

xDesk – iOS Devices Setup Instructions

May 18th, 2021



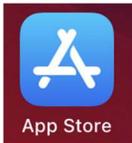
XDESK – IOS DEVICES

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.

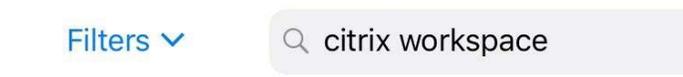
Installing Citrix Workspace on iOS Devices:

1. Open the [App Store](#).



2. At the bottom right, tap Search. Type [Citrix Workspace](#) into the search engine.
3. Tap [Get](#) to install the application. You may be prompted for your Apple ID credentials and/or biometrics.

5:04 PM Tue May 18



- 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](#).

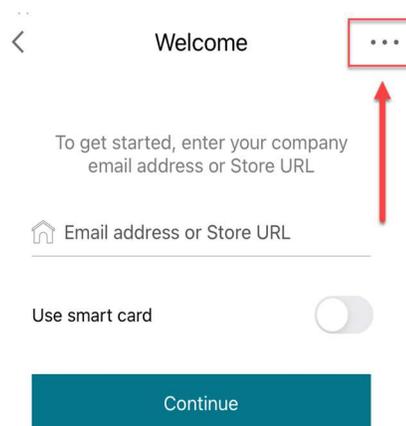
XDESK – IOS DEVICES

Setting up xDesk in the Citrix Workspace App:

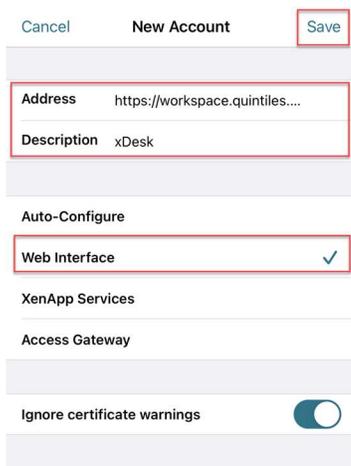
1. Open the Citrix Workspace App and tap the **Get Started** button to begin.



2. Tap the three dots in the top right of the screen and select **Manual Setup** in the resulting menu.



3. On the "New Account" Screen, please complete the following fields only.
 - a. Address: <https://workspace.quintiles.com>
 - b. Description: **xDesk**
 - c. Tap **Web Interface** and select **Save** in the top right corner



4. You should now see the xDesk login screen



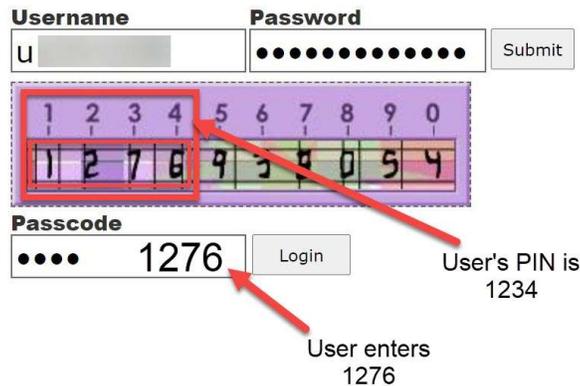
XDESK – IOS DEVICES

Logging into xDesk:

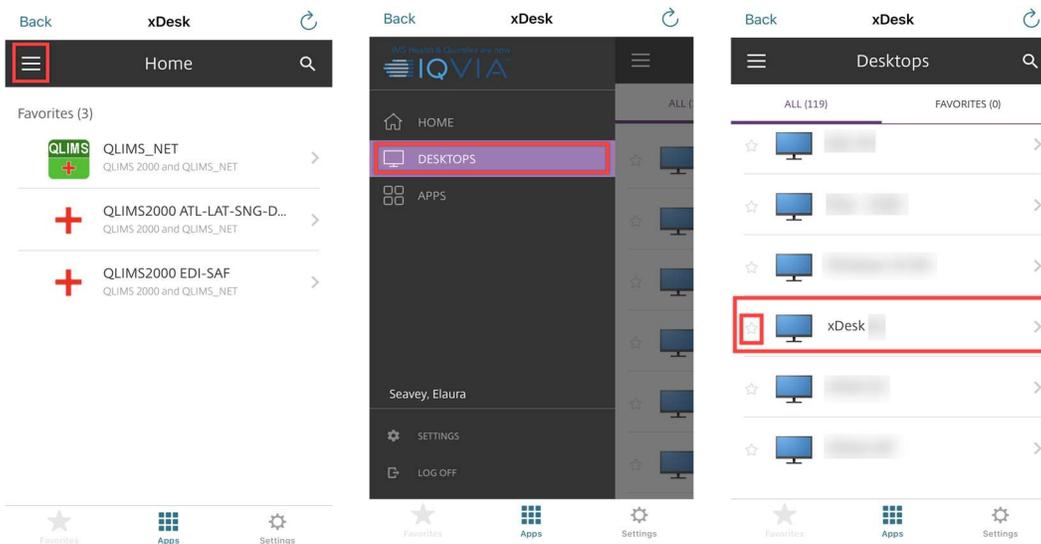
1. At the xDesk Logon Screen you will use the following credentials:
 - a. **Username:** Your domain username, also referred to as a QID or UID
 - b. **Password:** Your Domain Password.
 - c. **Passcode:** Explained in detail below. Please note, the four-digit number you type into the passcode field 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 desktops and applications or you may see nothing. Tap the menu icon in the top left and select **Desktop**. You can tap **xDesk** to launch your virtual desktop. Tapping the star to the left of xDesk favorites this desktop and makes it available in the **Home** menu.

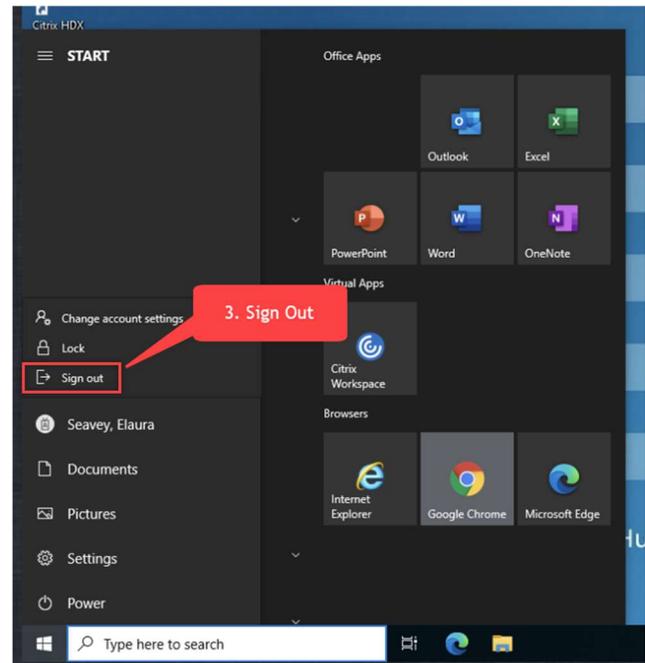
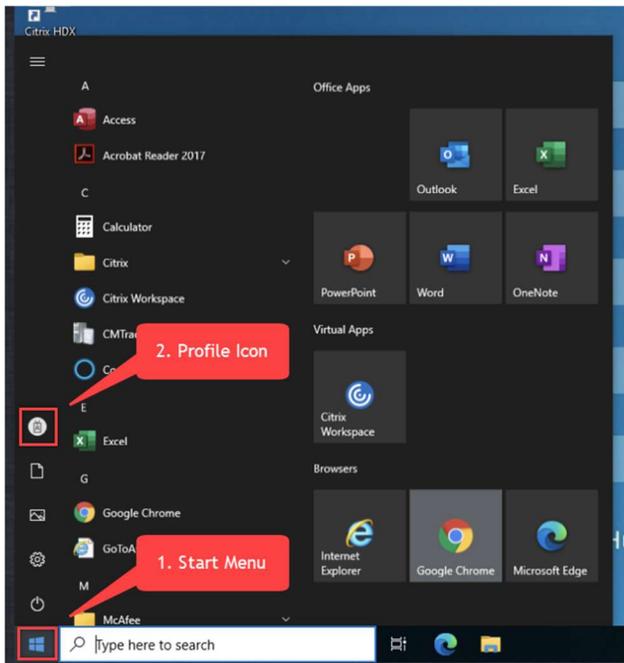


XDESK – IOS DEVICES

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 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.

