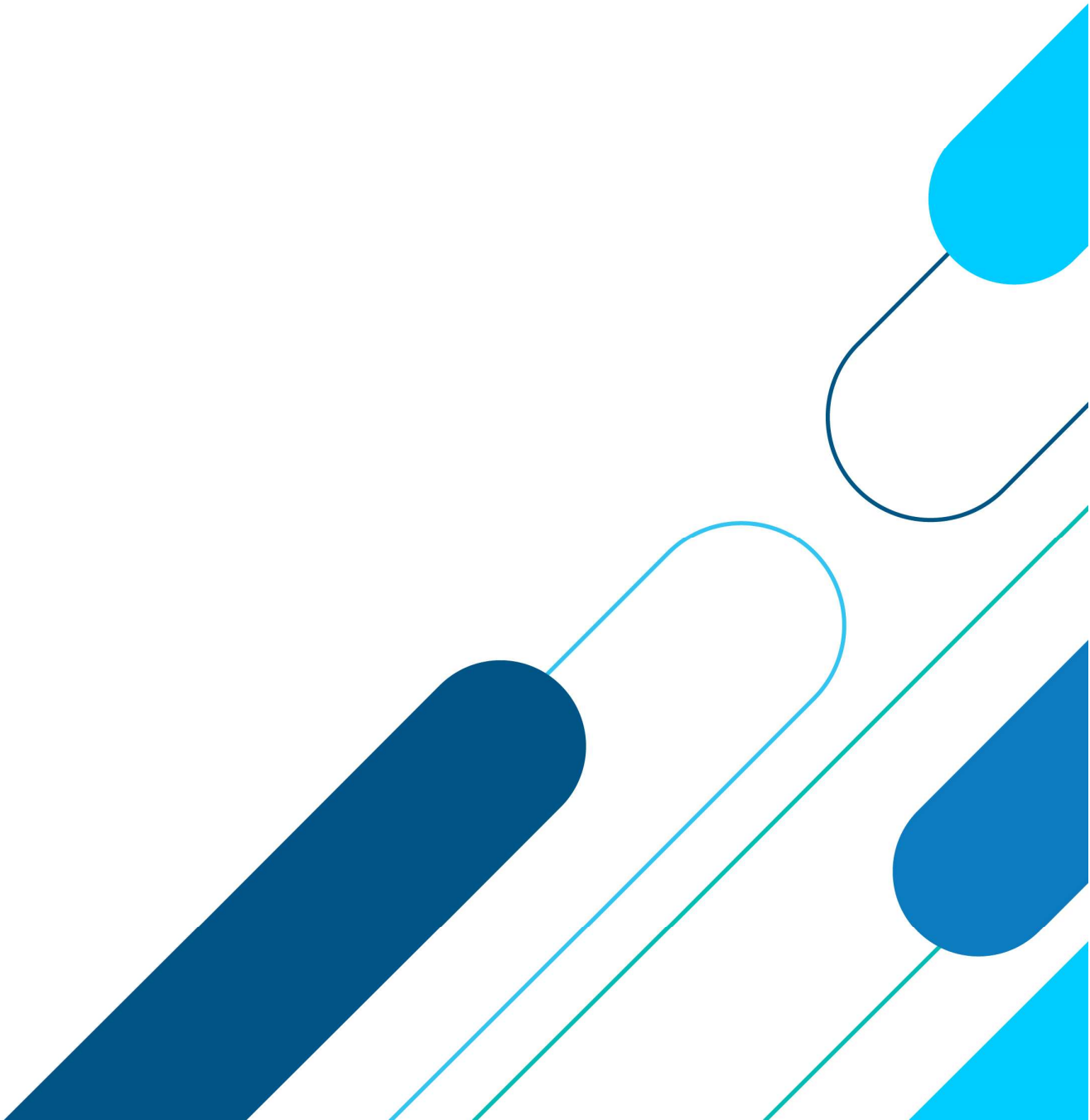




xDesk Setup for Android

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
- Android Operating system on the mobile phone/tablet
- Quality network connection (minimum 10Mbps speed)
- IQVIA Credentials (User id,password and Pinsafe)

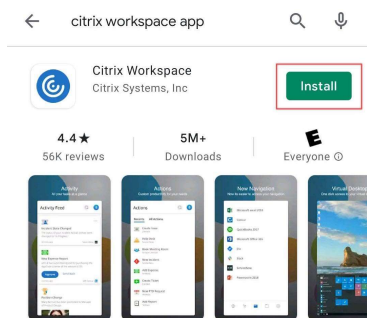
Preparation

Installing Citrix Workspace on Android Devices:

1. Open the Google Play Store



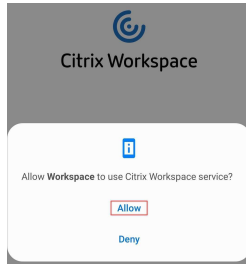
2. At the top, use the search feature to look for **Citrix Workspace**.
3. Tap **Install** to get the application.



Access apps, desktops and files on any device

4. Once the Citrix Workspace installation is complete, select **Open**.

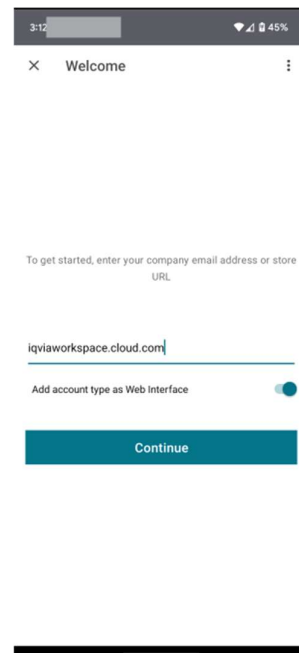
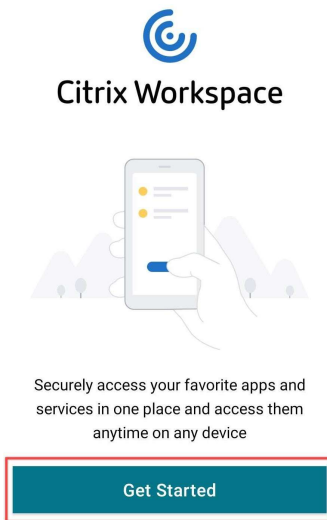
- When prompted, please select **Allow** on the three following Notification Prompts.



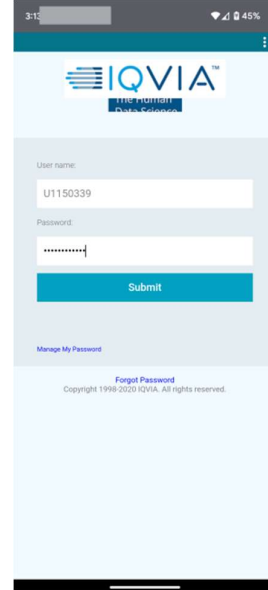
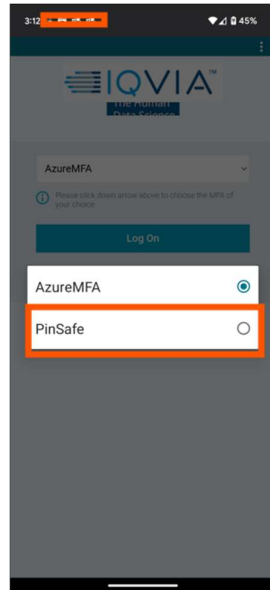
User Experience

Setting up xDesk in the Citrix Workspace App:

- Open the Citrix Workspace App and tap the **Get Started** button to begin.
- Toggle the **Web Interface** option on and enter in iqviworkspace.cloud.com as the Store URL then select Continue.

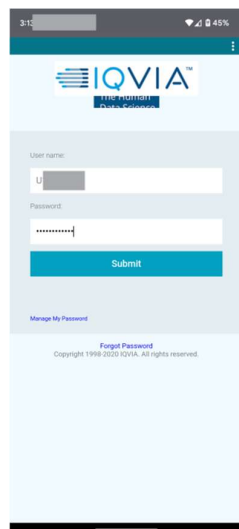


- You should now see the xDesk login screen.



Logging into xDesk:

1. At the xDesk Logon Screen you will use the following credentials:
 - a. **Username:** Your domain username, also referred to as a QID or UID
 - b. **Password:** Your Domain 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.

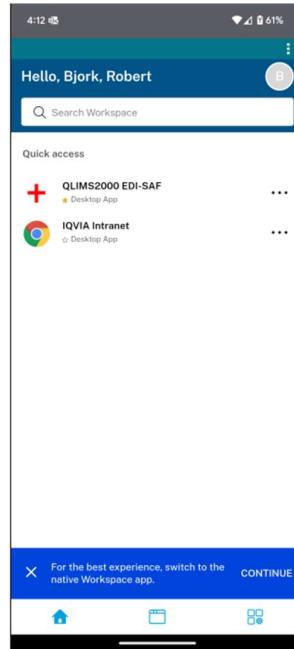
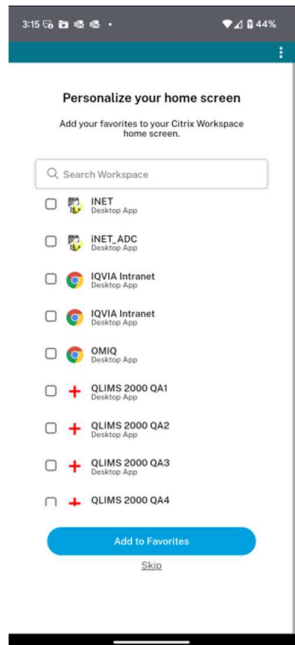


The passcode you enter will be the corresponding numbers you see below your four-digit PIN. If you're not able to read the numbers in the captcha window, press submit on your credentials while leaving the passcode field blank to change the captcha window.

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.

2. When all values are entered, click **Login**

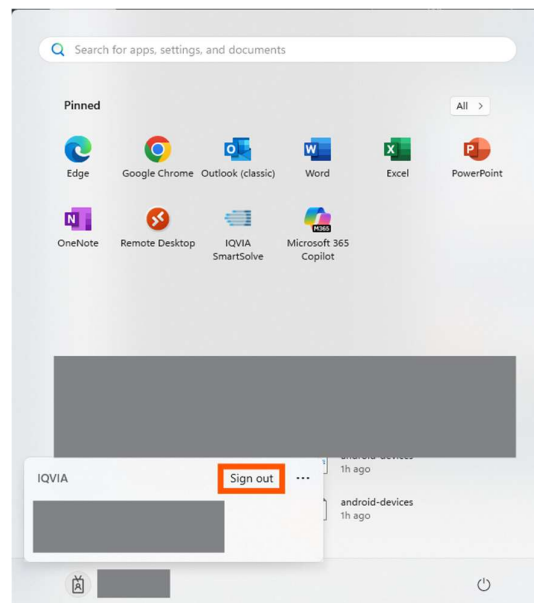
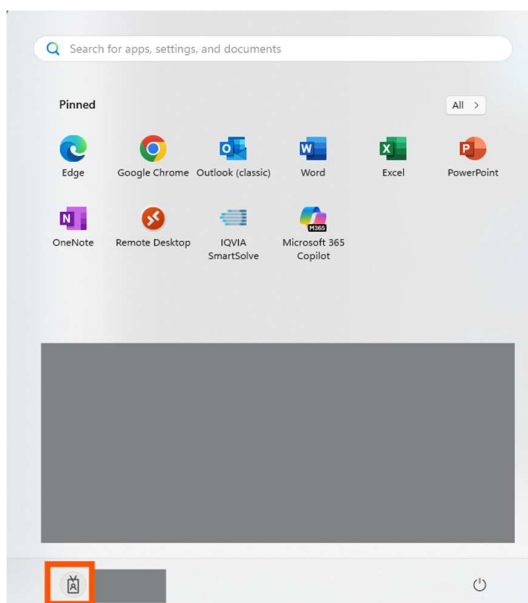
3. On the next screen you may see a prompt to Personalize your home screen just click **Skip**.



Logging off xDesk and Returning to xDesk:

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

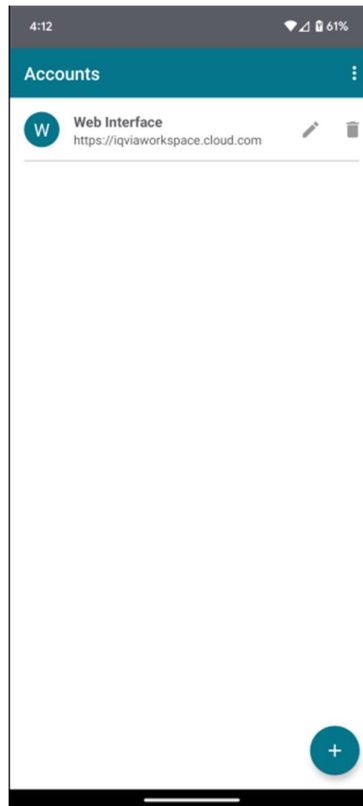
1. Tap the **Start Menu** within xDesk
2. Tap or your **Profile Icon**
3. Tap **Sign Out**



To Return to xDesk:



1. Tap the Citrix Workspace App on your Android device.
2. Tap **Web Interface**. 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