

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

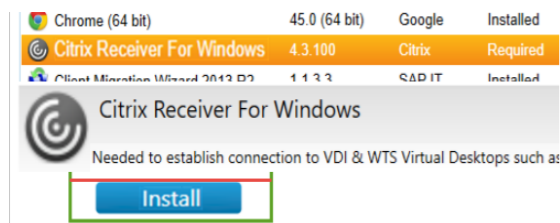
Citrix Receiver Install



For SAP Windows devices

Go to [Software Corner](#) → [My Software] view.

If "Citrix Receiver for Windows" status shows "Available" or "Required", click [Install].



If [Status] column shows "Installed", you are all set.

For non-SAP computers

Go to <https://access.sap.com> → [Downloads].

Launch the "Citrix Receiver for Windows" installer.

Installation Help

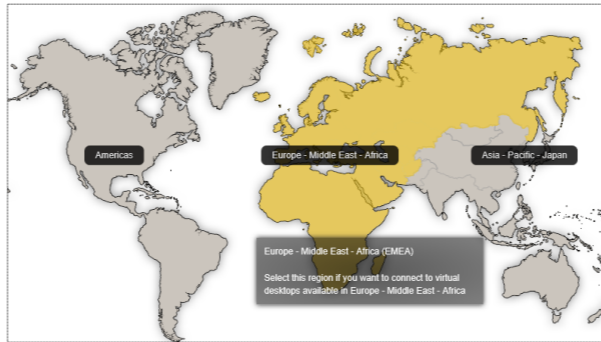
[Citrix Receiver Guide to WTS/VDI for Windows](#)

2

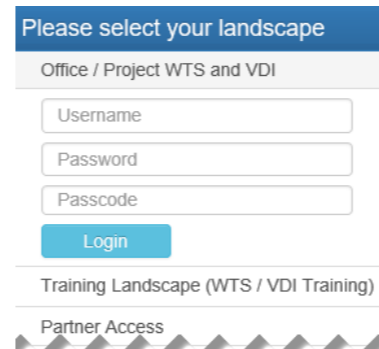
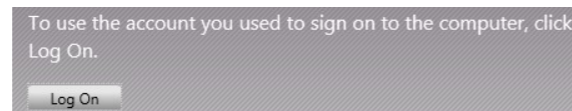
Launch Virtual Desktop Access Portal



- Launch IE browser, go to <https://access.sap.com> 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 on the computer, just click [Log On].



- For **External access**, input your SAP credentials and RSA passcode.
- 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.



Special Note



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

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Add apps to your view

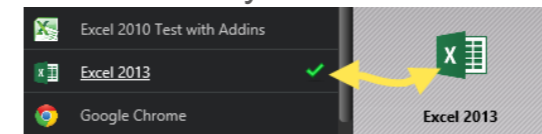


In case you cannot find your desired virtual desktops or apps in the Citrix store window, you have two ways to add them to your view.

Method 1 - use [+] button

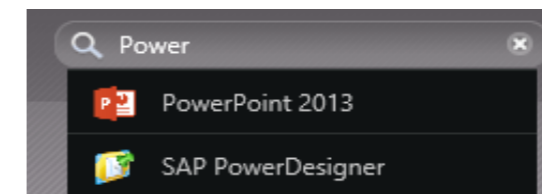
Click the [+] button on the left side of the store window.

Browse the application folders to look up your desired app and add it to your view.



Method 2 - use Search

You can use the Search bar at the top right corner to search for your desired apps.



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.

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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](#)

Do you know...

VDI and many other WTS apps need access request?

- [How to request a VDI?](#)

- [Learn more about WTS](#)

