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Introduction

Citrix Receiver allows you to connect to SAP WTS (Windows Terminal Services) and VDI virtual desktops provided by the Client Virtualization Team.

The virtual desktops equipped with Microsoft Office, Outlook email and other standard SAP applications can be accessed via our new VDI / WTS Access Portal (https://access.sap.com) using a web browser on a Windows, Macintosh or mobile device that has the Citrix Receiver installed.

With the new Access Portal, you can now use one single URL (https://access.sap.com) to access your virtual desktop regardless of whether you are within SAP network or from outside Internet.

This document will guide you to configure Citrix Receiver on your device to access our new Access Portal.

Installation

The latest supported version of Citrix Receiver is available in either Software Corner (for SAP imaged laptops) or Download Center (https://access.sap.com -> Downloads, for non-SAP equipment). Detailed download / install instructions can be found in the section “To install / upgrade Citrix Receiver”

Accessing our portal

To connect to our resources, just go to https://access.sap.com. It will detect whether you are from inside SAP network or from outside, and will direct you to Internal or External Access Portal respectively.
Accessing from SAP Internal Network

Please select a region to access your virtual desktop. If you are unsure, select EMEA.
When working from non-SAP PCs, please download and install Citrix Receiver available in Downloads.

Stay tuned to any system notice related to global VDI / WTS services here.
If it detects you are from SAP internal network, this shows the main entry page of the Internal Portal site.

1. From here, select the region you want to connect to.
   In this example we have chosen **EMEA**:

   ![Regional Landscape Menu Page](image)

   2. On the regional landscape menu page, select the landscape of service you want to access. In this example, we selected **Office and Project WTS**

   3. The first time you log on to Internal portal site, the following prompt may appear asking you to use the account you used to sign on to your SAP computer. Just click **Log On** to proceed.

   ![Log On Prompt](image)

   4. You will see the Citrix Web Receiver Home Screen with the applications you have already subscribed to. If you have not subscribed to any applications, you will see at least the SAP Desktop which is pre-configured for all Office sites globally. Just click the icon to start the application.
Accessing from outside SAP network
If you are accessing from outside SAP network, the External Portal site will be launched to your browser.

1. From here, select the region you want to connect to.
   In this example we have chosen EMEA:
2. On the regional landscape menu page, select the landscape of service you want to access. In this example, we selected **Office and Project WTS**. It will expand into the logon prompt right under your choice of landscape, like below screen.

3. Enter your UserID in the **User name** field. There is no additional Domain information needed, regardless of which domain your user account belongs to.

4. Enter your **Domain Password** and a **Passcode** generated with your SecurID card.

5. You will see the Citrix Web Receiver Home Screen with the applications you have already subscribed to. If you have not subscribed to any applications, you will see at least the SAP Desktop which is pre-configured for all Office sites globally. Just click the application icon to start it.

**In Case You Can’t Find Any Applications**

If you do not see any applications or desktops after logging on to the Citrix Web Receiver Home screen, you can add them by clicking on the Apps or Desktops tab at the top.
You will see all desktops and apps we provide and you have access to.
In this example, we clicked on the Details button next to the required Desktop and after this clicking on Add To Favorites will add this specific desktop to your Home Screen. You can add applications the same way to your Home Screen.
Using the local installed Citrix Receiver
You can add the Store used above to your local Citrix Receiver for easier access. To do so:
1. Click on your Username in the Web Receiver and select **Activate**…

![Citrix Receiver Web Interface](image1.png)

2. Click **Open** to open the file `receiverconfig.cr`. The file will be opened by your locally installed Citrix Receiver.

![File Open Dialogue Box](image2.png)

3. Click **Add**.
The local Citrix Receiver will open and connect to the Store you have added.

Now you will see the same published resources you have already added to your home screen on the Web Receiver.

**Usability Features of the Citrix Receiver**

Below you will find some useful information about using the local Citrix Receiver.

A very useful feature is that you don’t have to remember any URL to access the resources and you don’t need to launch any Internet browser in order to access the resources.

When your Laptop is connected to the corporate network, the Receiver will log you on automatically.

When you are working from outside SAP you will be prompted with a logon dialog to enter your credentials including a SecurID Passcode.
1. In the **User name** field enter your UserID. There is no additional Domain information needed, regardless which domain your user belongs to.

2. Enter your Domain **Password** and your **Passcode** you have generated with your SecurID card.

3. Click the SAP Desktop icon to start a session. (A spinning circle appears while the session loads.)

The session window appears and you see the logon process.
You may be prompted with the following pop-up.

An online application is attempting to access information on a device attached to your computer.

- **Block access**
  Do not permit the application to use these devices.

- **Permit use**
  Permit the application to use these devices.

If this occurs, you can choose to block or permit the session access to your local resources. You can change this later as well via the Citrix Toolbar.

**Citrix Toolbar**

At the top of the session window you will see a toolbar. You can show/hide this toolbar by clicking on the small bar with the arrow:
Hide Toolbar:

Show Toolbar:

**Toolbar Settings**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Returns to the Citrix Receiver home screen.</td>
</tr>
<tr>
<td>Ctrl+Alt+Del</td>
<td>Sends this key combination to the session.</td>
</tr>
<tr>
<td>Preferences</td>
<td>See next chapter for details on the Preferences.</td>
</tr>
<tr>
<td>Full-screen</td>
<td>Switches the session window to full screen mode.</td>
</tr>
<tr>
<td></td>
<td>In full screen mode your local key combinations will be sent to the session (except Ctrl+Alt+Del).</td>
</tr>
<tr>
<td></td>
<td>In addition, if you have multiple sessions open you will see them in the Toolbar as shown in the example below.</td>
</tr>
<tr>
<td>Window</td>
<td>Switches the full screen session to Window mode.</td>
</tr>
<tr>
<td></td>
<td>In Window mode you can resize the session window to any size you want.</td>
</tr>
<tr>
<td>Disconnect</td>
<td>The session will be disconnected (which will be held for 10 minutes, then it will be logged off!)</td>
</tr>
</tbody>
</table>

**Preferences**

If you select the **Preferences** menu, you can do multiple settings to fit your needs.

The screenshots below show the recommended settings, but you are free to set different ones.
Choose how the virtual desktop should appear on your computer

- **Best resolution (Recommended)**
  Automatically adjust to the best screen resolution for me.
- **Scale to fit**
  Scale my virtual desktop to fit within the Desktop Viewer window.
- **Actual size**
  Do not adjust or scale my virtual desktop.

Choose how to access files on your computer from your virtual desktop

- **Read and write**
- **Read only**
- **No access**
- **Ask me each time**

Remember these settings for this virtual desktop
Add additional resources
You can search for a specific resource by typing keywords in the Search field at the top of the screen.
In this example it shows all available resources where the term “HANA” is either in the name or the description.

From the local Receiver you can also add the resource to your home screen just like on the webpage.

You can also change the order of the apps on your home screen in Receiver by simply dragging the icon to another location and then dropping it. This is very useful to get a better overview if you have multiple resources subscribed.

**Easy Access**

To make connecting to WTS easier, you are not required to start the Citrix Receiver to connect to your SAP Desktop or other resources you have subscribed.

Once you have installed and configured the Citrix Receiver, you can simply start the application from the Start Menu. Selecting any application from there will first launch Citrix Receiver for you. Just click on the link in the Start Menu and the session will be started.

The first session will take some time, because the receiver will be started in the background and check the store to verify if any new apps have been added. Therefore, we recommend patience during the first launch.

**To install / upgrade Citrix Receiver**

**For SAP–imaged laptops**

1. Please open the Software Center and on the Applications or Installation status tabs search for Citrix
2. If the status is anything else than Installed or Uninstall, please do a new installation by clicking on Install / Retry / Required buttons (depending what status is shown).

3. If you need to install the software, the **IT Software Installer** window will pop up.

**Note:** if you have any existing Citrix Receiver installation in your machine and you have any active Citrix program running, you will be prompted for closing the programs before proceeding with the upgrade.

6. Click **Continue** to proceed with the installation. No more questions need to be answered. Just make sure you see the message that tells the installation is completed successfully.

**For non-SAP Windows machines**

1. Citrix Receiver can be downloaded to your non-SAP Windows machines via the Download Center of our Access Portal [https://access.sap.com](https://access.sap.com) -> **Downloads** (near the right top corner).
2. Choose the entry **Citrix Receiver for Windows**. (Note: this is for non-SAP Windows machines only. For SAP-imaged machines, please follow the steps in the previous “For SAP laptops” section.).

3. Click the Link to download the installer (.zip), extract it and launch the **CitrixReceiverWeb.exe**. Click **Yes** to allow this app to make changes to your PC.

4. Click **Start** to start the installation process.

5. **Accept** the license agreement. **Do not** Enable Single Sign-on when prompted.

6. Say **“No, Thanks”** when asked to join the Citrix Customer Experience Improvement Program. Installation should go on until it is successfully completed.

**Note:** Non-SAP Windows users can also download Receiver software from Citrix Web site ([https://receiver.citrix.com](https://receiver.citrix.com)). However, the Receiver version there may not have been tested by SAP IT, so we recommend users to go to the Download Center of our Access Portal instead.