



Hereby we wanted to notify you that you have been granted access to the Santen Remote Workspace Environment. Below you will find all the necessary information where to get support, how to access the environment using your shared Santen credentials and usage of the various tools.

## General Information on Santen Workspace usage and your Santen Account

The Santen Workspace environment is a Santen Remote Desktop used to reach and use Santen systems and services in a safe and secured environment.

There are 2 requirements:

1. An active Santen user account (ex. john.smith with email [john.smith@santen.com](mailto:john.smith@santen.com))

For consultants and externals:

If you have not received any Santen account details, please reach out to your Santen contact/manager, please do not contact our helpdesk for new account requests.

2. Access rights: can be requested via [AMS \(Authorization Management System\)](#)

Submit...  
Authorization application

Contr  
 LSRIM  
 RfA S  
 SAP E  
 VDI  
ograms  
 MS Pr

**System: VDI**

<input type="checkbox"/> IT Admin Desktop: For helpdesk users	1532
<input type="checkbox"/> SAP DEV Desktop: For SAP Developers (Project Genesis)	2011
<input type="checkbox"/> SAP VIM Desktop: For SAP VIM users)	2012
<input type="checkbox"/> Standard User Desktop: For day to day work / support / maintenance on systems	2013

As per Santen security regulations your username and password were shared in 2 separate communications. We would advise changing your Santen password after first use and your Santen password will remain valid for 90 days after which it needs to be changed.

### Register and use our Santen Account Portal

To make sure you can always access your Santen account we would advise to register yourself on <http://aka.ms/ssprsetup> using your Santen account credentials.

After successful registration you are always able to recover/reset/unlock your account via our [Santen Account Portal](#) and thus not having to rely on calling our Santen helpdesk to regain access.



## Support needed?

In case you have any issues with any steps described in this manual or when using the environment we advise you to reach out to our Santen helpdesk using any of the below telephone numbers or send an email to [santehelpdesk@global.ntt](mailto:santehelpdesk@global.ntt).

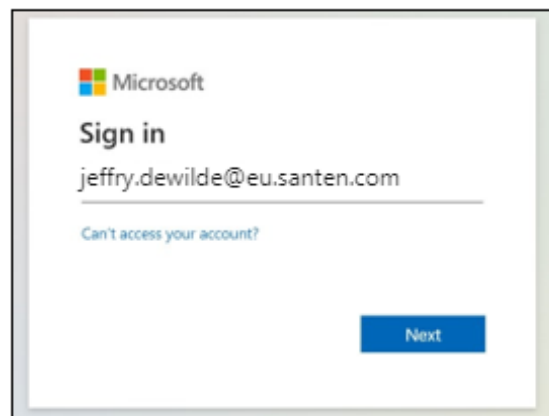


## How to access Santen Workspace Environment

1. Santen advises to use Microsoft Edge to access the environment which can be downloaded here: [Download Microsoft Edge Web Browser | Microsoft](#)
2. Open Edge
3. Click the following link to open the remote desktop:  
<https://rdweb.wvd.microsoft.com/arm/webclient/index.html>

### First use/new users:

1. The sign-in window will appear.  
Enter your Santen username:  
firstname.middle&lastname followed by  
@eu.santen.com





2. Enter your Santen password and click 'Sign in'

A screenshot of a Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the email address 'jeffry.dewilde@eu.santen.com' with a back arrow. The main heading is 'Enter password'. Below this is a password input field with a masked password '\*\*\*\*\*'. There is a link 'Forgot my password' below the input field. At the bottom right is a blue button labeled 'Sign in'.

3. Next step: if, you're told that more information is required. Click 'Next' to enter additional information.

A screenshot of a Microsoft 'More information required' page. At the top left is the Microsoft logo. Below it is the email address 'testmjv@eu.santen.com'. The main heading is 'More information required'. Below this is the text 'Your organization needs more information to keep your account secure'. There are two links: 'Use a different account' and 'Learn more'. At the bottom right is a blue button labeled 'Next'.

4. If you have already registered your Santen account on our [Santen Account Portal](#) please go straight to step 6

In case you have not registered your account on our [Santen Account Portal](#) we need to keep your account secure, and you need to enter your (business) phone number. Choose your country from the dropdown and then enter your phone number without leading '0' in the field to the right. Then click 'Next'.



## Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

### Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Netherlands (+31)

Enter phone number

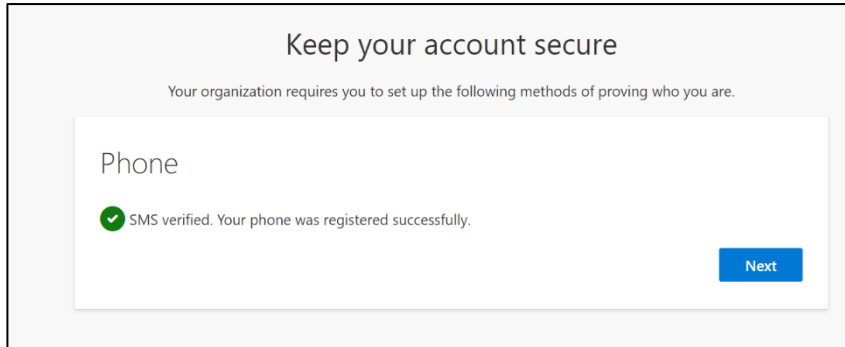
Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

5. You will receive a code via SMS on your mobile phone. Enter the code to verify your phone number. On the next screen, telling you that your phone was registered successfully, click 'Next'.



6. Already registered your account or returning user?

When signing into our Santen RDW you would need to confirm your identity.

Please select your preferred / setup method and follow the steps to verify your identity.



jeffry.dewilde@eu.santen.com

## Verify your identity



Approve a request on my Microsoft Authenticator app



Use a verification code from my mobile app



Text +XX XXXXXXX60



Call +XX XXXXXXX60

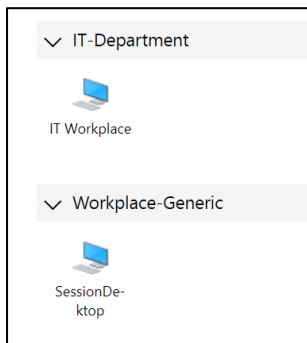
[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

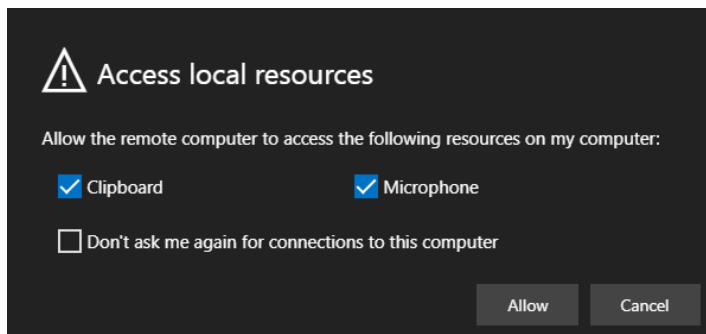


## Santen Workspace Desktop Selection

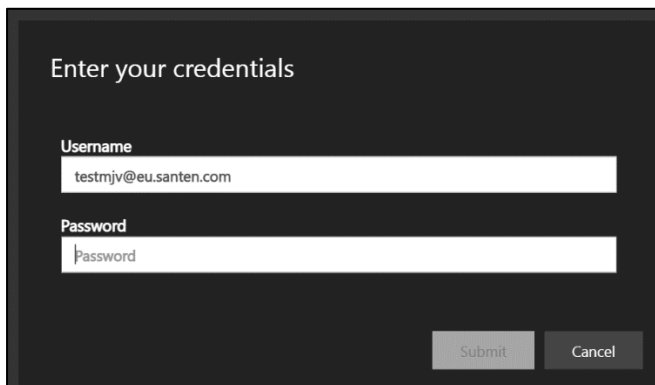
When successfully signed in and having confirmed your identity you will be redirected to the Santen Workspace start screen that shows all images/machines that are available to you. To continue, select one image/machine by clicking on it.



Once one of the images/machines launches, you will be prompted to grant access to local resources. Select all resources and press **Allow**.



You are asked for your credentials again. Enter your Santen email address (remember to use @eu.santen.com mail) and password and click 'Submit' to continue.



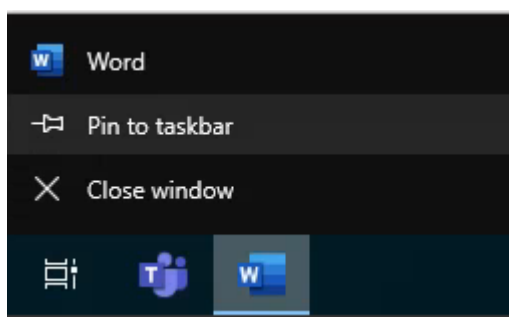
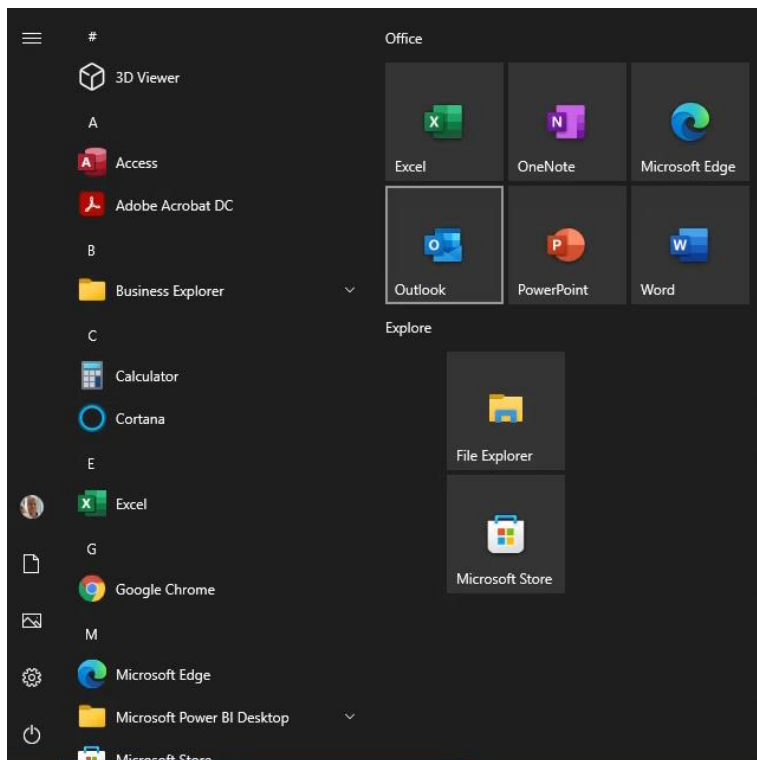


## Systems and Services

All our Santen Remote Workspace environments contain the same set of systems and applications used and found on our Santen physical workstations. Within Santen we use Microsoft Teams to communicate and collaborate and make use of the standard O365 suite for day-to-day work.



To access the O365 suite please open start and you will find all apps listed in the quick launch bar and once opened you can pin an application to the taskbar to access it directly.





## Teams

Microsoft Teams is Santen primary tool to collaborate and communicate.

More information on how to use Teams can be found on the following DIT intranet site:

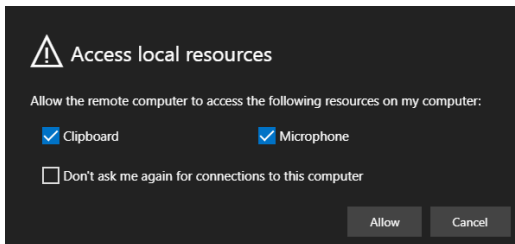
- [Knowledge \(sharepoint.com\)](#)
- [Teams Training 2021 \(sharepoint.com\)](#)

**Important Note:** our Santen Workspace is only able to use audio and does not yet support use of video during a meeting or call.

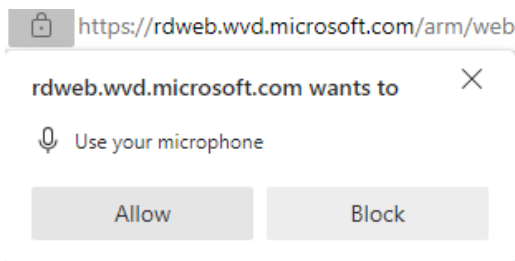
### Use of audio and microphone

To makes sure audio functions please allow the use of your local microphone before you participate or create a meeting or call!

This must be done when launching your desktop as you will be prompted to grant access to local resources. Select all resources and press **Allow**.



Secondly when launching a call in Team you may also need to press **Allow** to use your Microphone within Edge.



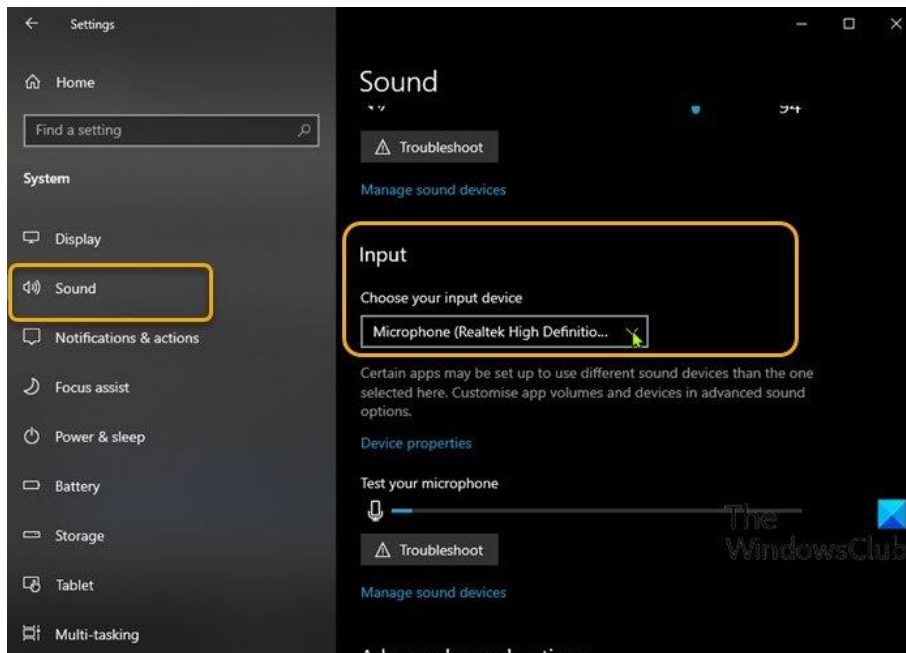


## Troubleshooting steps

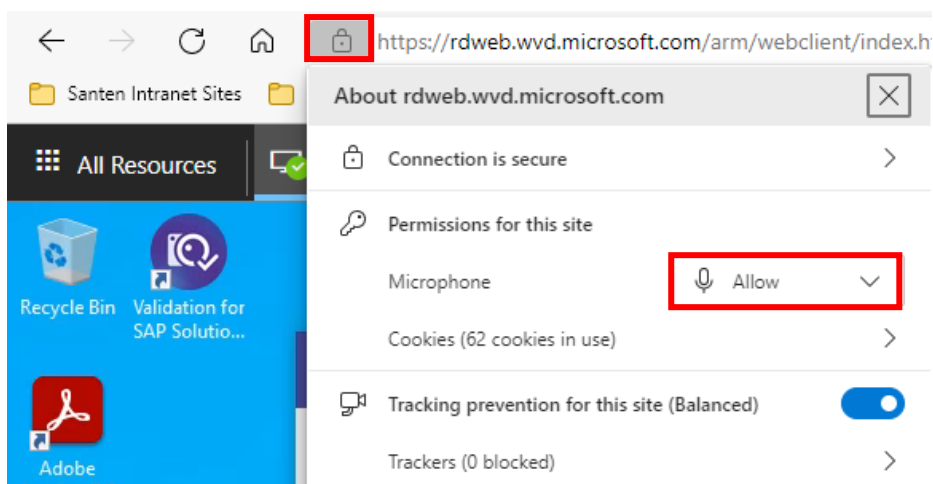
To troubleshoot your audio, we advise you to check the following steps.

**Step 1:** Check and validate you have selected the correct default input audio device on your own Windows or Apple desktop/laptop (not within the Santen Workspace environment but on your own company or private device).

Example from Windows 10 / 11 settings:



**Step 2:** Check that within your local Edge browser (used to open Santen Workspace) your Microphone use is set to **Allow**

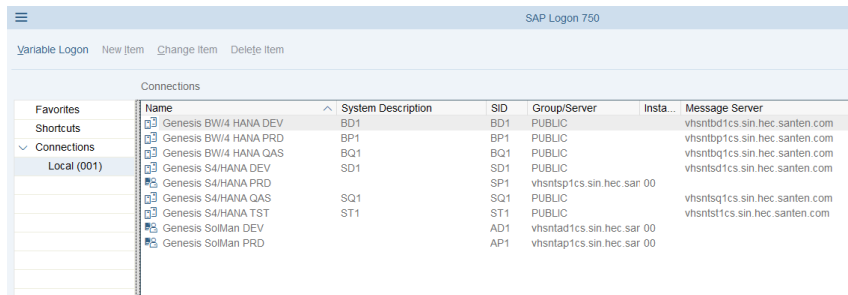
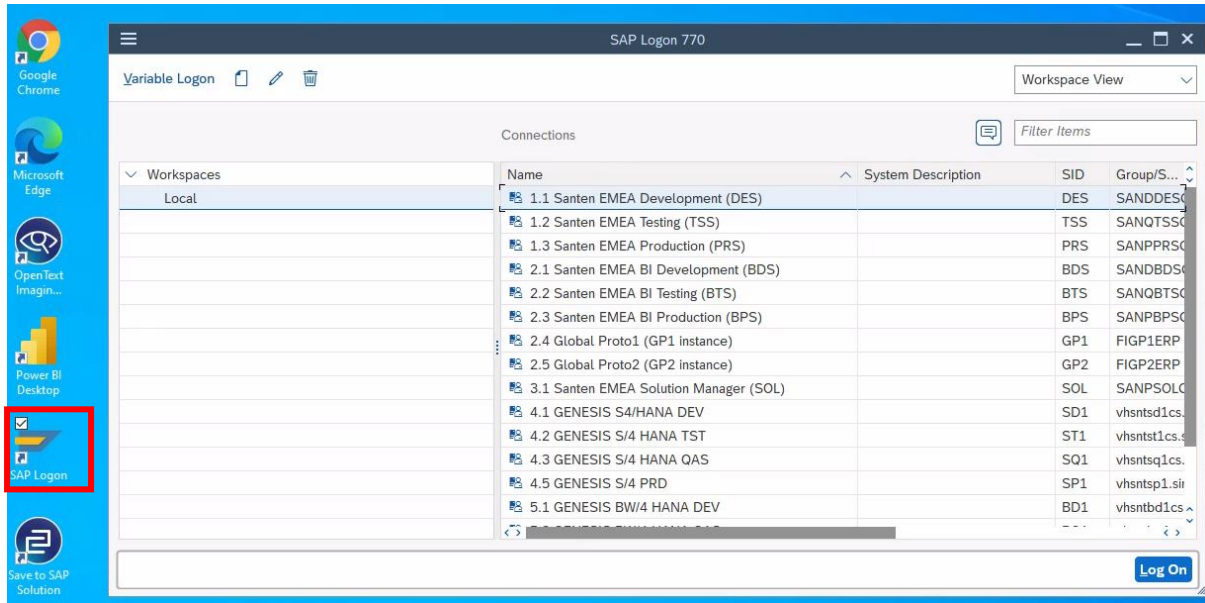


**Step 3:** validate your internal microphone or headset is working properly.



## ACCESS TO SAP SYSTEMS

Open SAP Logon and access the needed system



### Remarks:

- Arvato Customer Service: please use connection 1.3 Santen EMEA Production (PRS) for access to Santen Production.
- Genesis SAP systems included for project purpose
- The SAP Developer desktop of RDW contains additional tools such as SAP ADA, SAP BTP and Winshuttle. Contact your team leader if this version is necessary. It is a more expensive license.