

Logging into NorthStar

Login to **Citrix** from the [WPPI Energy website](#) or saved desktop shortcut.

At **User name** enter the WPPI pre-assigned name.

At **Password** enter the set password.

The first time logging in to Citrix, use the temporary password provided by WPPI. Then, follow the prompts to change the password.

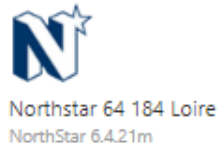
Click **Log On**.

Citrix Login

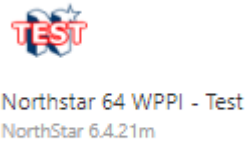
The screenshot shows a web browser window titled "Citrix Receiver" with the address bar displaying "wppiapps.wppienergy.org/Citrix/WPPIStoreWeb/". The browser's bookmark bar includes "Apps", "Citrix Receiver", "WPPIWEB - Home", "My LastPass Vault", "NorthStar Utilities S...", "Connexo", and "Other bookmarks". The main content area features the WPPI Energy logo on the left. To the right, there is a login form with two input fields: "User name:" containing the text "aenfelt" and "Password:" containing masked characters. Below these fields is a prominent blue "Log On" button.

Two NorthStar icons will display in Citrix for each user:

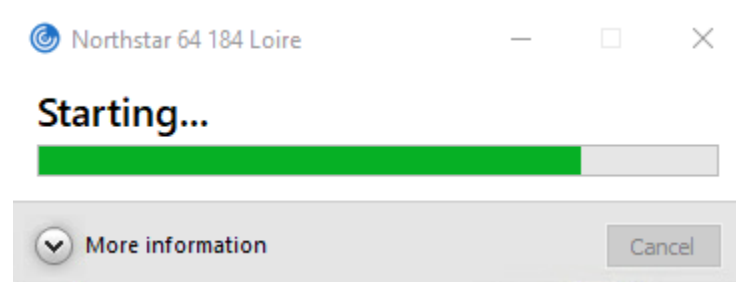
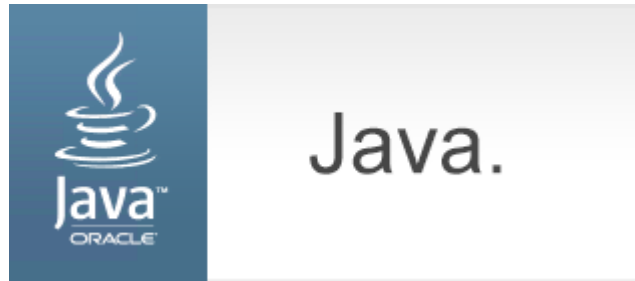
- **NorthStar LIVE** - daily work environment
- **NorthStar TEST** - for testing processes and setups



Click the utilities' **NorthStar icon** displayed in the Citrix environment.

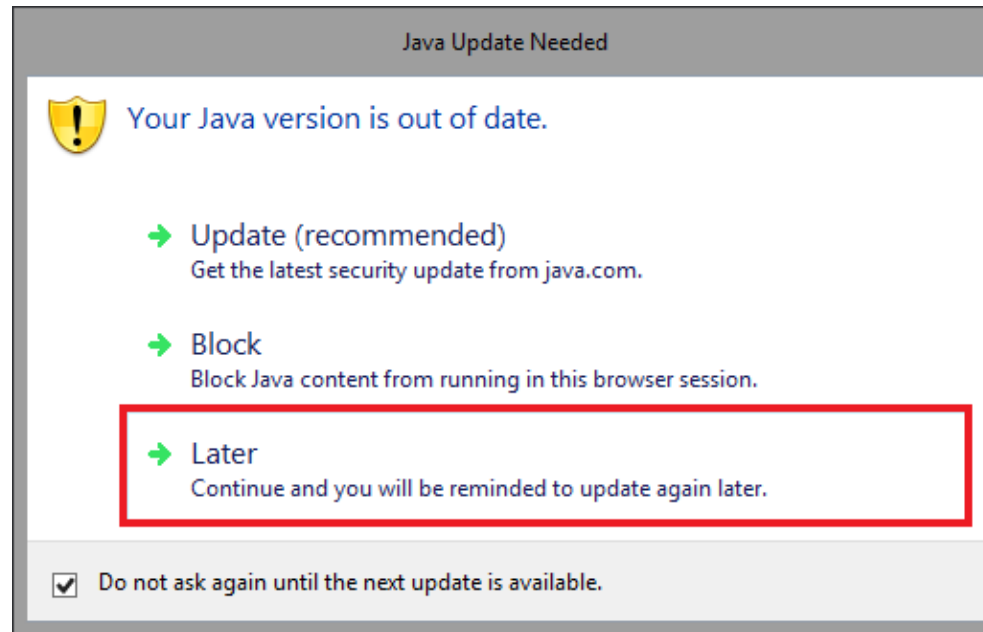


A Java or NorthStar 'Starting' window will appear briefly and will self-close.

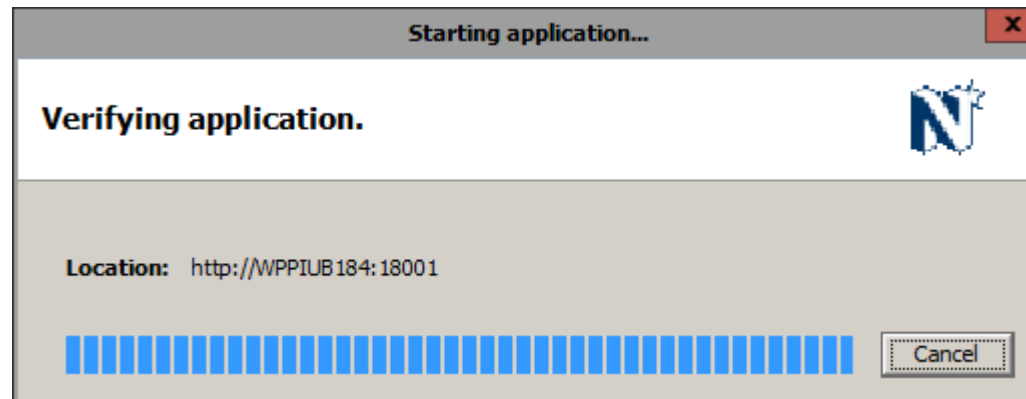


Note: Should a Java Update Available window appear, always click Later.

Selecting to update the Java version may cause NorthStar to be locked preventing all access for a user.

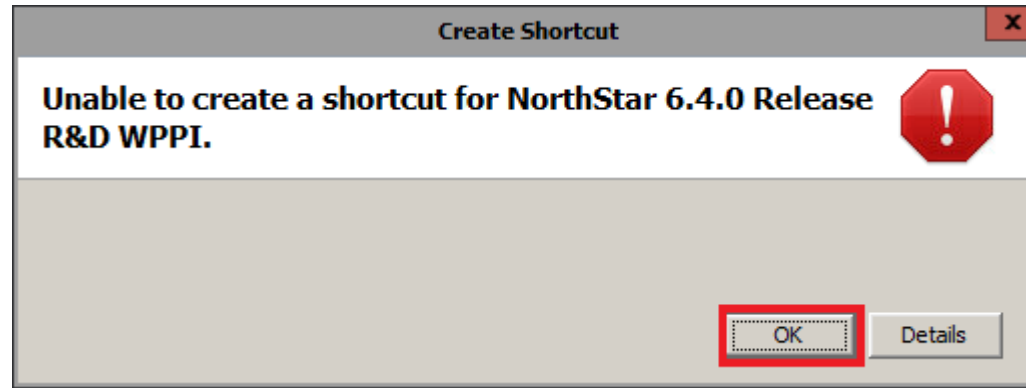


Next, the NorthStar App will begin the loading and verification process.



The next window to appear states it is unable to create a shortcut for the app.

Click **OK**.



The NorthStar Customer Information System will complete loading and open automatically to the Account Gateway module.

