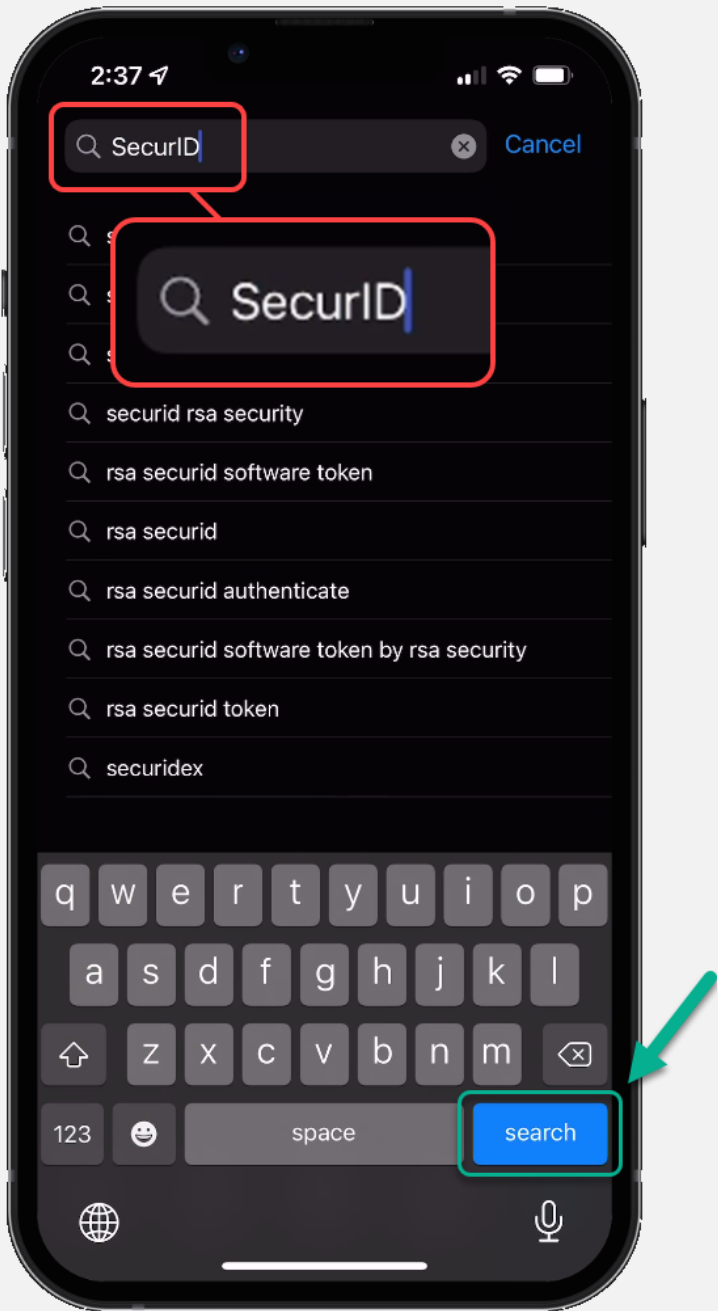
# Downloading SecurID

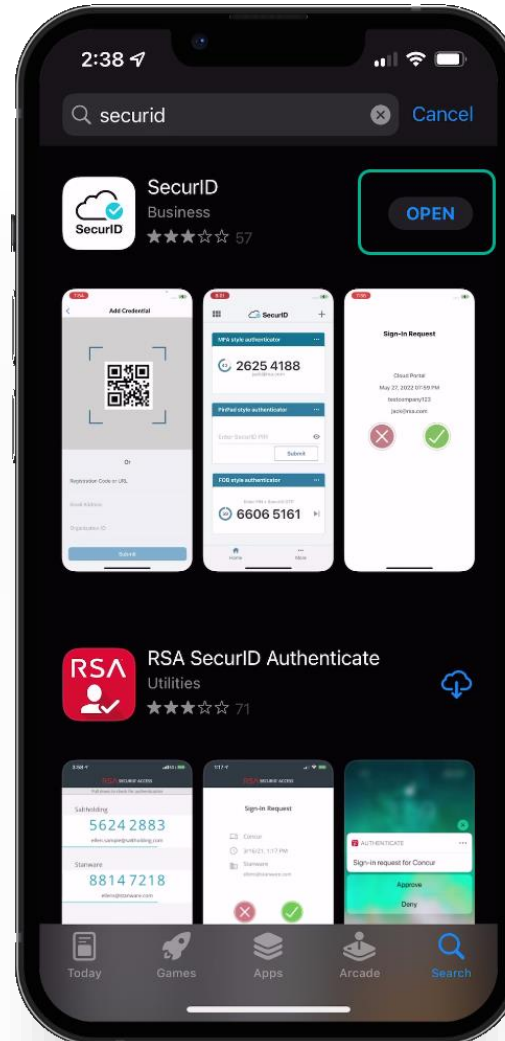
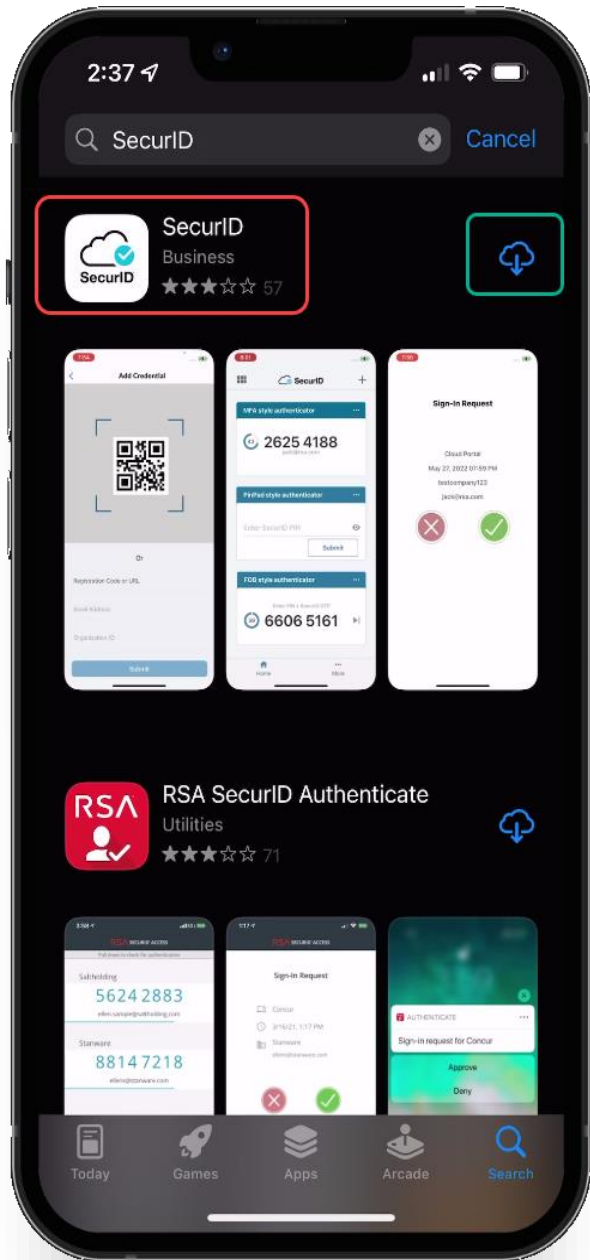


Open the App Store on your device.



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

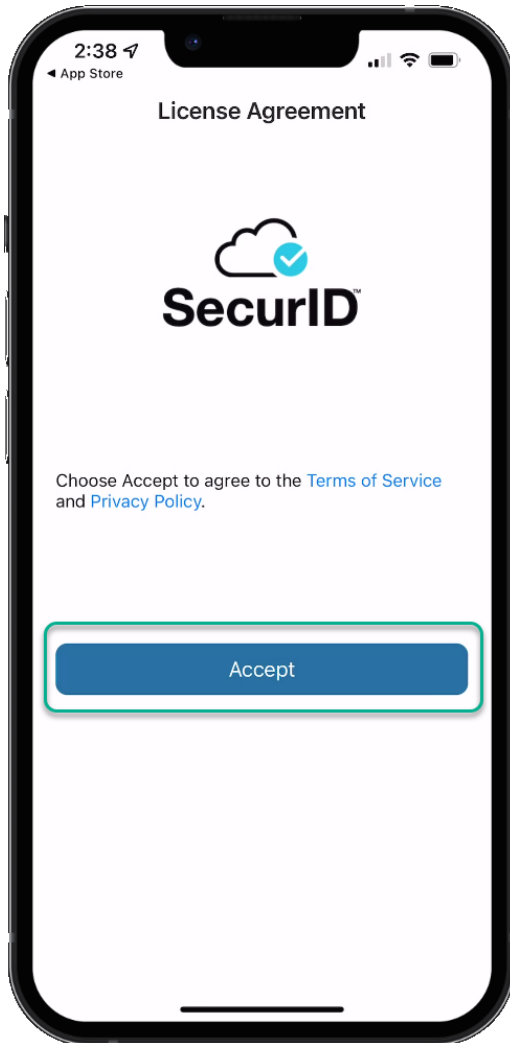
Allow

Accept

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

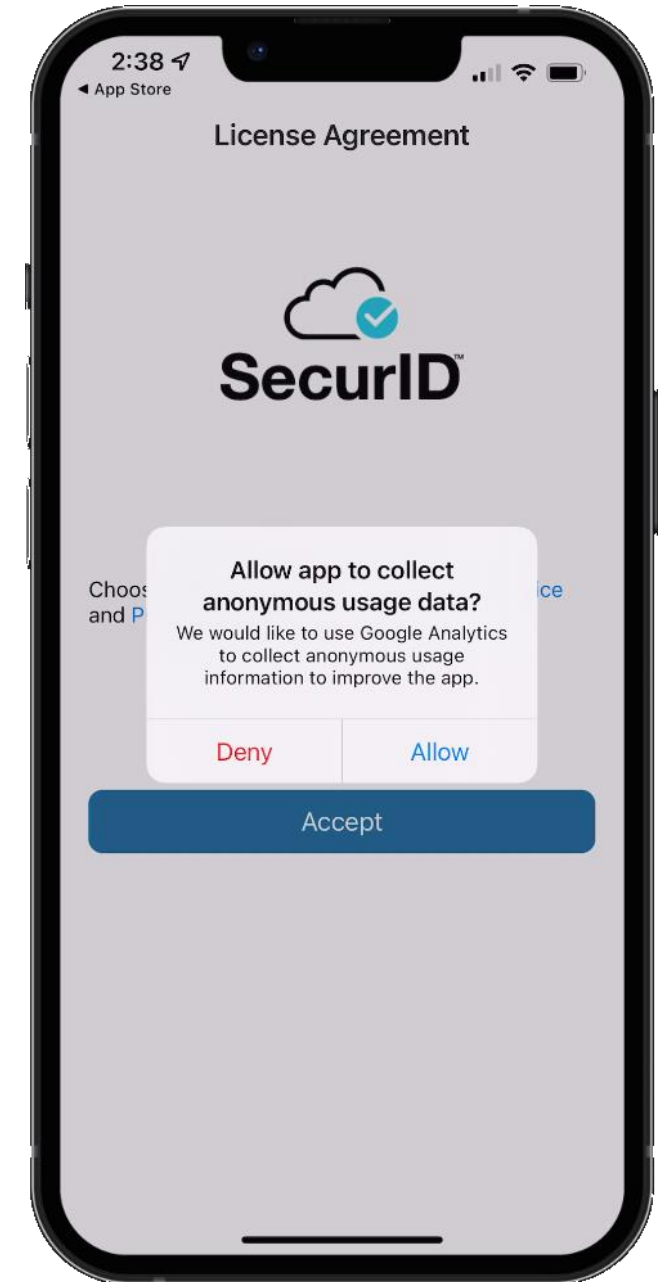
This setting is a user preference. It will not interfere with operation of the token delivery process.

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.

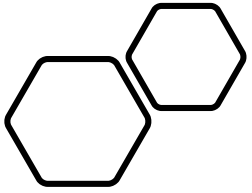


Get started

[Need help?](#)

Once you've reached the Welcome Screen you have completed the SecurID application install process.

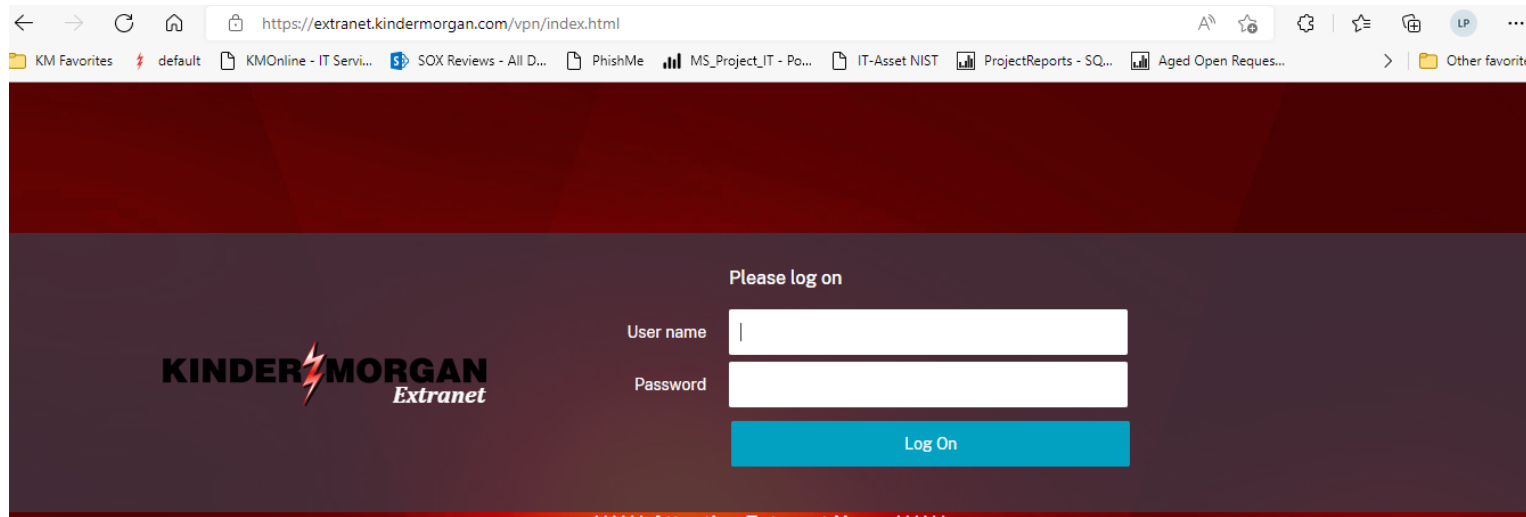
You're now ready to move onto the registration process.



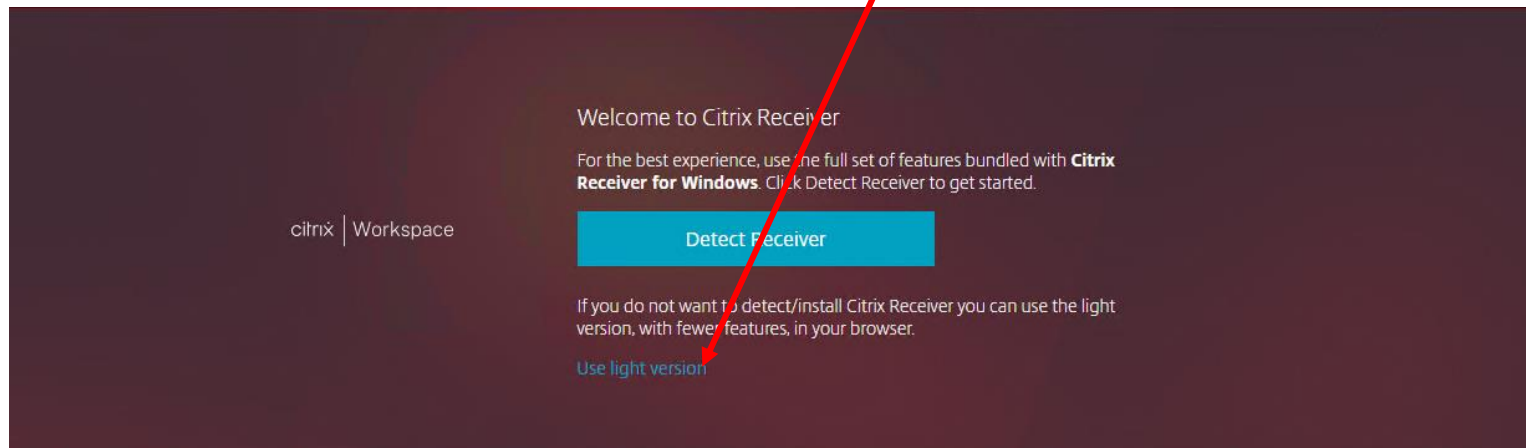
# Registering SecurID



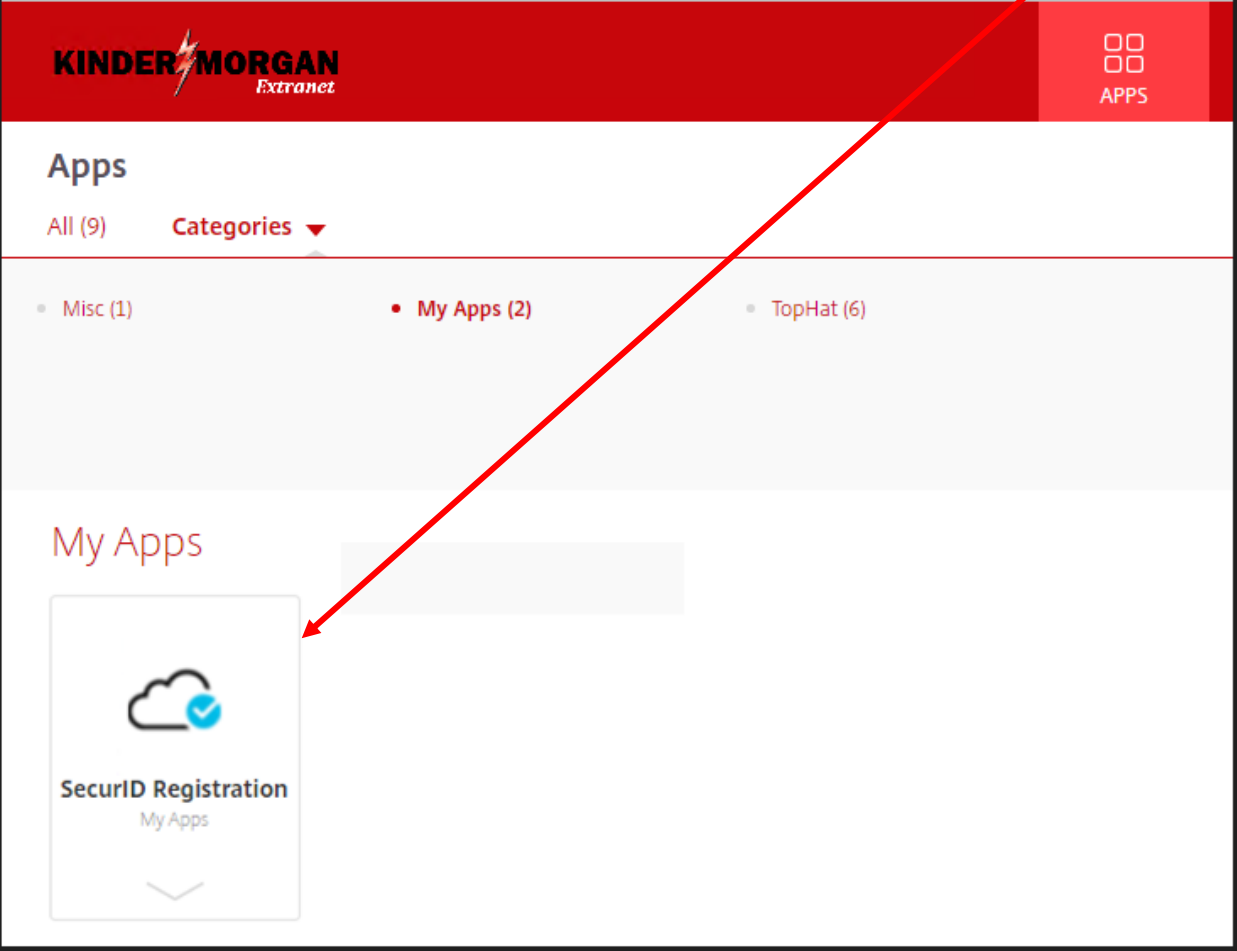
- Open a new session in your preferred internet browser (Chrome or Edge).
- Navigate to: <https://extranet.kindermorgan.com/>
- Log into the Kinder Morgan extranet by entering your eGalahad *User ID* and *Password*



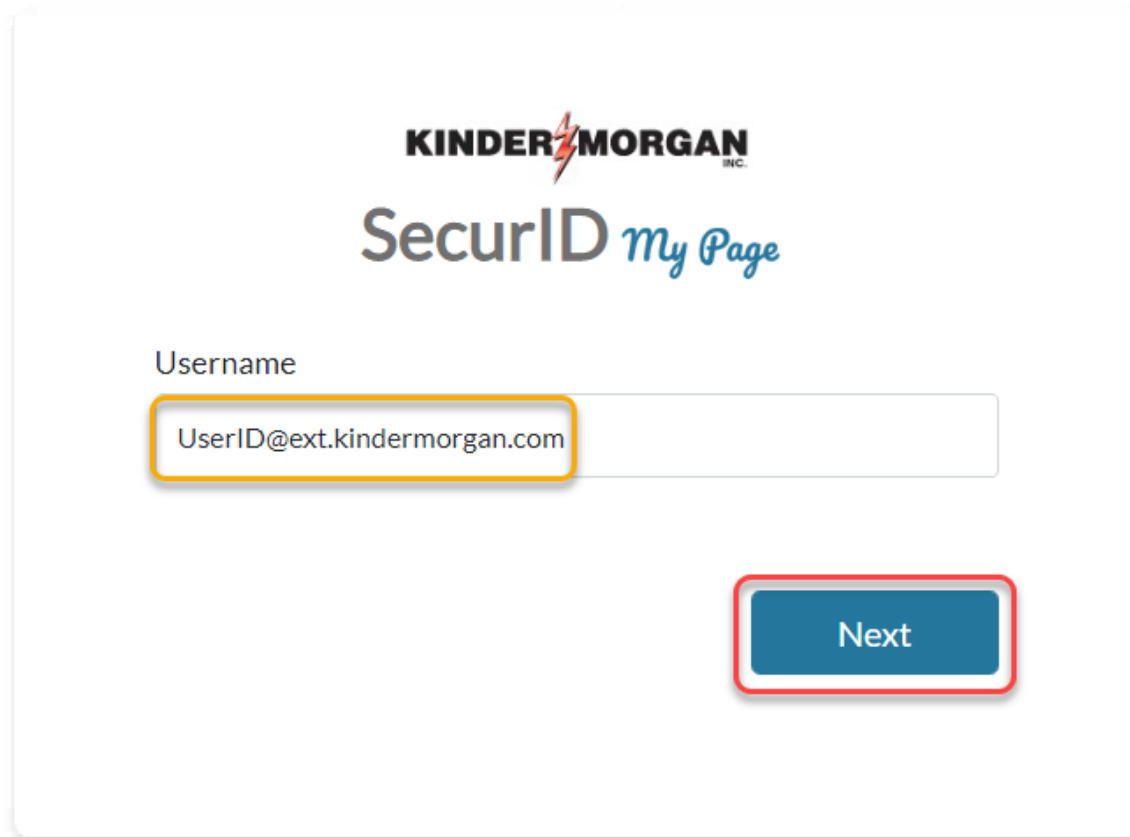
If you receive a screen like this below. Click on **“Use light version”**



Open *SecurID Registration* by Double-Clicking the app below.



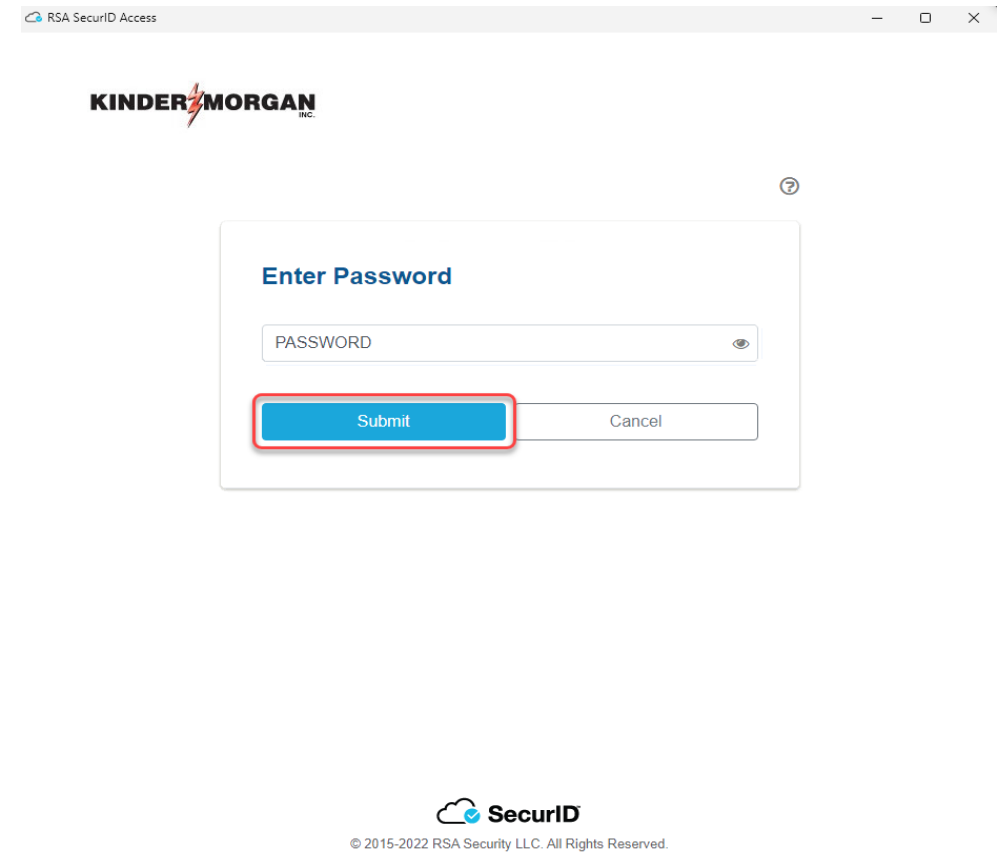
Enter your eGalahad User ID adding the **@ext.kindermorgan.com** extension to the end.



The login screen for KINDER MORGAN SecurID My Page. It features the company logo at the top. Below the logo, the text "SecurID My Page" is displayed. A "Username" label is positioned above a text input field. The input field contains the text "UserID@ext.kindermorgan.com". A blue "Next" button is located at the bottom right of the form.

Enter your password and press *Submit*.

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



The password entry screen for RSA SecurID Access. It shows the "KINDER MORGAN inc." logo at the top. Below the logo, there is a "Enter Password" section. This section contains a password input field with the placeholder text "PASSWORD" and an eye icon for toggling visibility. Below the input field are two buttons: a blue "Submit" button and a grey "Cancel" button. At the bottom of the screen, the "SecurID" logo and the copyright notice "© 2015-2022 RSA Security LLC. All Rights Reserved." are displayed.

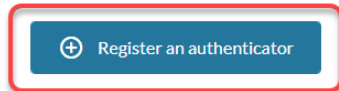
Click *Register an authenticator*



Good afternoon First Name.

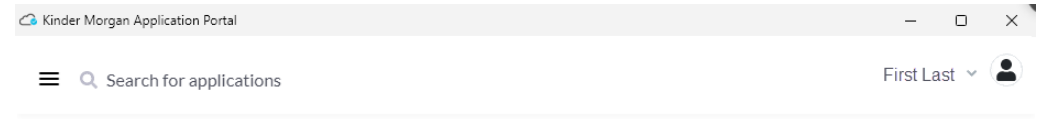
My registered authenticators (0)

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

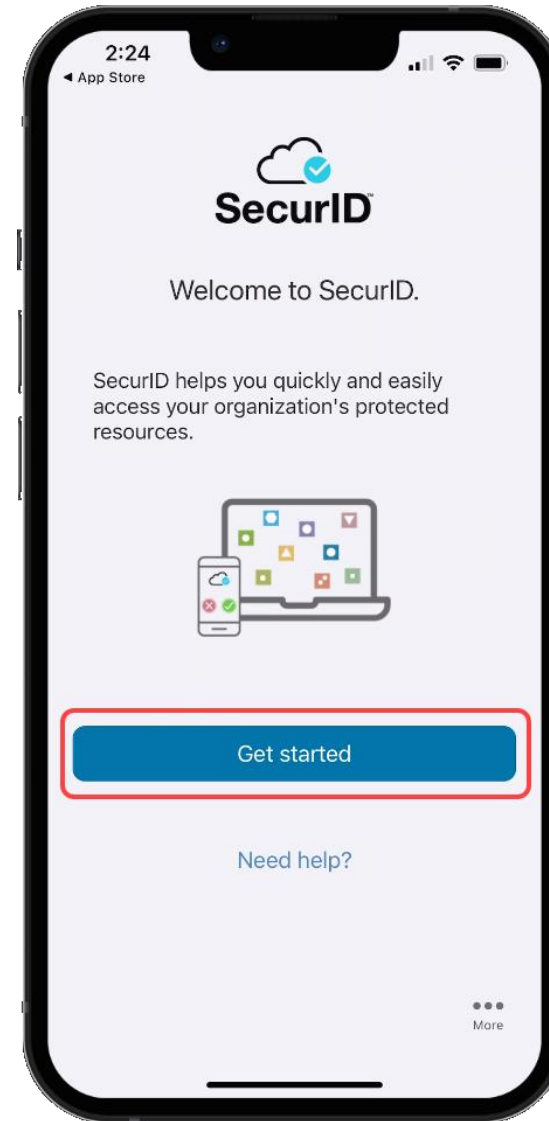
 Install the App

Cancel      **Next**

Open the *SecurID* app on your mobile device.



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

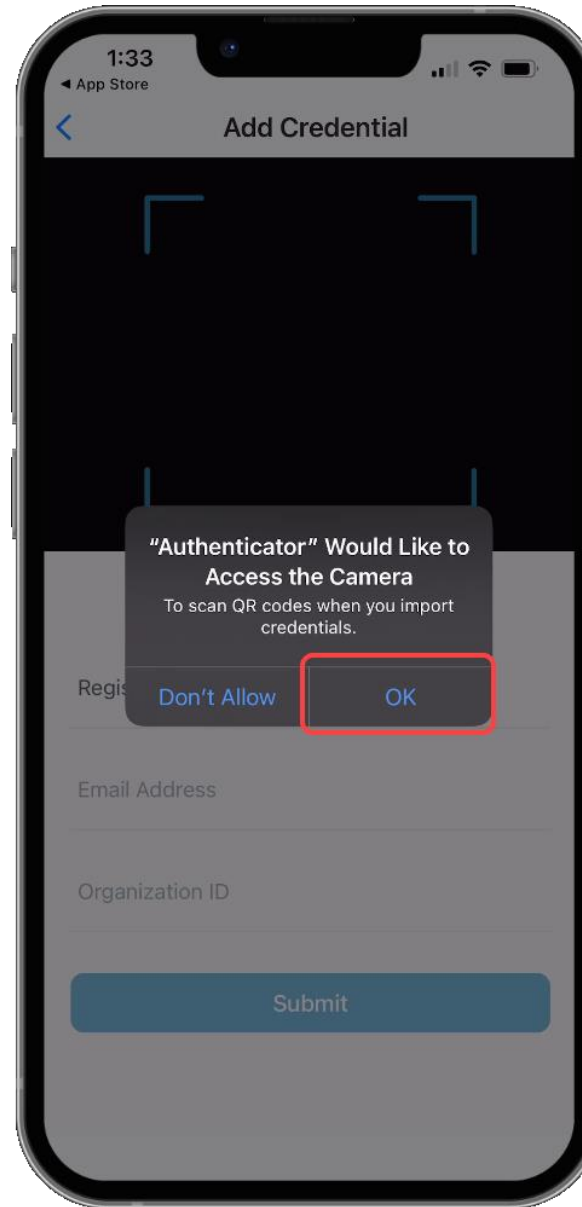


## Apple

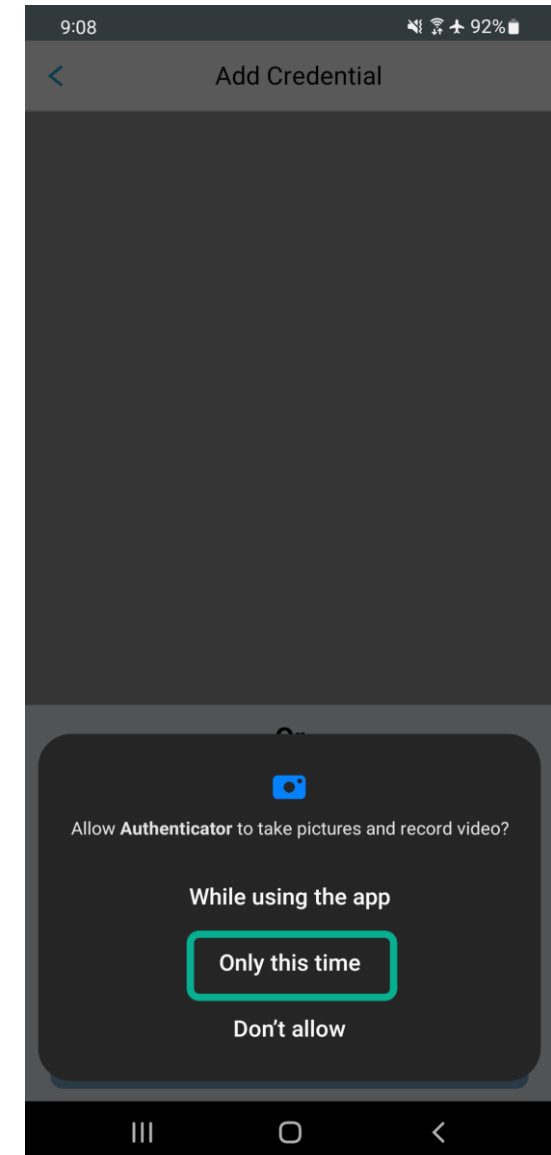
Allow access to the Camera to scan the QR Code displayed in the SecurID Browser.

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

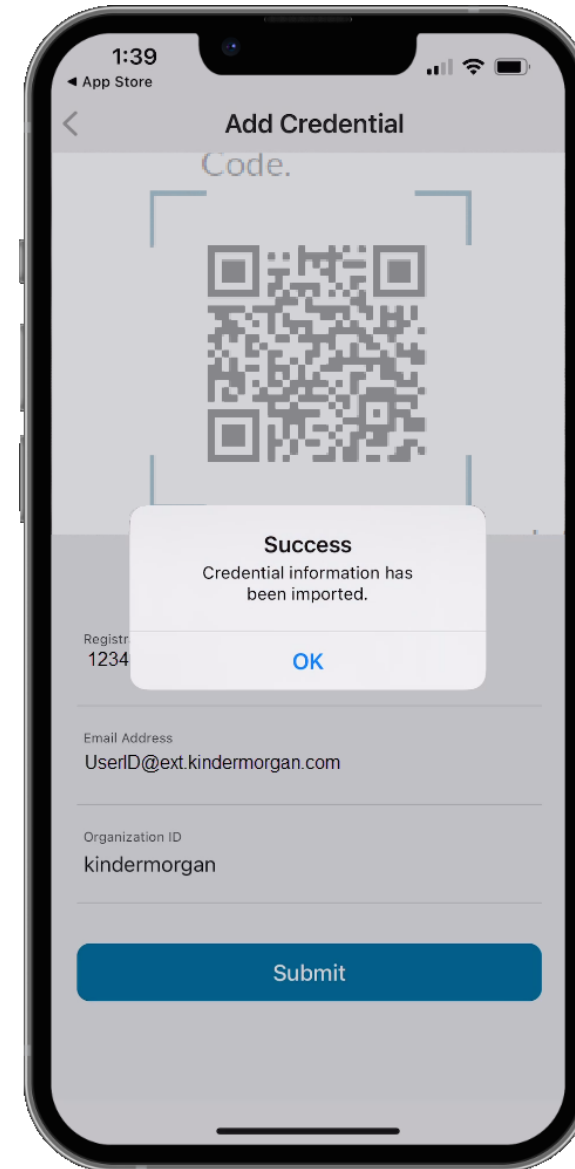
Email Address: UserID@ext.kindermorgan.com

Organization ID: kindermorgan

Information on this page will expire in: 01:41

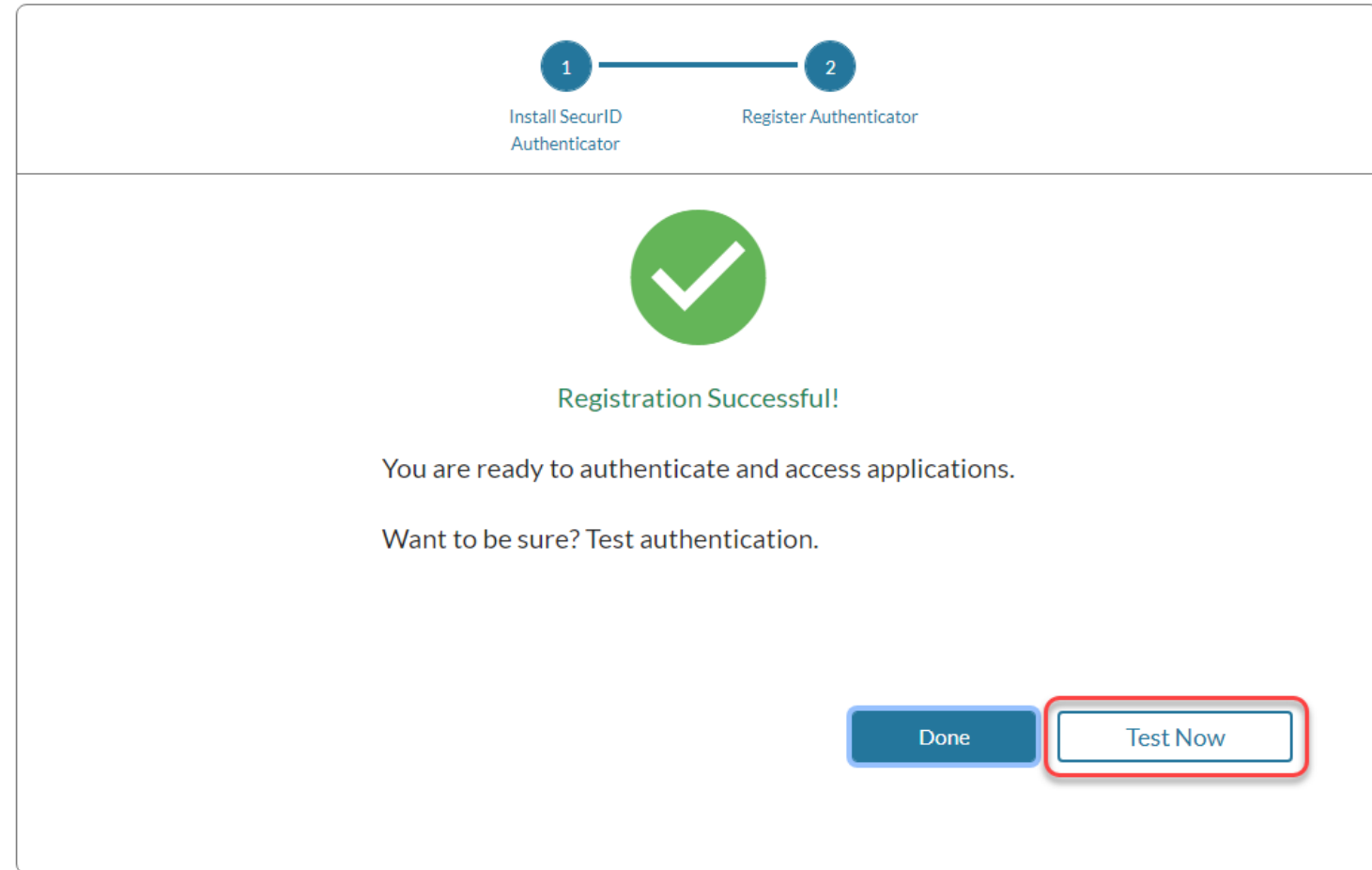
When the credential information is imported successfully, a pop-up will be shown. Press *OK* to continue.

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



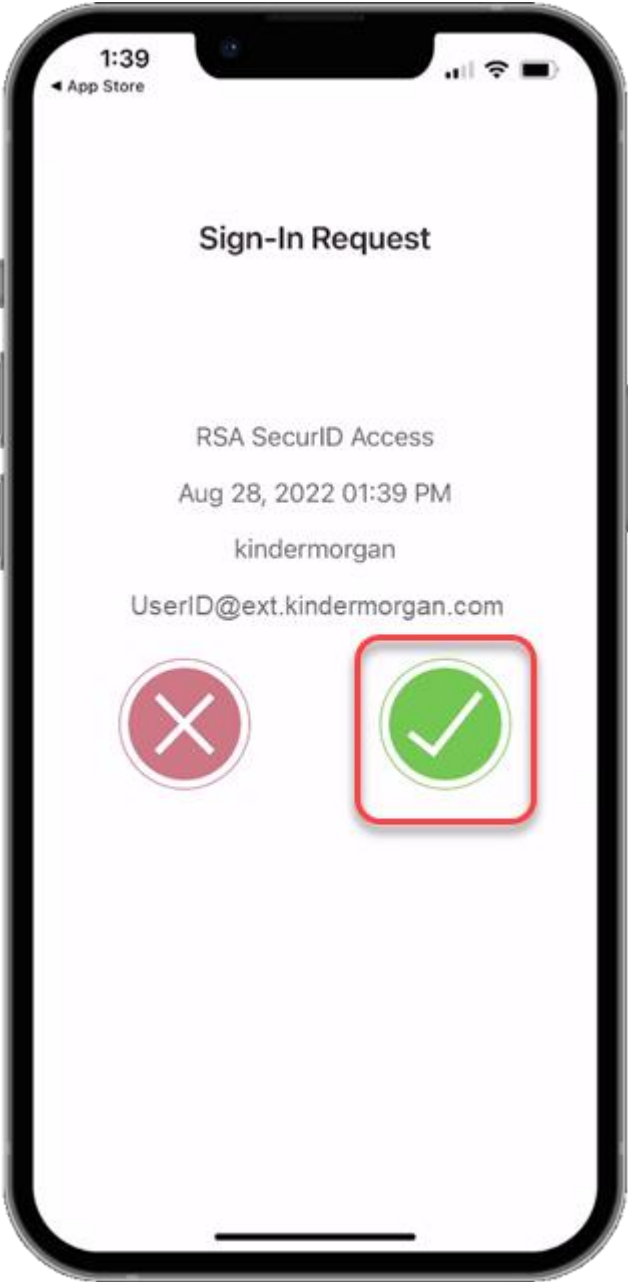
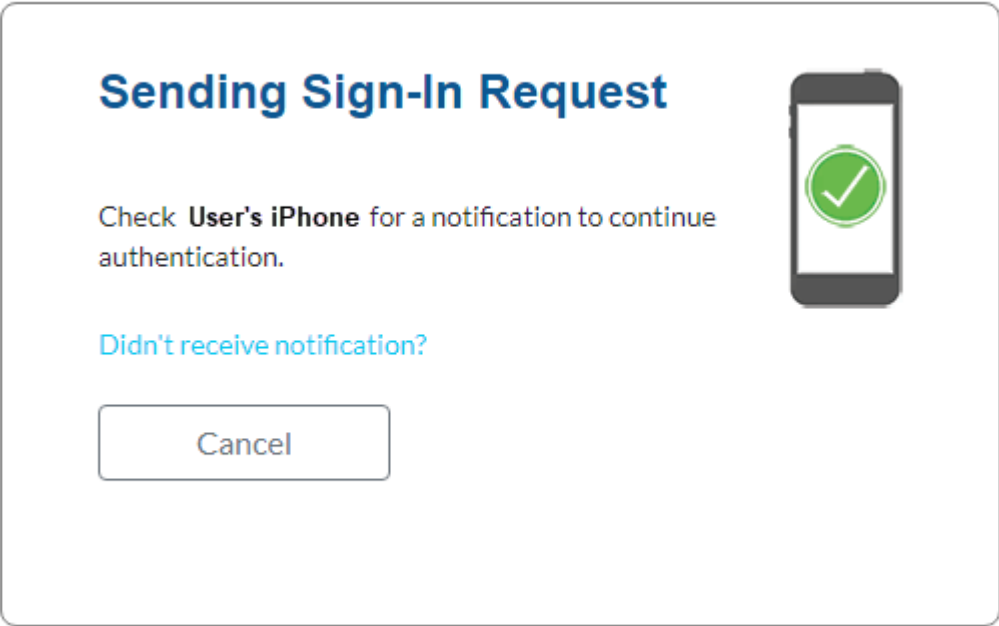
After the mobile device has successfully imported the credential information, the browser screen will change to the one displayed on the right.

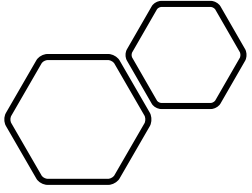
Use the *Test Now* button to ensure the device registration was successful.



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

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





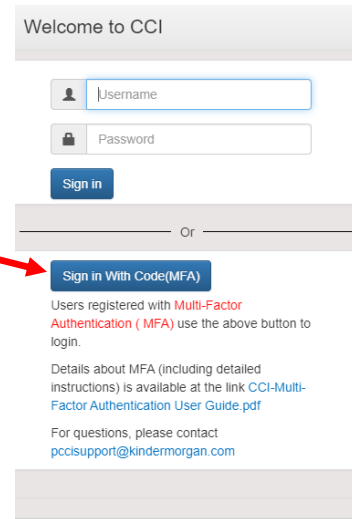
# Logging Into eGalahad



1. eGalahad Access:

<https://eGal.kindermorgan.com/>

Click on Sign in With Code



Welcome to CCI

Or

Users registered with Multi-Factor Authentication ( MFA ) use the above button to login.

Details about MFA (including detailed instructions) is available at the link [CCI-Multi-Factor Authentication User Guide.pdf](#)

For questions, please contact [pccisupport@kindermorgan.com](mailto:pccisupport@kindermorgan.com)

2 . Enter your **eGalahad User ID** with the extension **@ext.kindermorgan**



Sign in

[Can't access your account?](#)

3. Enter your **eGalahad Password**



←

Enter password

[Forgot my password](#)

- You will be prompted for Permission request. Click *Accept*.



mxharv1@ext.kindermorgan.com

## Permissions requested

CCIEExternal  
**unverified**

**This application is not published by Microsoft.**

This app would like to:

- ✓ Maintain access to data you have given it access to
- ✓ Sign you in and read your profile
- ✓ Read your calendars
- ✓ Read directory data

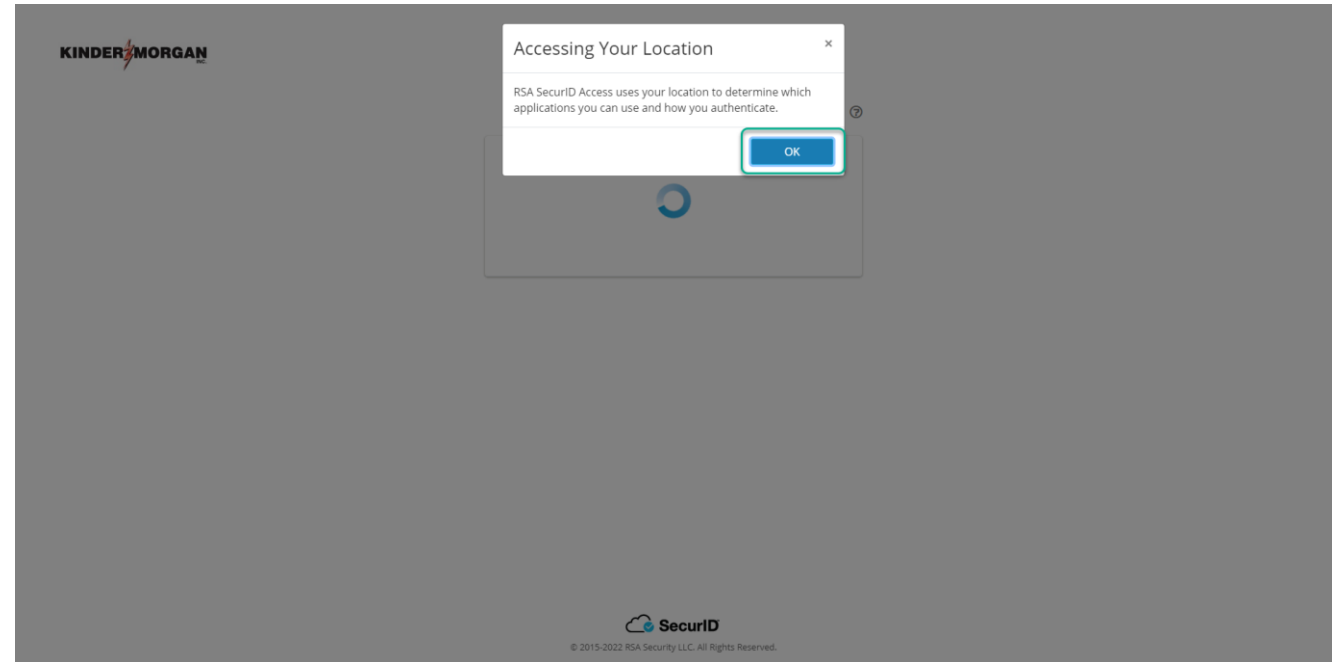
Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

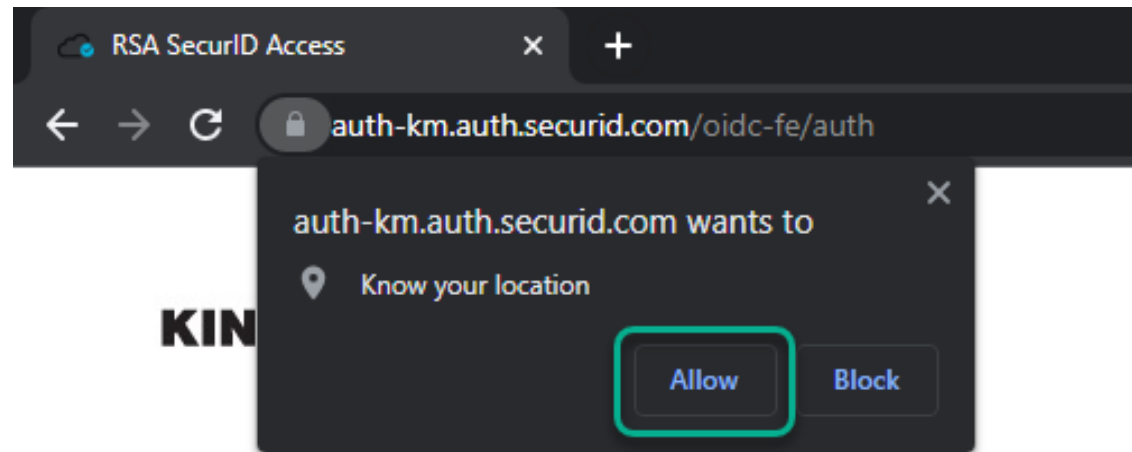
Cancel

Accept

- You will be prompted to allow Access to your location. Click *Ok*.

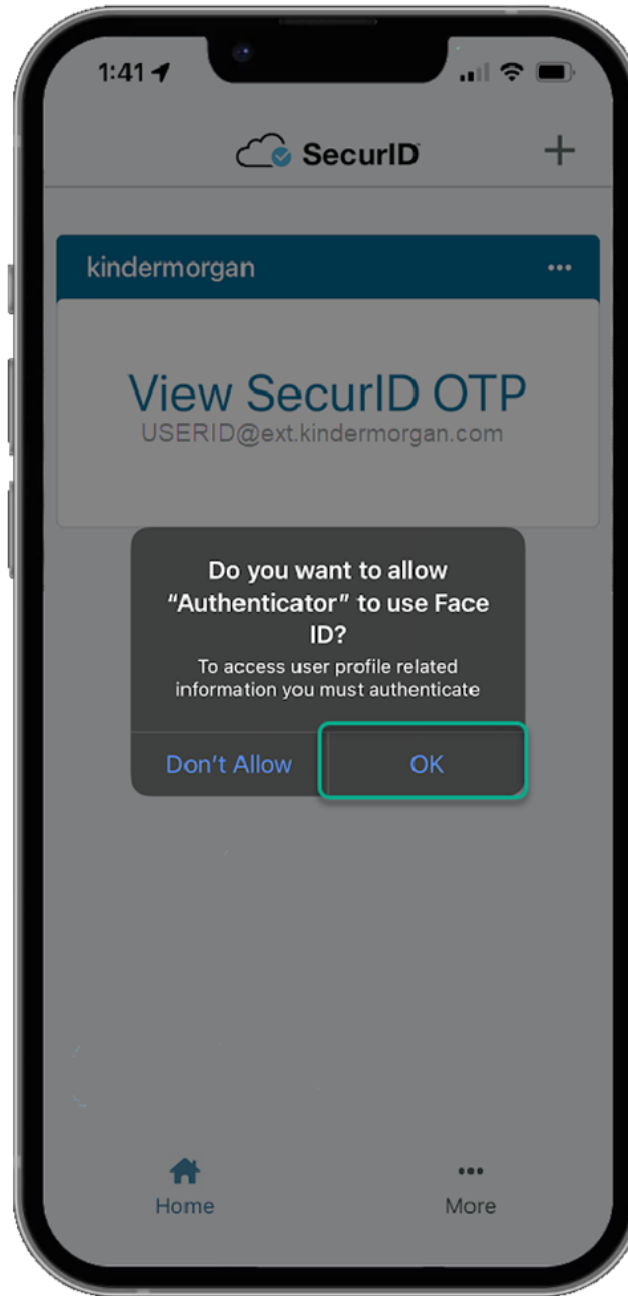


- The browser may request access to your location. Click *Allow*.

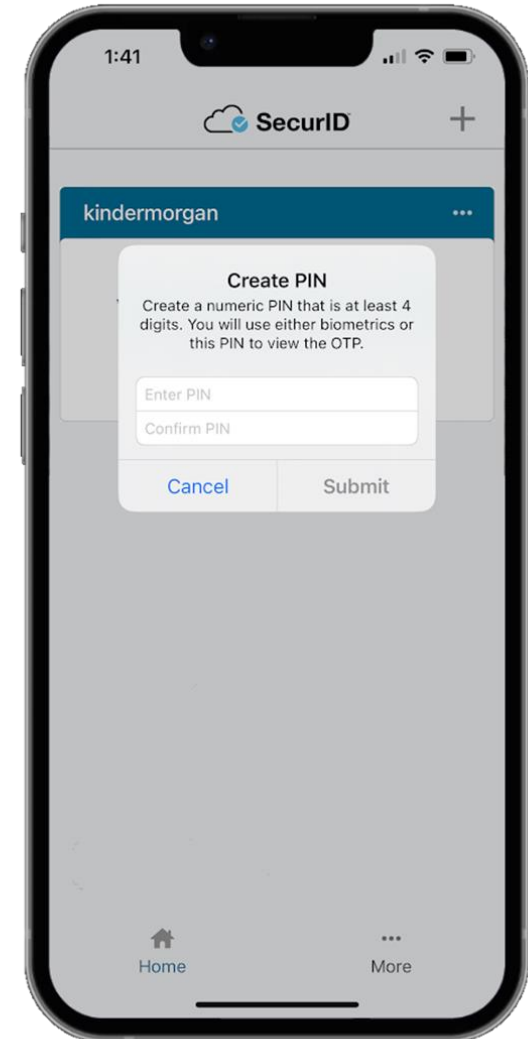


- Open your SecurID App and click *View SecurID OTP*.
- If your device supports it, you will be prompted to allow biometric security to the SecurID App.

\*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

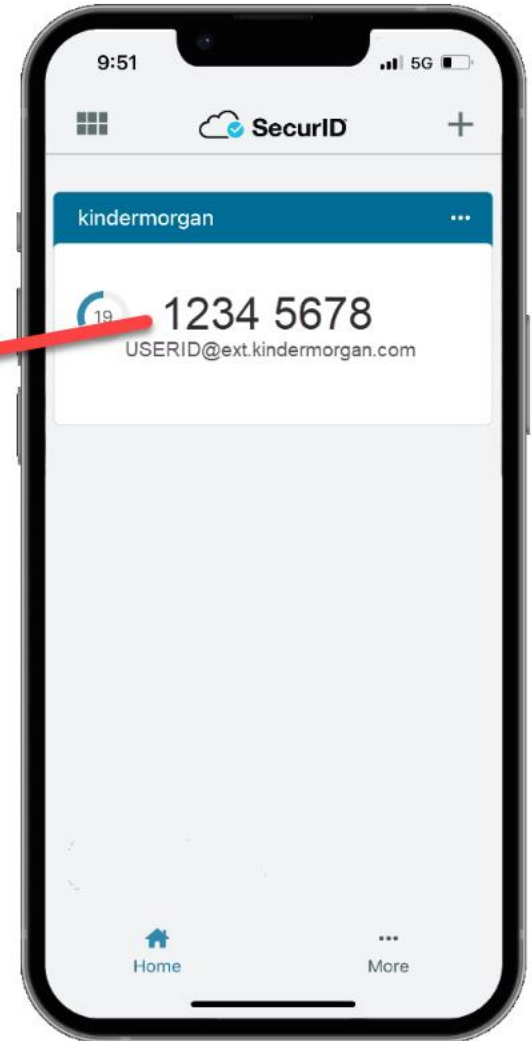
1. Open the RSA SecurID Authenticate app.
2. Enter the eight-digit number that displays on the screen.



Submit

Cancel

▼ Show more





- You will be prompted to Stay Signed in . Click Yes.



mxharv1@ext.kindermorgan.com

## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No

Yes

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.



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 may 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) ▾

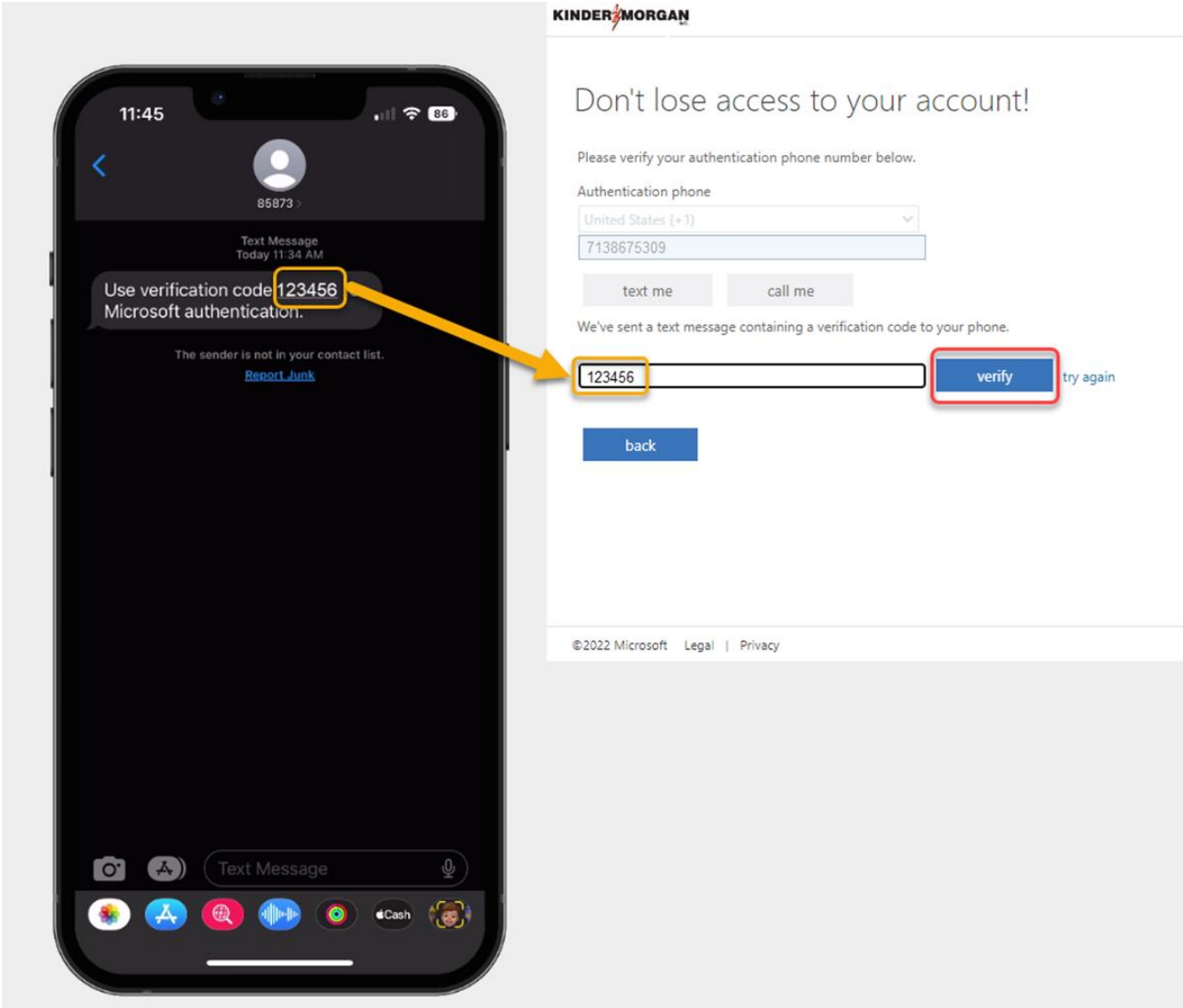
713-867-5309

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.

## 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 7193398004. [Change](#)

! Security Questions are not configured [Set them up now](#)

[finish](#) [cancel](#)

## 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 and answers.

## 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.

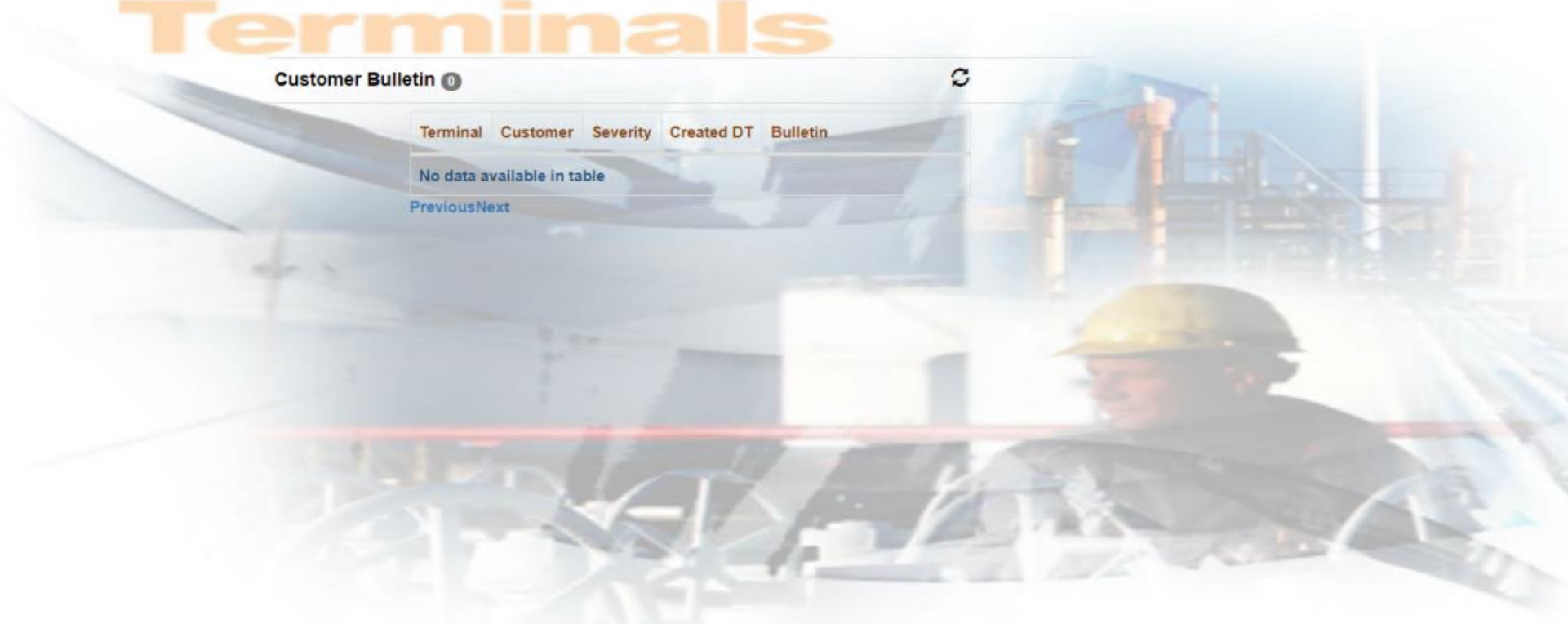


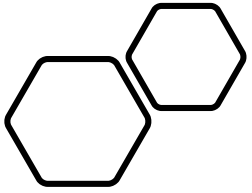
# Welcome to Terminals

Customer Bulletin 0



Terminal	Customer	Severity	Created DT	Bulletin
No data available in table				
<a href="#">Previous</a> <a href="#">Next</a>				



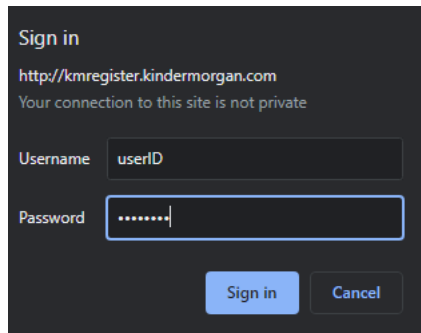


# Emergency Token Registration

# Emergency Token Request Guidelines

- Emergency token Registration must be completed **no sooner** than 24-hours after registering for SecurID
- Registration must be completed prior to receiving an Emergency Token
- Contact the help desk if you need your security information updated
  - Phone: 833-941-0066
  - Email: [MFASupportHD@kindermorgan.com](mailto:MFASupportHD@kindermorgan.com)

- Open a browser and navigate to [kmtoken.kindermorgan.com](http://kmtoken.kindermorgan.com)
- Enter your eGalahad User ID and Password
- Click *Sign in* to continue to the Self-Service Console



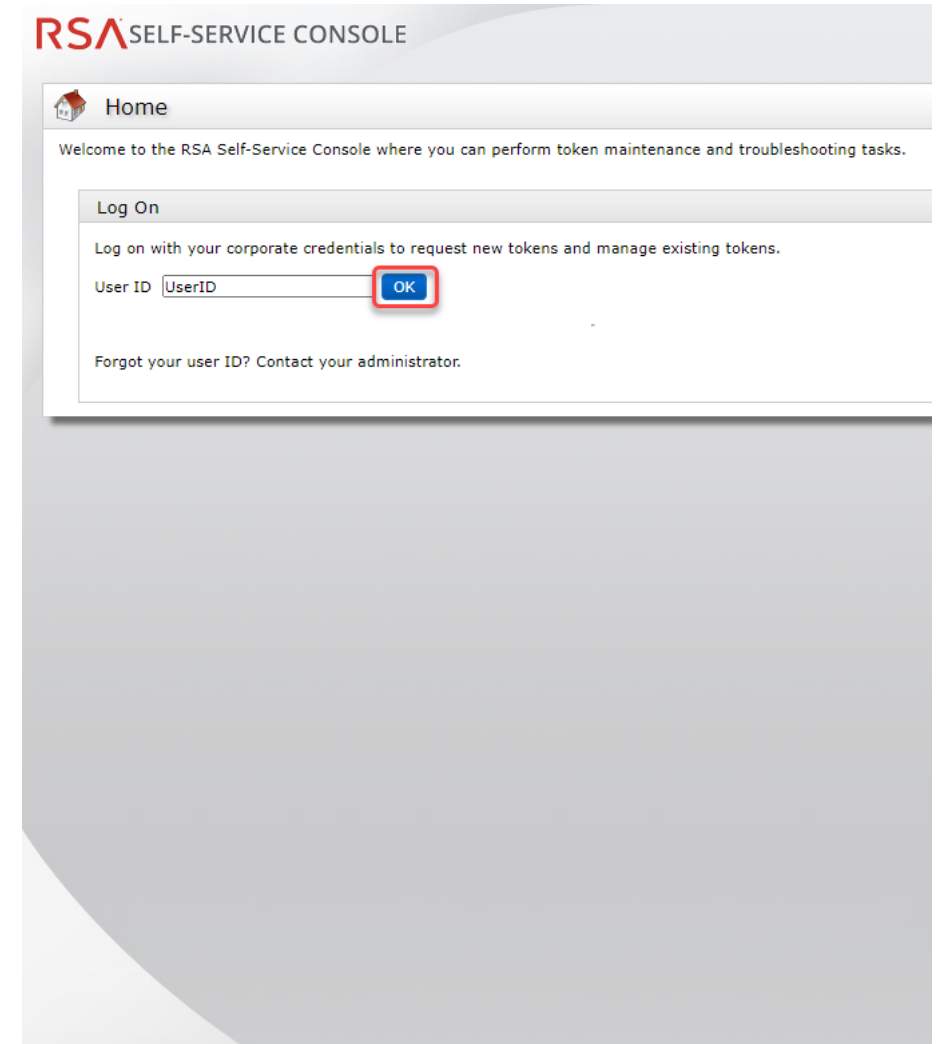
Sign in

<http://kmregister.kindermorgan.com>  
Your connection to this site is not private

Username

Password

- Enter your eGalahad User ID and click *OK*



**RSA** SELF-SERVICE CONSOLE

Home

Welcome to the RSA Self-Service Console where you can perform token maintenance and troubleshooting tasks.

Log On

Log on with your corporate credentials to request new tokens and manage existing tokens.

User ID

Forgot your user ID? Contact your administrator.



## My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).



## Notes

You have not answered security questions that are used for emergency authentication. To answer them, click **set up** in the My Authenticators section.

## My Authenticators

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

**SecurID Authenticate**

[test](#), [Forgot or Lost your Authenticator](#)

PIN:

none [Create PIN](#)

## On-Demand Authentication

You are not currently enabled for on-demand authentication.

**Security Questions** - [set up](#)

Not configured


Please set up your security questions and answers

Once logged into the Self-Service Console, click *set up* to set your Security Questions

Choose five security questions to use in the instance an emergency token is needed

Click *Submit Your Request* to save your questions and answers

**RSA** SELF-SERVICE CONSOLE

 Set up

Select and answer 5 security questions in the language that you choose. If you have trouble logging on, you can answer these questions

\* Required Field

Security Questions

Language:

1: \*

2: \*

3: \*

4: \*

5: \*



You have now successfully  
registered for Emergency  
Token Request!

## RSA SELF-SERVICE CONSOLE



### My Account

This page allows you to view your user profile and manage your authenticators. Certain edits to your account require administrator approval. You can also use this page to request authenticators and user group membership, and [view your request history](#).



Security Questions successfully registered.

### My Authenticators

**Tokens** - [request a new token](#) | [view SecurID token demo](#)

**SecurID Authenticate**

[test](#), [Forgot or Lost your Authenticator](#)

PIN:

none [Create PIN](#)

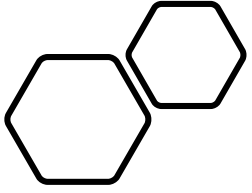


### On-Demand Authentication

You are not currently enabled for on-demand authentication.

### Security Questions

You've successfully setup your security questions. During logon you may be prompted to answer those questions to verify your identity.

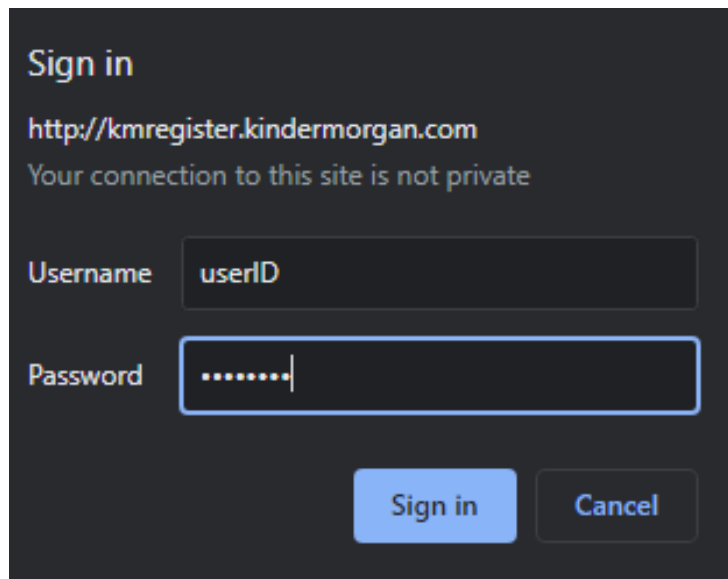


# Retrieving an Emergency Token

Open a browser and navigate to [kmtoken.kindermorgan.com](http://kmtoken.kindermorgan.com)

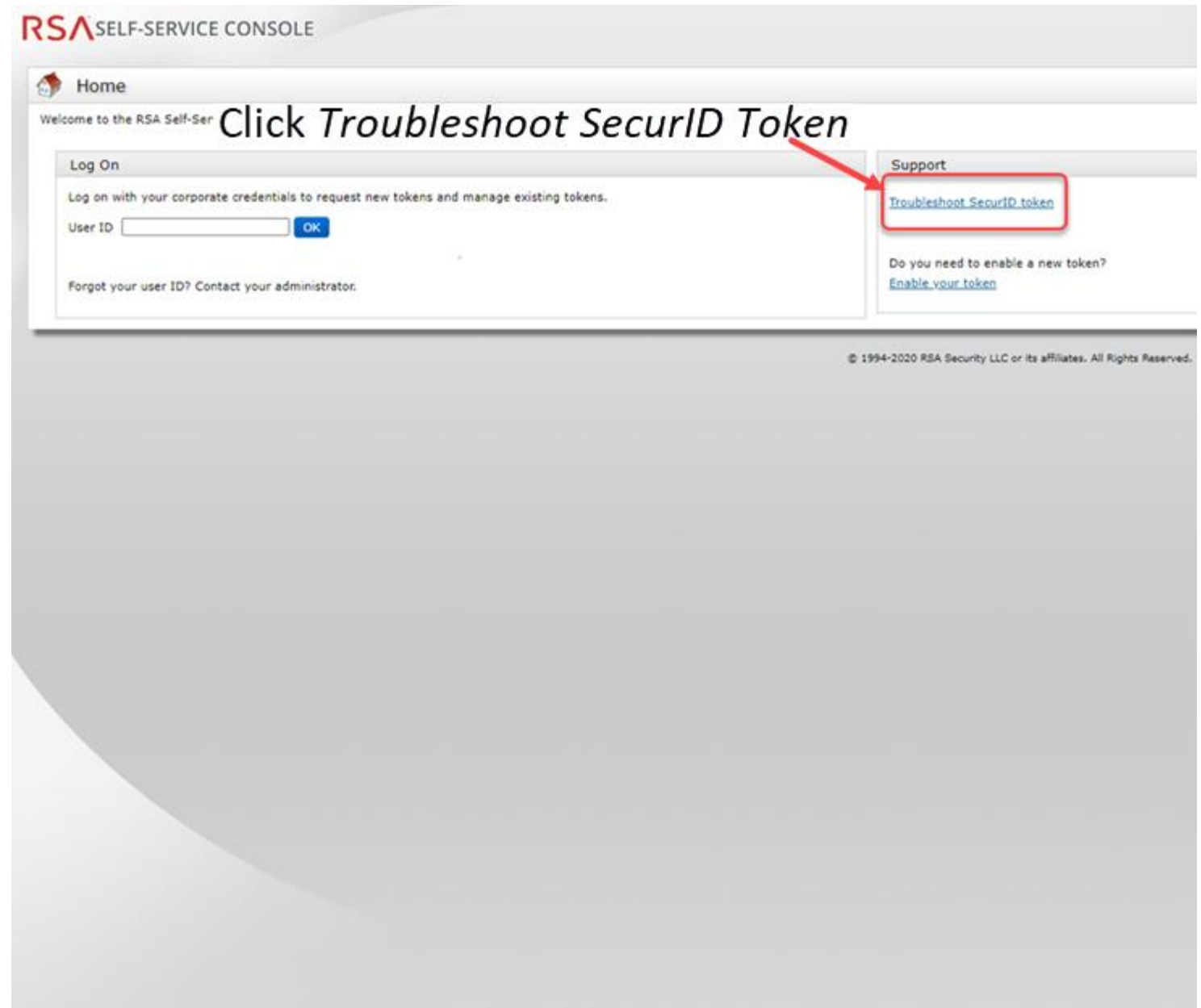
Enter your eGalahad User ID and Password

Click *Sign in* to continue to the Self-Service Console



A dark-themed sign-in dialog box with the title "Sign in". It displays the URL "http://kmregister.kindermorgan.com" and a warning "Your connection to this site is not private". Below this are two input fields: "Username" with the text "userID" and "Password" with masked characters ".....". At the bottom are two buttons: "Sign in" and "Cancel".

Click *Troubleshoot SecurID token*



Enter your eGalahad User ID and click *OK*

Log On

Logon is required. If you have forgotten your logon information, contact your help desk or administrator.

User ID:

OK

Answer the challenge questions and press *Continue*

Help Verify Your Identity

For enhanced security, you must verify your identity.

Required field

Identity Confirmation: Security Questions

Confirm your identity by answering 3 security questions. You must enter answers in the same language that you use.

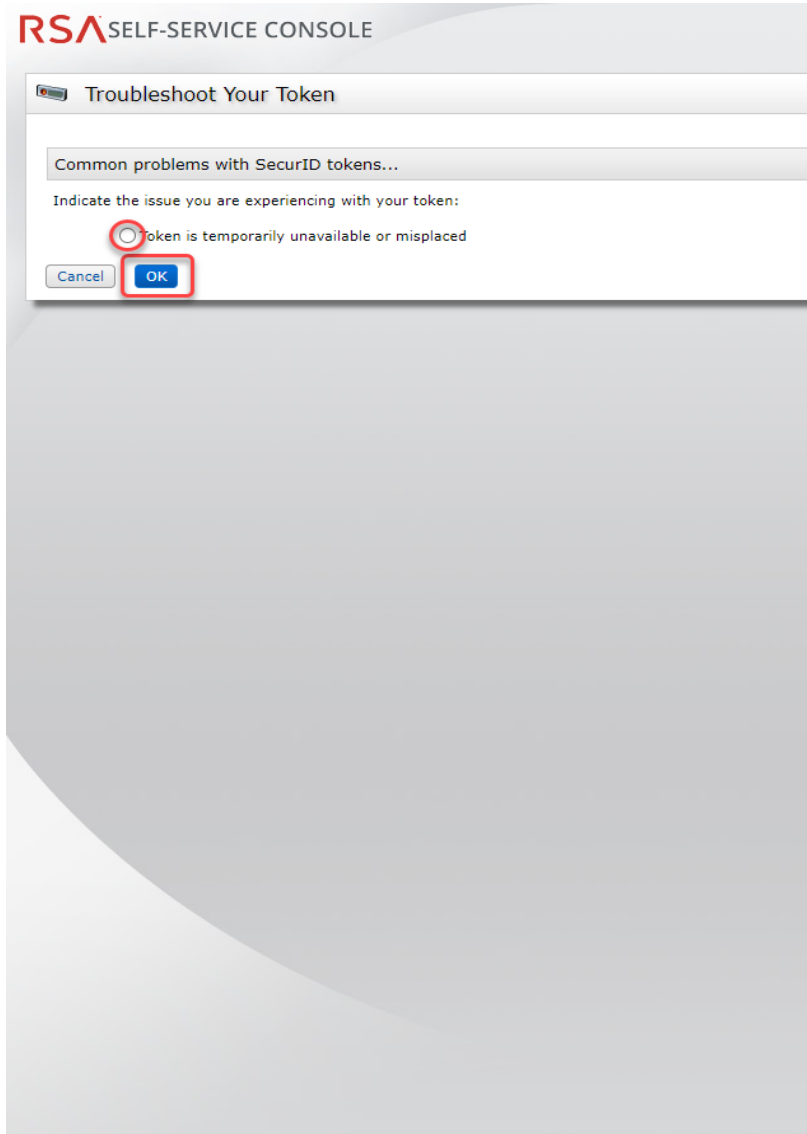
In what city does your nearest sibling live?

What is the name of your favorite childhood friend?

In what city or town was your first job?

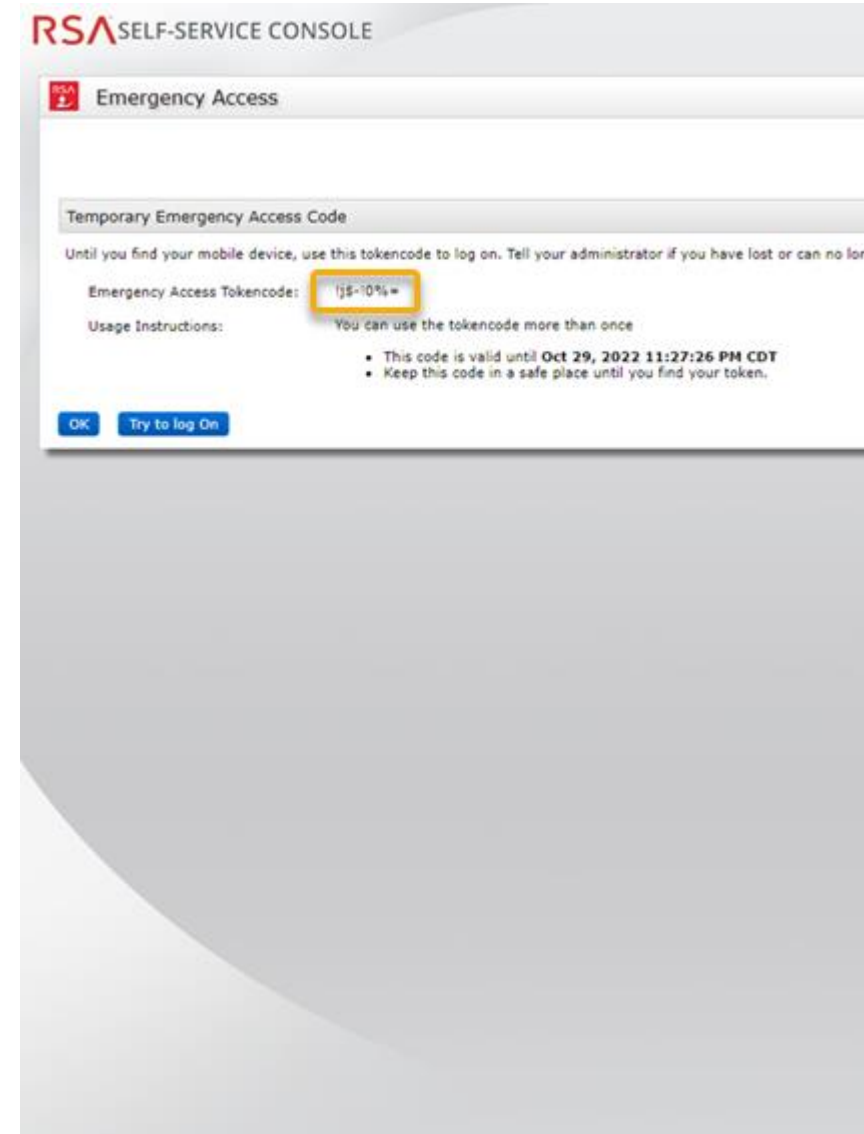
CancelContinue

Select the radial button then click *OK*



The image shows a screenshot of the RSA Self-Service Console interface. At the top, the header reads "RSA SELF-SERVICE CONSOLE". Below the header, there is a section titled "Troubleshoot Your Token" with a token icon. Underneath, a box labeled "Common problems with SecurID tokens..." contains the instruction "Indicate the issue you are experiencing with your token:". Below this instruction, there is a radio button selected for the option "Token is temporarily unavailable or misplaced". At the bottom of this section, there are two buttons: "Cancel" and "OK". The "OK" button is highlighted with a red rectangular box.

Your Emergency Access Tokencode will be displayed. You can now close the Self-Service Console

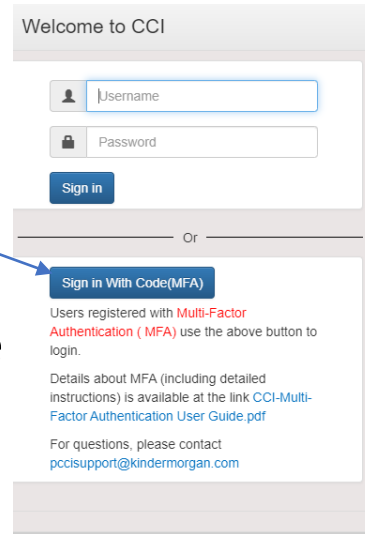


The image shows a screenshot of the RSA Self-Service Console interface. At the top, the header reads "RSA SELF-SERVICE CONSOLE". Below the header, there is a section titled "Emergency Access" with a token icon. Underneath, there is a section titled "Temporary Emergency Access Code". Below this, a message states: "Until you find your mobile device, use this tokencode to log on. Tell your administrator if you have lost or can no longer use your token." Below this message, there is a label "Emergency Access Tokencode:" followed by a text input field containing the code "1j\$-10%=". The input field is highlighted with a yellow rectangular box. Below the input field, there is a section titled "Usage Instructions:" which states "You can use the tokencode more than once" and lists two bullet points: "• This code is valid until Oct 29, 2022 11:27:26 PM CDT" and "• Keep this code in a safe place until you find your token." At the bottom of the section, there are two buttons: "OK" and "Try to log On".

Open a new browser window and navigate to:

<https://eGal.kindermorgan.com/>

Enter your eGalahad User ID with the extension **@ext.kindermorgan.com**



Welcome to CCI

[Sign in](#)

Or

[Sign in With Code\(MFA\)](#)

Users registered with **Multi-Factor Authentication (MFA)** use the above button to login.

Details about MFA (including detailed instructions) is available at the link [CCI-Multi-Factor Authentication User Guide.pdf](#)

For questions, please contact [pccisupport@kindermorgan.com](mailto:pccisupport@kindermorgan.com)

Enter your eGalahad Password click *Sign in*.



Sign in

[Can't access your account?](#)

[Next](#)



←

Enter password

[Forgot my password](#)

[Sign in](#)

When you get to the token screen, click *Show More* to show other sign in options

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

Click *RSA SecurID Token*

Enter Authenticate Tokencode

1. Open the RSA SecurID Authenticate app.

2. Enter the eight-digit number that displays on the screen.

Submit

Cancel

Show less

RSA SecurID Token

**Emergency Access**

Temporary Emergency Access Code

Until you find your mobile device, use this tokencode to log on. Tell your administrator if you have lost or can no longer use your mobile device.

Emergency Access Tokencode: 1j\$-10%\*

Usage Instructions:


- You can use the tokencode more than once.
- This code is valid until **Oct 29, 2022 11:27:26 PM CDT**
- Keep this code in a safe place until you find your token.

Enter the Emergency Access Tokencode into the text box and click *Submit*.

After successfully submitting, a Citrix session should open.

**Enter RSA SecurID Passcode**

▼ Show more

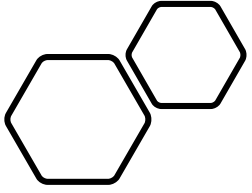


If you need further assistance, contact the Help Desk:

Phone: 833-941-0066

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



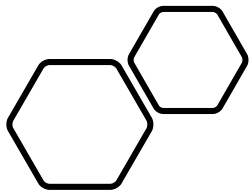


# Registering For SSPR



# 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 eGalahad Security Admin
- You must register two authentication methods – this occurs during your first login.
  - 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
  - Phone: 833-941-0066
  - Email: [MFASupportHD@kindermorgan.com](mailto:MFASupportHD@kindermorgan.com)



# Resetting Your Password With SSPR

eGalahad Access: <https://eGal.kindermorgan.com/>

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

Click *Forgot my password*



Sign in

UserID@ext.kindermorgan.com

[Can't access your account?](#)

Next



← UserID@ext.kindermorgan.com

Enter password

Password

[Forgot my password](#)

Sign in

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



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: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

Next

Cancel



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.

Text

Cancel

Enter the phone number you used during registration into the text box and click *Text*



## 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:

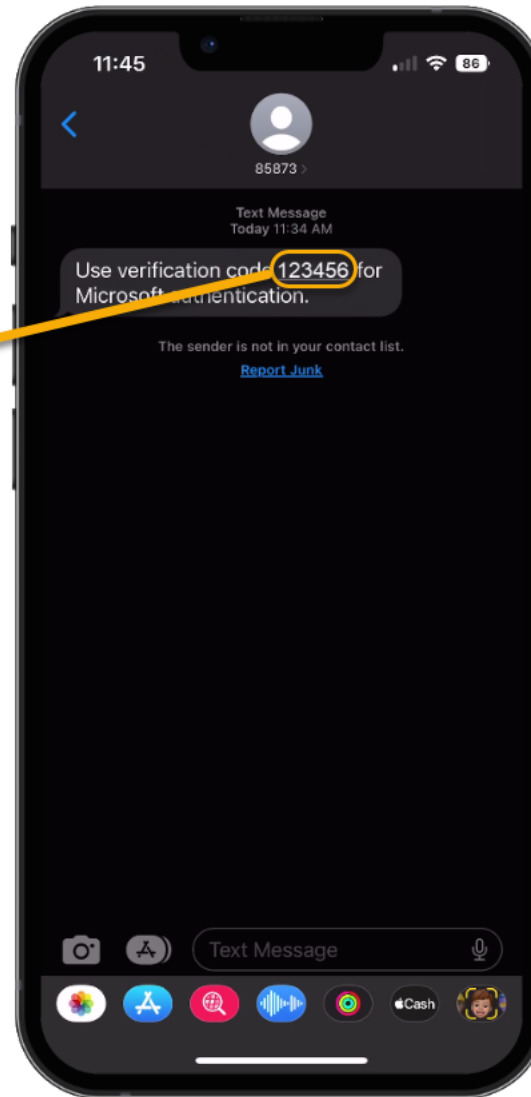
- ☒ Text my mobile phone
- ☐ Call my mobile phone
- ☐ Answer my security questions

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)



Enter the verification code  
into the text box.

Press *Next* to continue.



## Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

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

☒ Answer my security questions

What is your father's middle name?

In what city was your first job?

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

Next

[Contact your administrator](#)

[Cancel](#)

Answer your security questions  
you used during registration.

Press *Next* to continue.



## Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **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 eGalahad