



# **IQVIA xDesk App Setup MacOS 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
- MacOS Operating system
- 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

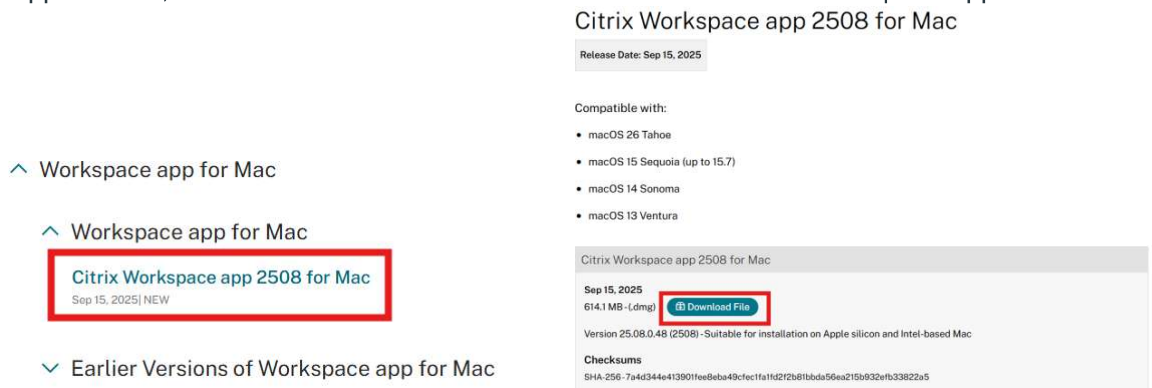
## Preparation

### Installing/Configuring Citrix Workspace

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

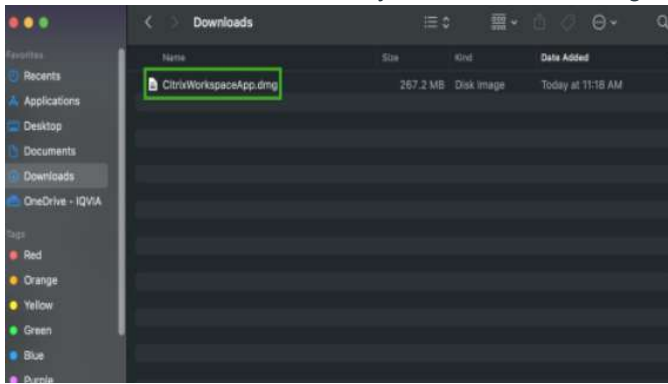
1. Navigate to the following URL from your web browser:

<https://www.citrix.com/downloads/workspace-app/>, select the most recent version of the Citrix App for Mac, then download the most recent version of the Citrix Workspace app for Mac

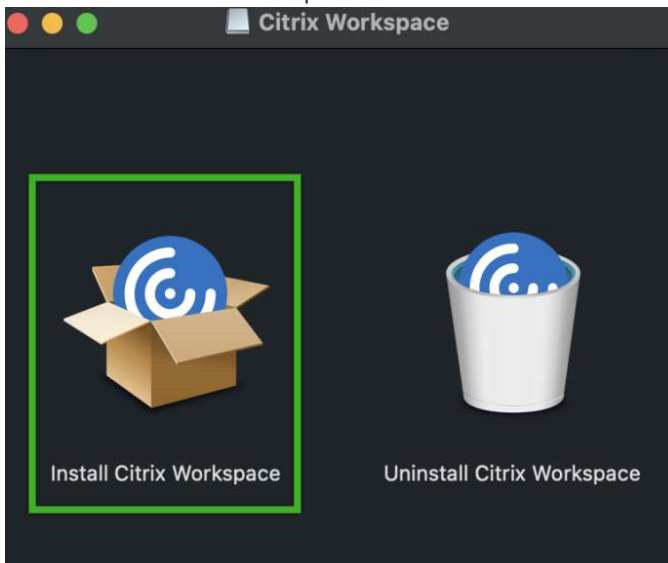


The screenshot shows the Citrix website's download page for the Citrix Workspace app 2508 for Mac. On the left, a navigation menu lists 'Workspace app for Mac' with a sub-item 'Citrix Workspace app 2508 for Mac' highlighted by a red box. To the right, the main content area shows the release date as 'Sep 15, 2025' and lists compatible macOS versions: macOS 26 Tahoe, macOS 15 Sequoia (up to 15.7), macOS 14 Sonoma, and macOS 13 Ventura. Below this, the product name 'Citrix Workspace app 2508 for Mac' is displayed, followed by the release date 'Sep 15, 2025', file size '614.1 MB - (.dmg)', and a 'Download File' button highlighted by a red box. The version number 'Version 25.08.0.48 (2508) - Suitable for installation on Apple silicon and Intel-based Mac' is also shown, along with a 'Checks' section containing a SHA-256 hash.

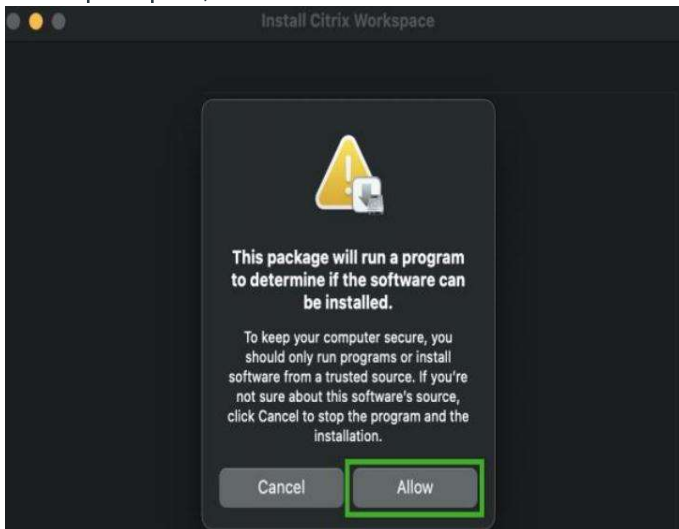
2. Run the downloaded file from your browser or navigate to your downloads folder



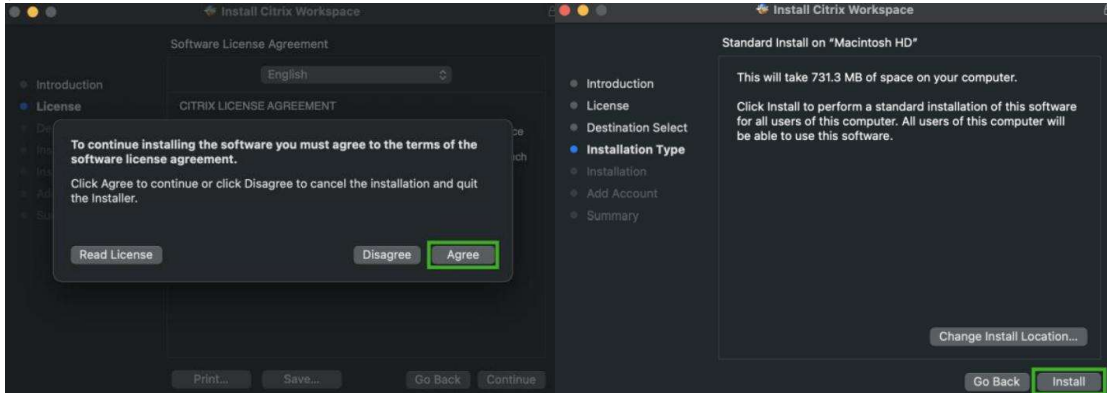
3. Click Install Citrix Workspace



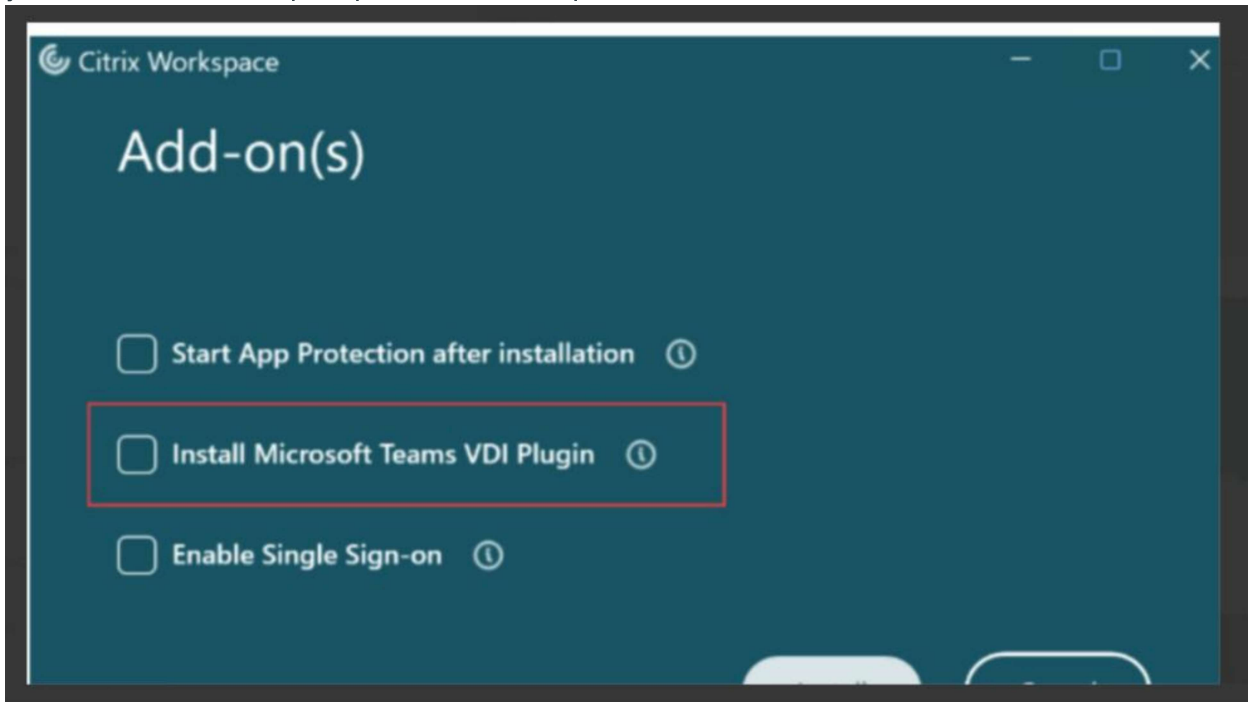
4. When prompted, select Allow



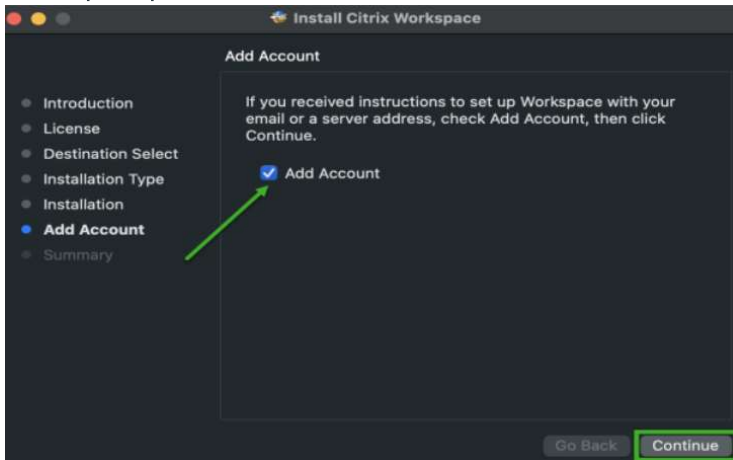
- Continue and agree through prompts, then click install. If necessary, you may need to enter your device's password in an admin prompt then click Install Software



- When receiving this prompt, please select "Install Microsoft Teams VDI Plugin" to continue. If you do not receive this prompt, no action is required.



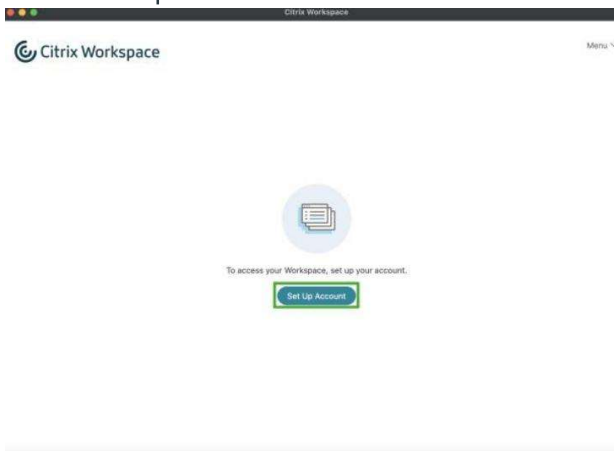
- When prompted to Add Account, check the box and select continue



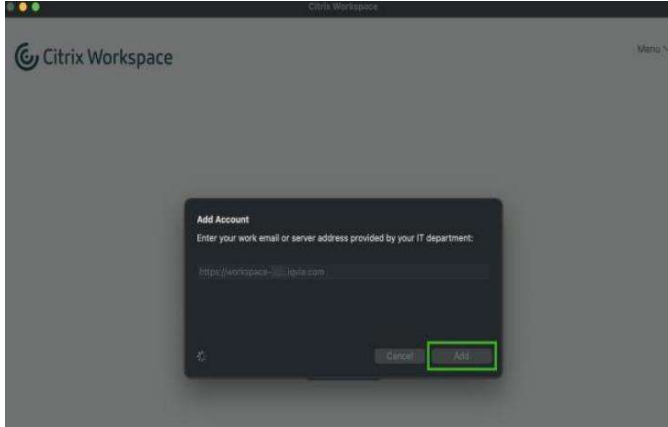
- After successful installation, select Close and then select Move to Trash to close the installer



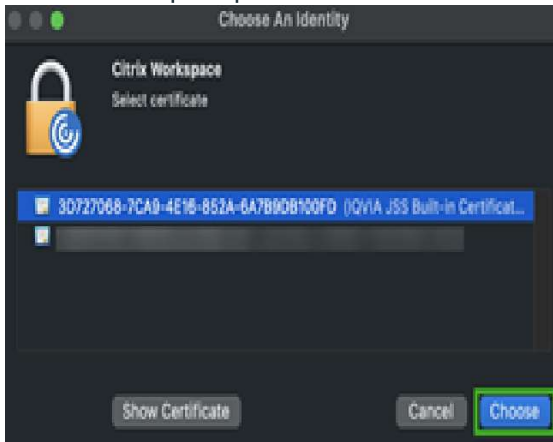
- Select Set up Account



10. Add the following URL when prompted and select Add:  
<https://iqviaworkspace.cloud.com>



11. When prompted, highlight the IQVIA certificate and then select Choose. Provide your admin credentials if prompted

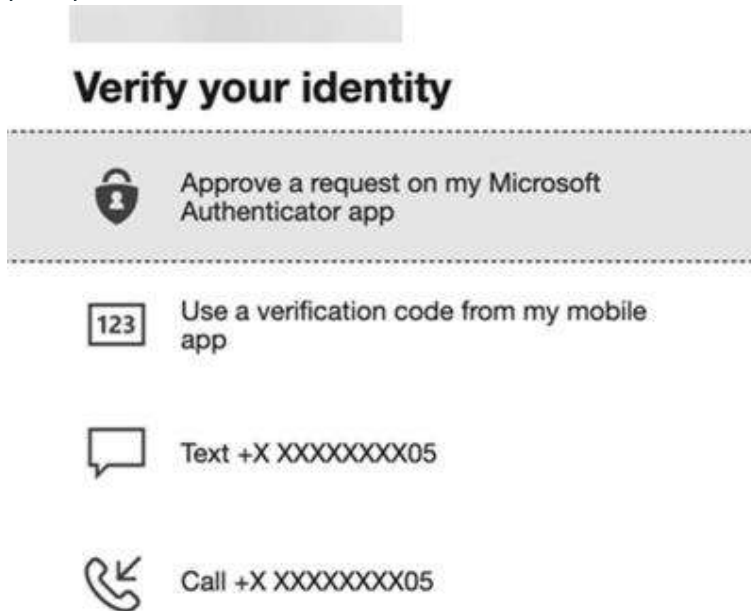


12. On the sign page, enter your IQVIA email address and then select Sign in

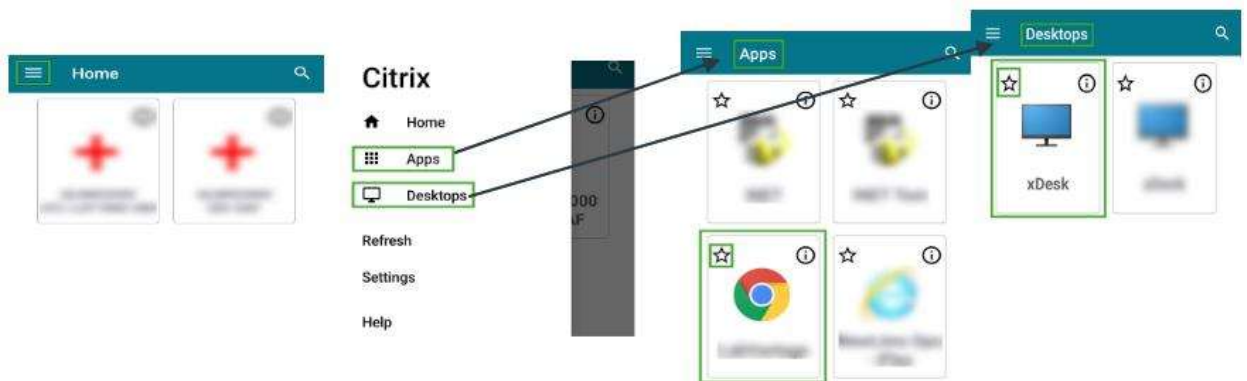


# User Experience

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

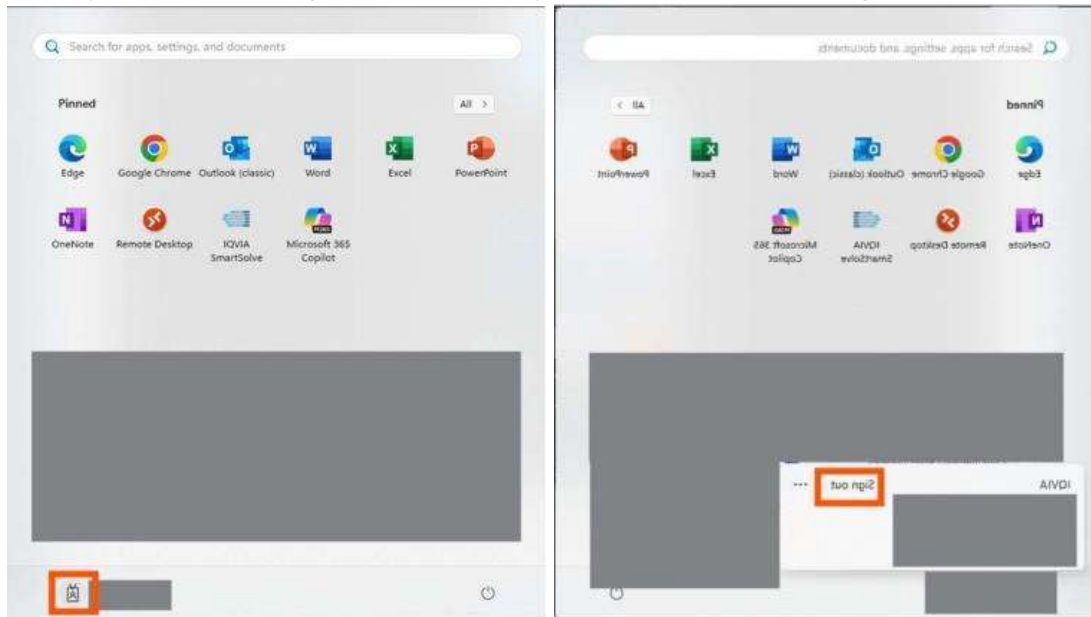


2. On the next screen you may see a list of applications or desktops, you may see nothing. Tap the menu icon in the top left and select Desktops or Apps. From the Apps section, you can find and launch your IQVIA Intranet App by tapping on its title. In the Desktops section, tap xDesk to launch your virtual 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