



IQVIA xDesk App Setup Android Devices

Azure MFA

September 30, 2025



Introduction

This guide is intended to assist you with setting up IQVIA Intranet App and xDesk to access internal IQVIA resources that are not accessible from an external browser or application. It does this by giving you control of a secure virtual environment located on the IQVIA internal network.

IQVIA virtual resources like the IQVIA Intranet App and xDesk are primarily used on non-IQVIA devices, such as a personal computer, tablet, or mobile device.

Prerequisites

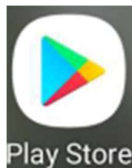
- Citrix Workspace 1912 (Minimum version: 19.12.3000.6) to access virtual desktop and IQVIA intranet app
- Android Operating system in the mobile phone
- Quality network connection (minimum 10Mbps speed)
- IQVIA Credentials (Email address and password)
- MFA Registration (Mobile or MS Authenticator), if not registered, please use the [link](#) to register

Preparation

Installing Citrix Workspace on Android Device

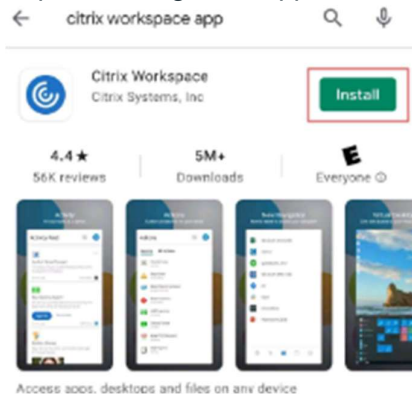
If you already have Citrix Workspace installed and configured on your phone, you may skip the preparation section and go to User experience section

1. Open the Google Play Store

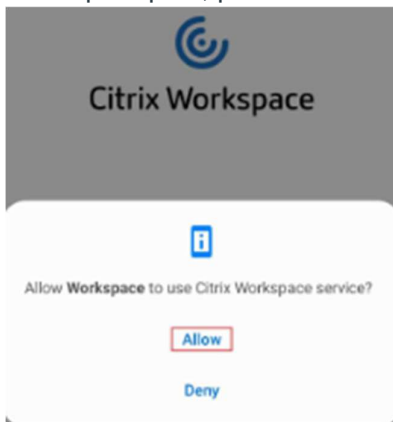


2. At the top, use the search feature to look for Citrix Workspace

3. Tap Install to get the application



4. Once the Citrix Workspace installation is complete, select Open
5. When prompted, please Allow on the following notification prompts



6. Open the Citrix Workspace App and tap the Get Started button to begin.



7. Add the following URL: iqviaworkspace.cloud.com

< Welcome ...

To get started, enter your company email address or Store URL

Email address or Store URL

Use smart card

Continue

8. On the sign page, enter your IQVIA email address and then select Sign in

Sign in

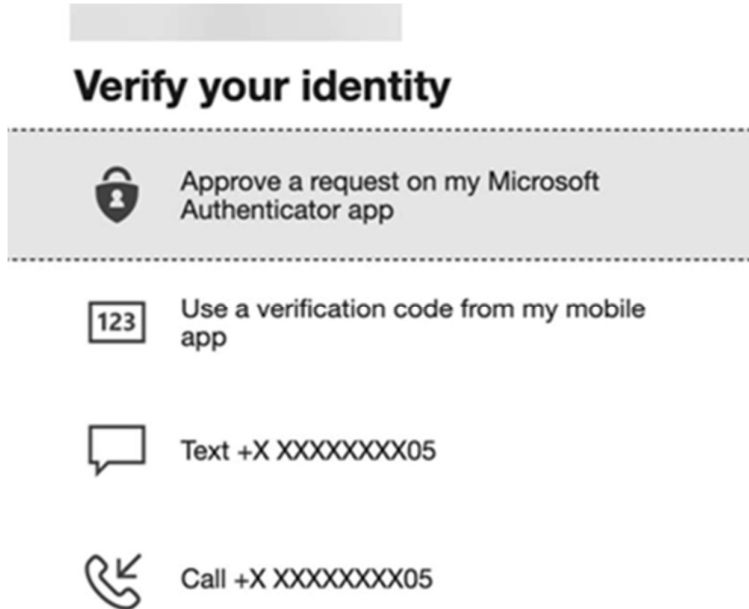
Keep me signed in

Sign in

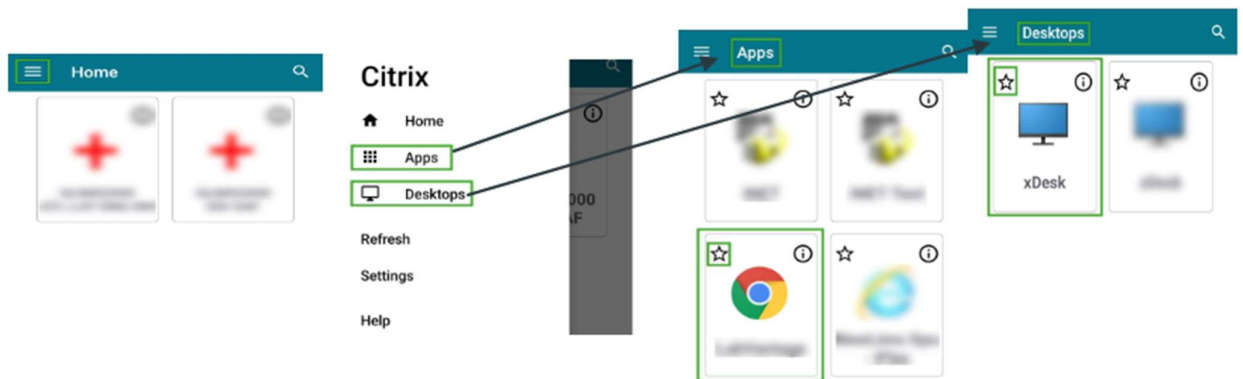
[Unable to access your account?](#)

User Experience

1. On the Verify your identity screen, select your authentication method and acknowledge any prompt when notified

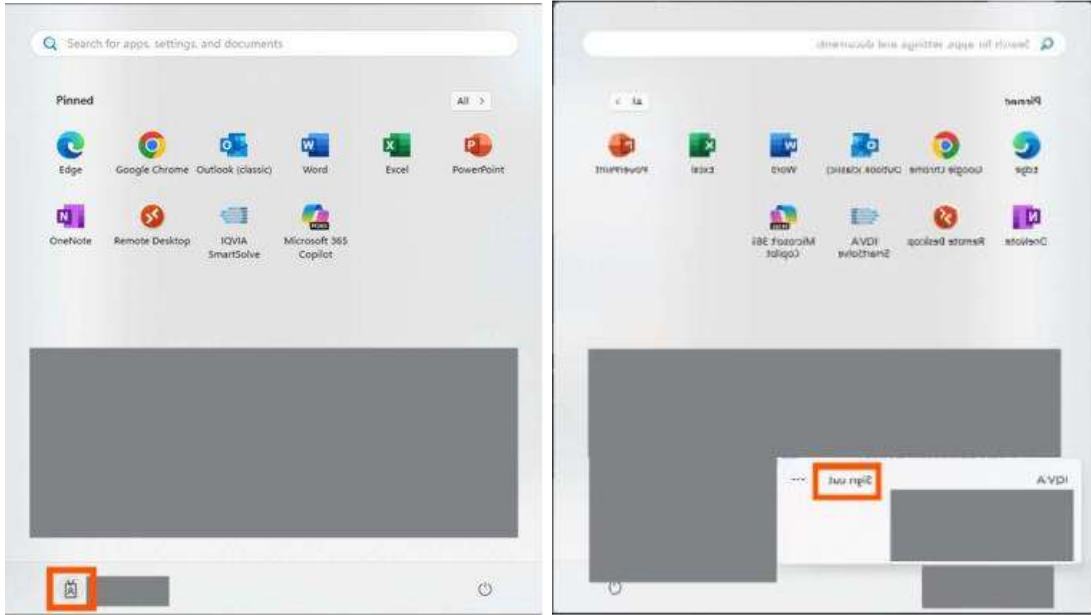


2. On the next screen you may see a list of applications or desktops, you may see nothing. Tap the menu icon in the top left and select Desktops or Apps. From the Apps section, you can find and launch your IQVIA Intranet App by tapping on its title. In the Desktops section, tap xDesk to launch your virtual desktop. Tapping the star in the top left of resource tile will add it as a favorite to be accessed in the Home Menu.



3. Logging off xDesk:

When you are done using xDesk for the day, it is recommended to Log Off the session



Support

For more questions and support, kindly reach out to the IQVIA Global IT Service Desk