VDI / WTS - Quick User Guide for Macintosh

VDI and WTS provide a secured way to access SAP network and applications from anywhere at any time with many types of devices.

1. Citrix Receiver Install
   - **For SAP Mac devices**
     Launch “Self-Service” app, key in “Citrix” in the Search bar to look up “Citrix Receiver”.
     Click [Install].
   - **For non-SAP computers**
     Go to https://access.sap.com [Downloads].
     Launch the “Citrix Receiver for MacOS” installer.

2. Launch Virtual Desktop Access Portal
   - Launch Safari browser, go to https://access.sap.com and it assigns you to either Internal or External portal based on whether you connect from inside or outside SAP Corporate network.
   - Select [Region] from the map.
   - Choose your desired landscape from the menu, e.g. "Office and Project WTS / VDI". Click [Trust] to trust the access portal site.
   - Input your SAP credentials, and RSA passcode if connecting from external.
   - Once signed on, you will see the apps icons available to you in the Citrix Receiver store window. Just click on the icon to launch your desired app.

3. Add apps to your view
   In case you cannot find your desired virtual desktops or apps in the Favorites tab, you need to add it from Desktops or Apps tab.
   To add an item to Favorites, please click on the Desktops or Apps tab and use the search for the required item.
   If you have found the desired item, please click Details next to it and in the next screen on Add To Favorites, so you will find it under Favorites at the next log in.
   **Tip:** WTS published apps You may find a number of Windows apps, e.g. SAPGui, Outlook, Excel, available in the store menu. You can launch them directly without having to launch WTS desktop first.

4. Ways to get help
   **Online Resources:**
   - Jam: CV @ SAP Jam
   - Corporate Portal: /go/wts (or /go/vdi)
   - Download Center: https://access.sap.com —> Downloads
   - FAQs: CV @ SAP Jam —> FAQs or https://access.sap.com —> FAQs
   **IT Support:**
   Create ITdirect ticket

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**Special Note**
RSA is needed for two-factor authentication by certain WTS landscapes even if you access from SAP Corporate network.