VDI / WTS - Quick User Guide for Windows

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 Windows devices
Citrix Receiver should be installed by default.
In case it is missing, please install it from Software Center.

For non-SAP computers
Go to [https://access.sap.com](https://access.sap.com) — [Downloads].
Launch the "Citrix Receiver for Windows" installer.

Installation Help

Citrix Receiver Guide to WTS/VDI for Windows

2. Launch Virtual Desktop Access Portal

- Launch IE browser, go to [https://access.sap.com](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".
- For Internal access, in case you receive the prompt for using the account you signed in on the computer, just click [Log On].

To use the account you used to sign on to the computer, click Log On.

- For External access, input your SAP credentials and RSA passcode.
- Once signed in, 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.

4. Ways to get help

Online Resources:
Jam: [CV @ SAP Jam](https://access.sap.com)
Corporation Portal: [/go/wts](https://access.sap.com) (or [go/vdi](https://access.sap.com))
Download Center: [https://access.sap.com](https://access.sap.com) — [Downloads]
FAQs: [CV @ SAP Jam](https://access.sap.com) — FAQs or [https://access.sap.com](https://access.sap.com) — FAQs

IT Support:
Create [ITdirect ticket](https://access.sap.com)

Do you know...

- Learn more about WTS

Special Note

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