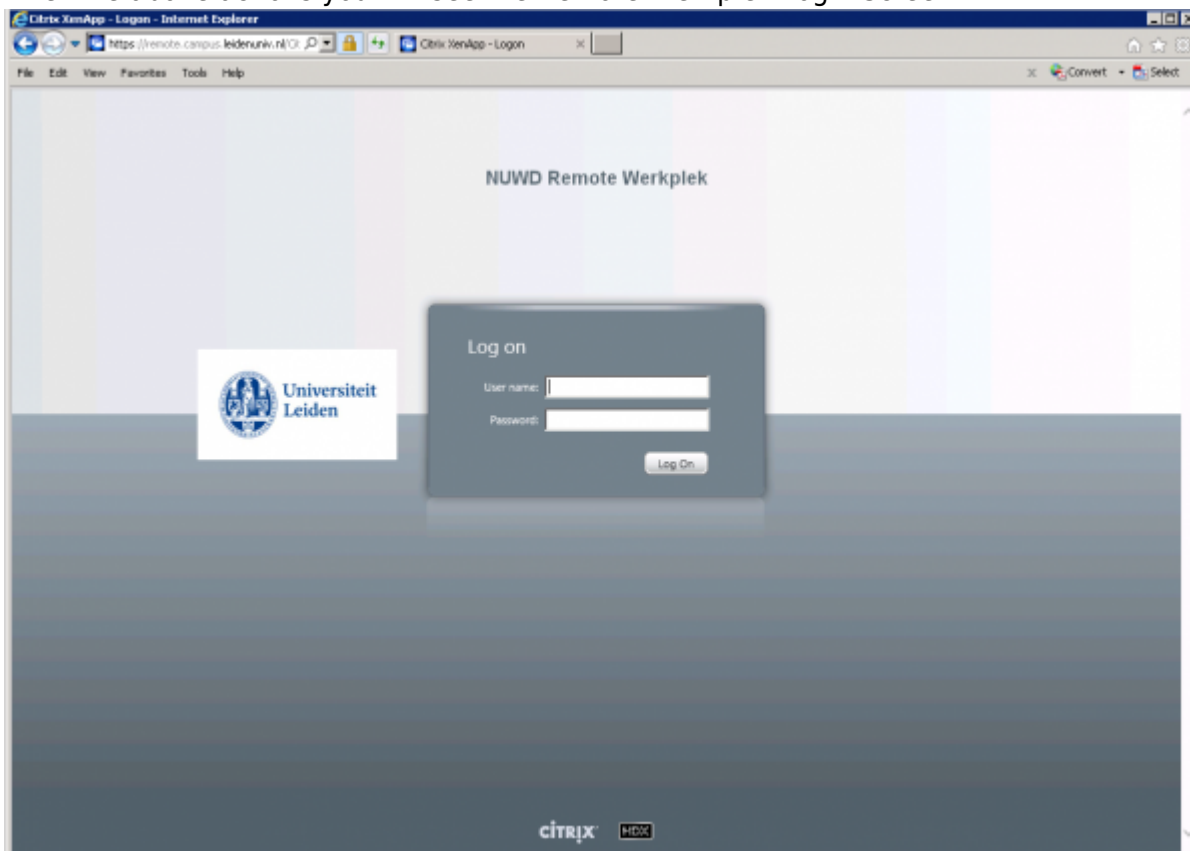


Self Service from personal laptop

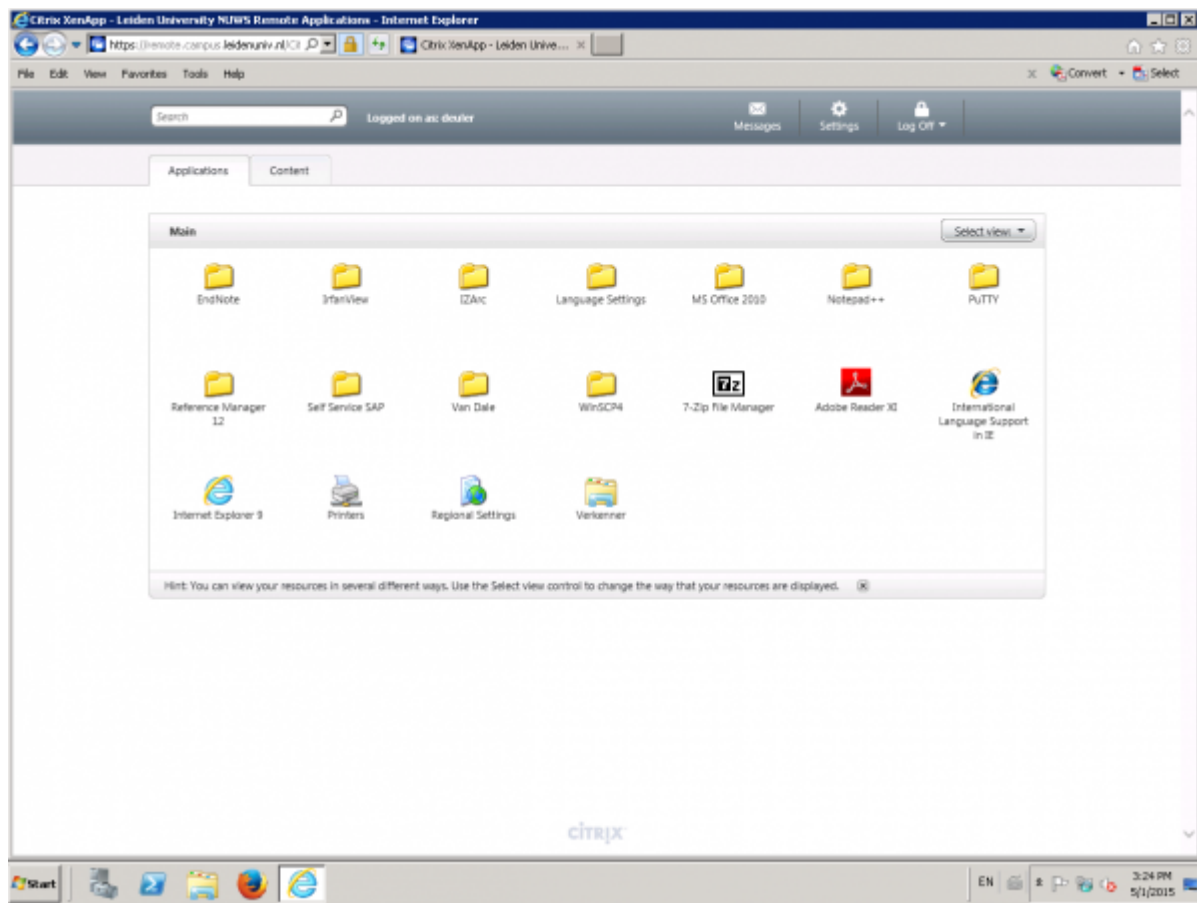
Use your laptop (Windows, Linux, Mac) and open a browser to <https://remote.campus.leidenuniv.nl/Citrix/XenApp/auth/login.aspx> , or <http://www.leidenuniv.nl> → Medewerkers → Remote Werkplek. You may find that you have to install the Citrix Receiver (a INSTALL button will appear). Just follow the instructions, finish the installation and you should get the Remote Werkplek Login Screen.

Remote Werkplek Login Screen

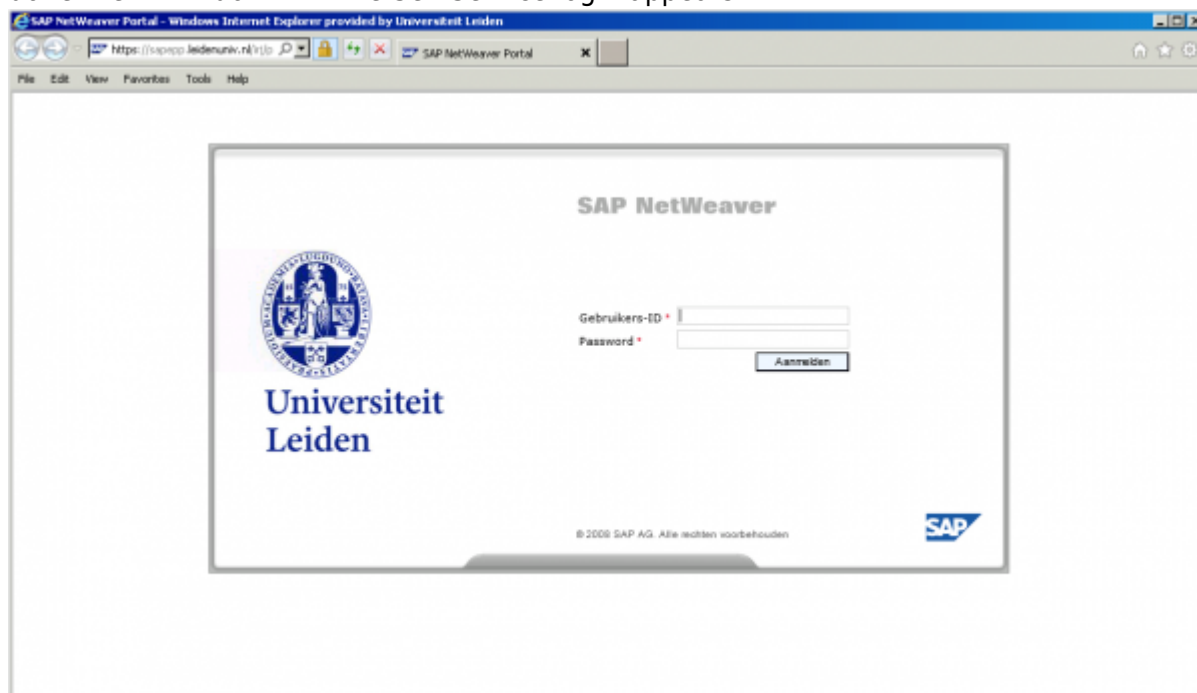
After the above actions you will see the Remote Werkplek Login Screen:



Login to the Remote Werkplek using your University (ULCN) account information and you get the Remote Werkplek desktop:



Click on the Self Service SAP folder and then on the Sap Self Service Internet Explorer Icon. After clicking you will see a window pop-up telling you the Citrix Receiver is Launching. Once this is done the IE window with the Self Service login appears.

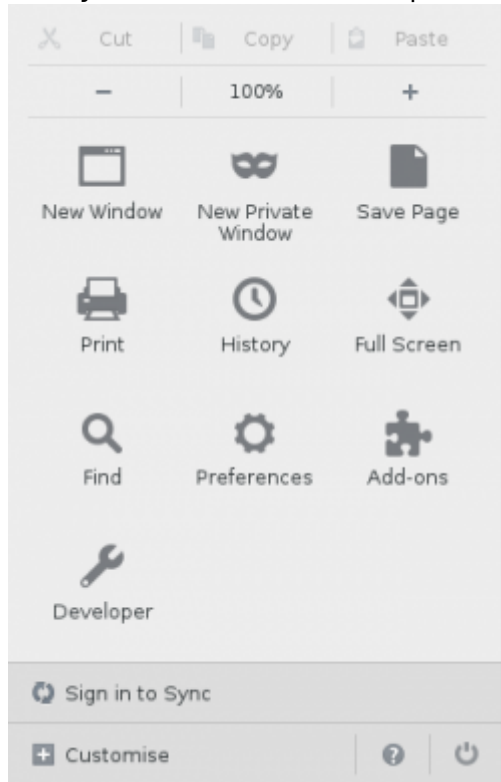


Now login using your University (ULCN) account information and you can Self Service away!

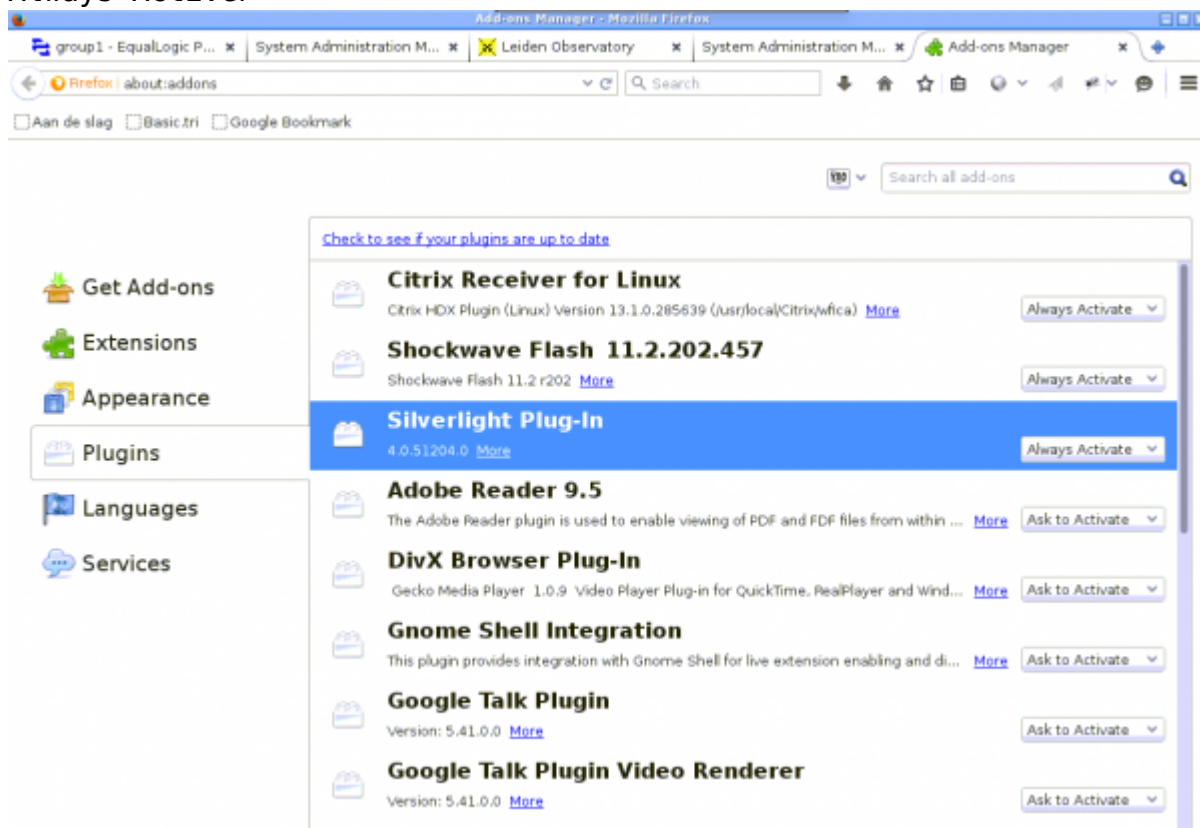
note for option 1, Firefox

It might be possible that when you start the Internet Explorer from the Remote Werkplak that you get a message Resource shortcuts are currently disabled.. This is an indication that you have to change the default behaviour of the ICA client in Firefox. To set the default behaviour to

Always Active. To do this open the Firefox options . Now select the Add-ons option



and then for the Citrix Client for Linux line on the right pull down the Ask to Activate and select Always Active.



Now restart the Internet Explorer in the Remote Werkplek and it should pop up.

From:

<https://helpdesk.lorentz.leidenuniv.nl/wiki/> - **Computer Documentation Wiki**

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