



IQVIA Intranet Setup Instructions

Prerequisites Windows



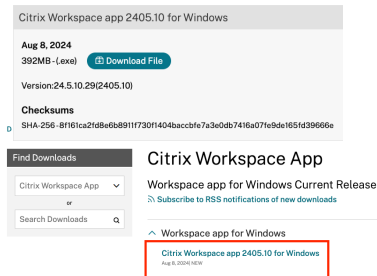
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Citrix Workspace Installation on Windows PC

1. Visit [Download Workspace app for Windows Current Release – Citrix](#). Click the **Citrix Workspace app <current version> for Windows** under **Workspace app for Windows**.

Click **Download File** under **Citrix Workspace <current version> for Windows**.



2. View End-user License Agreement then click **Yes, I accept** button if there is no questions to download the Citrix Workspace application.

End-User License Agreement

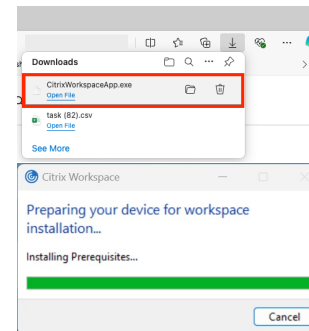
Please read the statement below and accept the terms of use to proceed:

[View End-user License Agreement \(EULA\)](#)

Do you accept all the terms of the preceding statement?

Yes, I accept **No**

3. When the download has completed, click **Open file** from the browser menu to start the installation. **Note: Local administrator privileges might be needed to proceed with installation.**



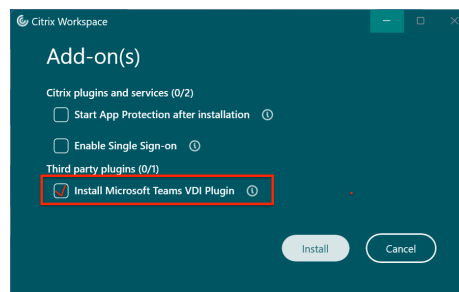
4. Click **Continue**.



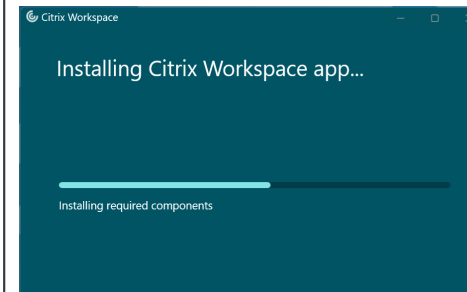
5. When receive the prompt as below, read license, then select **I agree**, then click **Continue**.



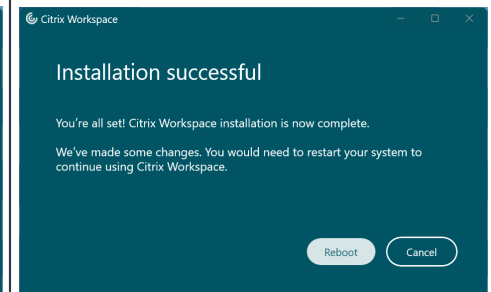
6. Tick the option **Install Microsoft Teams VDI Plugin** and click **Install** to Continue.



7. It might take a few minutes to finish the installation.

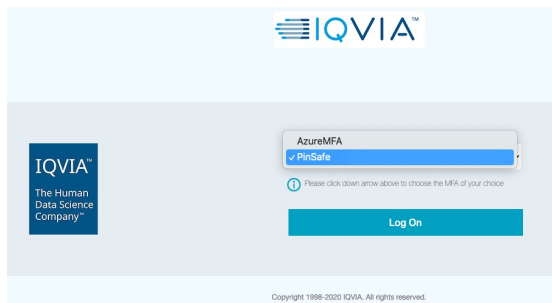


8. Installation successful. Click **Reboot**.



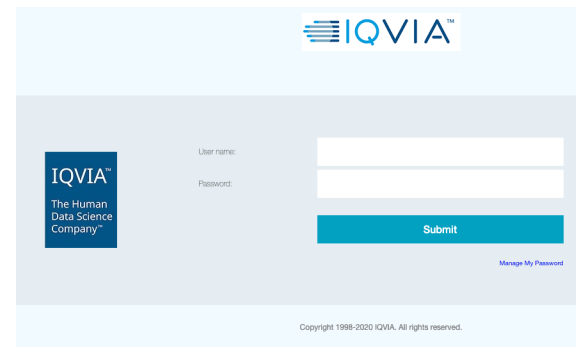
Citrix Workspace Login and Configuration – PINSafe Authentication

1. Go to <https://iqviaworkspace.cloud.com/> from a web browser. Microsoft Edge and Google Chrome are recommended. Selected **PINSafe** and click **Log On**.



2. Enter the **username** and **password** you received and click **Submit**.

Note: the username is your UID/QID/Network account.



Citrix Workspace Login and Configuration – PINSafe Authentication

3. A randomized set of number will appear beneath the numbers 1 through 9 and 0.

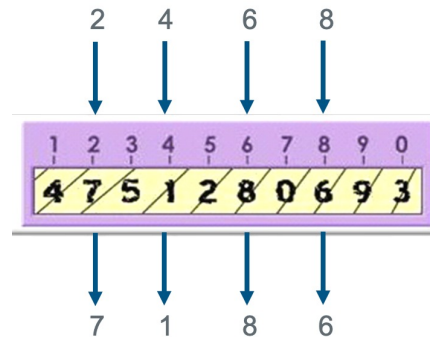
Check the top line first to identify the numbers from the PINSafe code you received from the Credentials email. Then identify the numbers that appear below.

The screenshot shows the IQVIA login page. At the top is the IQVIA logo. Below it are fields for 'User name' and 'Password'. To the right of these fields is a PINSafe grid. The grid has two rows of numbers. The top row contains the numbers 1 through 0. The bottom row contains a randomized set of numbers: 9, 8, 0, 7, 4, 2, 5, 6, 1, 5. Below the grid is a 'Refresh Passcode' button. To the left of the grid is a 'Passcode' field with a masked input (dots) and a 'Log On' button. At the bottom of the page is a copyright notice: 'Copyright 1998-2020 IQVIA. All rights reserved.'

4. In this example, the user's PINSafe code is 2, 4, 6, 8.

So the passcode would be 7, 1, 8, 6.

TIP: If the random numbers are hard to read, you can click the Refresh Passcode button again to get a new set of numbers.



5. Enter the **four numbers** we just deciphered into the **Passcode** field.

Click **Log On**.

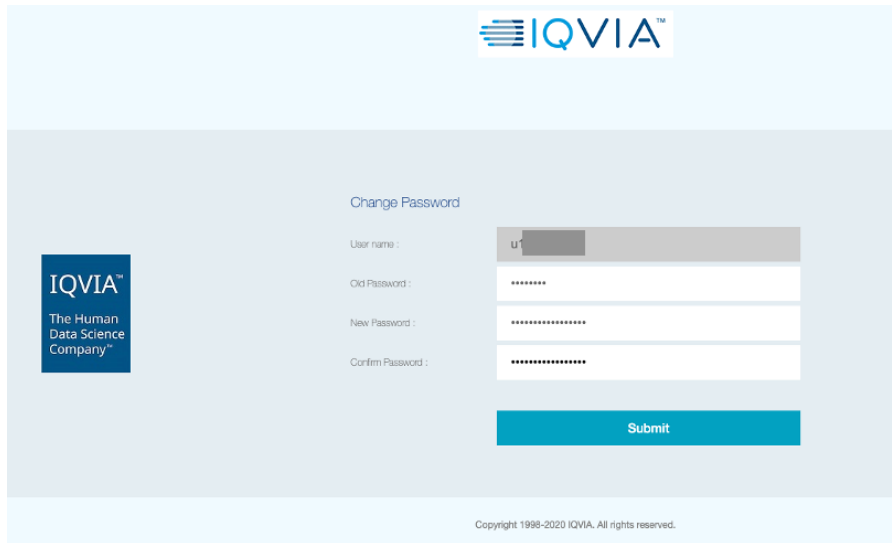
NOTE: This code will be different every time you sign in from a non-IQVIA device using this method.

The screenshot shows the IQVIA login page. At the top is the IQVIA logo. Below it are fields for 'User name' and 'Password'. To the right of these fields is a PINSafe grid. The grid has two rows of numbers. The top row contains the numbers 1 through 0. The bottom row contains a randomized set of numbers: 8, 2, 5, 1, 3, 4, 6, 9, 0, 7. Below the grid is a 'Refresh Passcode' button. To the left of the grid is a 'Passcode' field with a masked input (dots) and a 'Log On' button. At the bottom of the page is a copyright notice: 'Copyright 1998-2020 IQVIA. All rights reserved.'

Citrix Workspace Login and Configuration – PINSafe Authentication

6. You will be prompted to reset a new password at the first time log on.

If you are directed back to the logon webpage (step 1) after reset the new password, please log on with your username and new password.



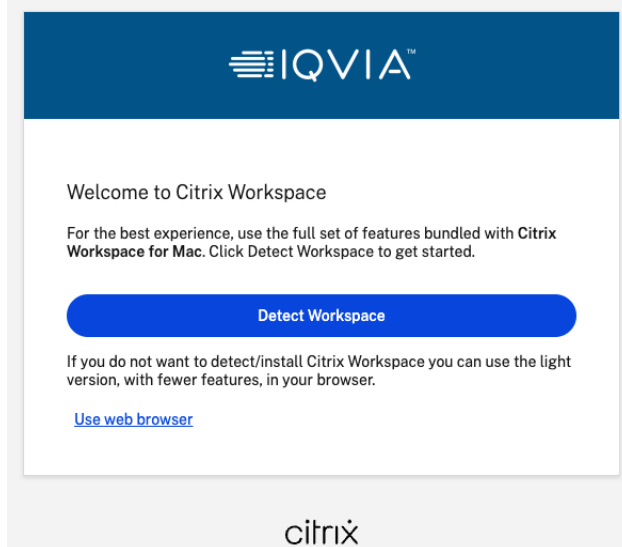
The screenshot shows the IQVIA 'Change Password' form. At the top right is the IQVIA logo. On the left is a blue box with the IQVIA logo and the text 'The Human Data Science Company™'. The form itself is titled 'Change Password' and contains four input fields: 'User name :', 'Old Password :', 'New Password :', and 'Confirm Password :'. The 'User name' field is partially filled with 'u'. The password fields are masked with asterisks. A blue 'Submit' button is at the bottom right of the form. At the very bottom of the page, there is a small copyright notice: 'Copyright 1998-2020 IQVIA. All rights reserved.'

Please follow the IQVIA security standards for passwords reset:

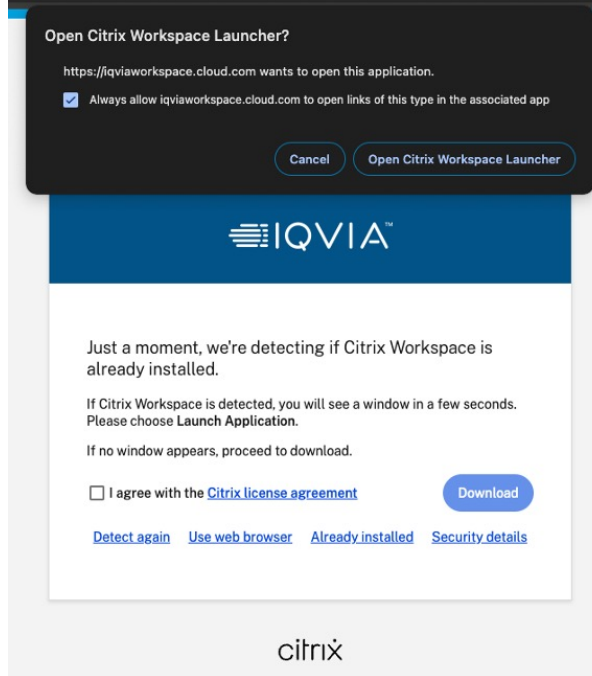
- Passwords expire every 90 days
- Be 8 characters or more in length
- Contain three of the four password character types:
 - Lower case letter
 - Upper case letter
 - Number
 - Symbol (Non-numerical/non-alphabetical)

Citrix Workspace Login and Configuration – PINSafe Authentication

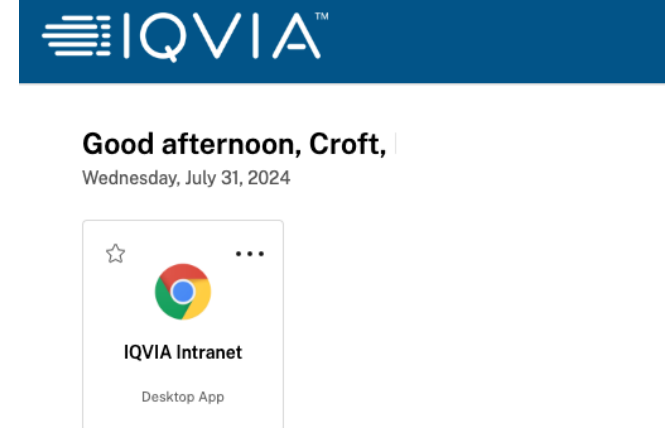
7. If you received this screen, click **Detect Workspace**.



8. If you received this screen, select **Always allow** check box on the prompt, then click **Open Citrix Workspace Launcher**. Click **Already installed** to continue.



9. You have successfully logged into the Citrix Workspace Homepage now. Click onto the **IQVIA Intranet** icon to visit the IQVIA Homepage, Digital Workplace.

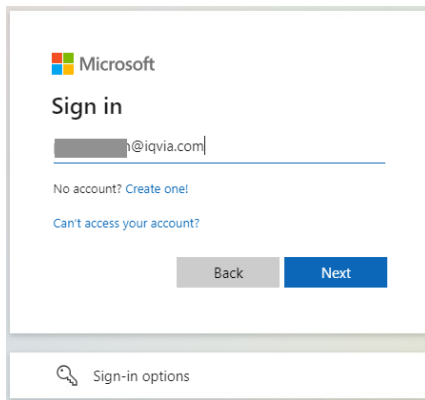


Azure Multifactor Authentication Registration – Sign in

1. You will be asked to sign in as this is the first time to try to log into IQVIA Intranet. The IQVIA Intranet will be automatically loaded without requiring sign in next time.

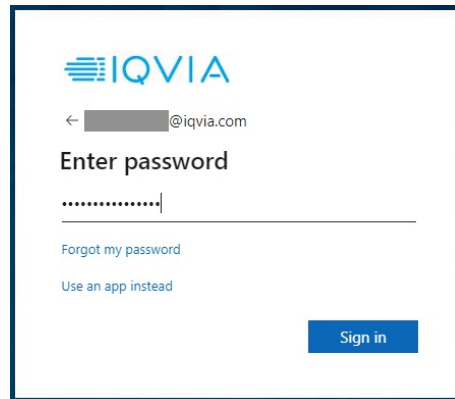
Enter the email address you received in the “IQVIA Credentials” email.

Click **Next**.

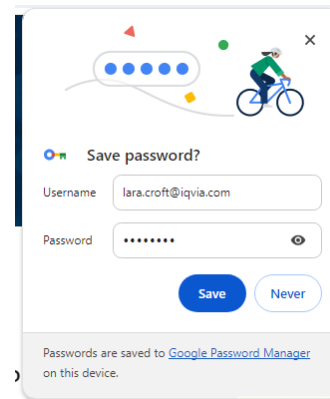
A screenshot of the Microsoft sign-in page. At the top is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains an email address ending in "@iqvia.com". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom are two buttons: "Back" and "Next". At the very bottom, there is a section titled "Sign-in options" with a magnifying glass icon.

2. Enter the new password you reset just now.

Click **Sign in**.

A screenshot of the IQVIA "Enter password" screen. At the top is the IQVIA logo. Below it is a back arrow and a text field containing an email address ending in "@iqvia.com". The main heading is "Enter password". Below this is a password input field with dots. There are two links: "Forgot my password" and "Use an app instead". At the bottom right is a blue "Sign in" button.

3. Click **Never** if you received this popup.

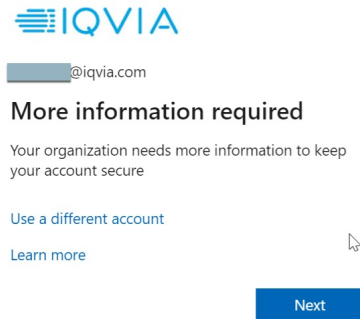
A screenshot of a "Save password?" popup window. It features the Google Assistant logo and a title "Save password?". Below the title are two input fields: "Username" with the value "lara.croft@iqvia.com" and "Password" with masked characters. At the bottom are two buttons: "Save" and "Never". At the very bottom, a small note states: "Passwords are saved to Google Password Manager on this device."

4. Click **Yes**.

A screenshot of the IQVIA "Stay signed in?" screen. At the top is the IQVIA logo. Below it is a text field containing an email address ending in "@iqvia.com". The main heading is "Stay signed in?". Below this is a paragraph: "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again". At the bottom are two buttons: "No" and "Yes".

Azure Multifactor Authentication Registration with Microsoft Authenticator

After you successfully signed in, you will be prompted to **register the Multi-Factor Authentication (MFA)**. MFA is an easier way for you to unlock or reset your IQVIA passwords from any device, in any location, at any time. Click **Next** to continue.

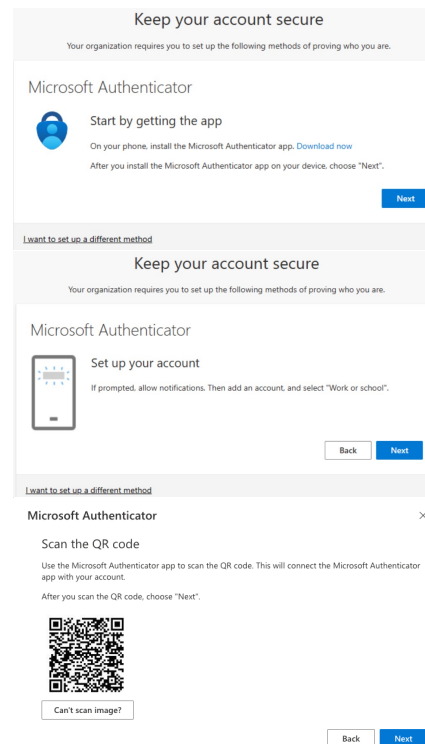


- After the registration, you can visit this website <https://password.work.iqvia.com/> to unlock or reset your IQVIA password.

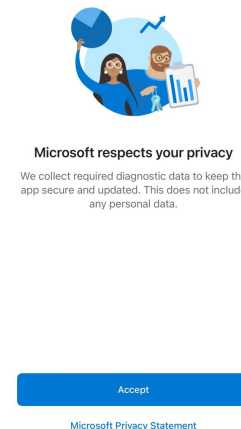
Install and prepare the Microsoft Authenticator on your Mobile Device (iOS or Android). Go to the App Store (iOS) or Google Play Store (Android) and install the Microsoft Authenticator App on your Mobile device.

Please follow the on-screen prompt steps (Register with the Authenticator in the next two slides or Register with your Phone on Slide 12).

On your computer, click **Next** until it prompts you to Scan the QR code.



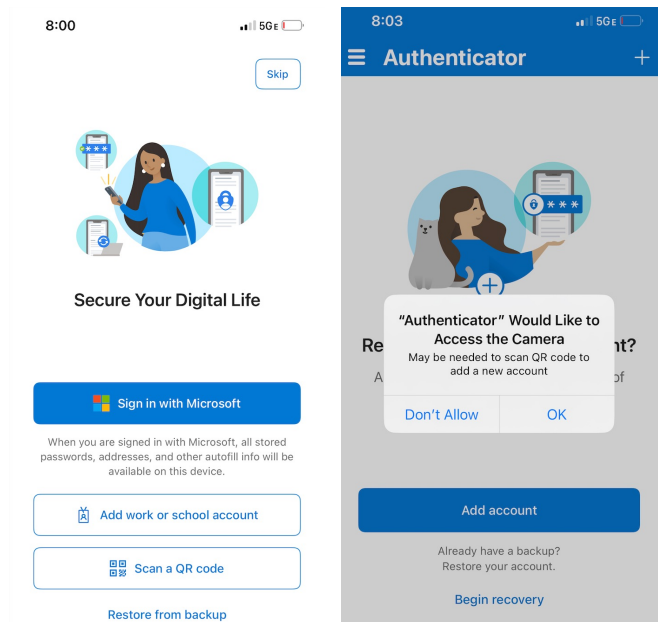
Open Microsoft Authenticator App on your mobile device and select Accept the Microsoft Privacy Statement after reading it.



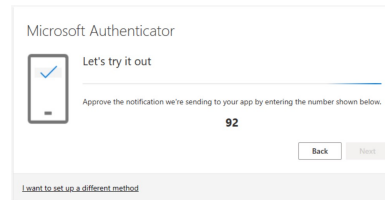
Azure Multifactor Authentication Registration with Microsoft Authenticator

Click on **"Scan a QR code"** option on your mobile device. Allow the Authenticator to access the Camera. Allow for the Authenticator notification if prompted.

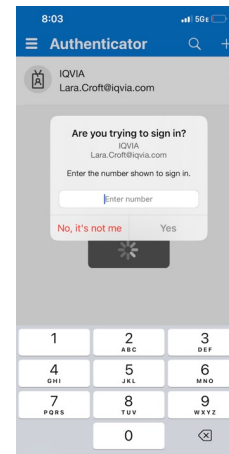
Use your mobile device to scan the QR code on your computer screen to continue.



A 2-digit code will show on the computer screen.



Enter the 2-digit code on your mobile device to continue.

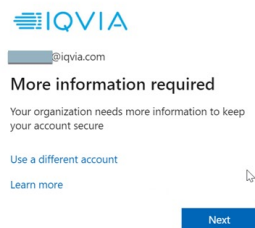


Follow the on-screen prompts finish the MFA registration.

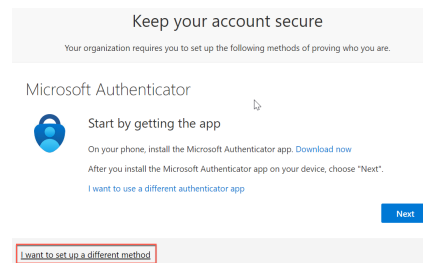
Azure Multifactor Authentication Registration by Phone

Alternative method

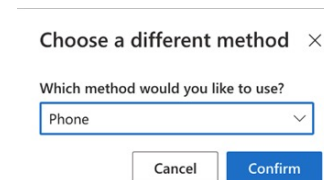
1. After you successfully signed in, you will be prompted to register the Multi-Factor Authentication (MFA). Click **Next** to continue.



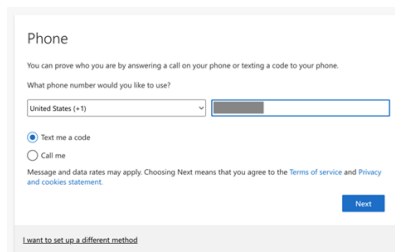
2. Click **I want to set up a different method.**



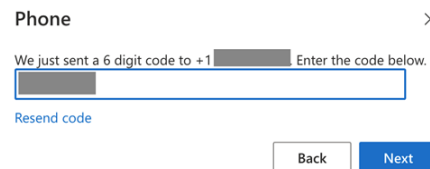
3. Select **Phone** on the dropdown menu and click **Confirm**.



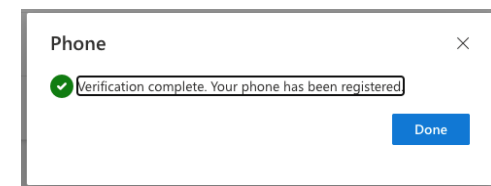
4. Confirm your country code and enter in your phone number to receive a code through SMS text message. Click **Next**.



5. Enter in the verification code and follow the on screen, click **Next**, and click through the on-screen prompts to complete Multifactor Authentication Registration with a Phone.



6. Upon successful verification, you will see a confirmation on the phone number registration. Click **Done**.



IQVIA Homepage – Digital Workplace

1. Click **Yes** if you received this screen.



The image shows a white dialog box with a dark blue border. At the top left is the IQVIA logo. Below it is the email address @iqvia.com. The main heading is "Stay signed in?". Below this is a line of text: "Do this to reduce the number of times you are asked to sign in." Underneath is a checkbox labeled "Don't show this again". At the bottom right are two buttons: a grey "No" button and a blue "Yes" button.

IQVIA
@iqvia.com

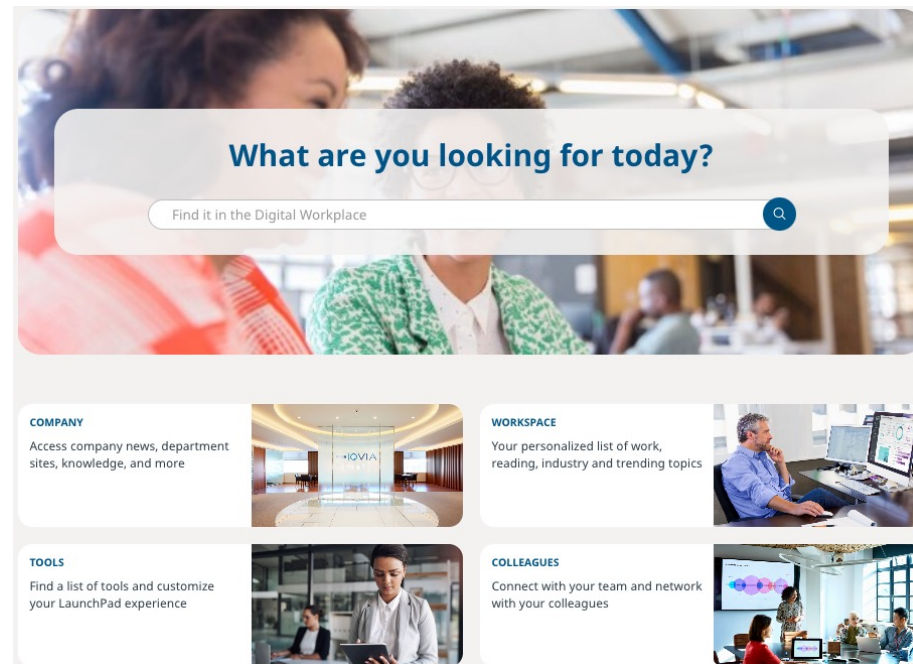
Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

No Yes

2. You have successfully signed into the IQVIA Homepage – Digital Workplace.





Thank You!

