



# xDesk – Mac Device Setup

*Pinsafe*

October 2, 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

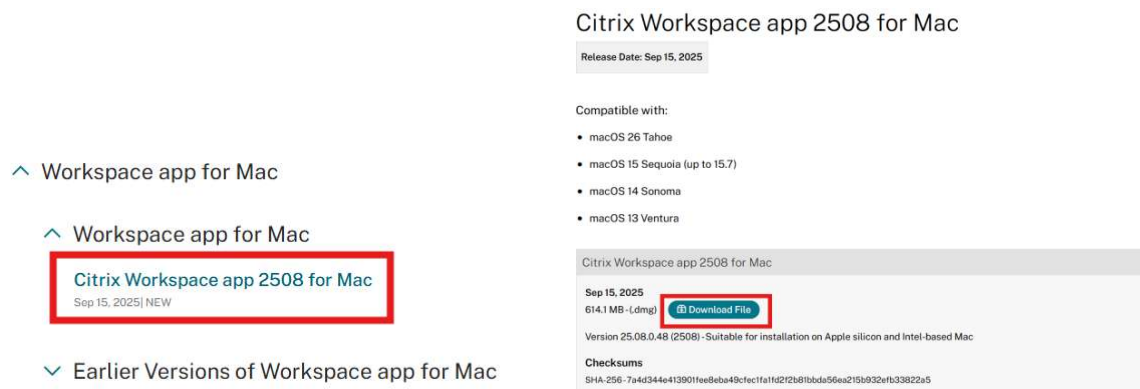
- Citrix Workspace 1912 (Minimum version: 19.12.3000.6) to access virtual desktop and IQVIA intranet app
- MacOS Operating system
- Quality network connection (minimum 10Mbps speed)
- IQVIA Credentials (User id,password and Pinsafe)

## Preperation

### Installing Citrix Workspace on Mac Device

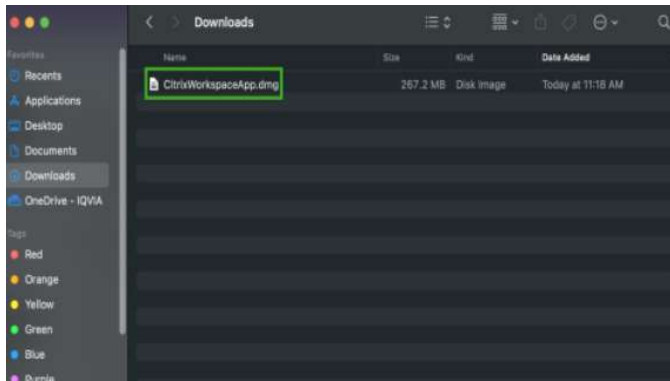
If you already have Citrix Workspace installed and configured on your phone, you may skip the preparation section and go to User experience section

1. 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

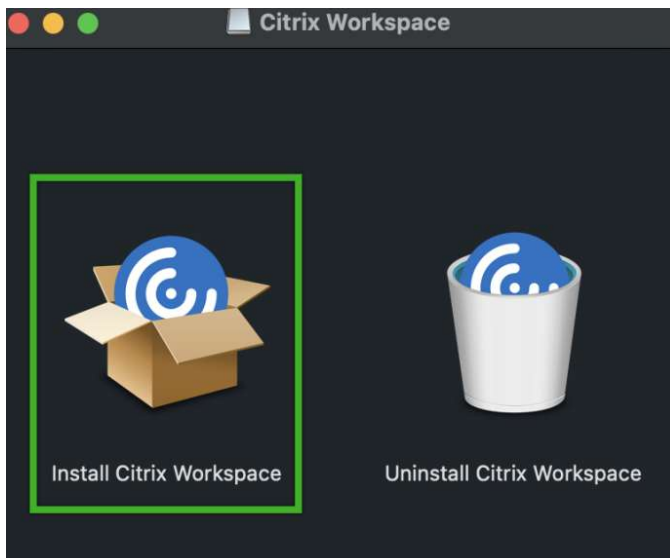


The image shows a screenshot of the Citrix website's download page for the Citrix Workspace app 2508 for Mac. On the left, there is a navigation menu with the following items: 'Workspace app for Mac', 'Workspace app for Mac', 'Citrix Workspace app 2508 for Mac' (highlighted with a red box), and 'Earlier Versions of Workspace app for Mac'. The main content area on the right is titled 'Citrix Workspace app 2508 for Mac' and includes the following information: 'Release Date: Sep 15, 2025', 'Compatible with:' (listing macOS 26 Tahoe, macOS 15 Sequoia (up to 15.7), macOS 14 Sonoma, and macOS 13 Ventura), and a 'Download File' button (highlighted with a red box). Below the button, it states 'Version 25.08.0.48 (2508) - Suitable for installation on Apple silicon and Intel-based Mac' and provides 'Checksums' (SHA: 256-7a4d344e413901fee8eba49cfe1fa1212b61bda56ea215b932efb33822a5).

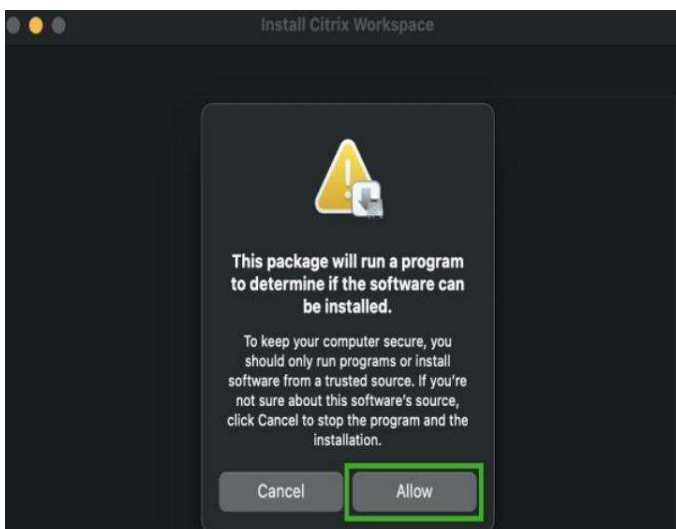
2. Run the downloaded file from your browser or navigate to your downloads folder



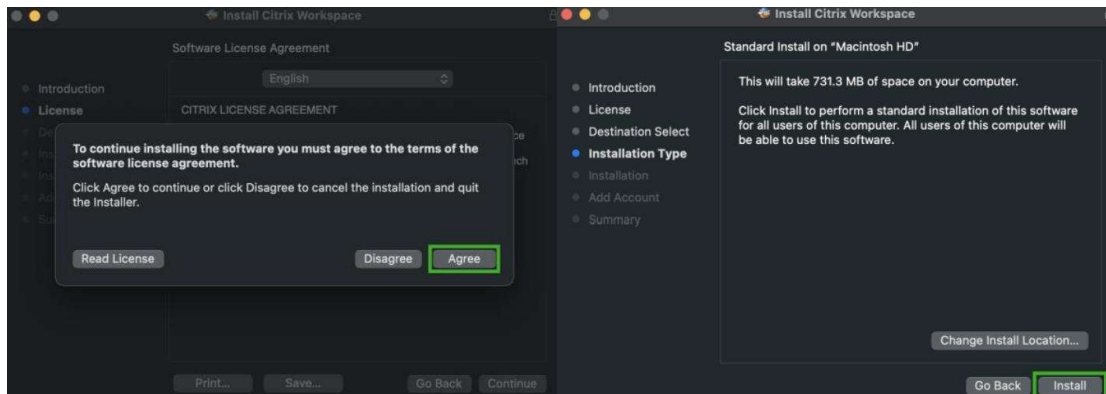
3. Click Install Citrix Workspace.



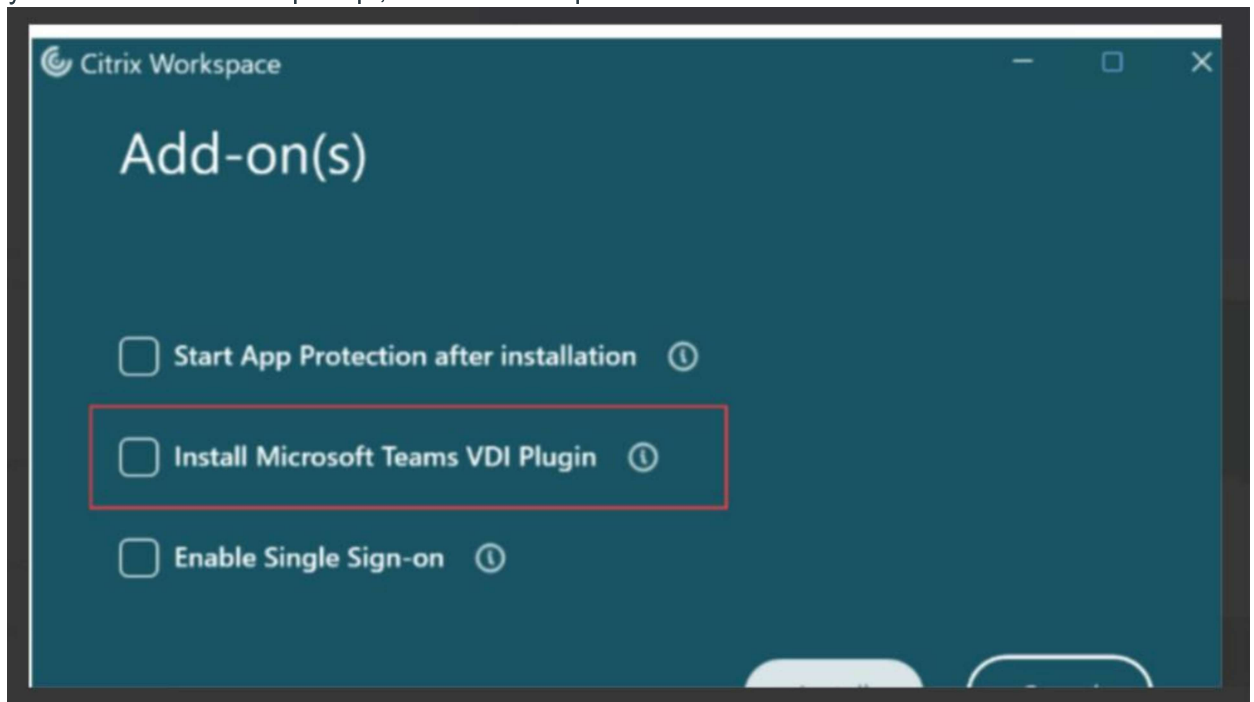
4. When prompted, select Allow



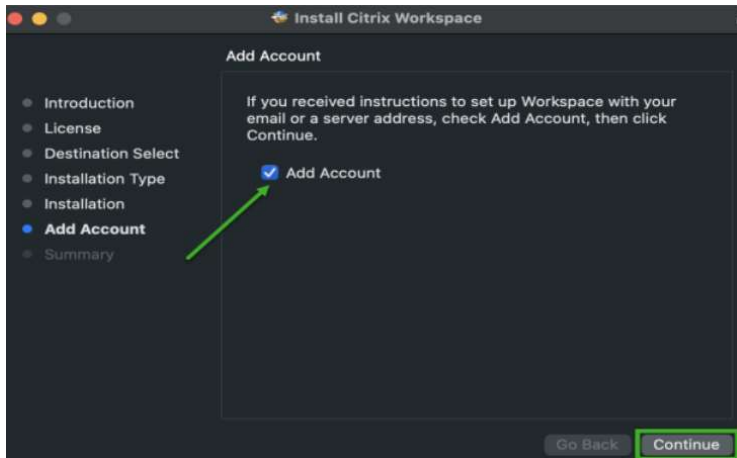
5. Continue and agree through prompts, then click install. If necessary, you may need to enter your device's password in an admin prompt then click Install Software



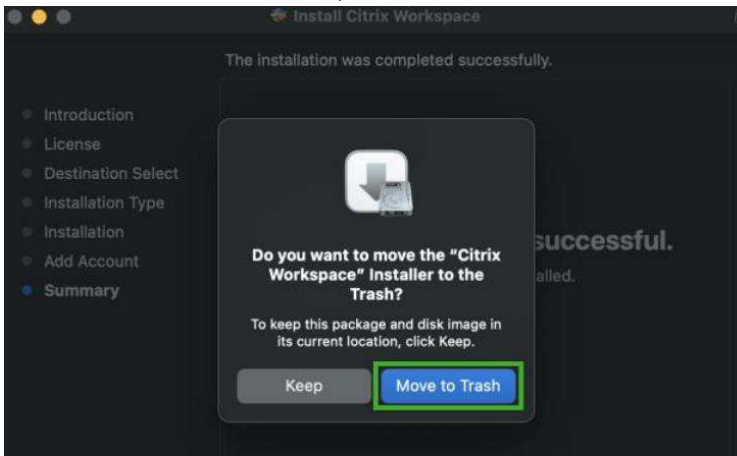
1. When receiving this prompt, please select "Install Microsoft Teams VDI Plugin" to continue. If you do not receive this prompt, no action is required



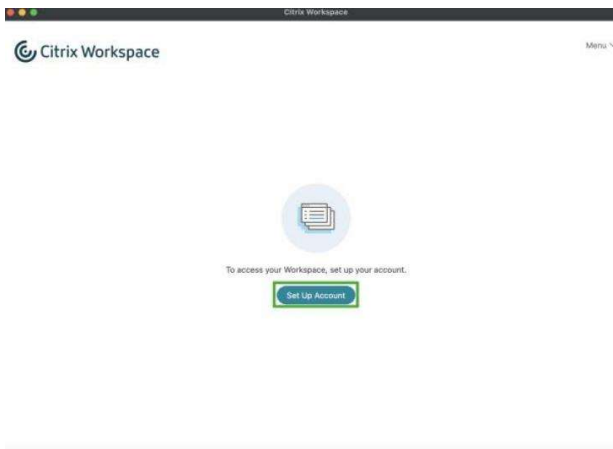
6. When prompted to Add Account, check the box and select continue



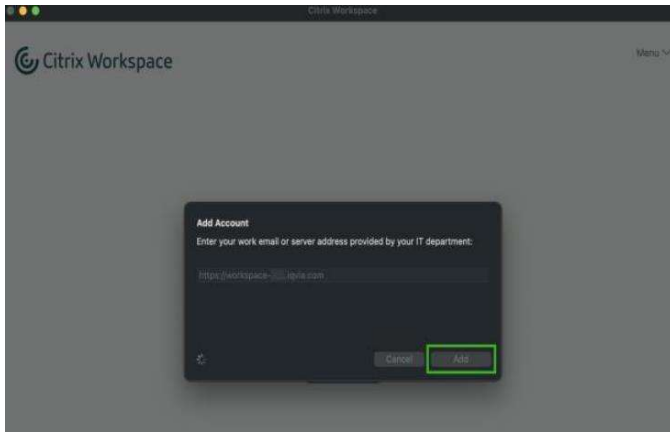
7. After successful installation, select Close and then select Move to Trash to close the installer



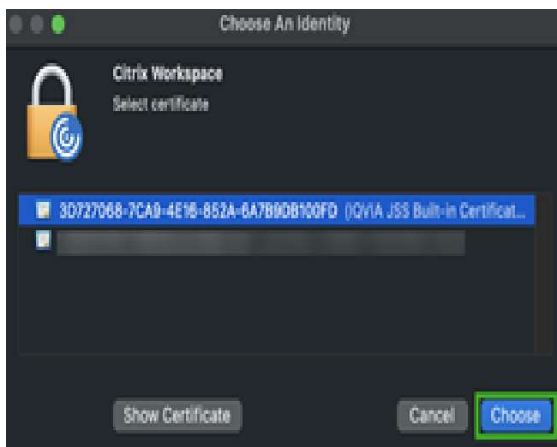
8. Select Set up Account



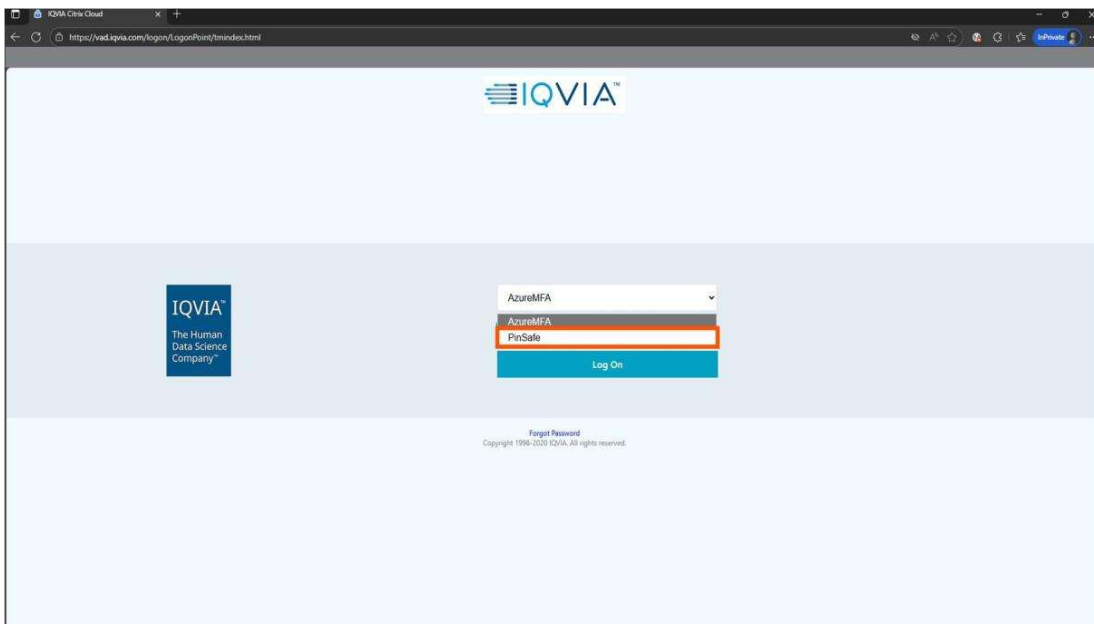
9. Add the following URL when prompted and select Add:  
<https://iqviaworkspace.cloud.com>



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

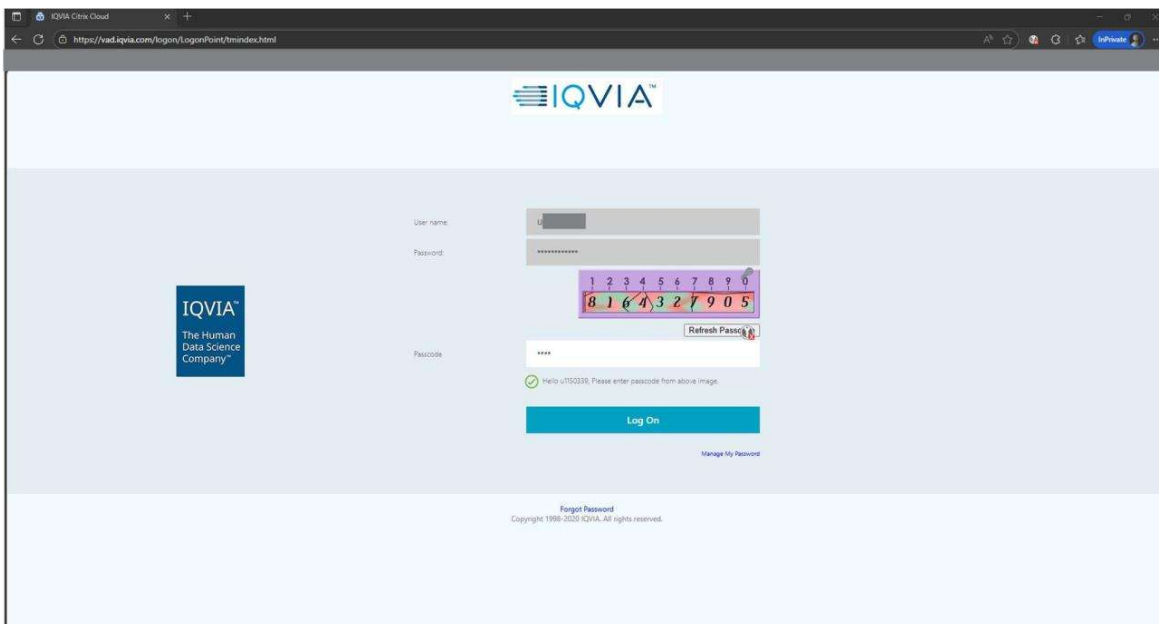


11. On the sign page, enter your IQVIA Username and Password then select Sign in



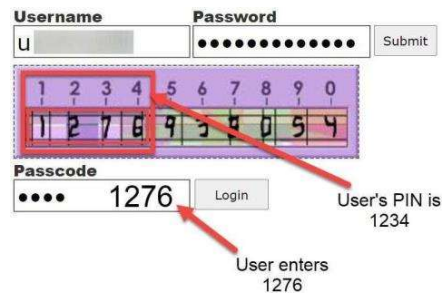
12. To log in, you will enter the following credentials, then select Login:

- a. Username: Your domain username, also referred to as a QID or UID Ex: U1234567
- b. Password: Your IQVIA Password.
- c. 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 2760.

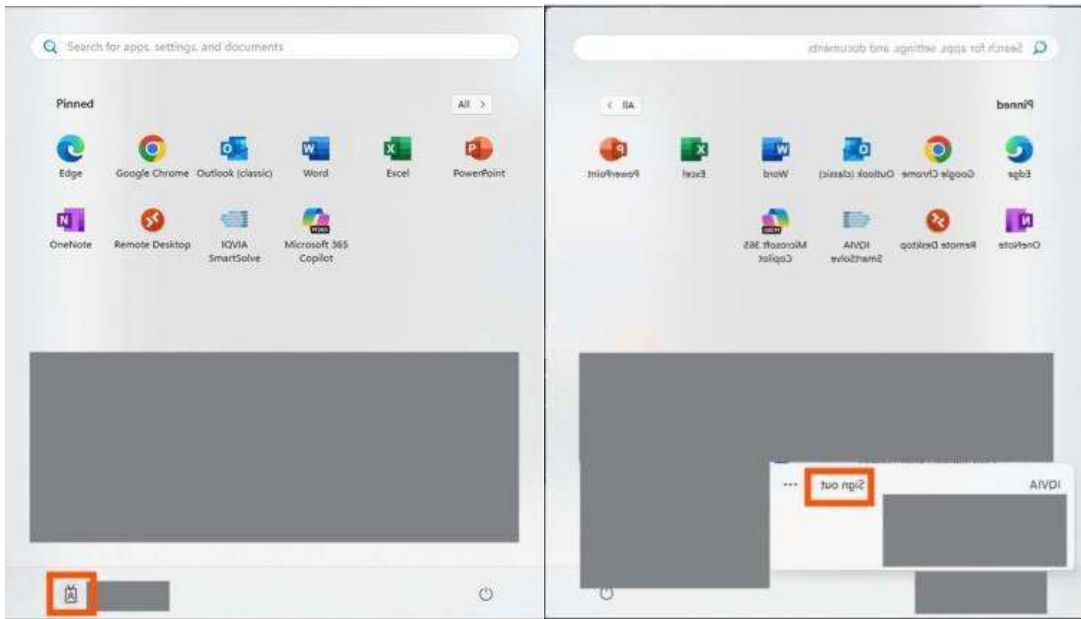


## User Experience

1. 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.



2. 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