



xDesk – iOS Devices Setup

Pinsafe



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
- iOS Operating system
- Quality network connection (minimum 10Mbps speed)
- IQVIA Credentials (User id,password and Pinsafe)

Preparation

Installing Citrix Workspace on iOS Devices:

1. Open the App Store.



2. Search. Type Citrix Workspace into the search.
3. Tap Get to install the application. You may be prompted for your Apple ID credentials and/or biometrics.

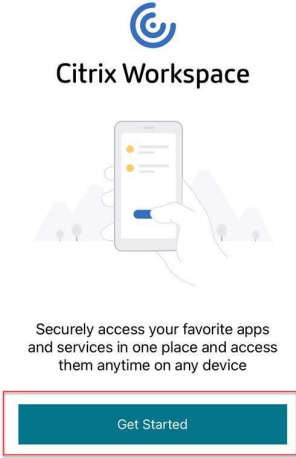
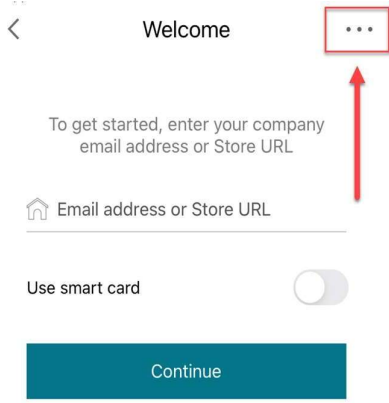
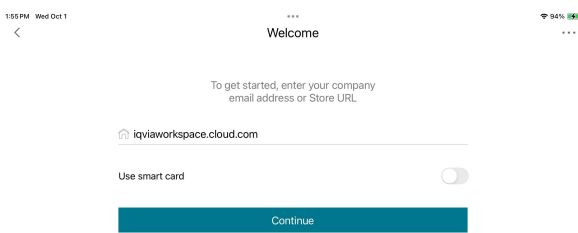
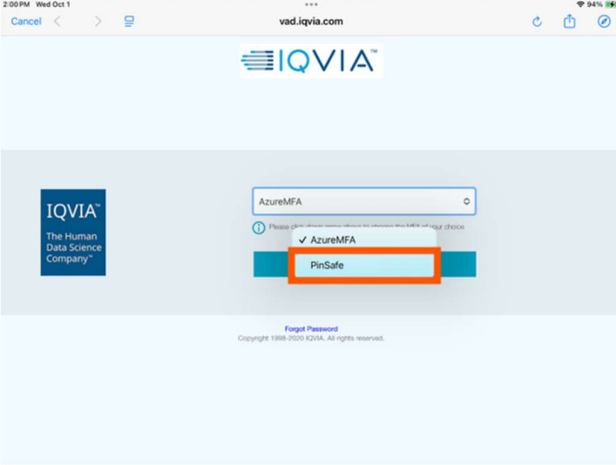


- a. If you see a cloud icon instead of Get, tapping the cloud will also start the install.
- b. If you see Open, you already have the app installed and can skip to the step

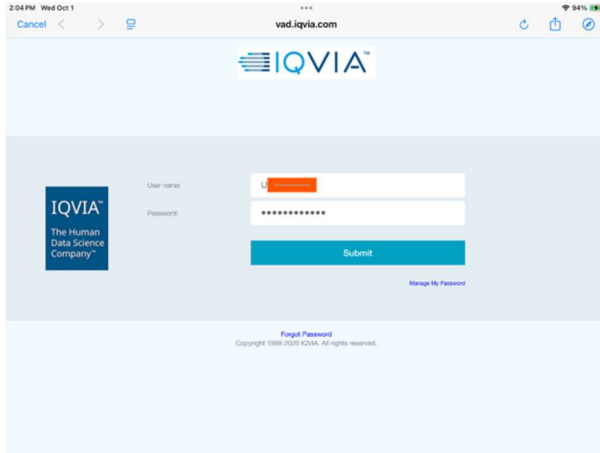
“Setting up xDesk in the Citrix Workspace App”

4. Once the Citrix Workspace installation is complete, select Open.
5. When prompted, please select Allow Notifications.

User Experience

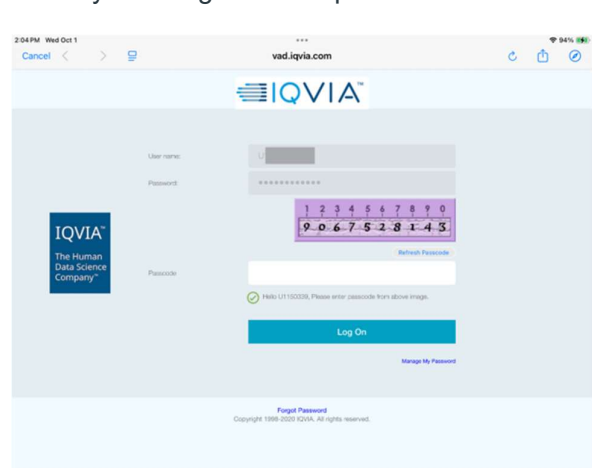
<p>Open the Citrix Workspace App and tap the Get Started button to begin.</p>  <p>The screenshot shows the Citrix Workspace app home screen. At the top is the Citrix logo and the text 'Citrix Workspace'. Below that is an illustration of a hand holding a smartphone. Underneath is the text: 'Securely access your favorite apps and services in one place and access them anytime on any device'. At the bottom is a teal button labeled 'Get Started' which is highlighted with a red box.</p>	<p>1. Tap the three dots in the top right of the screen and select Manual Setup in the resulting menu.</p>  <p>The screenshot shows the 'Welcome' screen of the Citrix Workspace app. It has a back arrow on the left and a three-dot menu icon on the right, which is highlighted with a red box and an arrow pointing to it. The text says: 'To get started, enter your company email address or Store URL'. Below that is a text input field with a house icon and the label 'Email address or Store URL'. There is a toggle switch for 'Use smart card' which is currently off. At the bottom is a teal button labeled 'Continue'.</p>
<p>Enter iqviaworkspace.cloud.com then click Continue.</p>  <p>The screenshot shows the 'Welcome' screen of the Citrix Workspace app. The text says: 'To get started, enter your company email address or Store URL'. Below that is a text input field containing the URL 'iqviaworkspace.cloud.com'. There is a toggle switch for 'Use smart card' which is currently off. At the bottom is a teal button labeled 'Continue'.</p>	<p>Select in the dropdown menu the Pinsafe option.</p>  <p>The screenshot shows a web browser displaying the IQVIA login page. The URL is 'vad.iqvia.com'. There is a dropdown menu for authentication methods with 'AzureMFA' selected. Below the dropdown is a teal button labeled 'PinSafe' which is highlighted with a red box. The page also features the IQVIA logo and the tagline 'The Human Data Science Company'.</p>

Enter your IQVIA user ID and Password click Submit.



Example username: U1234567

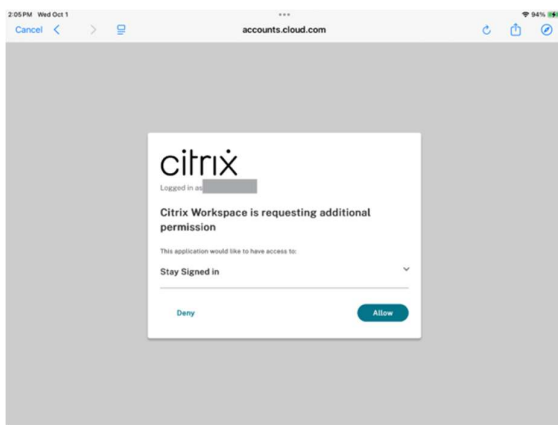
Enter the Pinsafe using the numbers displayed below your 4 digit Pinsafe pin.



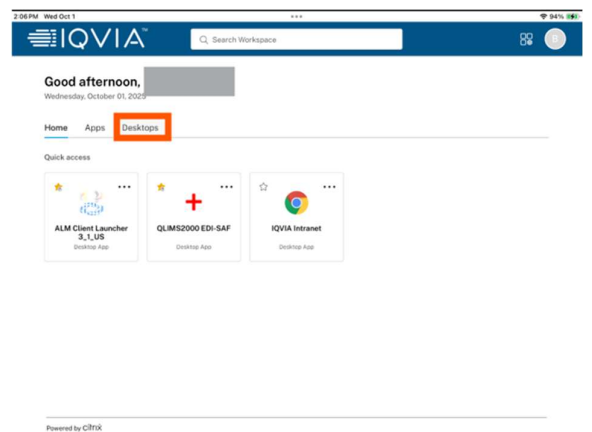
The passcode you enter will be the corresponding numbers you see below your four-digit PIN. If you're not able to read the numbers in the captcha window, press submit on your credentials while leaving the passcode field blank to change the captcha window.

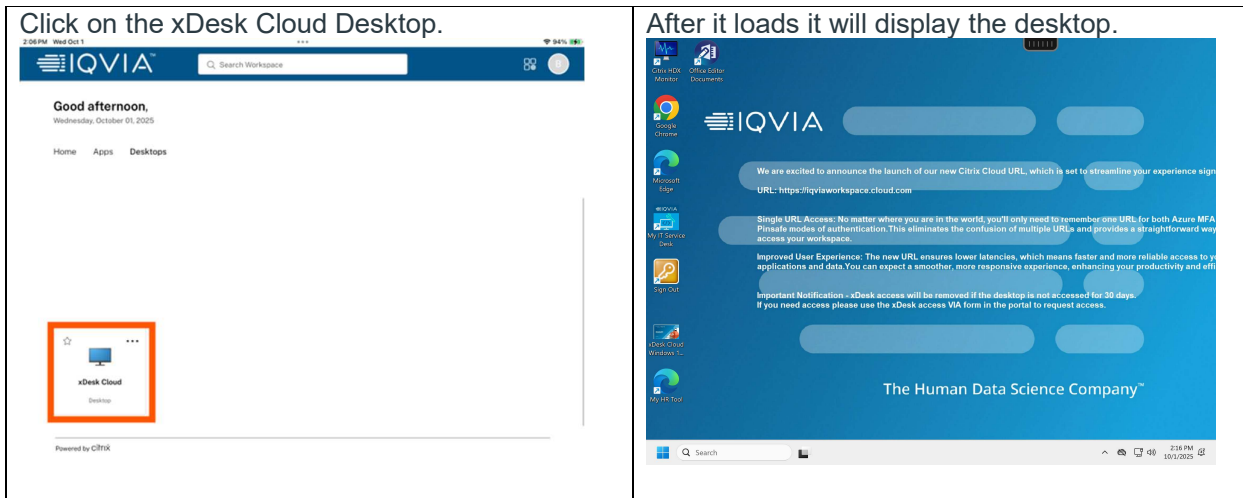
Ex. - In this example the user's four-digit PIN number is 1234. The numbers that the user will type into the Passcode field are 2760.

Next click on Allow on the next screen.



On the Home page you click on Desktops.

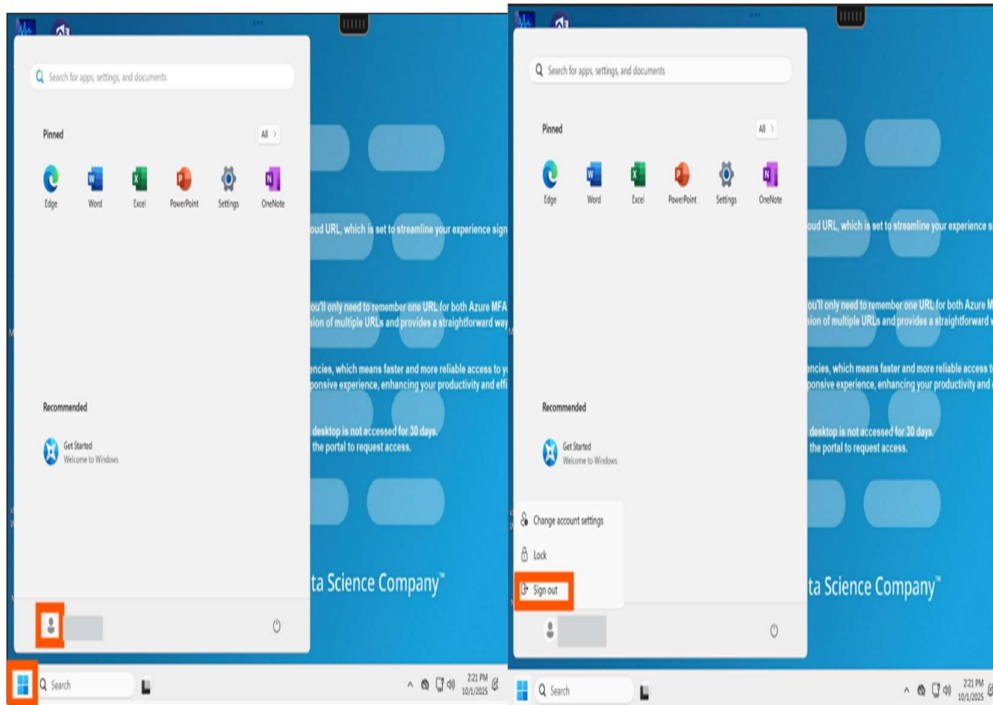




Logging off xDesk and Returning to xDesk:

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

1. Tap the Start Menu within xDesk
2. Tap on your Profile Icon
3. Tap Sign Out



To Return to xDesk:



1. Tap the **Citrix Workspace App Icon** on your iOS device's home screen.
2. Tap **xDesk**. This will return you to the xDesk Logon Screen.

Support

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



[iqvia.com](https://www.iqvia.com)