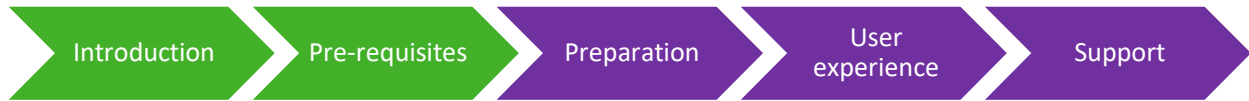


IQVIA Intranet App and xDesk Setup Instructions for Android Devices



Prepared by: Virtual Desktop team



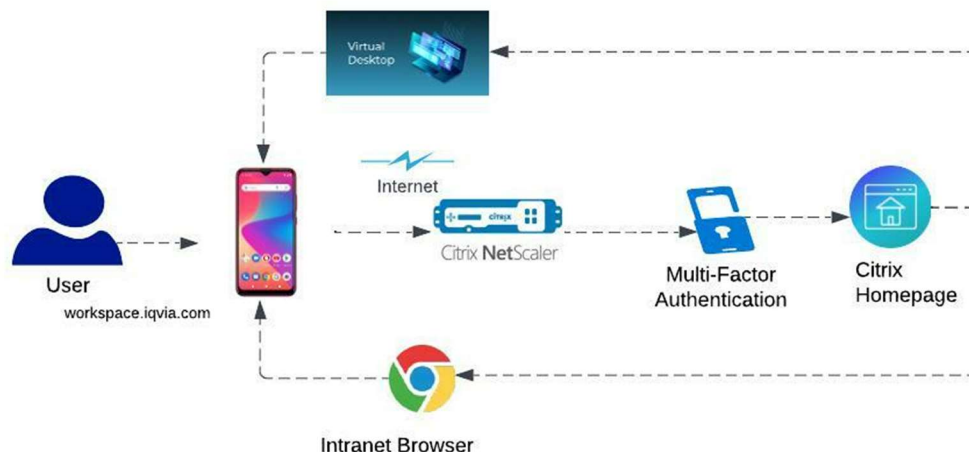
Introduction:

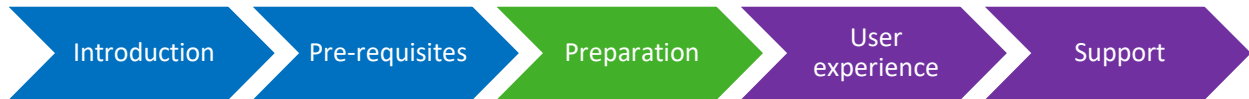
This guide is intended to assist you with setting up IQVIA Intranet App and xDesk to access internal IQVIA resources that are not accessible from an external browser or application. It does this by giving you control of a secure virtual environment located on the IQVIA internal network.

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 in the Mobile Phone
- Quality network connection (minimum [10Mbps](#) speed)
- IQVIA credentials ([Email address and password](#))
- MFA Registration (Mobile or MS Authenticator), If not registered, please use the [link](#) to register



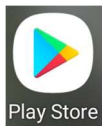


Preparation:

Installing Citrix Workspace on iOS Devices:

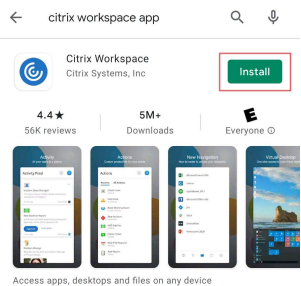
If you already have Citrix Workspace installed and configured on your phone, you may skip the preparation section and go to [User experience](#) section

1. Open the [Google Play Store](#)



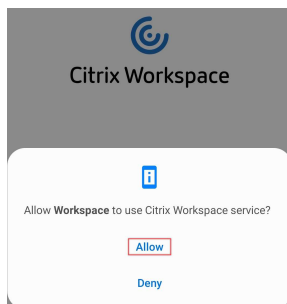
2. At the top, use the search feature to look for [Citrix Workspace](#).

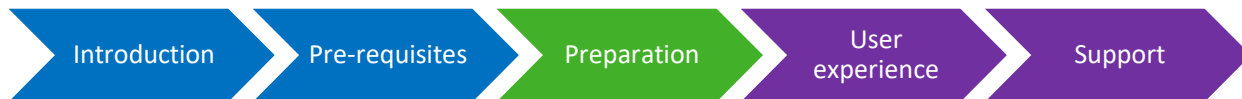
3. Tap [Install](#) to get the application



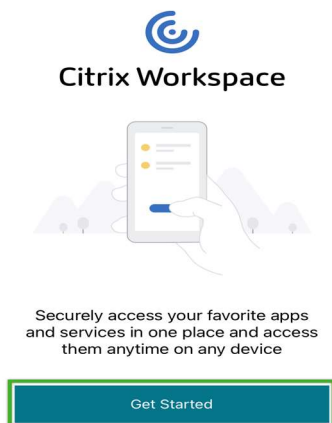
4. Once the Citrix Workspace installation is complete, select [Open](#)

5. When prompted, please select [Allow](#) on the three following Notification Prompts



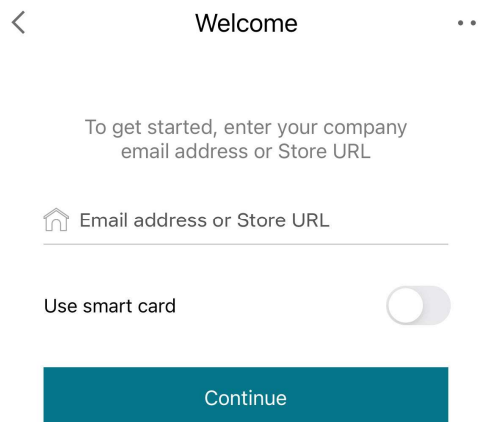


6. Open the Citrix Workspace App and tap the **Get Started** button to begin.



7. Add the following URL

<https://workspace.iqvia.com>



8. On the sign in page, enter your **IQVIA Email Address** and then select **Signin**

IQVIA

Sign in

Keep me signed in

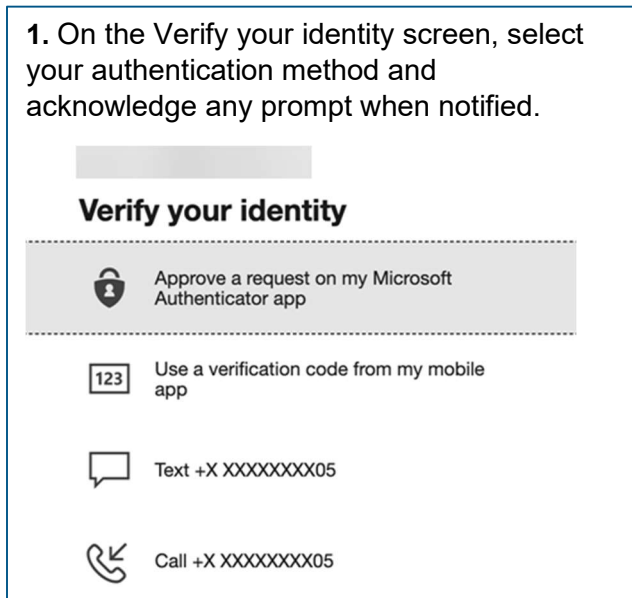
Sign in

[Unable to access your account?](#)

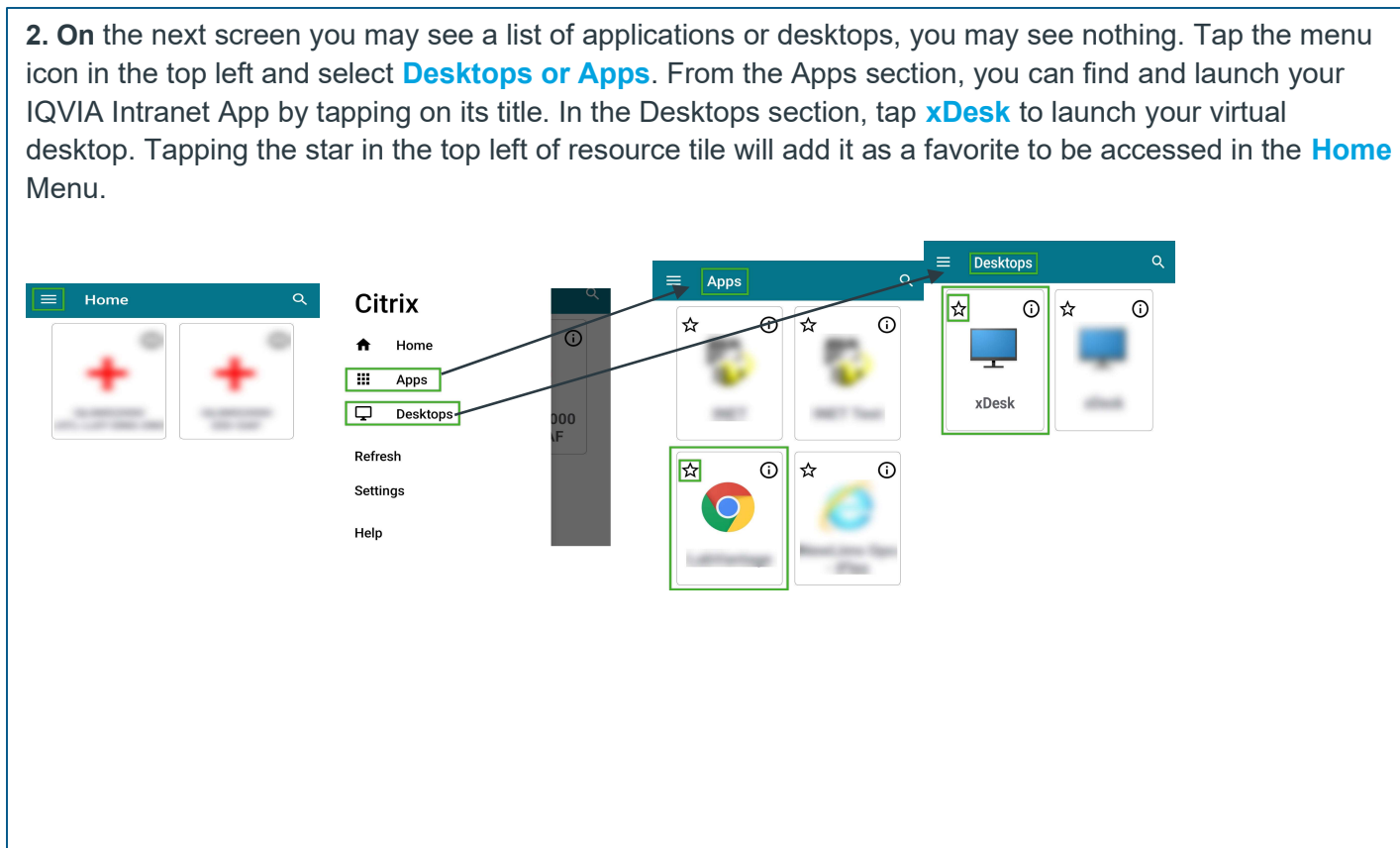


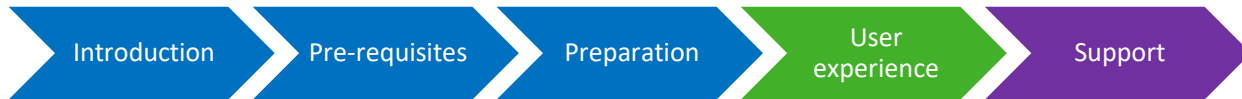
User Experience:

1. On the Verify your identity screen, select your authentication method and acknowledge any prompt when notified.

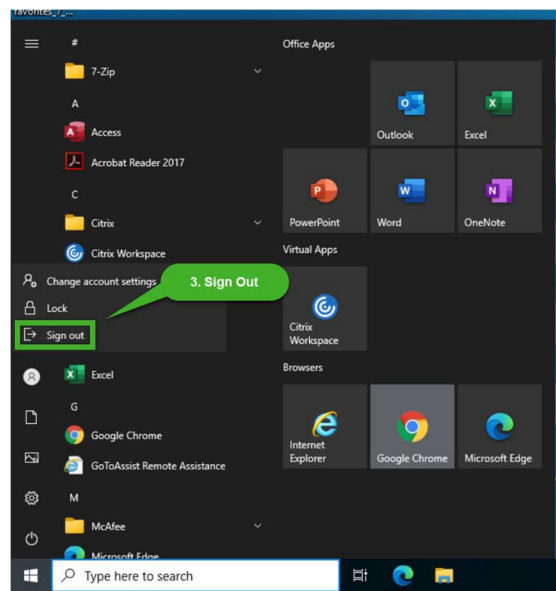
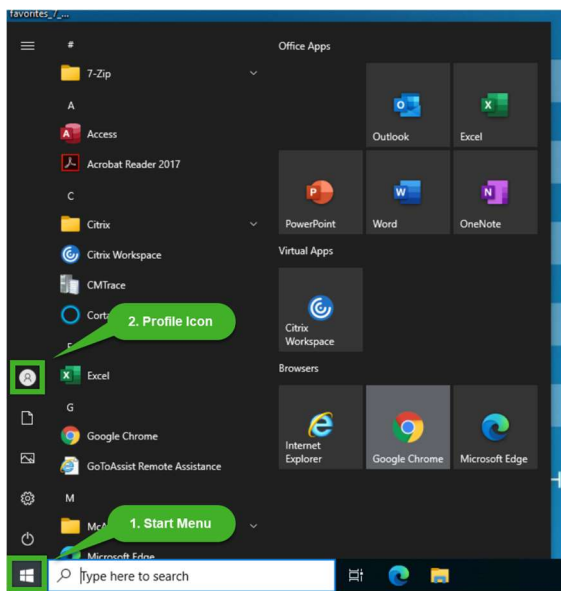



2. On the next screen you may see a list of applications or desktops, you may see nothing. Tap the menu icon in the top left and select **Desktops or Apps**. From the Apps section, you can find and launch your IQVIA Intranet App by tapping on its title. In the Desktops section, tap **xDesk** to launch 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.





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



Tap the Citrix Workspace App  on your Android device and return to step 1 above




Support:


For more questions and support, Kindly reach to

Global IT Service Desk


English Service: +1 913 708 7473 or +1 610 244 2222
Or click [here](#) for local country-specific numbers



PHONE



SUBMIT TICKET



CHAT

iqvia.com

Congratulations! You are at the end of the document, Hope you had a good user experience by following the above instructions. Thanks for your valuable time.

