



Downloading and Installing the Citrix ICA Client for Accessing  
NNG's Nomination / Scheduling System (TMS)

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**This guide will aid you in downloading and installing the “Citrix ICA Client” plug-in application to your pc to launch Northern’s Nominations and Scheduling system (TMS).**




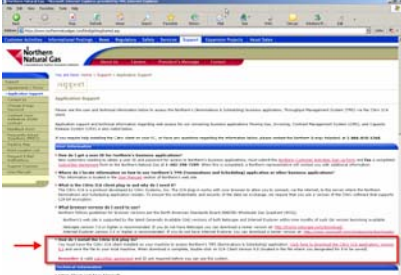
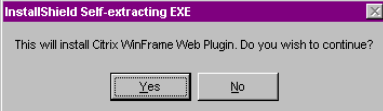
If you have already acquired an ID and password to Northern’s business applications, please proceed. If not, please fill out the following [NNG Customer Activities Sign up Form](#) for request to access Northern’s on-line business applications.

### **Accessing Northern’s “Throughput Management System” (TMS) Nominations and Scheduling System**


1. Before you can access in to Northern’s Throughput Management System (TMS), nominations and scheduling application, you must download and install to your PC the **“Citrix ICA Client”** plug-in application.
2. Follow the instructions on the following pages to download and install the required plug-in related to the specific browser you are using on your PC for Netscape or Internet Explorer. If you have any problems during the download and installation processes or have any questions regarding these procedures, please call the **NNG Helpdesk** at **1-866 810-5268** or **(402) 398-7664** for assistance.

**Directions to download the ICA Client using Microsoft's Internet Explorer Browser**

**NOTE:** You must be using Internet Explorer 5.5 or above to successfully download and install the browser plug-in and connect to the NNG Customer Activities TMS system.



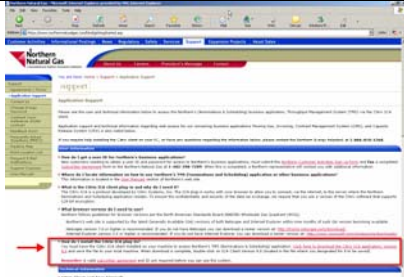
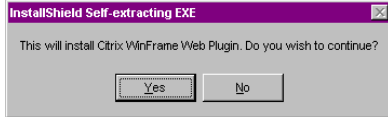
Action:	Do This:	Result:
<p><b>Access the NNG Web Site</b></p>	<p>In your browser location text box type:</p> <p><a href="http://www.northernnaturalgas.com/">http://www.northernnaturalgas.com/</a></p> <p>Press the <b>Enter</b> key.</p>	<p>The <b>NNG Homepage</b> displays.</p> 
	<p>Click on the "<b>Customer Activities</b>" tab on the top left hand of the homepage.</p>	<p>The <b>NNG Customer Activities</b> webpage displays.</p> 
<p><b>Save Site as a Favorite</b></p>	<p>Click <b>Favorites</b> from the menu bar</p> <p>Click <b>Add Favorite</b> from the drop down menu</p>	<p>The URL is saved in your bookmark list for easy access in the future.</p>
<p><b>Download and install the plug-in</b></p>	<p>From the NNG Homepage, mouseover the "<b>Support</b>" tab at the top of the homepage and click the "<b>Application Support</b>" link in the navigation dropdown</p> <p>Scroll down to or click on – <a href="#">Click here to download the Citrix ICA Application, Version 8.0.</a></p> <p><i>Reminder: You must be using IE version 5.5 or greater.</i></p>	<p>The URL is saved in your bookmark list for easy access in the future.</p>   <p>An InstallShield confirmation box displays.</p> 

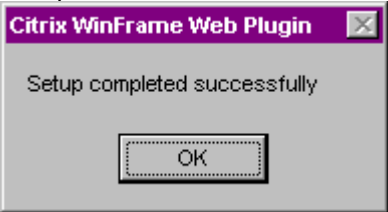
**NNG Helpdesk 1-866-810-5268 or (402) 398-7664**

Action:	Do This:	Result:
<b>Install ICA Plug in</b>	Click the <b>Yes</b> button to continue	A progress bar displays during the install process, which is followed by a completion notification.  
	Click the <b>OK</b> button	
	Restart your pc for the initialization to take effect	

**Directions to download the ICA Client using a Netscape Browser**

**NOTE:** You must be using Netscape 7.0 or above to successfully download and install the browser plug-in and connect to the NNG Customer Activities transactional site.

Action:	Do This:	Result:
<p><b>Access the NNG Web Site</b></p>	<p>In your browser location text box type:</p> <p><a href="http://www.northernnaturalgas.com/">http://www.northernnaturalgas.com/</a></p> <p>Press the <b>Enter</b> key.</p>	<p>The <b>NNG Homepage</b> displays.</p> 
	<p>Click on the "<b>Customer Activities</b>" tab on the top left hand of the homepage.</p>	<p>The <b>NNG Customer Activities</b> webpage displays.</p> 
<p><b>Save Site as a Favorite</b></p>	<p>Click <b>Favorites</b> from the menu bar</p> <p>Click <b>Add Favorite</b> from the drop down menu</p>	<p>The URL is saved in your bookmark list for easy access in the future.</p>
<p><b>Download and install the plug-in</b></p>	<p>Scroll down to or click on – <a href="#"><b>Click here to download the Citrix ICA Application, Version 8.0.</b></a></p> <p><i>Reminder: You must be using Netscape 7.0 or greater..</i></p>	
		<p>An InstallShield confirmation box displays.</p> 

Action:	Do This:	Result:
<b>Install ICA Plug in</b>	Click the <b>Yes</b> button to continue	A progress bar displays during the install process, which is followed by a completion notification. 
	Click the <b>OK</b> button	
	Restart your pc for the initialization to take effect	

## Navigating the NNG Customer Activities site

The following instructions apply whether you use Netscape or Internet Explorer as your browser.

In your browser, use your bookmark/favorite to display Northern Natural Gas Web page.

Address: <https://www.northernnaturalgas.com/customeractivities/CustomerActivities.asp>

Customer Activities | Informational Postings | News | Regulatory | Safety | Services | Support | Expansion Projects | Asset Sales

Northern Natural Gas  
A MIDAMERICAN ENERGY HOLDINGS COMPANY

About Us | Careers | President's Message | Contact

You are here: Home > Customer Activities Bulletins

Welcome

Customer Activities

- Nominations
- Flowing Gas
- Invoicing
- Pre-February 2005 Flowing Gas And Invoicing
- Docket Nos. RP03-398 and RP04-155 Refund Invoices
- Capacity Release
- Contracts
- Customer Activities Bulletins
- Support
- Informational Postings
- Site Map

Application News

12/13/05 2:37 p.m.

The final commodity invoices and supporting documents for the accounting month of November 2005 are now available on the Northern Customer Activities website.


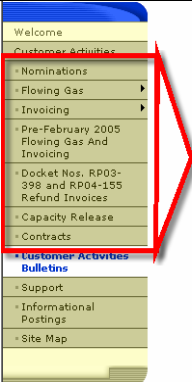
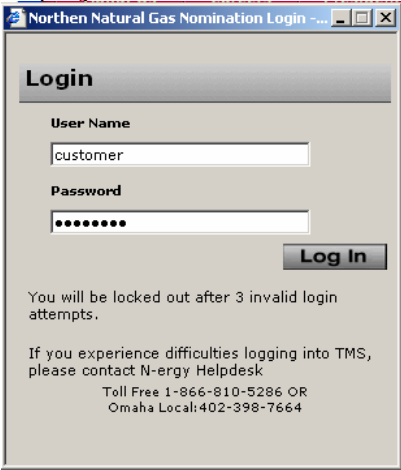
—| Feedback —| Site Map —| Privacy —| Home

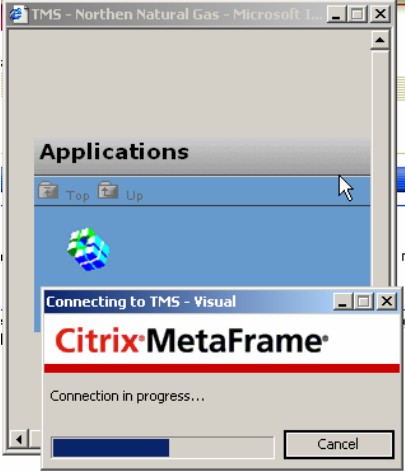

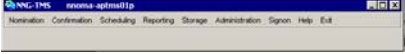
Customer Activities | Informational Postings | News | Regulatory | Safety | Services | Support | Expansion Projects | Asset Sales  
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- **NOTE:** Quick access to pipeline informational postings is available by clicking on the "[Informational Postings](#)" link. Informational postings do not require a login and include customer notifications, tariff information, capacity information, etc.

**Logging on to NNG applications**

<b>Action:</b>	<b>Do this:</b>	<b>Result:</b>
<p><b>Access NNG Customer Activities</b></p> <p>Select application and enter ID and password</p>	<p>Use your bookmark/favorite to display <a href="http://www.northernnaturalgas.com/customeractivities/CustomerActivities.asp">http://www.northernnaturalgas.com/customeractivities/CustomerActivities.asp</a></p>	<p>The Northern Natural Gas <b>Customer Activities</b> page displays.</p> 
	<p>Single click the desired application from the navigation bar on the left (i.e., Nominations, Flowing Gas, Invoicing, Capacity Release, Contracts)</p> <p>Click on: "Nominations"</p>	 <p>Customer Activities Links</p>
	<p>Enter your Northern Natural Gas ID and password</p>	<p>The application login screen displays.</p> 

Action:	Do this:	Result:
<p>The ICA application will begin to load</p>		 <p>The screenshot shows a window titled 'TMS - Northern Natural Gas - Microsoft I...' with a toolbar. A 'Citrix MetaFrame' dialog box is overlaid, displaying 'Connecting to TMS - Visual' and 'Connection in progress...'. The dialog has a 'Cancel' button at the bottom right.</p>
<p>Windows Server 2003 will load your settings</p>		 <p>The screenshot shows a 'Please wait...' dialog box with the Windows Server 2003 logo and the text 'Loading your personal settings...'. The Microsoft logo is visible in the bottom right corner.</p>
<p>The TMS application toolbar will appear</p>		 <p>The screenshot shows a toolbar for the 'TMS' application with the following menu items: Home, Confirmation, Scheduling, Reporting, Storage, Administration, Signon, Help, and Exit.</p>
<p>Logoff/Exit</p>	<p>Click the <b>Exit application</b> button on the TMS toolbar</p>	<p>Your NNG Customer Activities ID will be disconnected logically from our network. This action will allow you to immediately log on again, if necessary.</p>

## ***Troubleshooting***

If you experience any of the following problems when logging on or during a NNG Customer Activities session, try the remedy listed or call the NNG Helpdesk at **1-866-810-5268** or **(402) 398-7664** for assistance.

<b>Problem:</b>	<b>What it means:</b>	<b>Do this:</b>
Login Failed	You may have entered the incorrect ID or password.	Was the password recently changed? You may be using the old password by mistake. You may call the NNG Helpdesk to request the password be changed.  <b>You have three (3) attempts before locking the account.</b>