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Introduction

Citrix Receiver allows you to connect to SAP WTS (Windows Terminal Services) and VDI (Virtual Desktop Infrastructure) 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 mobile device to access our VDI and WTS resources from your mobile device by using the Citrix Receiver app. The following access variants are available:
**Preconfigured Access** --- A recommended way for you if you use VDI or WTS on a regular basis. It preconfigures your access profile in your locally installed Citrix Receiver app so you can easily launch the app from the Receiver app at any time anywhere.

**Ad-hoc access** --- Use this access if you want to access VDI or WTS quickly on an ad-hoc basis.

**Installation**

Install Citrix Workspace from the iTunes store/Google Play (or update it to the most current version)

**Access**

You can now use the one-URL access portal [https://access.sap.com](https://access.sap.com) to access WTS (and VDI) resources regardless of whether you are in SAP network or in Internet.

1. Open an Internet browser and browse to [https://access.sap.com](https://access.sap.com) (applicable for both internal and external access scenarios)
2. Depending on the size of your screen or screen resolution of your mobile device, the new Access Portal UI will adjust the menu to your screen size. For example, a device with big screen size should receive the following world-map like menu,
and a small screen size, such as, iPhone screen, will be given the following Sandwich menu

3. Select your region in the world map or in the expanded Sandwich menu
4. Select the resources from the Landscape menu (for example: Office and Project WTS).

5. Log in on this page as usual with your user ID, password, and SecurID passcode (required for external access)
6. You should see the **Web browser screen** with icons of published applications (for example, **SAP Desktop**) and tap on the required resource.

7. Please click on **Open** you will be prompted where to open an .ica file, choose **Open in Receiver** to launch the Citrix session.

7. The Citrix virtual desktop session is launched, and you are ready to work on it.