

# Self Service Utility

The university uses the SAP Self Service utility for more and more facilities. Unfortunately the SAP vendor lock-in means that the compatibility requirements for the WEB browser are severe, in fact require a specific version of Microsoft Edge with some plugins. This means that from any other OS (like we run on the Linux desktops, or you run on your personal laptop) it is impossible to perform tasks inside the Self Service utility. Many function do not work in Firefox, Chrome or Safari! And even on Edge, you may not have the exact plugin setup for the forms.

For this and other reasons, the University ISSC has enabled a system called Remote Werkplek that uses the required software versions and is guaranteed to be compatible with the Self Service. So you first need to login to the Remote Werkplek and inside that environmentt you starts an browser to access the Self Service.

There are four ways you can make use of the Remote Werkplek.

1. [Linux Desktop](#)
2. [Personal laptop](#)
3. [Windows Desktop](#)

## CITRIX being phased out

In April 2025, it was announced that this CITRIX service was being phased at (at rather short notice). We are in the process of setting up alternatives:

- Physics and most Sterrewacht Windows users: icons have been added to your desktop for access to SAP Self Service and other sites that used to require a connection through CITRIX
- Sterrewacht Linux, MacOS and laptops: A server [Texel](#) was made available for remote desktop windows sessions, allowing access
- Instituut Lorentz: for the moment, use the spare pc in Oort 251 (Fran's office); this is a windows pc with icons for accessing these services.

See also [ISSC helpdesk page about phasing out CITRIX](#)

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