

RSA and CCI/EGAL Access – Frequently Asked Questions

This detailed answers to frequently asked questions regarding RSA authentication and CCI/EGAL access. It is intended to assist users with setup, troubleshooting, and general usage of the authentication system and CCI/EGAL platform.

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: <https://cci.kindermorgan.com/CCI-Multi-Factor%20Authentication%20User%20Guide.pdf>

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

RSA can be downloaded on Windows, Apple, and other devices. Please check your device's app store to determine if RSA is available.

3. Does RSA require access to the internet to generate a token?

No, RSA does not require internet access to generate a token.

4. Can I use a different authentication app?

No, RSA is the only approved authenticator.

5. What is the right App again?

RSA – Look for the icon with the cloud.



Download links:

- [Apple Store](#): RSA Authenticator
- [Google Play Store](#) Google Play Store: RSA Authenticator
- [Microsoft Store](#) Microsoft Store: RSA Authenticator

Apple



Android



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

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

7. Where can I get the Authenticator App?

Download links:

- [Apple Store](#): RSA Authenticator
- [Google Play Store](#): Google Play Store: RSA Authenticator
- [Microsoft Store](#): Microsoft Store: RSA Authenticator

Apple



Android



8. How much does this Authenticator App cost?

RSA is available to download at no cost.

9. Can I register my ID to multiple devices?

No, each User ID can be registered to only one device.

10. I have multiple accounts in CCI/EGAL. Can I use the same RSA registration for all my accounts?

Yes, you can use the same application and device, but each account must be registered separately and will have its own token.

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

If registered, request an emergency token at: <https://cci.kindermorgan.com/CCI-Multi-Factor%20Authentication%20User%20Guide.pdf>

If not registered, contact MFA Support Desk: MFASupportHD@kindermorgan.com (Hours: 6am–6pm CT, M–F)

Include details such as:

- Your username
- Device type (iOS/Android) and Phone number
- Description of the issue
- Screenshot (if possible)

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

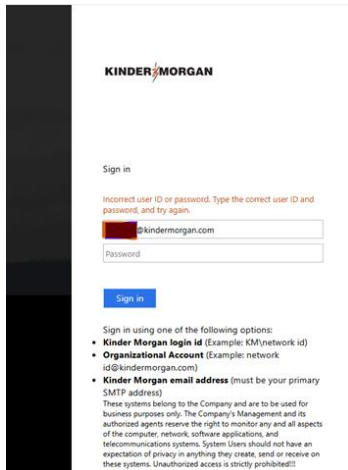
Follow the instructions in the user guide: <https://cci.kindermorgan.com/CCI-Multi-Factor%20Authentication%20User%20Guide.pdf>

13. How do I register a new device to RSA?

Follow the instructions in the user guide: <https://cci.kindermorgan.com/CCI-Multi-Factor%20Authentication%20User%20Guide.pdf>

14. Incorrect userid/password....

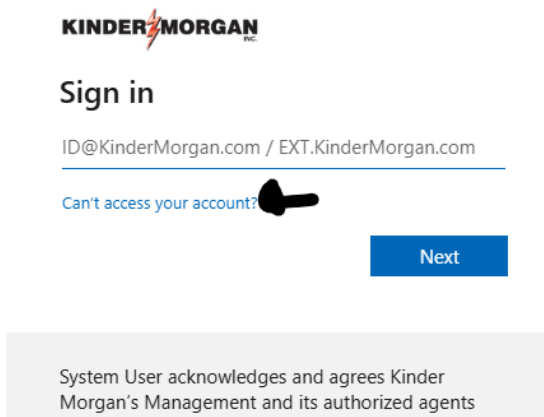
CCI/EGAL login > Sign in Page. Make sure KMUserid@ext.kindermorgan.com



The screenshot shows the Kinder Morgan login page. At the top is the Kinder Morgan logo. Below it is a 'Sign in' section. A red error message states: 'Incorrect user ID or password. Type the correct user ID and password, and try again.' Below this are two input fields: the first contains 'id@kindermorgan.com' and the second is labeled 'Password'. A blue 'Sign in' button is below the fields. At the bottom, there is a list of sign-in options: 'Kinder Morgan login id (Example: KMnetwork id)', 'Organizational Account (Example: network id@kindermorgan.com)', and 'Kinder Morgan email address (must be your primary SMTP address)'. A disclaimer follows: 'These systems belong to the Company and are to be used for business purposes only. The Company's Management and its authorized agents reserve the right to monitor any and all aspects of the computer, network, software applications, and telecommunications systems. System Users should not have an expectation of privacy in anything they create, send or receive on these systems. Unauthorized access is strictly prohibited!!'

15. I forgot my userid....

CCI/EGAL login > Sign in Page



The screenshot shows the Kinder Morgan login page. At the top is the Kinder Morgan logo. Below it is a 'Sign in' section. A text field contains 'ID@KinderMorgan.com / EXT.KinderMorgan.com'. Below this is a link that says 'Can't access your account?' with a hand cursor icon. A blue 'Next' button is to the right. At the bottom, there is a grey box with the text: 'System User acknowledges and agrees Kinder Morgan's Management and its authorized agents'.

Select 'Cannot Access Account' and follow the prompts.



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

If unsuccessful, contact your CCI/EGAL Security Admin.

16. I forgot my password...

CCI/EGAL login > Sign in Page > User Id Page >

Enter the user@ext.kindermorgan.com and password page



← aasmora1@ext.kindermorgan.com

Enter password

Password

Forgot my password 

Sign in

Select 'Forgot My Password' and follow the prompts.



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

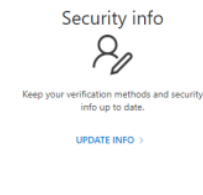
Cancel

If unsuccessful, contact your CCI Security Admin.

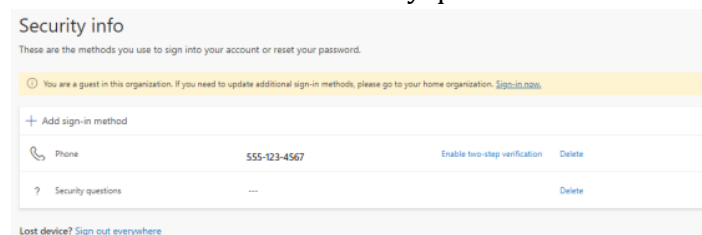
17. How do I update my security information for the Self-Service Password Reset (SSPR) tool?

Login to <https://myaccount.microsoft.com/> using your external Kinder Morgan account (UserID@ext.kindermorgan.com).

Click 'UPDATE INFO' under Security info,



then delete and re-enter security questions.



18. How do I update my security information for the Emergency Token Request service?

Contact MFA Support Desk: MFASupportHD@kindermorgan.com (Hours: 6am–6pm CT, M–F)

19. I logged in yesterday and I am getting logging in error today. What do I do?

Clear your browser cache:

- Open browser
- Press Ctrl + Shift + Delete
- Select time range
- Check 'Cached images and files'
- Click 'Clear data'

20. My CCI/EGAL link is not working or erroring out. What do I do?

Clear cache as above, then delete and recreate your bookmark to:

<https://CCI.kindermorgan.com/> or <https://EGAL.kindermorgan.com/>

21. 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 per User ID. Each person must have their own User ID. Contact your company's CCI/EGAL Security Administrator.

22. I only access CCI/EGAL a few times a year. Do I still need to setup and use the Authenticator to login?

Yes, RSA is required even for infrequent access. Accounts inactive for over 6 months may be deleted.

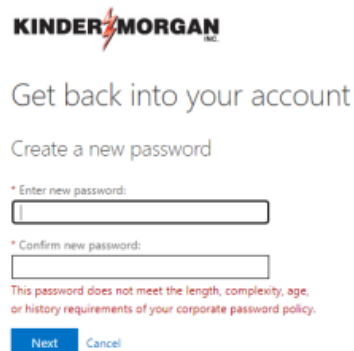
23. The RSA App says, “You must set a PIN for your device. Contact your IT Help Desk.”

RSA requires a secure device (Face ID, fingerprint, or PIN). Set a device lock before registration.

24. I am unable to setup RSA at work.

Corporate firewalls may block SSL encryption. Disconnect from work Wi-Fi or firewall and try again.

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

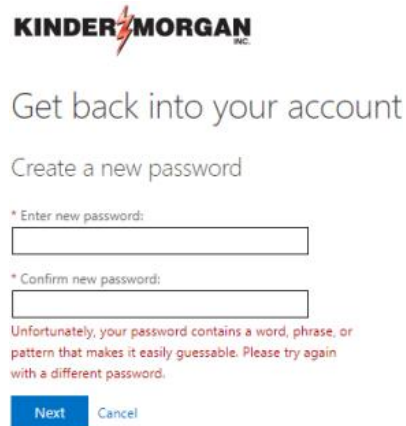
The screenshot shows the Kinder Morgan login interface. At the top is the Kinder Morgan logo. Below it, the text "Get back into your account" is displayed. Underneath, there is a section titled "Create a new password". This section contains two input fields: the first is labeled "* Enter new password:" and the second is labeled "* Confirm new password:". Below the second input field, a red error message states: "This password does not meet the length, complexity, age, or history requirements of your corporate password policy." At the bottom of the form, there are two buttons: "Next" and "Cancel".

Contact your company's CCI/EGAL Security Administrator to reset your password.

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

Update your saved link to: <https://CCI.kindermorgan.com/> or <https://EGAL.kindermorgan.com/>

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

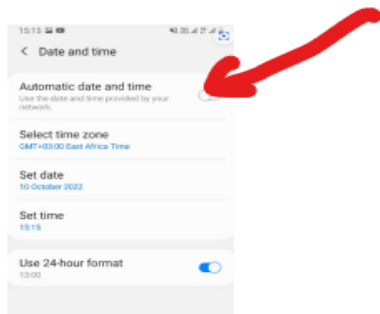


The screenshot shows the KINDER MORGAN INC. login page. It has a heading "Get back into your account" and a sub-heading "Create a new password". There are two input fields: "* Enter new password:" and "* Confirm new password:". Below the fields, a red error message states: "Unfortunately, your password contains a word, phrase, or pattern that makes it easily guessable. Please try again with a different password." At the bottom, there are "Next" and "Cancel" buttons.

Choose a stronger password with special characters and capital letters. Contact your CCI/EGAL Security Administrator if needed.

28. Unable to scan QR code during RSA registration process (Android)

Go to Settings > General management or System > Date and time. Toggle 'Automatic date and time' off and on.



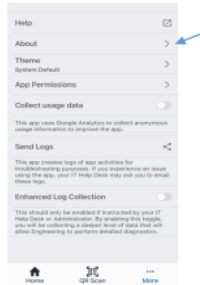
29. How do I confirm if my RSA App version is current?

Open RSA app > More > About. The version is displayed at the top.

Click the “More” section in the lower right corner



Click “About”



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

30. How do I update my RSA Authenticator to the latest version on my iPhone?

Open App Store > Search 'RSA Authenticator' > Tap 'Update' next to the app.

Type “RSA Authenticator” into the search bar



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



Tap the update button to install the update



31. How do I update my RSA Authenticator to the latest version on my Android?

Open Play Store > Search 'RSA Authenticator' > Tap 'Update' next to the app.

Type “RSA Authenticator” into the search bar



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



Tap the update button to install the update



32. Can CCI/EGAL be accessed on a Tablet?

Yes, CCI/EGAL can be accessed via tablets.

33. How to Register After Changing Your Mobile Number

If you have changed your mobile number, follow these steps to update it and register for access:

1. **Update Your Mobile Number in the CCI/EGAL Application**

Contact your CCI/EGAL administrator or send an email to pccisupport@kindermorgan.com or Egalsupport@kindermorgan.com with your **new mobile number** and **KM User ID**.

2. **Wait for Confirmation and Activation**

After receiving confirmation that your mobile number has been updated, please allow **up to 4 hours** for the changes to take effect.

3. **Complete Registration**

Follow the registration process outlined in the user guide:
CCI/EGAL Multi-Factor Authentication User Guide at :
<https://cci.kindermorgan.com/CCI-Multi-Factor%20Authentication%20User%20Guide.pdf>

34. I changed mobile with same number. How to Register?

step-by-step instructions for registering a new device with RSA and troubleshooting common issues during the authentication process.

a. Logging into SecurID

1. Open a new session in your preferred internet browser.
2. Navigate to: <https://auth-km.auth.securid.com/>
3. Enter your User ID (without the extension @ext.kindermorgan.com).
4. Enter your password and press Submit.

KINDER MORGAN
SecurID

Enter User ID and Password

User ID

Password

5. If prompted to receive an OTP Token and you do not have access on your device:

a. Click the “Show More” option.

KINDER MORGAN
SecurID

Enter Authenticate OTP

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

[Show more](#)

b. Select the “SMS OTP” option to receive a text message with the token code.

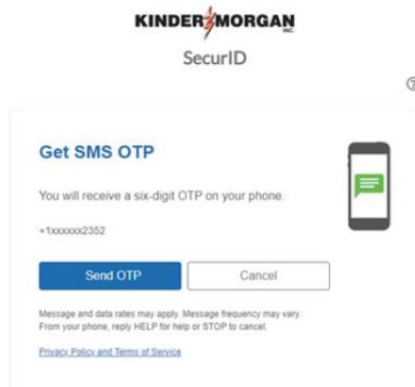
KINDER MORGAN
SecurID

Enter Authenticate OTP

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

[Show less](#)

c. Click “Send OTP” on the next prompt.



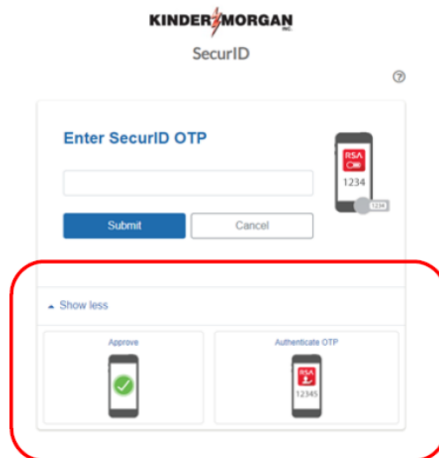
The image shows the 'Get SMS OTP' screen of the Kinder Morgan SecurID application. At the top is the 'KINDER MORGAN SecurID' logo. Below it, the text 'Get SMS OTP' is displayed. A message states: 'You will receive a six-digit OTP on your phone.' Below this, a phone number is shown: '+1000002352'. There are two buttons: 'Send OTP' (blue) and 'Cancel' (white). At the bottom, there is a small text block: 'Message and data rates may apply. Message frequency may vary. From your phone, reply HELP for help or STOP to cancel.' and a link for 'Privacy Policy and Terms of Service'.

d. NOTE: If you only see the two approval options, this means that you do not have a cell phone number associated with your user ID.

e. Please email the Kinder Morgan MFA Support group for assistance: mfasupporthd@kindermorgan.com

Include details such as:

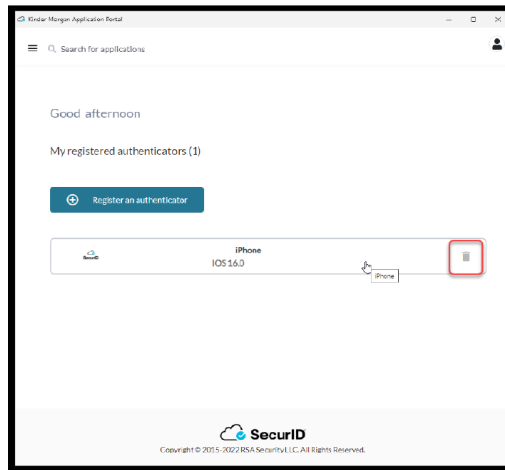
- Your username
- Device type (iOS/Android) and mobile number



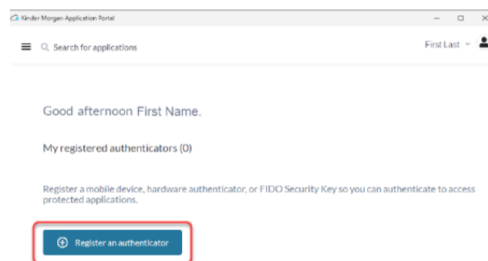
The image shows the 'Enter SecurID OTP' screen of the Kinder Morgan SecurID application. At the top is the 'KINDER MORGAN SecurID' logo. Below it, the text 'Enter SecurID OTP' is displayed. There is a text input field for the OTP. Below the field are two buttons: 'Submit' (blue) and 'Cancel' (white). To the right of the input field is a small icon of a smartphone displaying 'RSA C# 1234'. Below the input field and buttons, there is a section titled 'Show less' with a downward arrow. This section contains two options: 'Approve' with a green checkmark icon and 'Authenticate OTP' with a red 'X' icon and the number '12345'.

b. Deleting and Registering a New Device

1. Once logged into SecurID, use your mouse to hover over your registered device.
2. Click on the trash can icon to delete the device.
3. Wait 5-10 minutes after the device is deleted.

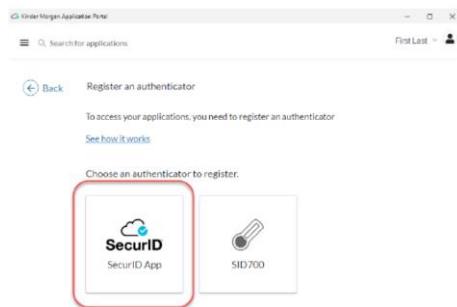


4. Press “Register an authenticator” to register your new device.



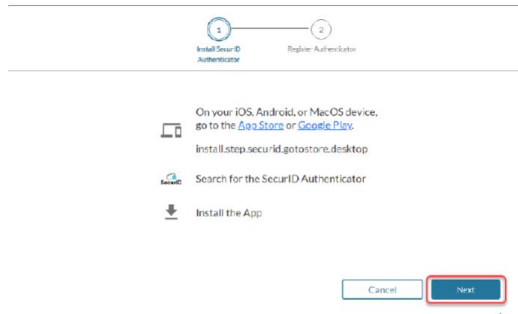
5. Click “Register an authenticator”.

6. Click the “SecurID App” icon.

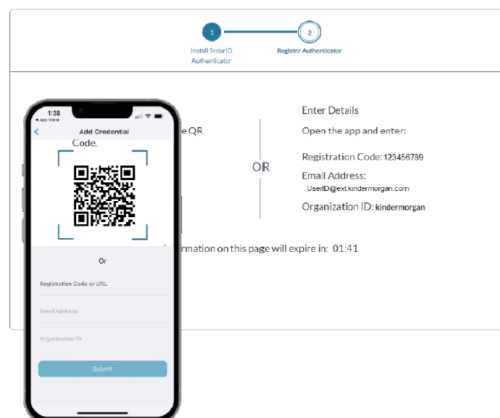


c. Registering with the SecurID App

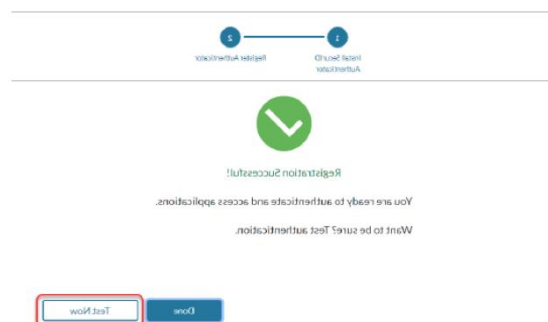
1. If the application is installed on your mobile device, click the Next button.



2. Open the RSA app on your mobile device.
3. DO NOT scan the QR code from this document.
4. In the RSA app, select the QR SCAN option.



5. Hold your mobile device up to the screen displaying the QR Code to scan it.
6. After the mobile device has successfully imported the credential information, the browser screen will change to the one below where you can select the **Test Now** option to test the setup



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



35. Can I reset it to one that is easier to remember?...

Yes. It is possible to reset it to a password that is easier for me to remember, while still meeting the required security standards.

CCI/EGAL login > Sign in Page > User Id Page >

Enter the user@ext.kindermorgan.com and password page



← aasmora1@ext.kindermorgan.com

Enter password

Password

[Forgot my password](#)

Sign in

Select 'Forgot My Password' and follow the prompts.



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: *

XXXXXXXX@ext.kindermorgan.com

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



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

Next

Cancel

If unsuccessful, contact your CCI/EGAL Security Admin.

36. What if your company uses RSA...

1. **Open the RSA Authenticator App**

Launch the RSA Authenticator app on your mobile device.

2. **Add a New Credential**

Tap the **plus sign (+)** located in the top-right corner of the app screen to begin adding a new credential.

3. **Follow the On-Screen Prompts**

Complete the registration process by following the instructions shown in the app. For detailed guidance, refer to the official documentation:

<https://cci.kindermorgan.com/CCI-Multi-Factor%20Authentication%20User%20Guide.pdf>

4. **Enter the Correct Username**

When prompted, enter your username in the format:

kmuserid@ext.kindermorgan.com

This is especially important if you're registering credentials for **Kinder Morgan organizations**.

37. what if your company email defaults when you try to login CCI/Egal...

Login Steps

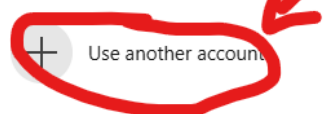
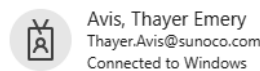
1. **Using the MFA Login Button**

- If your company network ID automatically appears when you click the **MFA Login** button, click **"Use another account."**



Pick an account

Selected user account does not exist in tenant 'Kinder Morgan' and cannot access the application '3cb5a5bd-7340-476c-a840-8f0b08da6ec0' in that tenant. The account needs to be added as an external user in the tenant first. Please use a different account.



- Then, enter your credentials in the format:
userkmid@ext.kindermorgan.com

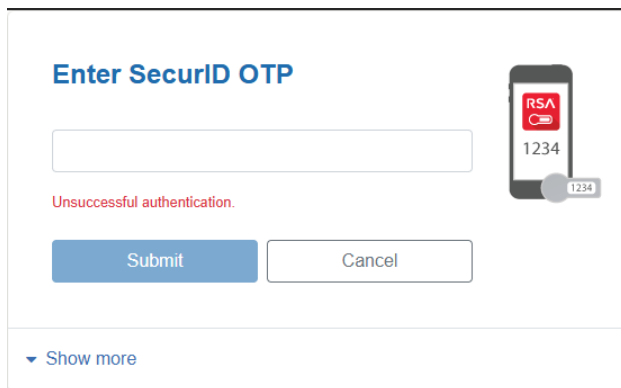
2. **If the Above Option Doesn't Work**

- Open a browser in private or incognito mode:
 - **Microsoft Edge**: Open in **InPrivate** mode

- **Firefox:** Open in **Private** mode
- **Google Chrome:** Open in **Incognito** mode
- Navigate to: <https://cci.kindermorgan.com> or <https://egal.kindermorgan.com>

Log in using: userkmid@ext.kindermorgan.com

38. what if Unsuccessful authentication with OTP...



Steps to Reset RSA PIN

1. Open the RSA SecurID app on your mobile phone.
2. Locate the Kinder Morgan account/token in the app.
3. Tap the arrow (>) next to the Kinder Morgan token to open its details.
4. Tap “Reset PIN”.
5. Tap the arrow (<) to go back to the main token screen.
6. Tap “View OTP” — the app will prompt you to enter a new PIN.
7. Enter your new PIN and confirm it.
8. The app will then generate a new OTP (One-Time Password).
9. Try using this OTP to authenticate.

⚠ If the New OTP Still Fails

If you still receive an “Unsuccessful authentication” error after resetting your PIN and generating a new OTP, please email: mfasupporthd@kindermorgan.com

Include details such as:

- Your username
- Device type (iOS/Android)
- Description of the issue
- Screenshot (if possible)

