



xDesk Setup Instructions Windows Devices

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

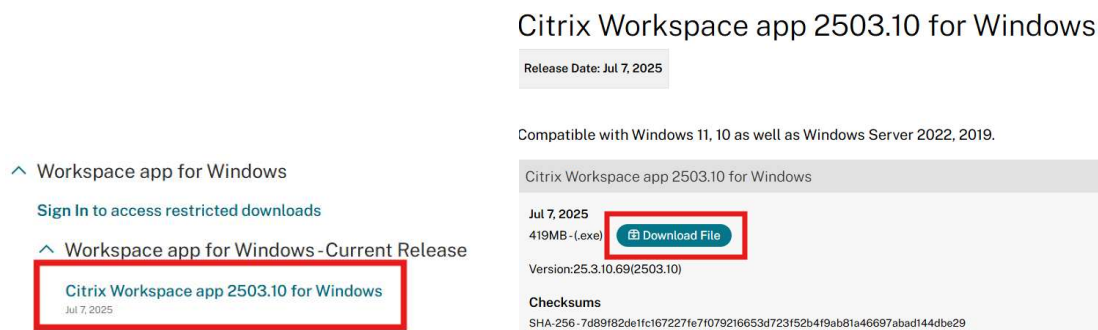
- Citrix Workspace 1912 (Minimum version: 19.12.3000.6) to access virtual desktop and IQVIA intranet app
- Windows 11 Operating system
- Quality network connection (minimum 10Mbps speed)
- IQVIA Credentials (User id, password and Pinsafe)

Preparation

Installing/Configuring Citrix Workspace

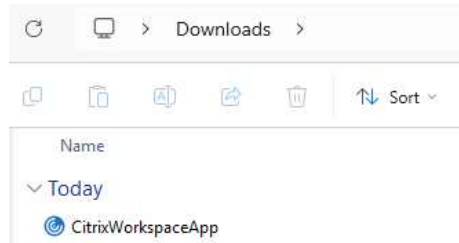
If you already have Citrix Workspace installed and configured on your phone, you may skip the preparation section and go to User experience section

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 Windows, then download the most recent version of the Citrix Workspace app for Windows

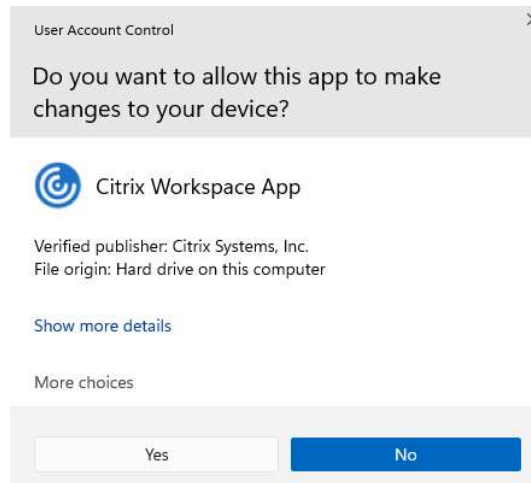


The image shows a screenshot of the Citrix website's download page for the Citrix Workspace app 2503.10 for Windows. On the left, a navigation menu is visible with the following items: 'Workspace app for Windows', 'Sign In to access restricted downloads', and 'Workspace app for Windows - Current Release'. The 'Current Release' item is expanded, showing 'Citrix Workspace app 2503.10 for Windows' with a sub-date of 'Jul 7, 2025'. This item is highlighted with a red box. On the right, the main content area displays 'Citrix Workspace app 2503.10 for Windows' with a 'Release Date: Jul 7, 2025' badge. Below this, it states 'Compatible with Windows 11, 10 as well as Windows Server 2022, 2019.' A detailed card for the app shows 'Jul 7, 2025', '419MB - (Exe)', and a 'Download File' button, which is also highlighted with a red box. Below the card, the 'Checksums' section lists the SHA: 256 - 7d89f82de1fc167227fe71079216653d723f52b4f9ab81a46697abad144d8e29.

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



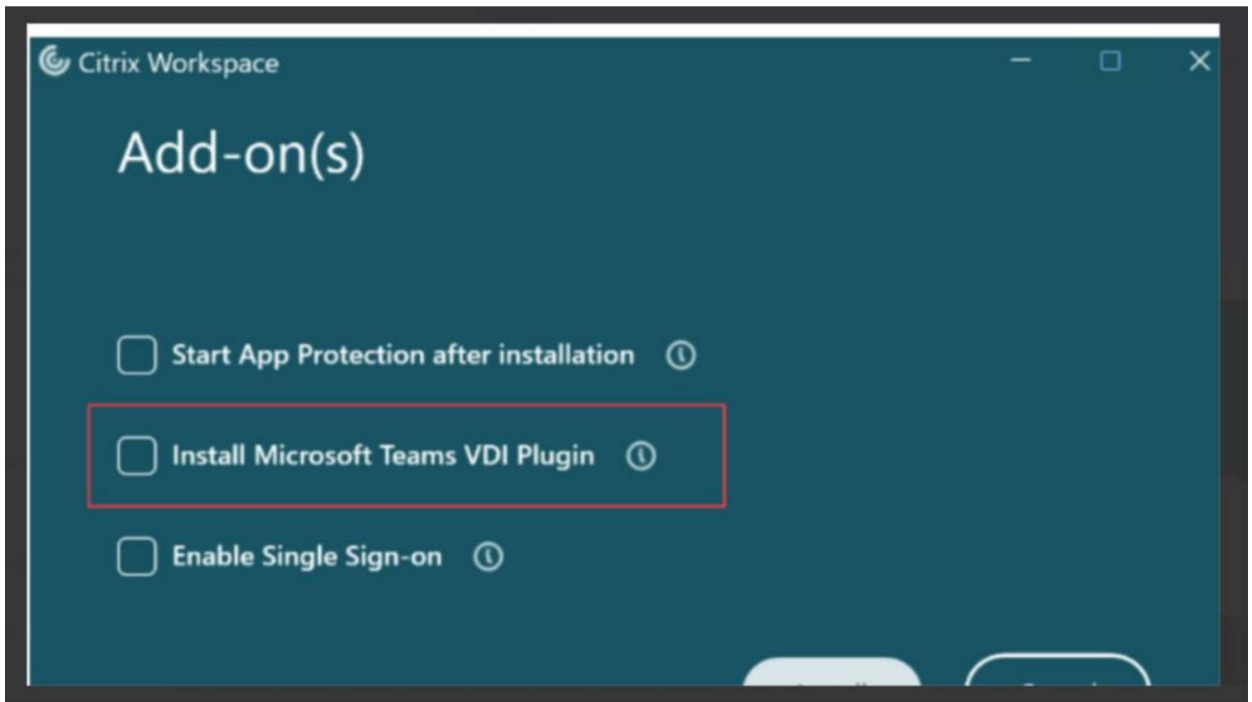
3. If prompted, select Run, and then select Yes on the following prompt:



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

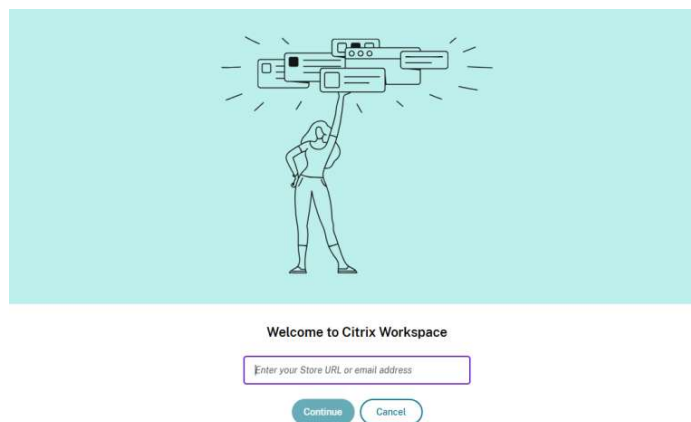


1. When receiving this prompt, please select “Install Microsoft Teams VDI Plugin” to continue. If you do not receive this prompt, no action is required.

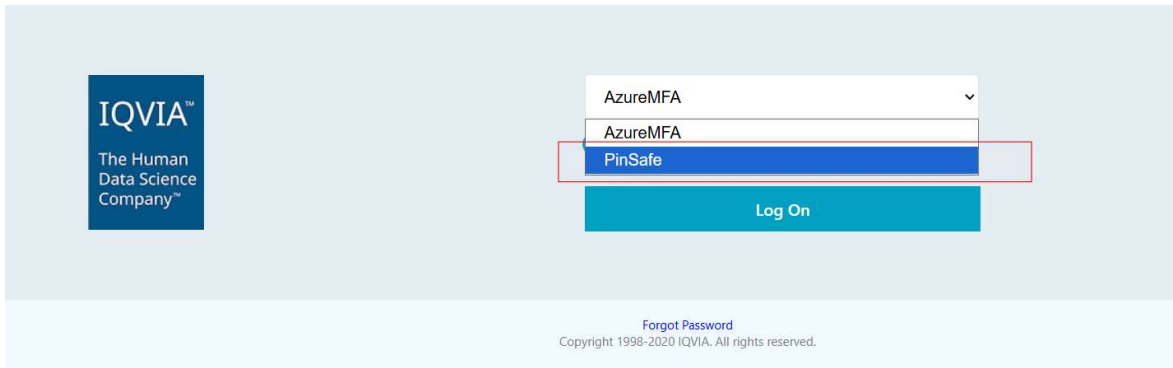


5. After the installation is finished, select Add Account

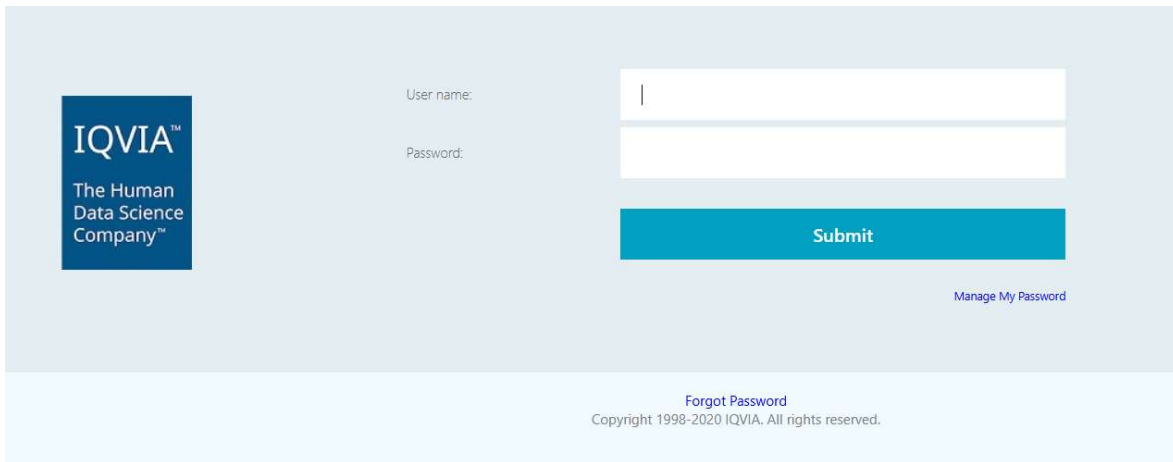
6. Add the following URL when prompted for Store URL: <https://iqviaworkspace.cloud.com>



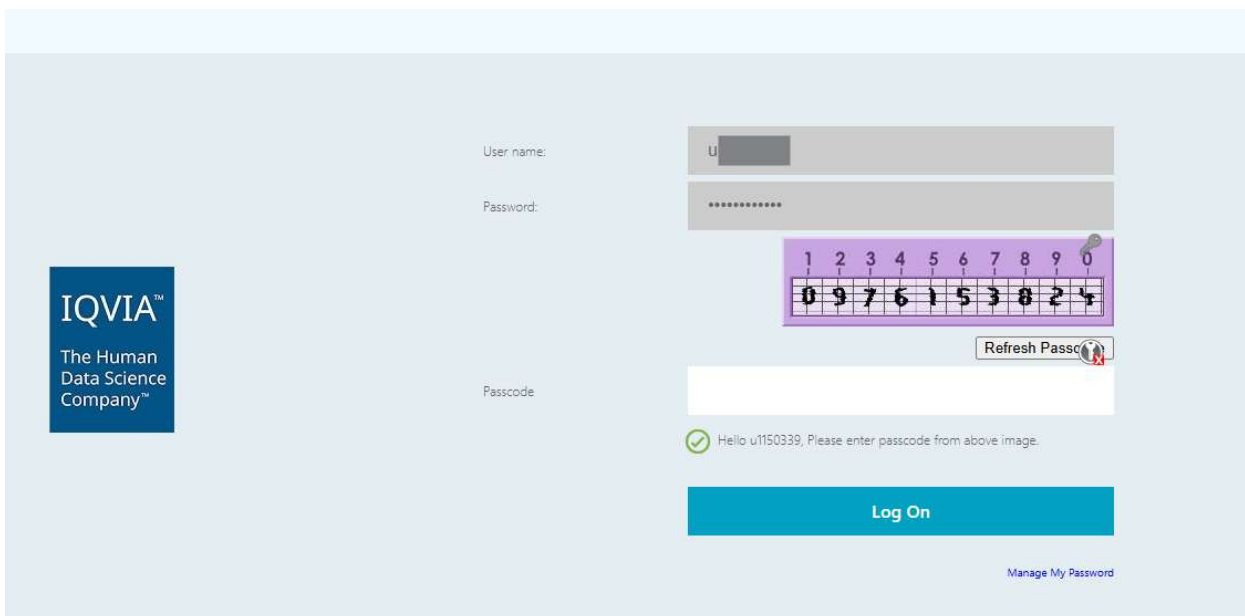
7. On the sign in page,select the Pinsafe option in the drop down menu and click Log On.



8. Enter username and password then click Submit. Ex username: u1234567



9. Enter passcode and click on Logon

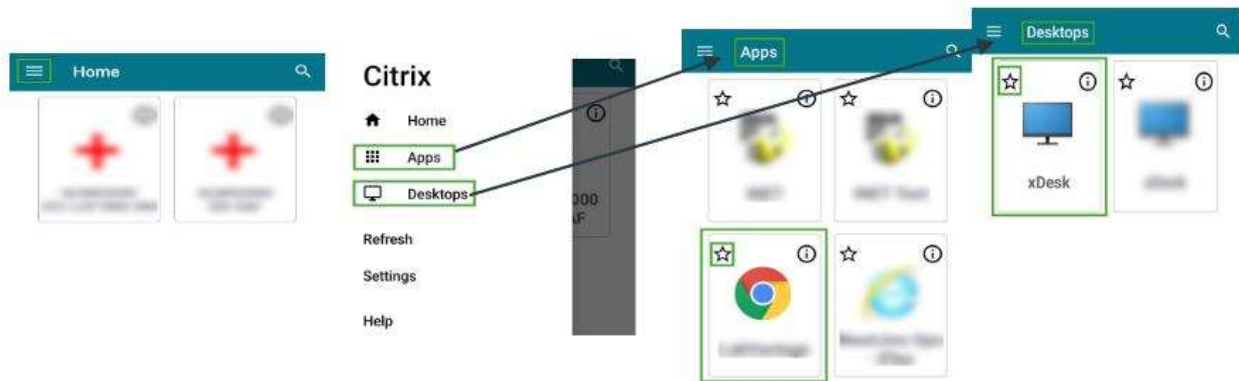


The passcode you enter will be the corresponding numbers you see below your four-digit PIN. If you're not able to read the numbers in the captcha window, press submit on your credentials while leaving the passcode field blank to change the captcha window. Ex. - In this example the user's four-digit PIN 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 Global IT Service Desk.

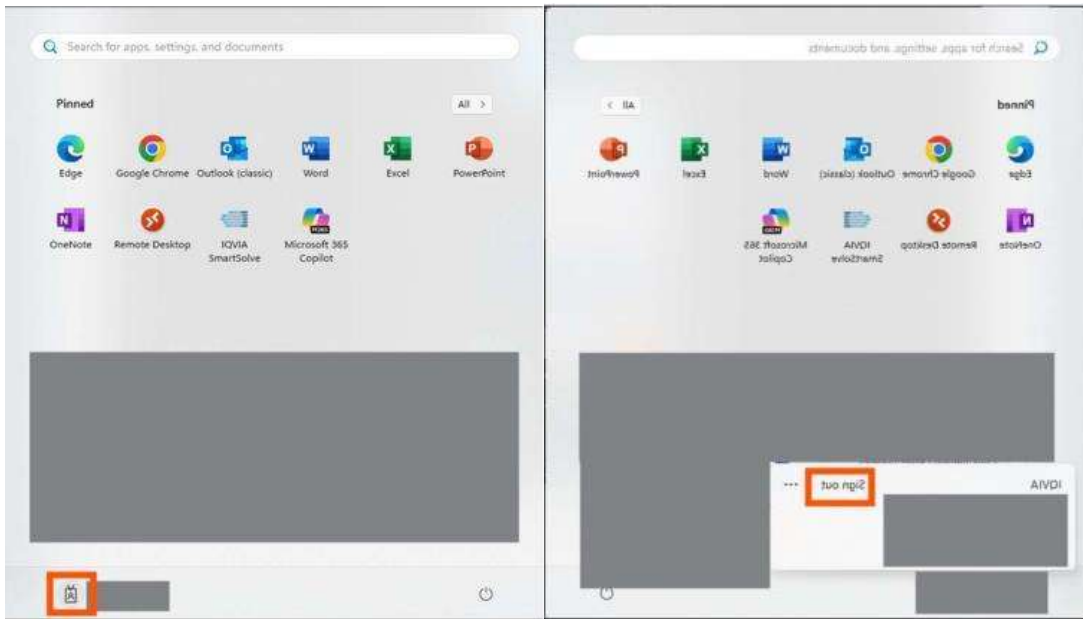
User Experience

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