XDesk Setup Instructions
MacOS Laptop

May 19, 2021

IQVIA

XDESK – MAC OS LAPTOP

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.

Logging into xDesk:

These instructions are based in Google Chrome, if preferred you may use Safari.

1. Open Google Chrome
2. Go to https://workspace.quintiles.com. (If you are working from an IQVIA provided laptop, please go to https://workspace.quintiles.net) This will take you to the xDesk login screen.
3. 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
    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 filed blank to change the captcha window.

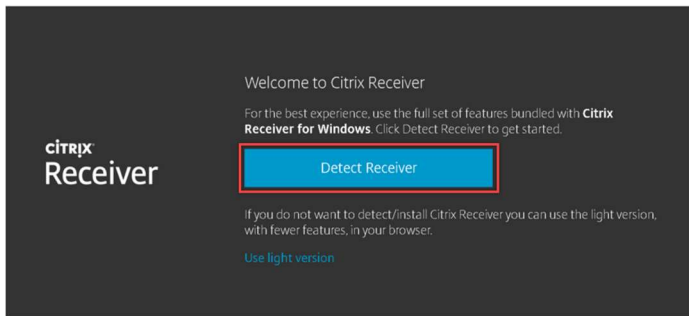Ex. - In this example the user's four-digit PIN number is 1234. The numbers that the user will type into the Passcode field are 2760.
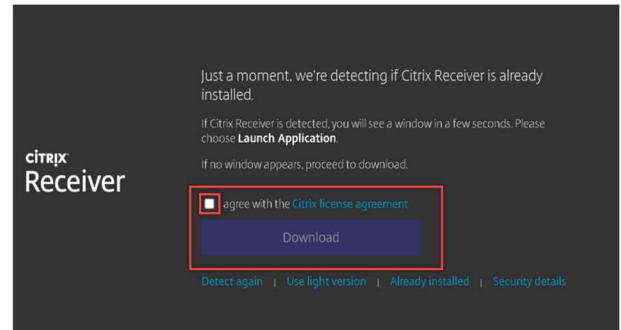
XDESK – MAC OS LAPTOP

Installing Citrix:

If you already have Citrix Workspace installed on your machine, you may skip to the Launching xDesk section of this document.
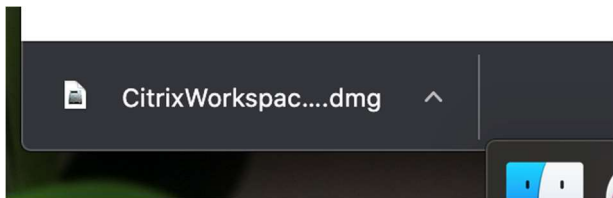
1. After Logging into xDesk at https://workspace.quintiles.com, select **Detect Receiver.**

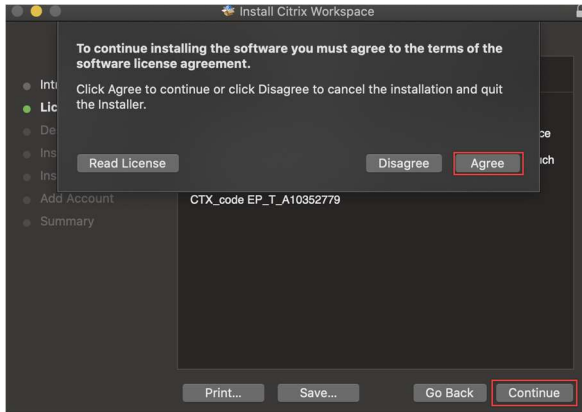
2. Checkmark the Citrix License Agreement to acknowledge, then click Download.

3. Double click the resulting **CitrixWorkspac…dmg** file in the bottom left corner of your screen.
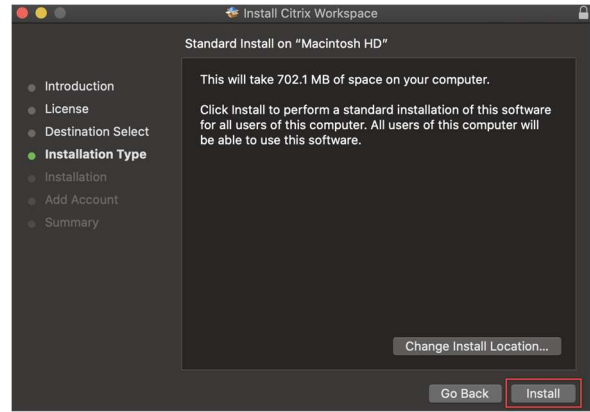

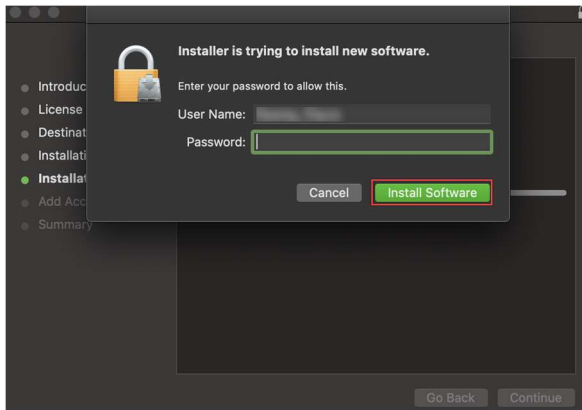4. Click **Install Citrix Workspace**

5. Click **Continue** twice. Then click **Agree** to acknowledge the Citrix License Agreement.
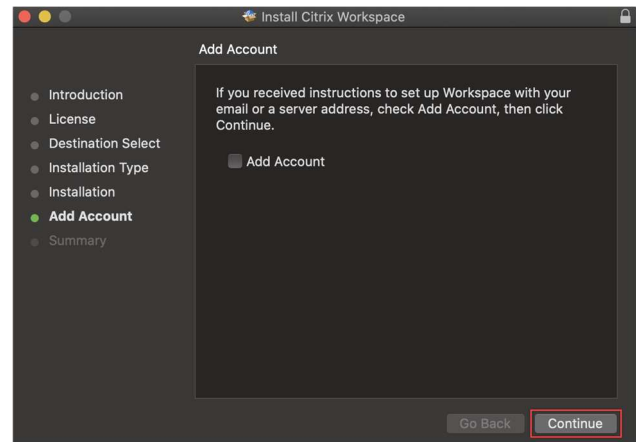

6. Press **Continue** on the Destination selection, then click **Install**
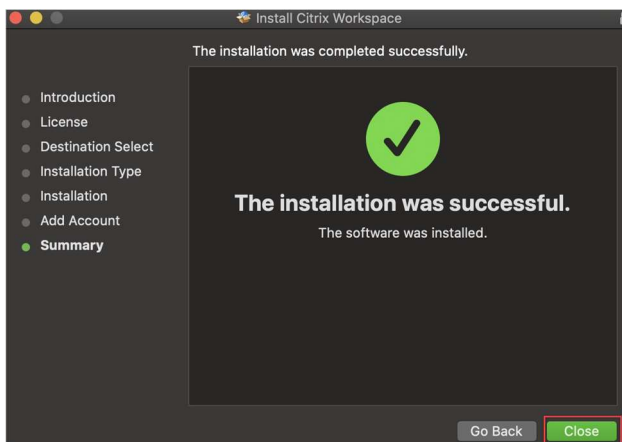

7. If necessary, enter your device's password in the resulting admin prompt and then click **Install Software** after installation, click **Continue.**
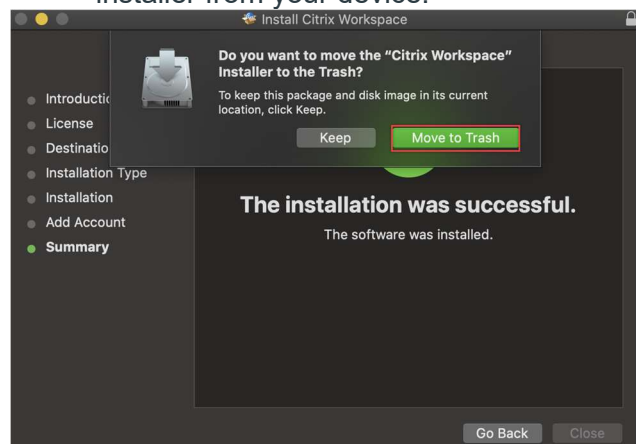

8. When prompted to add Account, please click **Continue.**

9. Click **Close**, to close the installer.

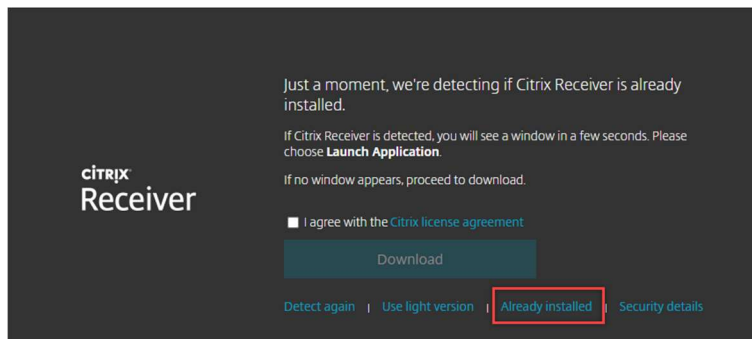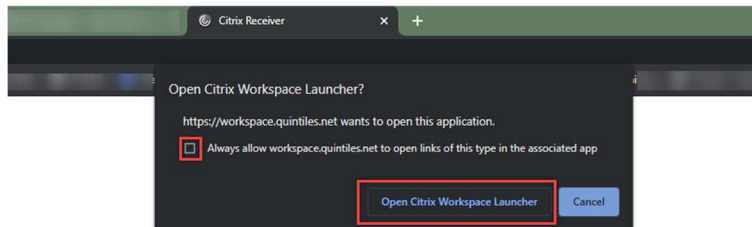10. Click Move to Trash, to remove the installer from your device.

Launching xDesk:

1. After installation of the Citrix Workspace app, return to **https://workspace.quintiles.com** in Google Chrome – It may be necessary to login again. If you are returning right after installation, you may be asked to click **Continue** before proceeding to the next step.
2. Click Detect Receiver

3. A window should pop up at the top of your browser. Checkmark **Always allow workspace.quintiles.com to open links of this type in the associated app**. Then click **Open Citrix Workspace Launcher**, after that, please click **Already Installed** to proceed.

XDESK – MAC OS LAPTOP

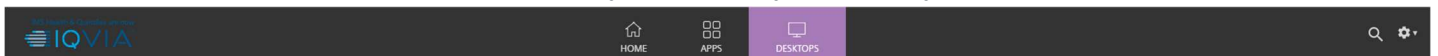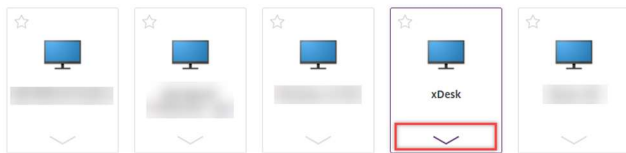4. On the resulting webpage, click **Desktops** in the top center menu.

5. Click on the down arrow under you xDesk Desktop. To add the desktop to your Home Page menu, select **Add to Favorites**. When you are ready to launch your desktop click **Open**.
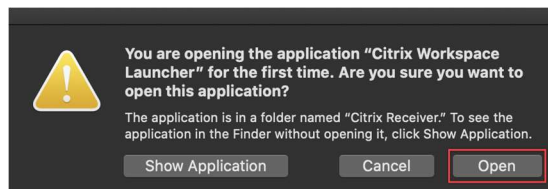

6. Double Click the file that was downloaded in the bottom left corner of your screen. If you receive a pop up like the one below, select **Open**.
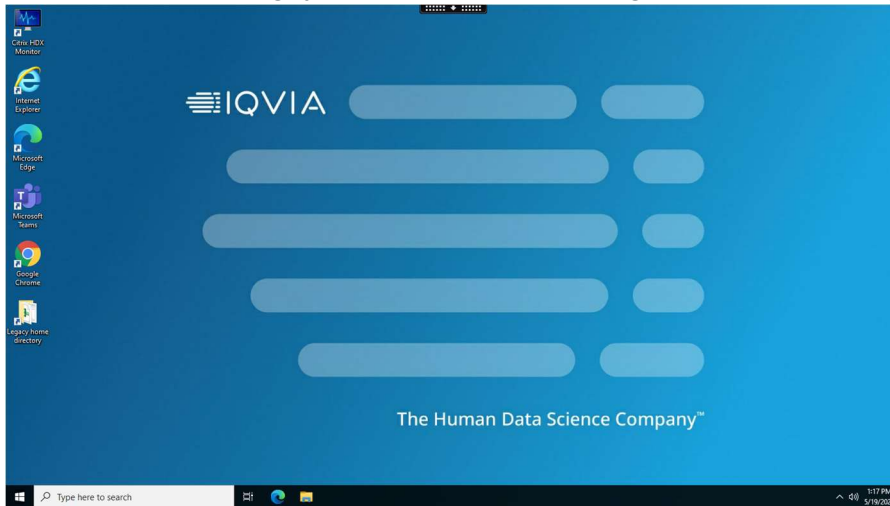

7. A new window will pop up with xDesk Connecting. This may take a few minutes and you might see a plain black screen before seeing your xDesk desktop.
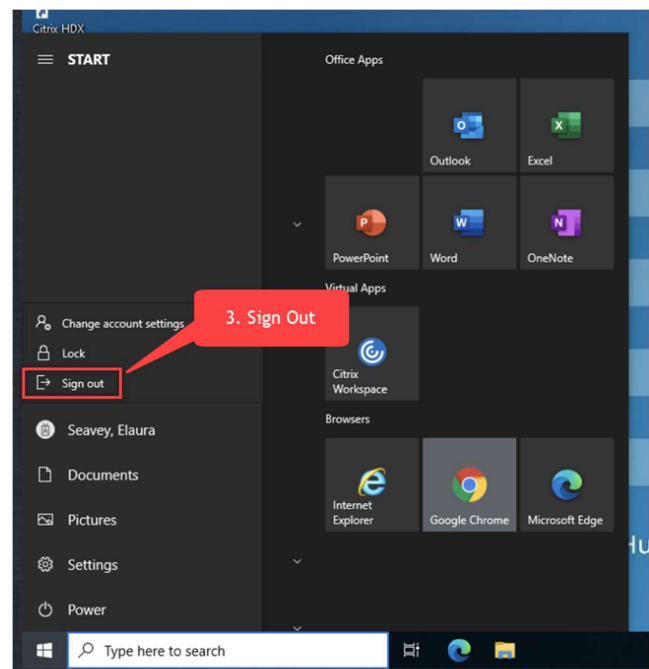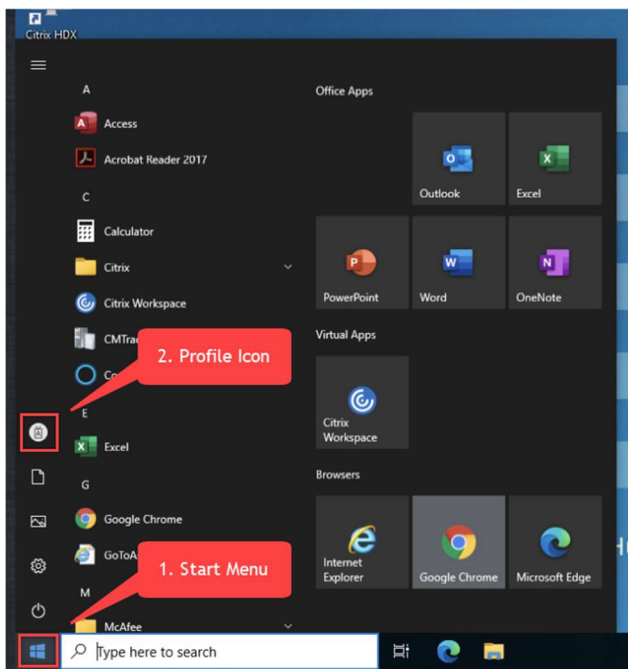
XDESK – MAC OS LAPTOP

8. After xDesk has connected you will receive a Welcome screen. After the virtual desktop is finished loading, you should see something like the below image.

Logging Off of xDesk:

When you are done using xDesk for the day, it is recommended to Log Off the session.
1. Click the **Start Menu** within xDesk
2. Click on your **Profile Icon**
3. Click **Sign Out**

XDESK – MAC OS LAPTOP

Returning to xDesk:

To return to xDesk on a your mac device, simply go to https://workspace.quintiles.com in Google Chrome or Safari (or https://workspace.quintiles.net if you are on an IQVIA provided device.) Then start at the **Logging into xDesk** section at the beginning of this document. When returning to xDesk, you do not need to install the Citrix Workspace application each time. After logging in again, you may skip to the **Launching xDesk** section of this document.

≣IQVIA