# xDesk Setup Instructions Android
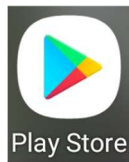
## Android

May 20, 2021
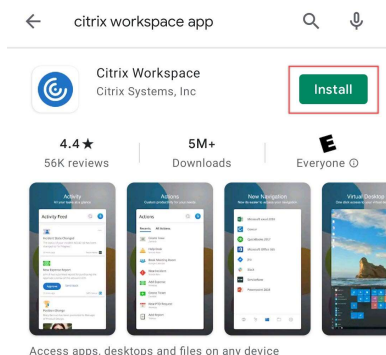
IQVIA

# XDESK – ANDROID DEVICES

## Before you Begin:

- xDesk is primarily used on a personal laptop not provided by IQVIA, on an iPad, or on a mobile device.

- When using xDesk, please ensure you have a quality network connection as its performance relies heavily on your internet services.

- xDesk requires the Citrix Workspace Application to use all features available within your virtual desktop.

- Logging into xDesk can help you access internal resources that may not be accessible from an app or browser. It achieves this by giving you control of a virtual windows desktop that has access to the IQVIA internal network.

## Installing Citrix Workspace on Android Devices:
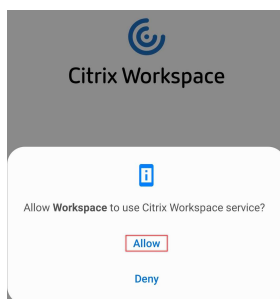
1. Open the Google Play Store



2. At the top, use the search feature to look for **Citrix Workspace**.

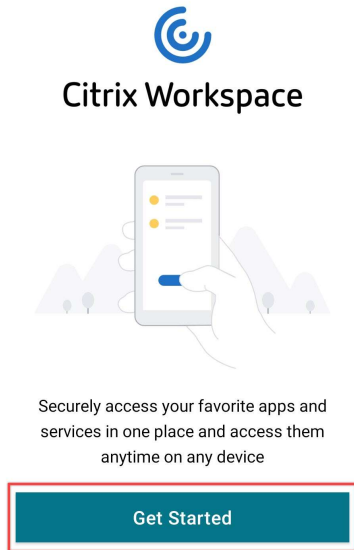3. Tap **Install** to get the application.



4. Once the Citrix Workspace installation is complete, select **Open**.
5. When prompted, please select **Allow** on the <u>three</u> following Notification Prompts.
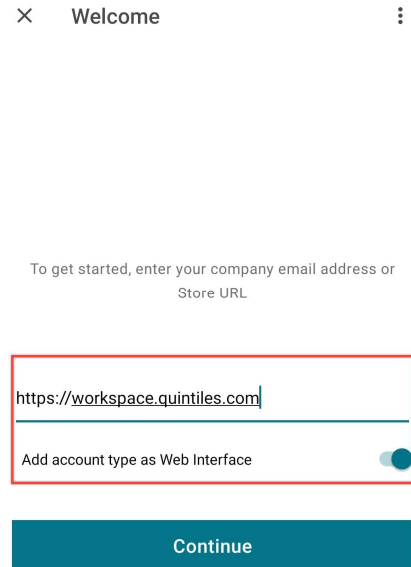
# XDESK – ANDROID DEVICES
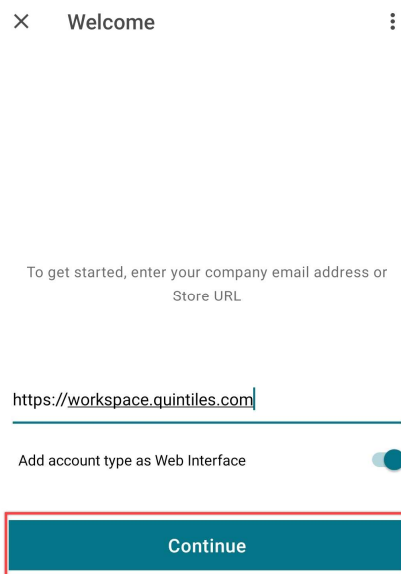
## Setting up xDesk in the Citrix Workspace App:

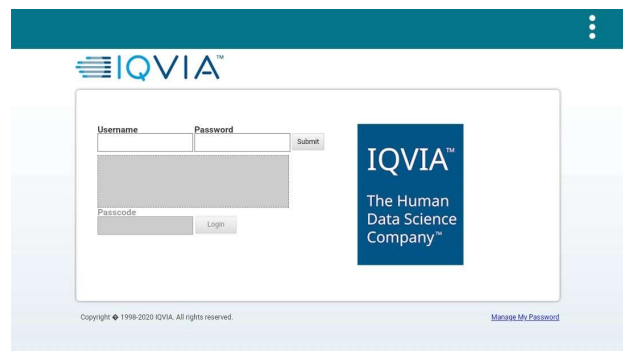1. Open the Citrix Workspace App and tap the **Get Started** button to begin.

Citrix Workspace

Securely access your favorite apps and services in one place and access them anytime on any device

Get Started

2. Toggle the **Web Interface** option on and enter in **https://workspace.quintiles.com** as the Store URL.

× Welcome

To get started, enter your company email address or Store URL

https://workspace.quintiles.com

Add account type as Web Interface

Continue

3. Select **Continue**.

× Welcome

To get started, enter your company email address or Store URL

https://workspace.quintiles.com

Add account type as Web Interface

Continue

4. You should now see the xDesk login screen

IQVIA™

Username   Password   Submit

Passcode   Login

IQVIA™
The Human
Data Science
Company™

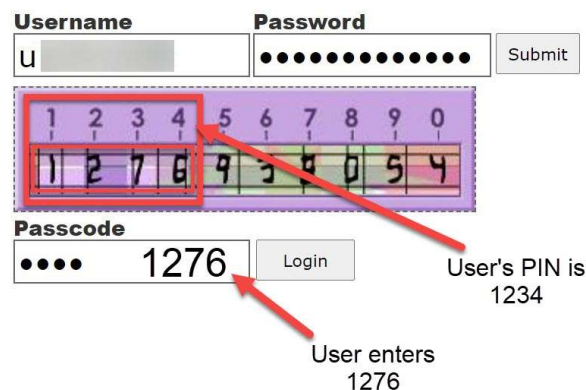Copyright © 1998-2020 IQVIA. All rights reserved.   Manage My Password
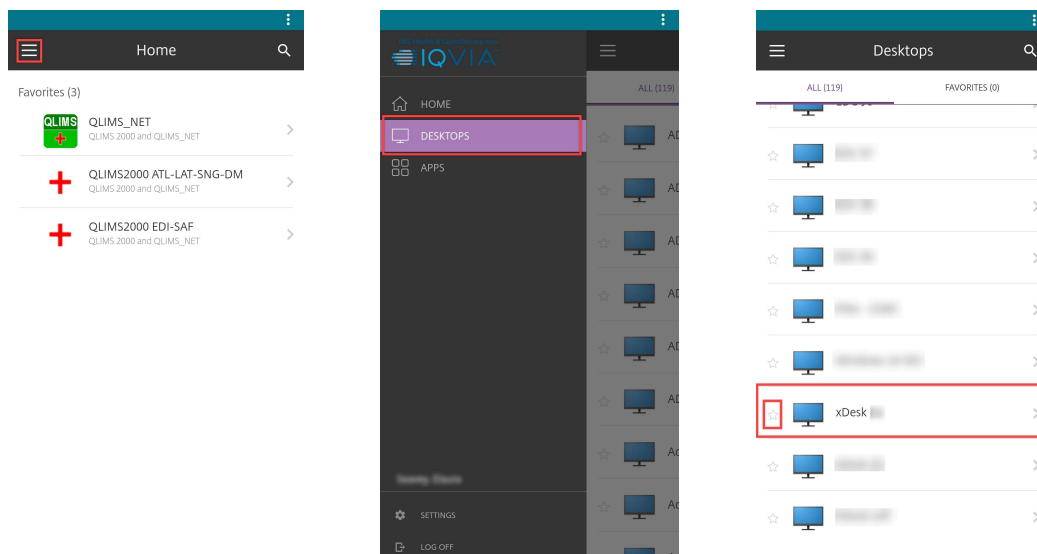
# XDESK – ANDROID DEVICES

## 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 list of applications or desktops, you may see nothing. Tap the menu icon in the top left and select **Desktops**. From here, tap **xDesk** to launch your virtual desktop. Tapping the star to left of xDesk favorites the desktop making it available in the **Home** Menu.
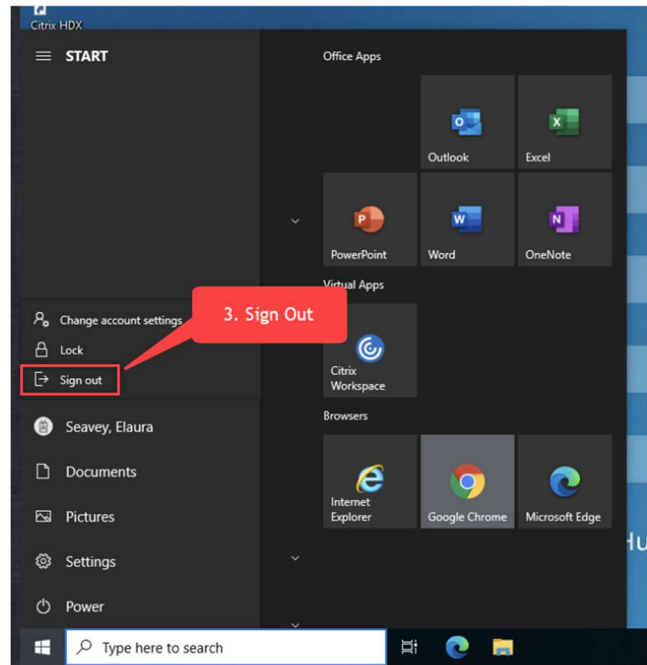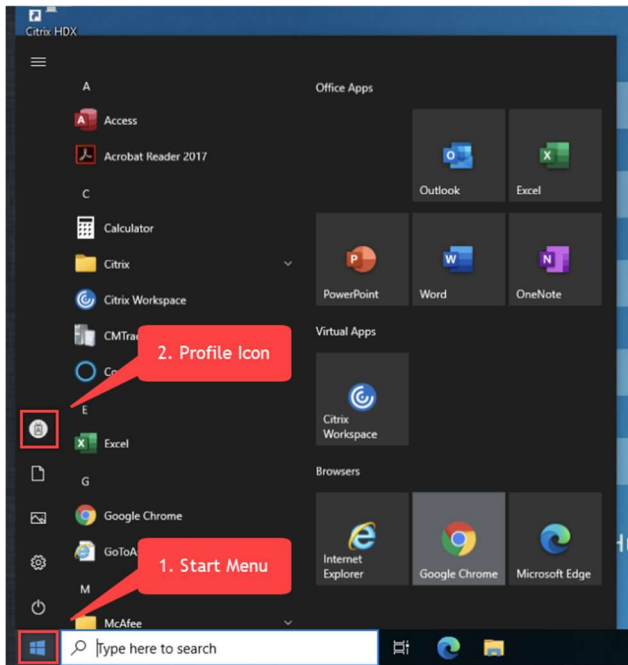
# XDESK – ANDROID DEVICES

## 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.