Work via virtual solutions – WTS & Remote Graphics (RG)

The two virtual solutions WTS and Remote Graphics enable access to data and applications from AUDI AG.

This document serves as an aid for authorized persons to log in to WTS or Remote Graphics with login via SecureID (RSA).

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Quick Reference Guide – WTS

Before logging in to the gateway for the first time, please make sure that:

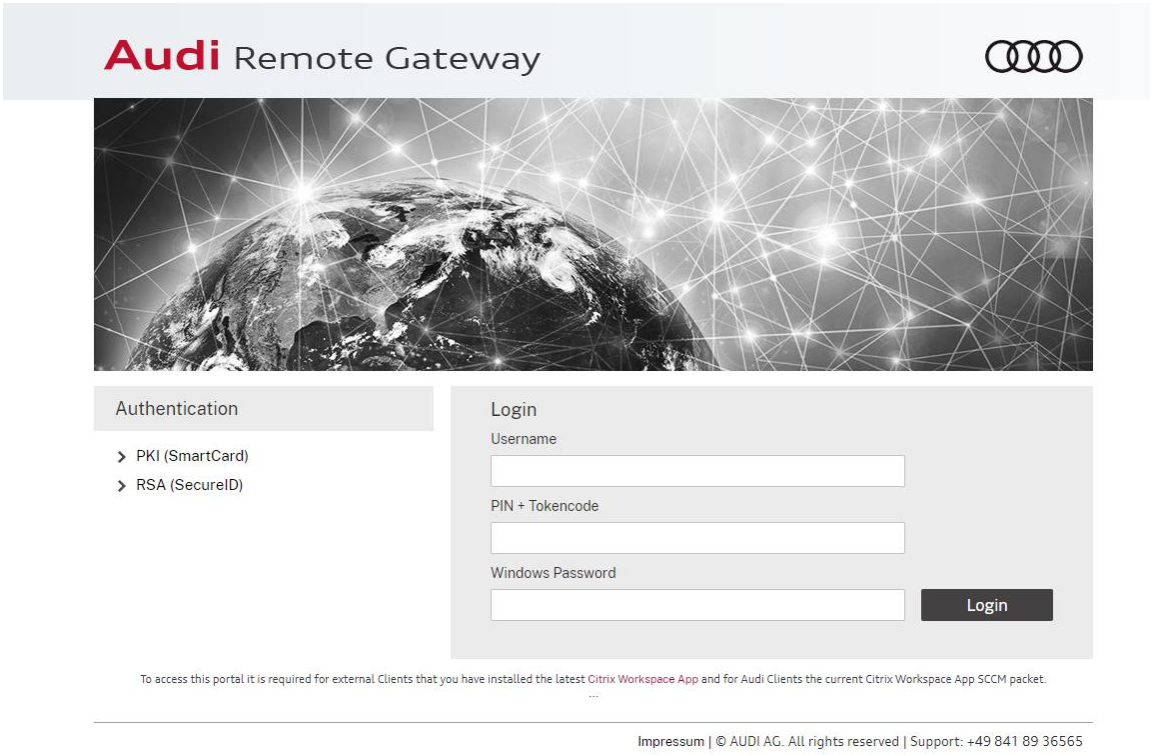
- you have an activated SecurID Card or RSA Token and the corresponding PIN.
- you have your Audi AD/Windows user and the corresponding initial password ready.
- you have the latest version of Citrix Workspace App installed on your computer.

1. Access:

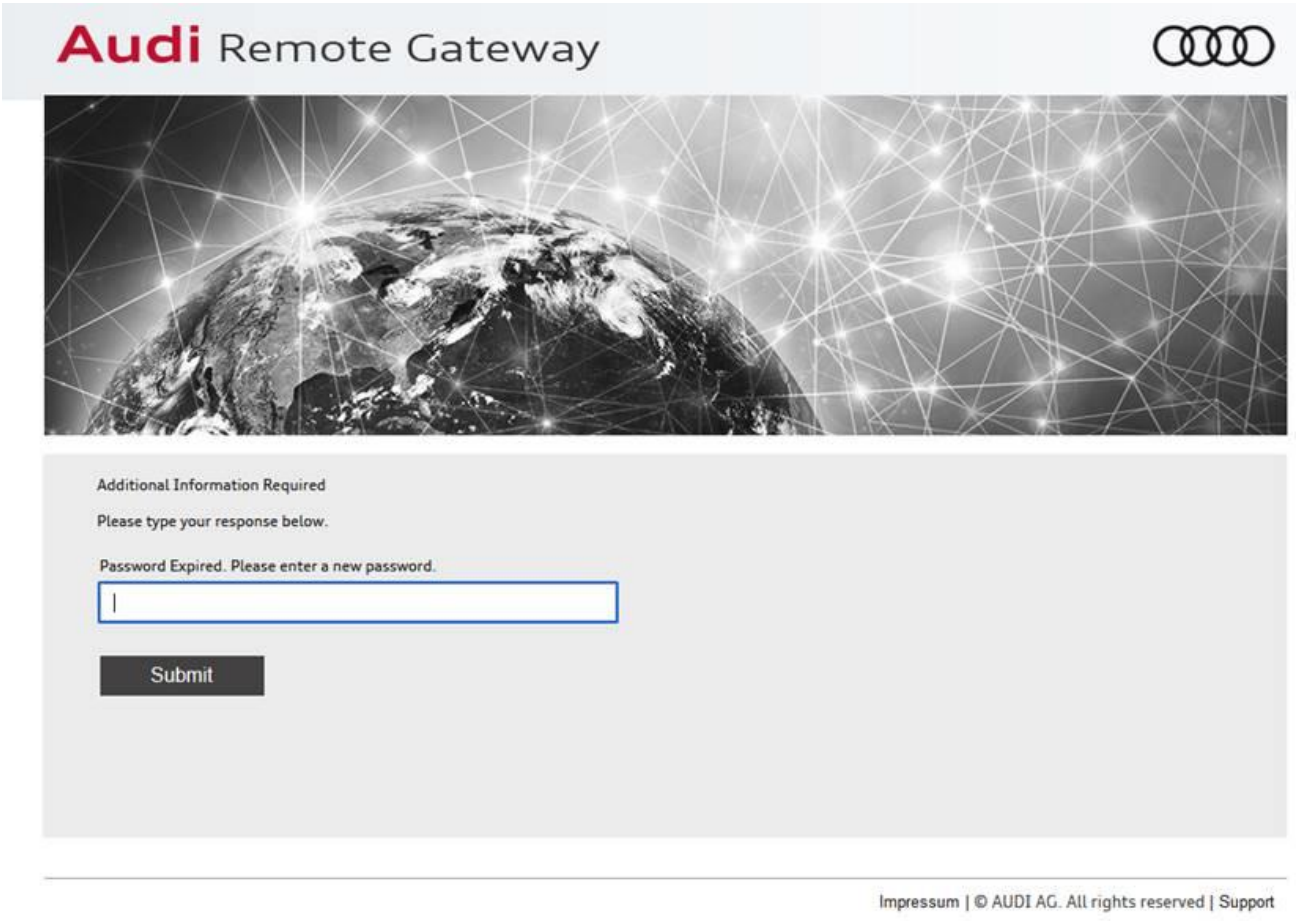
Launch your web browser and open the URL: https://gateway.audi.de

2. Login:

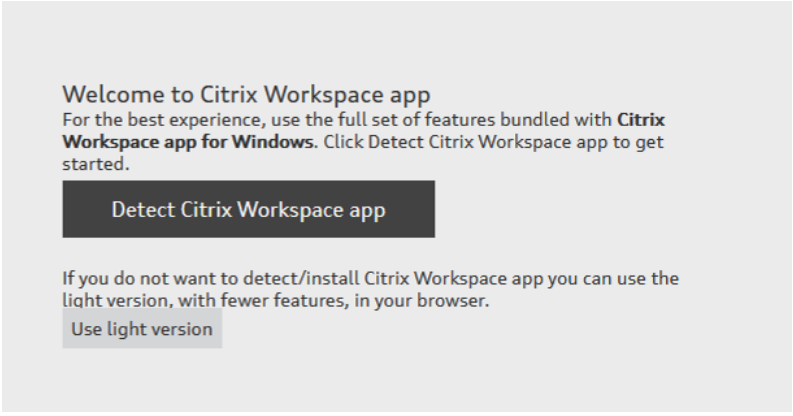
a. In the login screen, select „RSA (SECURID)“ in the "Authentication" area.
b. Enter your Audi AD/Windows user in **"Username"**
c. To enter "**PIN + token code**", please note the correct entry of the data: first PIN and then the current token code (without spaces) of your SecurID Card. The token generates a new code every 30 seconds. Every codecan only be used once for login and after that it becomes invalid.
d. Now, quickly enter your personal password under **"Windows password"** and click on Login.

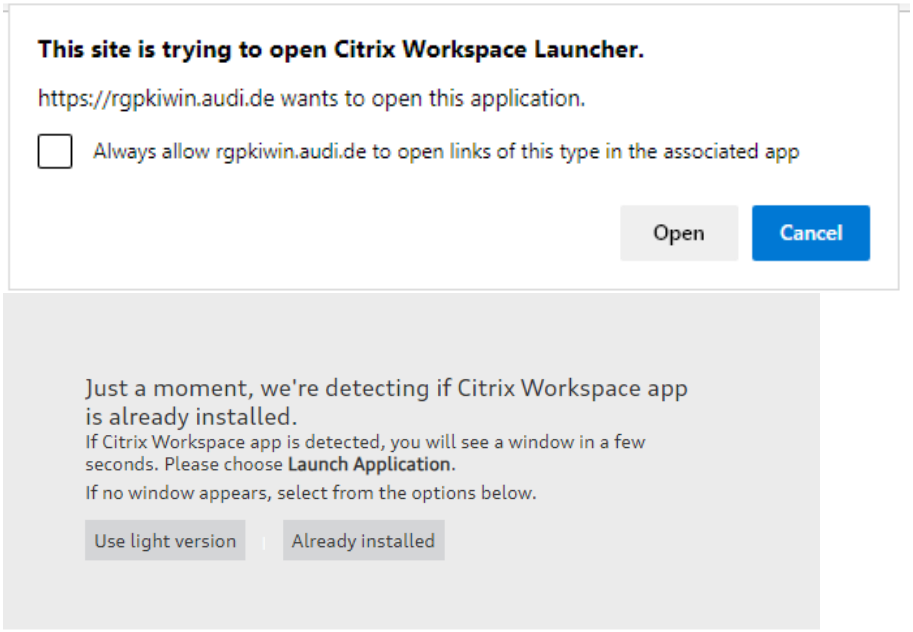


When you log in for the first time, you will be asked in the next step to change the initial password sent to you into a permanent individual password. Please note the applicable password guidelines of AUDI AG.



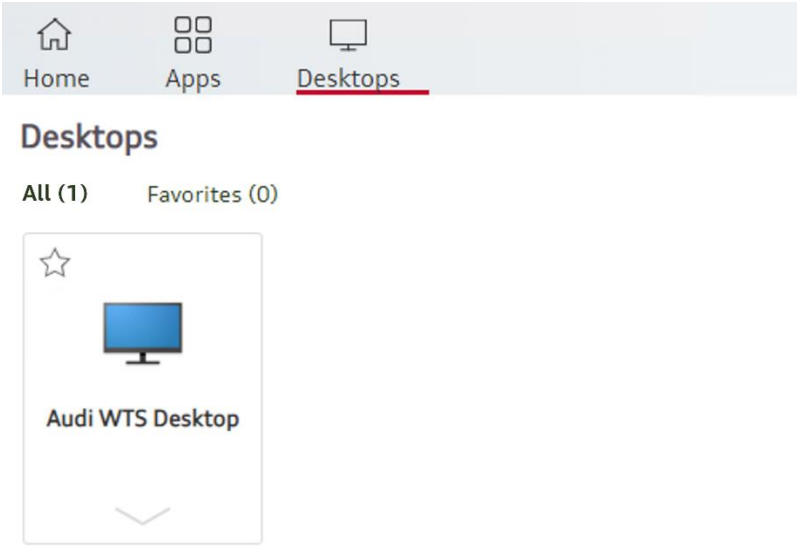
After your login, the automatic Citrix check takes place: To do this, please confirm the pop-up window* via "**Detect Citrix Workspace app**" and then click on "**Open**" and "**Already installed**".





*(The display of the pop-up windows varies depending on the browser used).

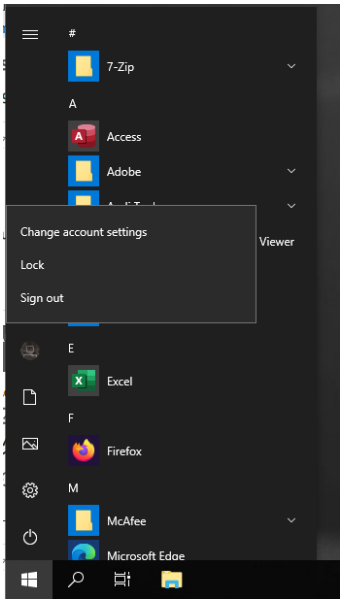
After successful verification, you can select the "**Audi WTS Desktop**" application under "**Desktops**" in the Audi Remote Gateway. This navigation item lists all WTS desktops for which you are authorized.



Under Home / **Favorites** you will find all WTS and application systems that you have marked as favorites.
Under **Apps** you will find all published apps for which you are authorized.

3. Logout:

You end your WTS session via the logout function under Start -> user icon -> Sign out.



Important information for your work via the Audi Remote Gateway:

- Please make sure that your OneDrive client is active and you are logged in to access your data.

- Files must not be stored on the local drive of the WTS system (C: drive). In particular, the directory C:\Temp must not be used.

- For the storage of data, please use only OneDrive, SharePoint Online, shared network drives or the user-specific directory C:\Users\<User Account>\AppData\Local\Temp

Help and support:

In case of technical problems, the Audi Service Desk is available on +49 841 36565 or the Online Service Desk Portal during your WTS meeting.

Quick Reference Guide – Remote Graphics

Prerequisites for initial registration:

Before logging in to the gateway for the first time, please make sure that:

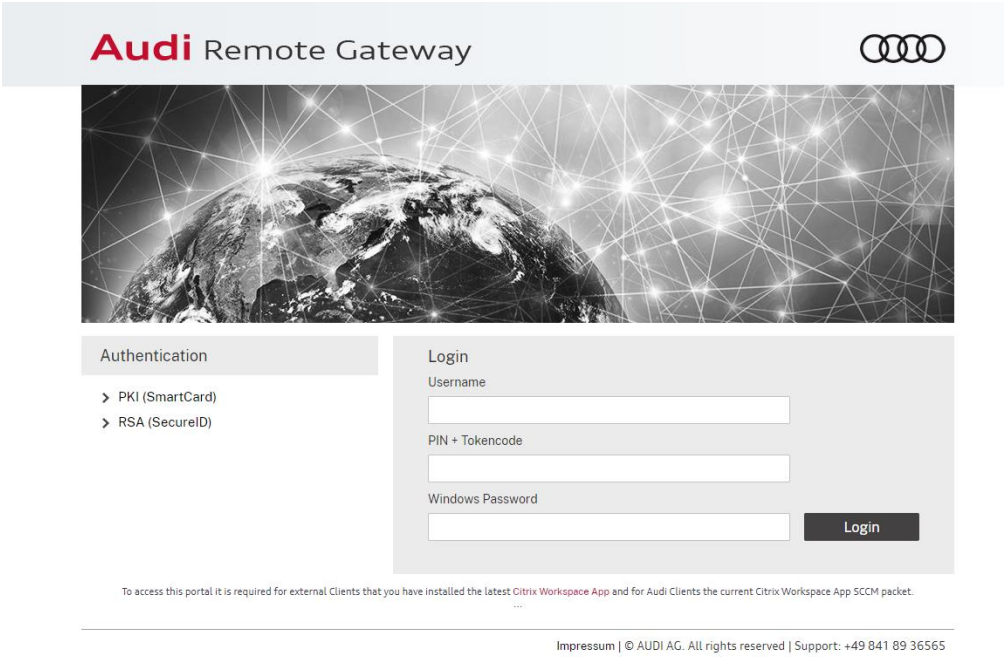
- you have an activated SecurID Card or RSA Token and the corresponding PIN.
- you have your Audi AD/Windows user and the corresponding initial password ready.
- you have the latest version of Citrix Workspace App installed on your computer.

1. Access:

Launch your web browser and open the URL: https://gateway.audi.de

2. Login:

a. In the login screen, select „RSA (SECURID)“ in the "Authentication" area.
b. Enter your Audi AD/Windows user under **"Username"**
c. To enter "**PIN + token code**", please note the correct entry of the data: first PIN and then the current token code (without spaces) of your SecurID Card. The token generates a new code every 30 seconds. This can only be used once for registration and then becomes invalid.
d. Now, quickly enter your personal password under **"Windows password"** and click on Login.



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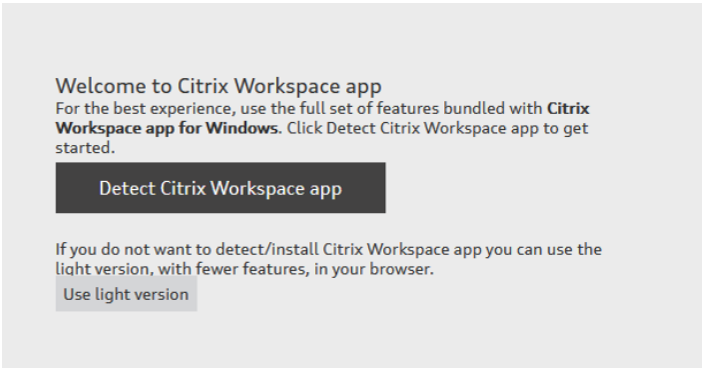
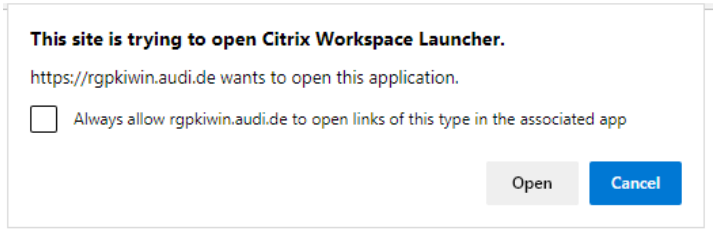
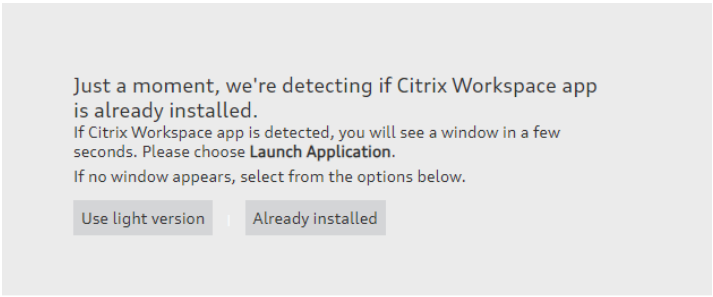
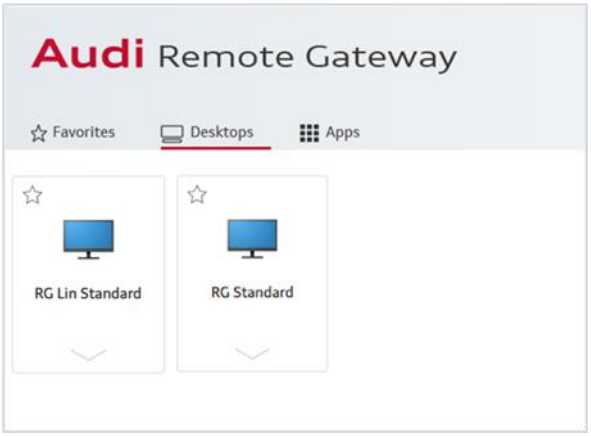






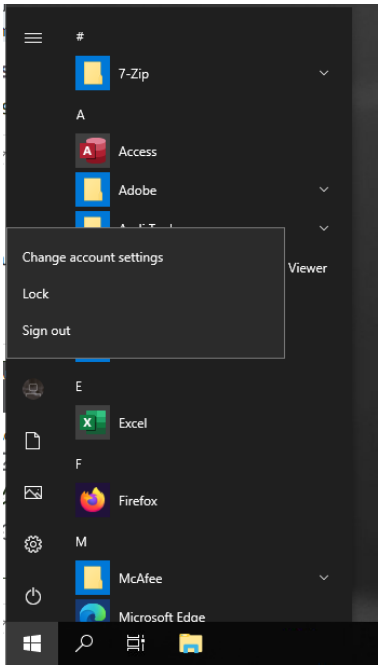
After successful verification, you can select the desired "**RG**" application in the Audi Remote Gateway under "**Desktops**". This menu lists all RG desktops for which you are entitled.



Under Home / **Favorites** you will find all RG and application systems that you have marked as favorites. Under **Apps** you will find all published apps for which you are authorized.

3. Logout:

You end your RG session via the logout function under Start -> user icon -> Sign out.



Notes for Remote Graphics (Windows):

- Please make sure that your OneDrive client is active, and you are logged in so that access to your data is possible.
- For the storage of data, please preferably use OneDrive, SharePoint Online or shared network drives.

FAQ

Citrix Workspace App

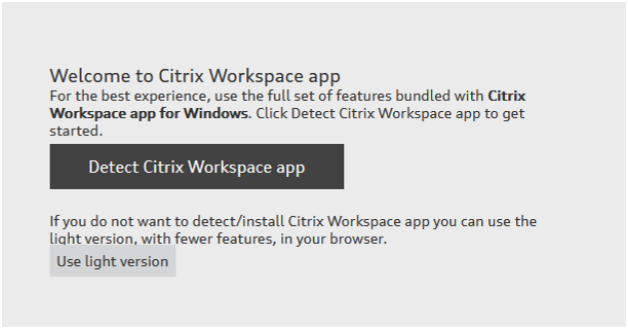
How to configure Citrix Workspace app?

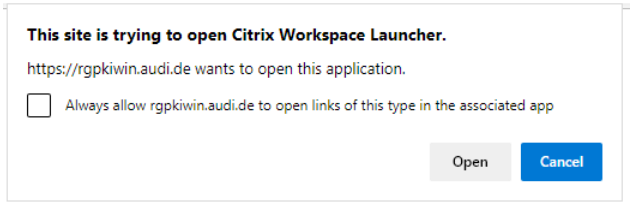
Citrix Workspace App does not need to be configured. It is sufficient to have the app installed – there is no need to set up an account. The connection is established via the browser and the URL https://gateway.audi.de.

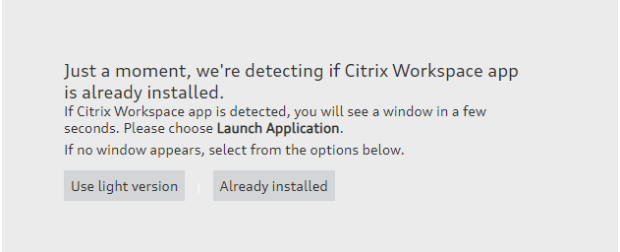
What is the difference between Citrix Workspace App and the light version and how can it be changed?

The light version does not have the same functionality as the Citrix Workspace app. Using the light version therefore leads to functional restrictions.

You can select and activate the Citrix Workspace app after logging on to the Audi Remote Gateway. To do this, click “**Detect Citrix Workspace app”**, click “**Open”** and “**Already Installed”**.

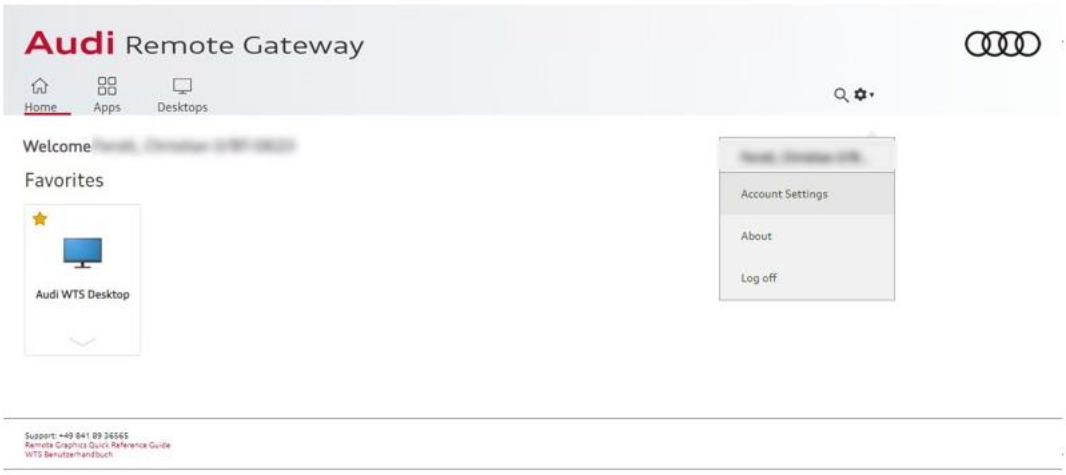




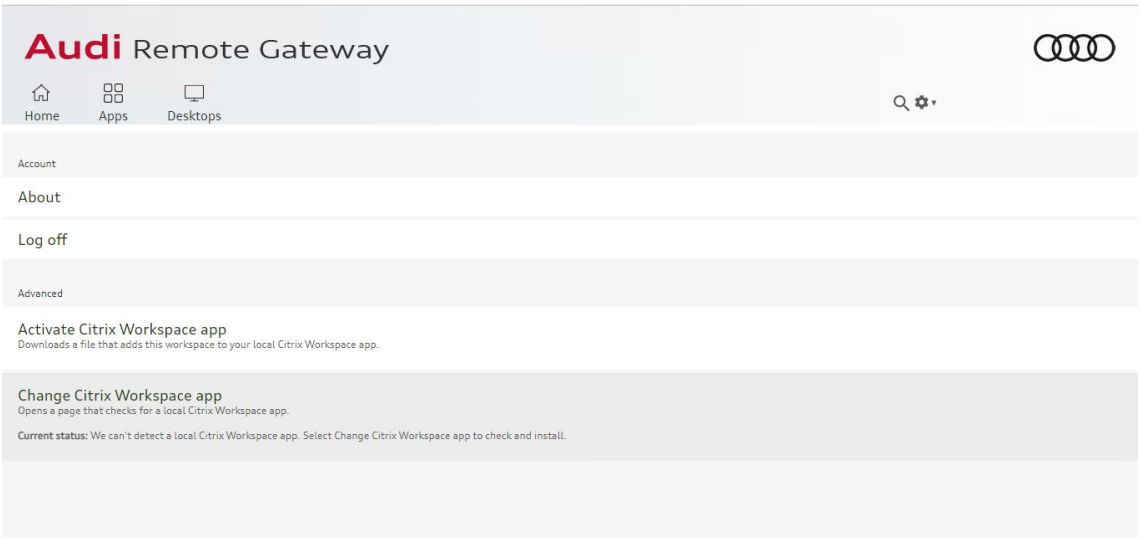


If you have accidentally selected the light version, you can change this as described below:

a) From the gear icon, select "Account Settings"



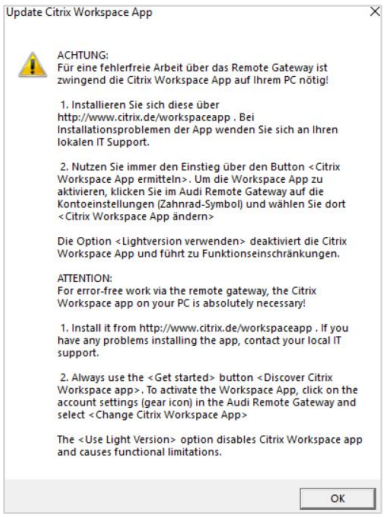
b) In Account Settings, click **Change Citrix Workspace app** and follow the instructions above to enable Citrix Workspace app.



How do I know if I'm using Citrix Workspace app or the light version?

When using the light version, the WTS session is displayed in your browser, whereas Citrix Workspace app opens its own window.

To make the distinction easier, a pop-up window appears when using the light version with the following information:

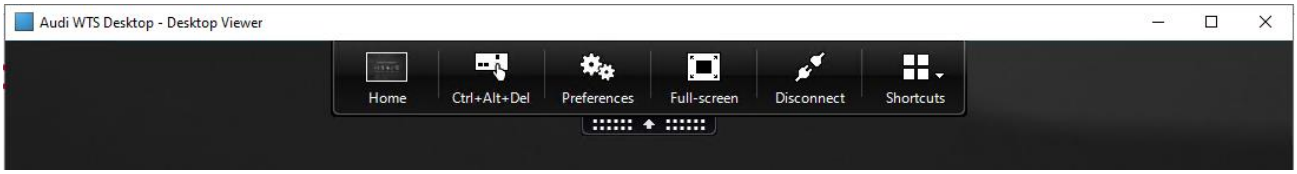


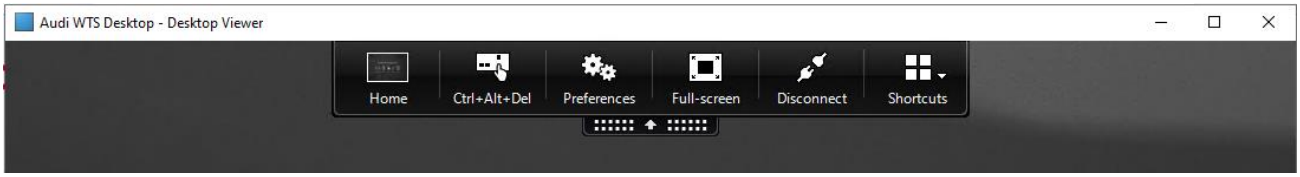
Other functions

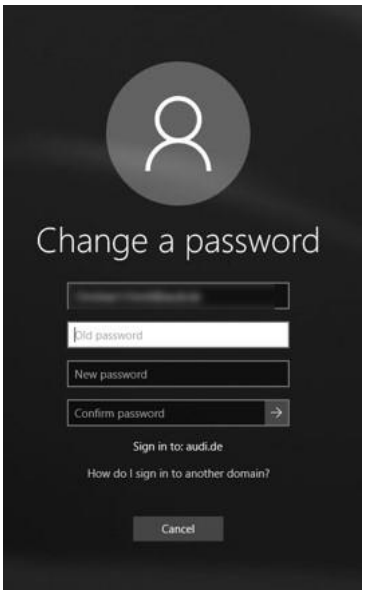
How can I change the Windows password via WTS and RG?

You can change your personal password in the context menu of your WTS session.

a) To do this, open the context menu via the tab at the top of the screen:
b) Click on the icon: **CTRL + ALT+ Delete**







c) In the "**Change password**" mask, you can assign a new password by entering your user and your current password.

d) Confirm the new password by clicking on the arrow next to the new password.

Please make sure that you change the password before the respective expiration date.
Before this expiration date, you will receive regular reminders within your WTS /RG session.

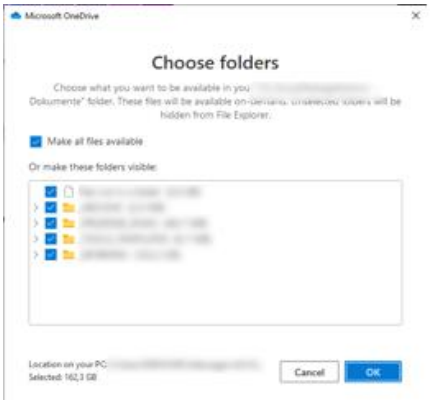
Special features RG Linux:
A password change should always be done via a Windows-based device or via a WTS/RG Windows session, to avoid connection problems.

Office 365 applications

Why does the camera or microphone not work in MS Teams in the WTS environment?

Make sure you are using Citrix Workspace app and not the light version. Please note the Citrix app information above.

Why can't SharePoint Online sync with OneDrive?



Storage capacity on WTS is limited. A total of 20 GB of storage is available.

You can influence the storage space via the OneDrive configuration: Here you can set which folders should be synchronized. Please synchronize only essential files and folders to save disk space.

I can't take a screenshot of content presented in Teams. Why is the presentation space content grayed out and hidden when I take a screenshot of a Teams meeting?

This is a technical limitation that cannot be circumvented. You can ask the other participants to send you a copy of the content shown. Alternatively, you can take a screenshot of the entire WTS session (including Teams and the content shown therein) on your device (not in the WTS Session).