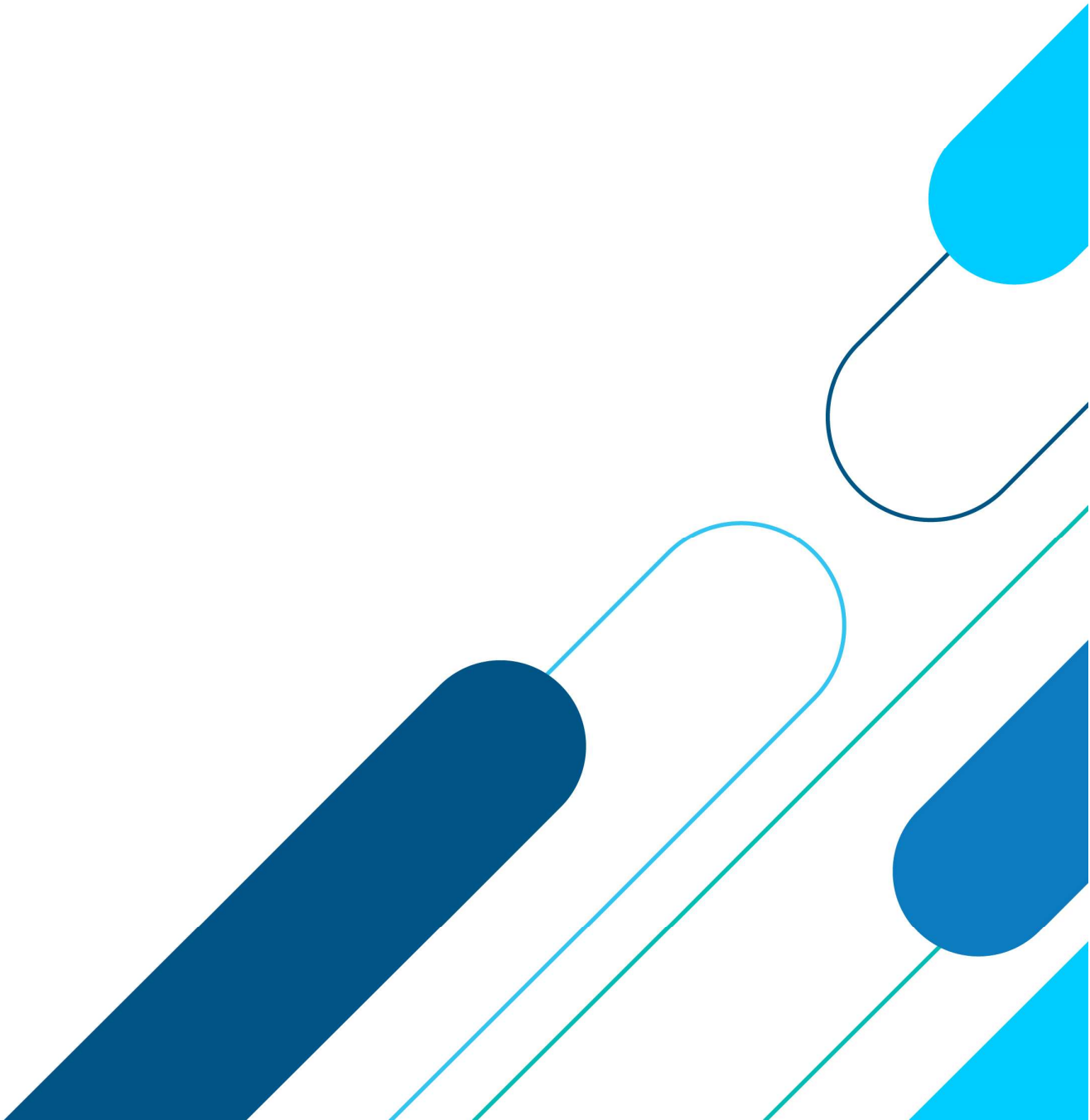




Logging into Citrix

Pinsafe

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.

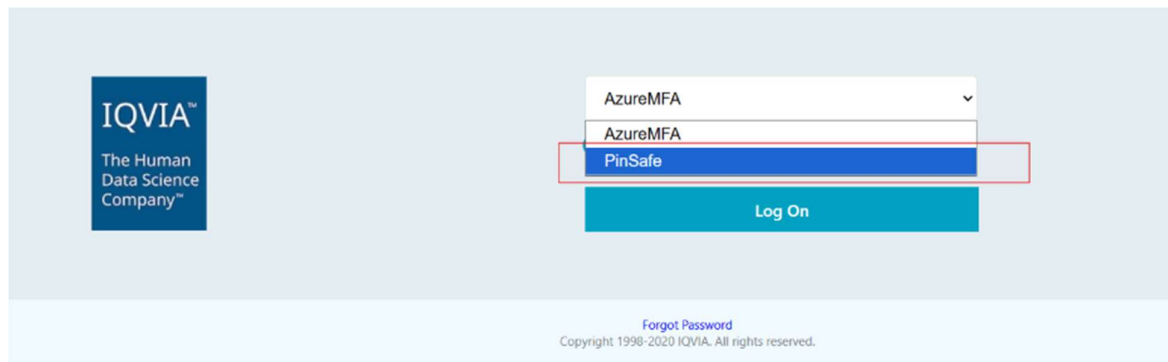
IQVIA virtual resources like the IQVIA Intranet App and xDesk are primarily used on non-IQVIA devices, such as a personal computer, tablet, or mobile device.

Prerequisites

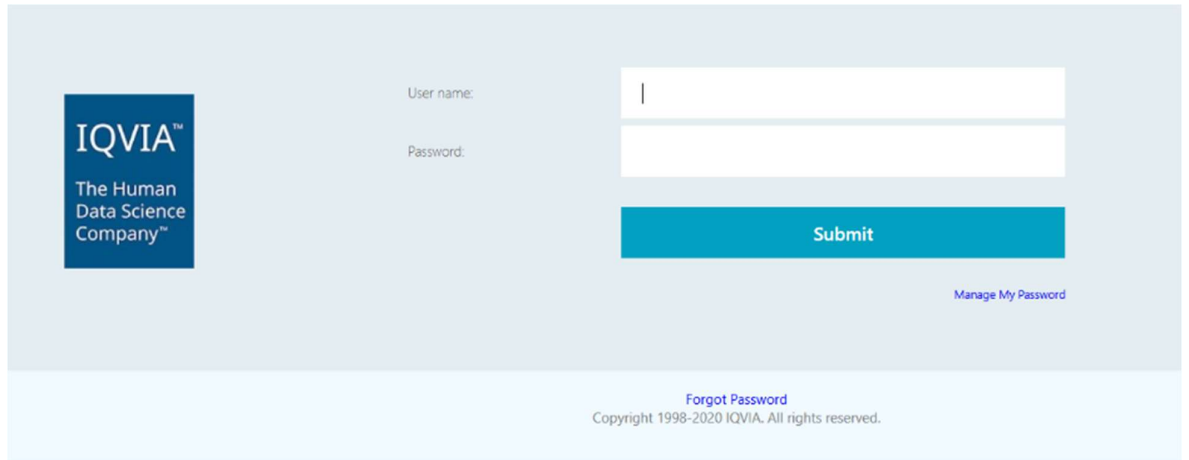
- Citrix Workspace 1912 (Minimum version: 19.12.3000.6) to access virtual desktop and IQVIA intranet app
- Compatible Operating system on Computer or tablet/phone
- Quality network connection (minimum 10Mbps speed)
- IQVIA Credentials (User id,password and Pinsafe)

Instructions

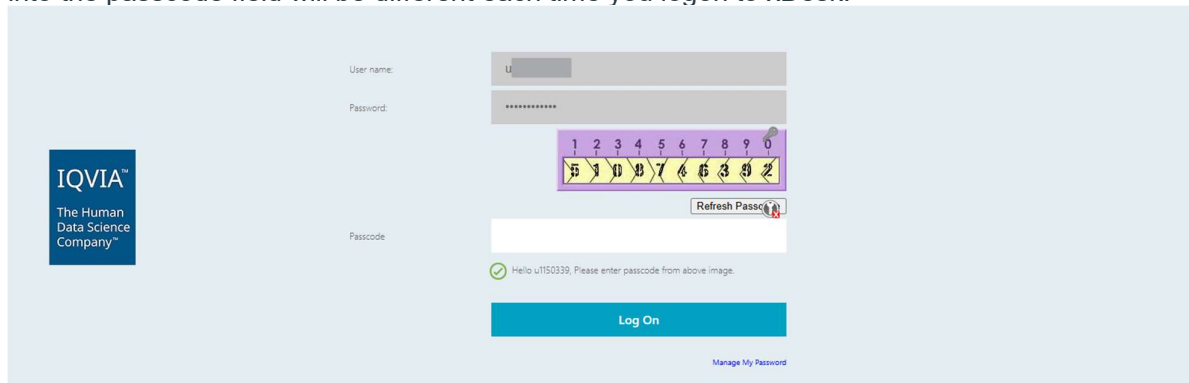
1. Navigate to iqviaworkspace.cloud.com



2. To login using Pinsafe select that option in the dropdown menu.
3. Next enter the credentials that you were given as follows:
 - a. Username: Your account username also knows as the QID or UID
 - b. Password: Your account password.



- C. He Passcode: Explained in detail below. Please note, the four-digit number you type into the passcode field will be different each time you logon to xDesk.



The passcode you enter will be the corresponding numbers you see below your four-digit PIN. If you're not able to read the numbers in the captcha window, press submit on your credentials while leaving the passcode field blank to change the captcha window. Ex. - In this example the user's four-digit PIN number is 1234. The numbers that the user will type into the Passcode field are 6972

Please Note: Your 4-digit PIN will lock out after three failed attempts. If login issues persist, please contact the Service Desk.

Support

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