Expert Chat 2.0 – Remote Connection

3 Steps for Remote Connection

Check EUDP Flag	➡	Access Secure Area	➡	Start Remote Connection through STFK

Purpose

The possibility to analyze the root-cause or get additional details about an issue via remote connection speeds up the resolution and helps our organization to delight customers always.
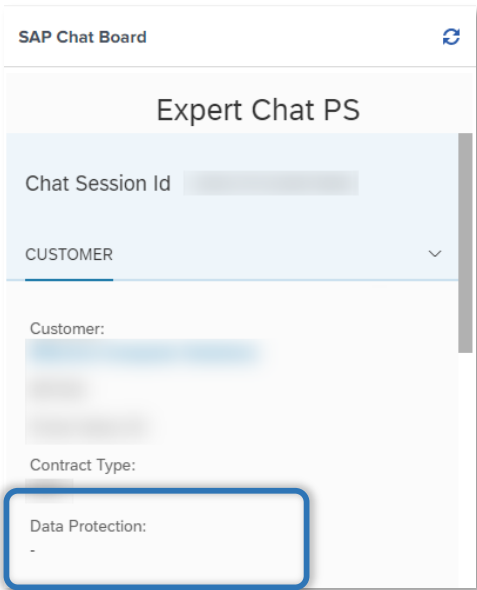
Notes ⚠

Always follow EUDP and Remote Connection WIPS guidelines
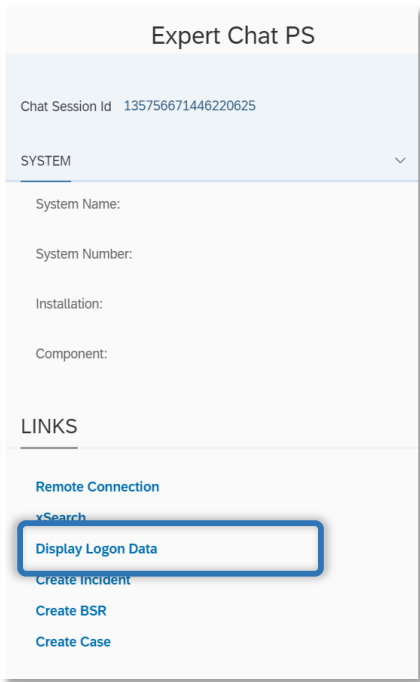
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Remote Connection to customer system (cont.)

To remote connect to customer system, please follow the steps described here.

Step 1

At SAP Chat Board, check Data Protection field

Step 2

At SAP Chat Board, scroll down to LINKS session and click on "Display Logon Data"

Customer Logon Data will be displayed in the Secure Area

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Remote Connection to customer system

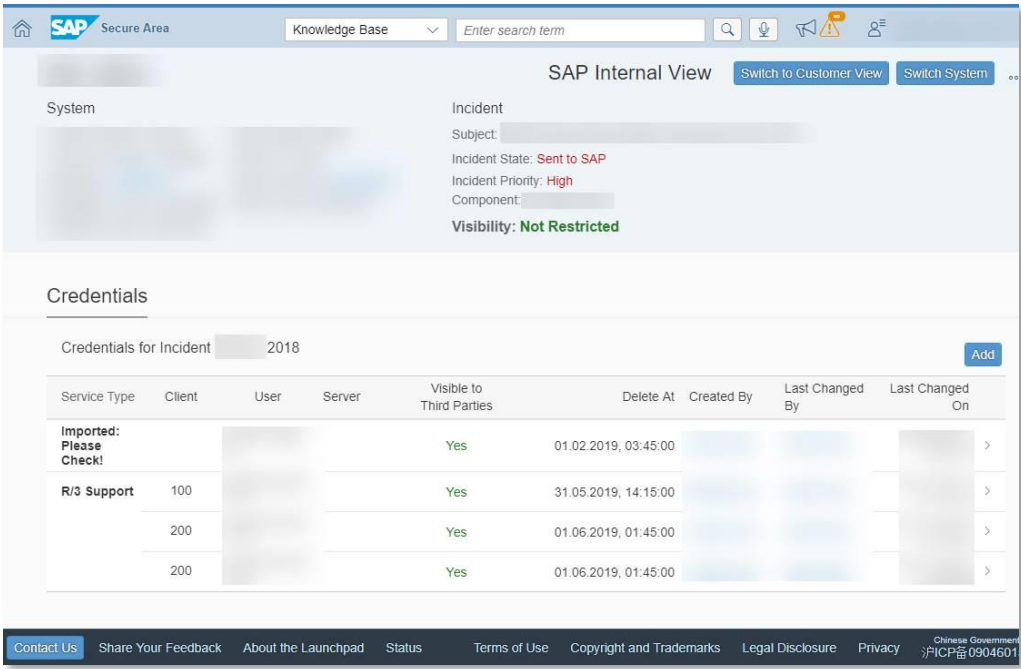**To remote connect to customer system, please follow the steps described here.**

Step 3

At SAP Chat Board, scroll down to LINKS session and click on "Remote Connection"
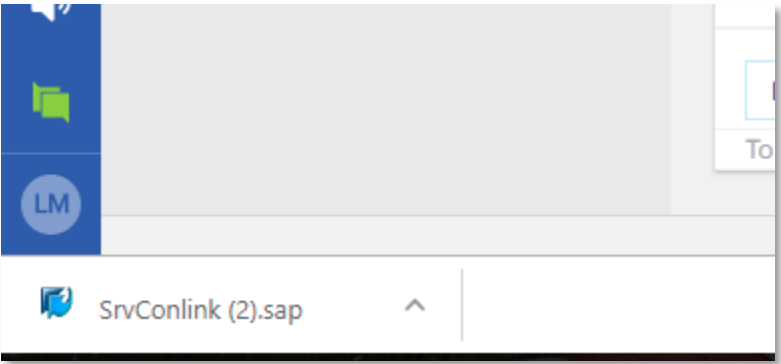
Step 4

An SAP GUI shortcut will be downloaded to open customer's STFK transaction

Change Log
Secondary title if needed

What is a change log?
What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Lisandro Magnus, Brasil
Process owner

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Reilly, Ruth; Rodden, Stephen; Nagy, Janos; Sipocz, Eszter; Iturbe, Lucia; Maier, Bernd; Park, Jung In Kumar, Santhosh; Tang, Claire; Murray, Chris H	February 21, 2019	▪ New document for Bold360	Released
1.1.0	Melinda Ludanyi	May 6, 2019	▪ WIPS 4.0 Initial Document	Draft
1.1.1	Lisandro Magnus	November 22, 2019	▪ Document Template Update	Released