



# **IQVIA xDesk App Setup Windows 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
- Windows 11 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 Windows, then download the most recent version of the Citrix Workspace app for Windows

Citrix Workspace app 2503.10 for Windows

Release Date: Jul 7, 2025

Compatible with Windows 11, 10 as well as Windows Server 2022, 2019.

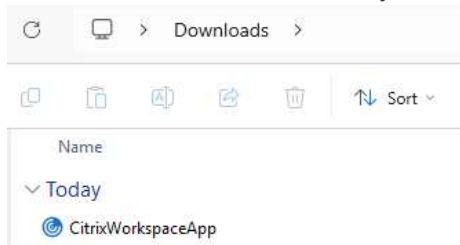
Citrix Workspace app 2503.10 for Windows

Jul 7, 2025  
419MB - (.exe) [Download File](#)

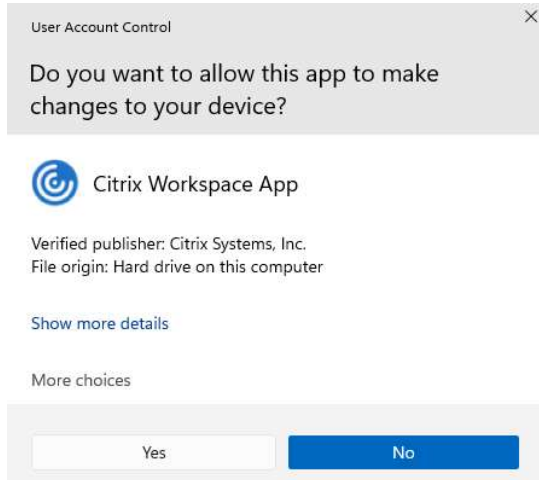
Version:25.3.10.69(2503.10)

Checksums  
SHA-256-7d89f82de1fc167227fe71079216653d723f52b4f9ab81a46697abad144dbe29

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



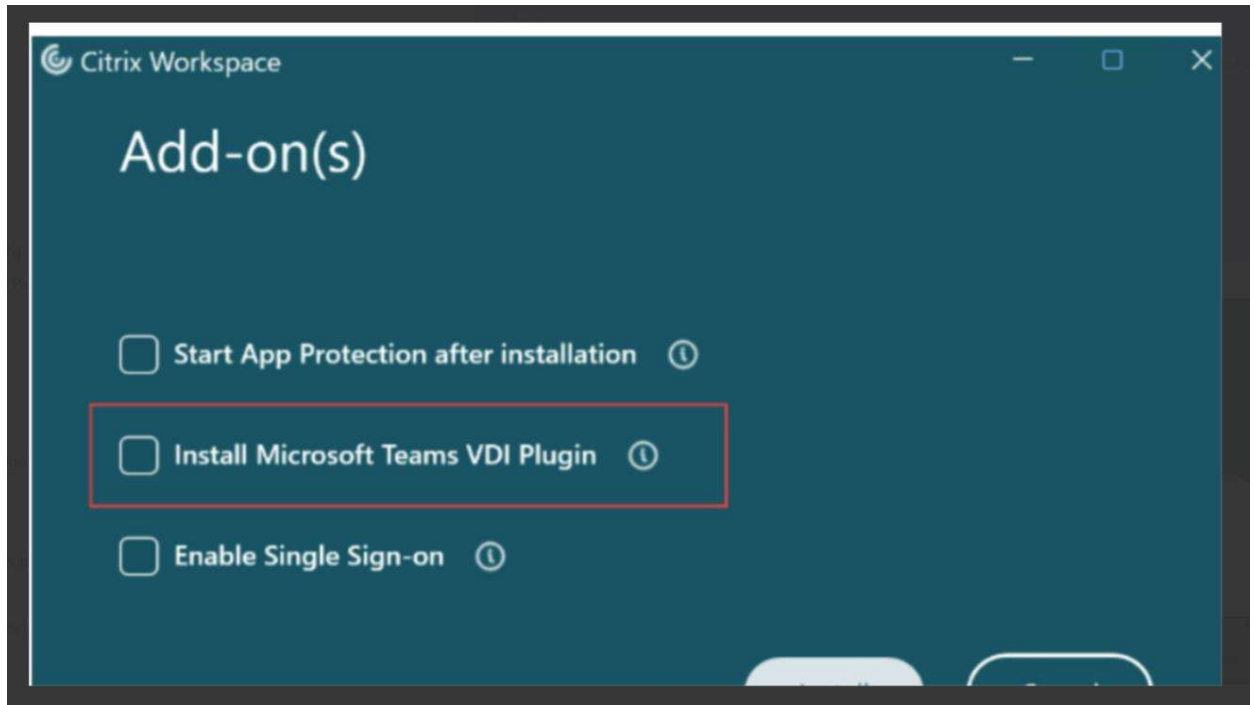
3. If prompted, select Run, and then select Yes on the following prompt



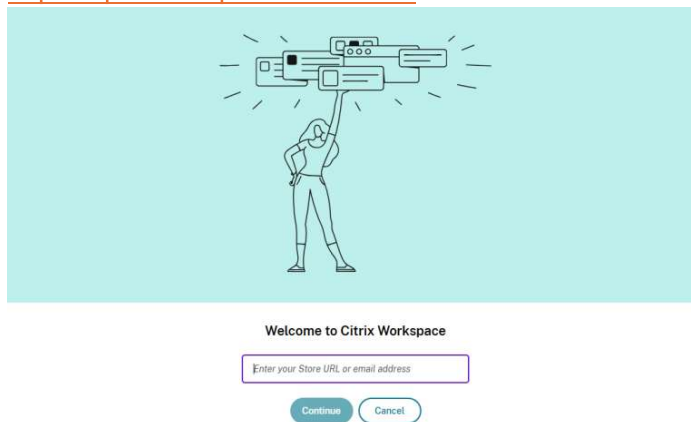
4. Navigate the following prompts to continue or progress to the next step



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



- After the installation is finished, select Add Account
- Add the following URL when prompted for Store URL:  
<https://iqviaworkspace.cloud.com>

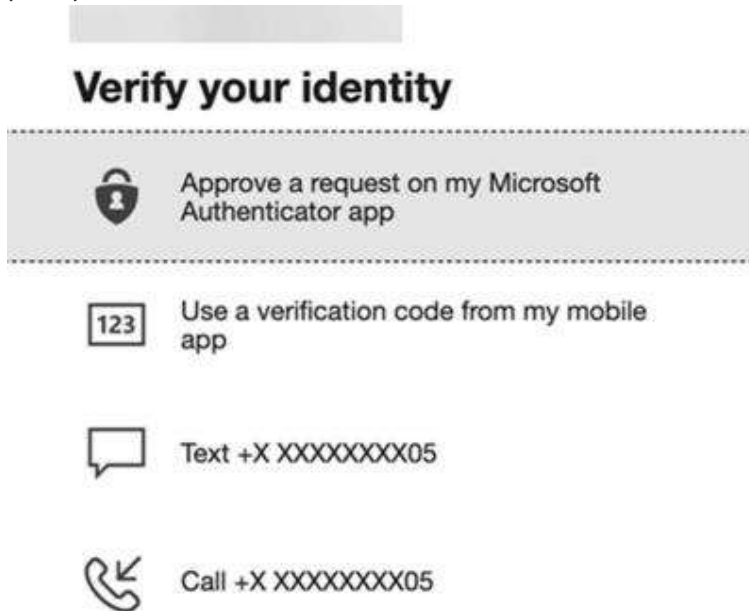


8. On the sign in page, enter your IQVIA email address and then select Sign in



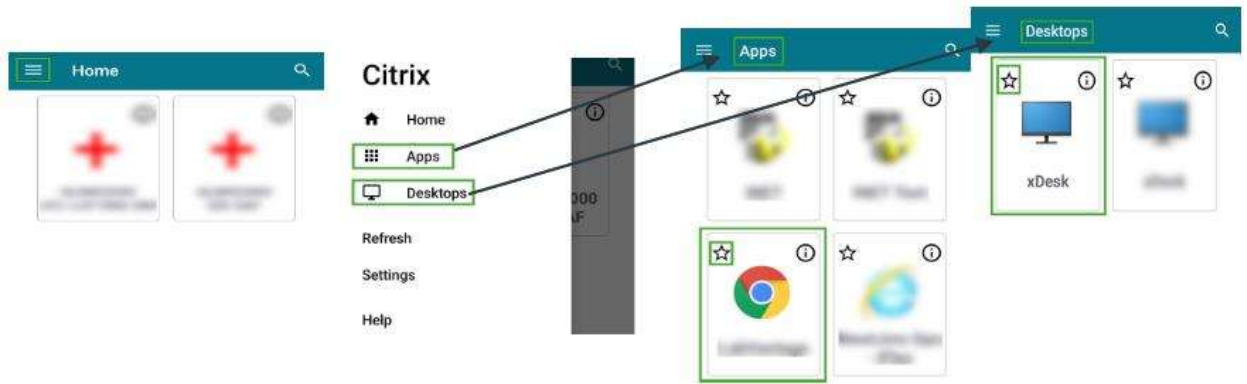
## User Experience

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



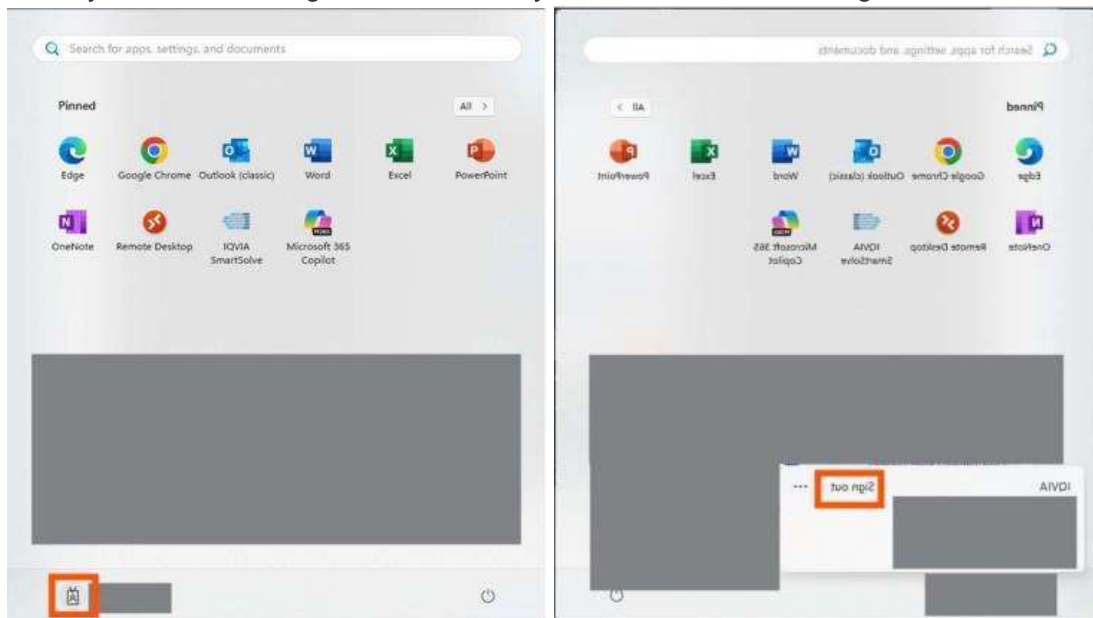
10. On the next screen you may see a list of applications or desktops, you may see nothing. Tap the menu icon in the top left and select Desktops or Apps. From the Apps section, you can find and launch your IQVIA Intranet App by tapping on its title. In the Desktops section, tap xDesk to launch your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



### 11. 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