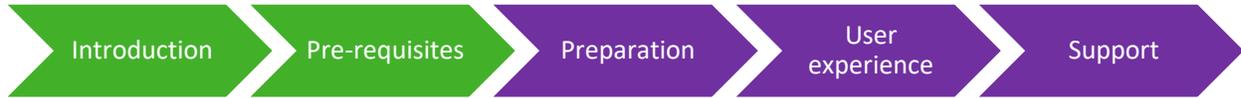# IQVIA Intranet App and xDesk Setup Instructions for iOS Devices

Prepared by: Virtual Desktop team

| Introduction | Pre-requisites | Preparation | User experience | Support |

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

- iOS 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

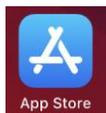| Introduction | Pre-requisites | Preparation | User experience | Support |
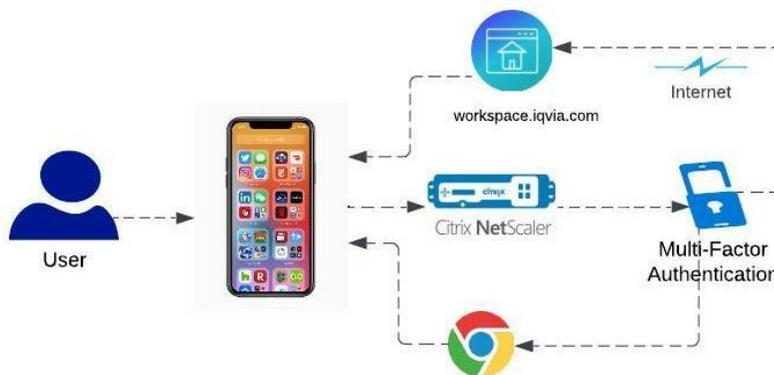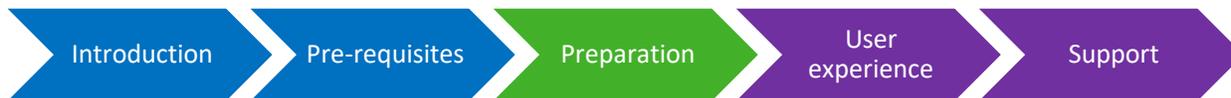
Preparation:

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

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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
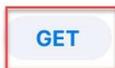
5:04 PM   Tue May 18

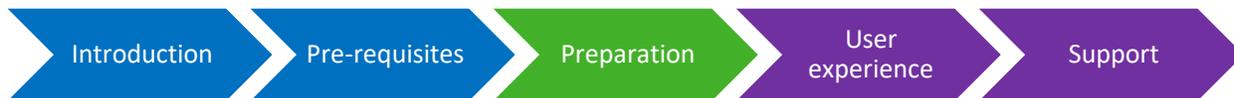Filters ⌄   🔍 citrix workspace

Citrix Workspace
Business
★★★★½   5.37K   GET

   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**
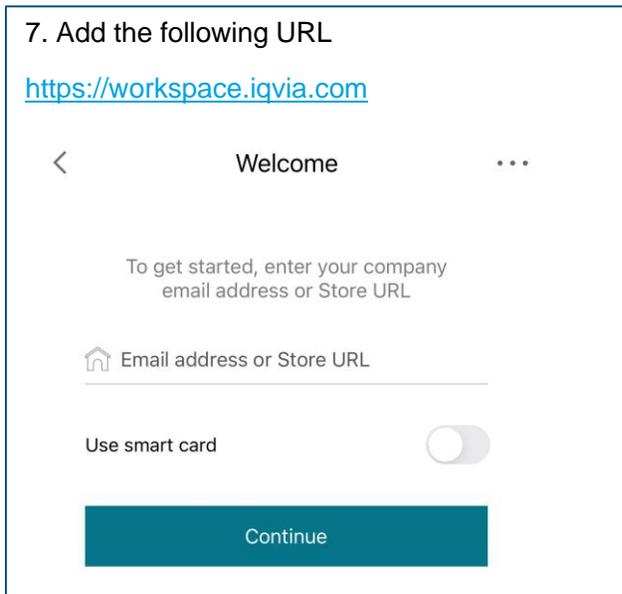
5. When prompted, please select **Allow Notifications**.

End User Computing

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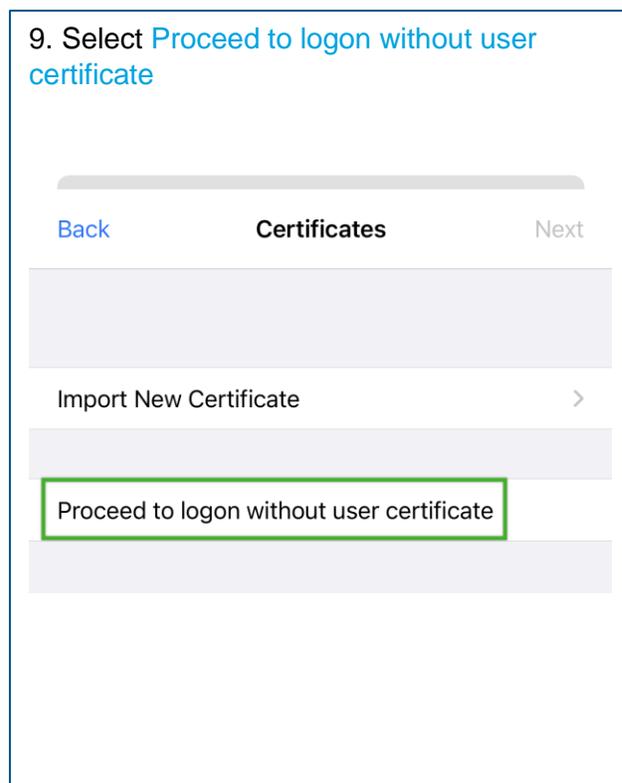

7. Add the following URL

https://workspace.iqvia.com
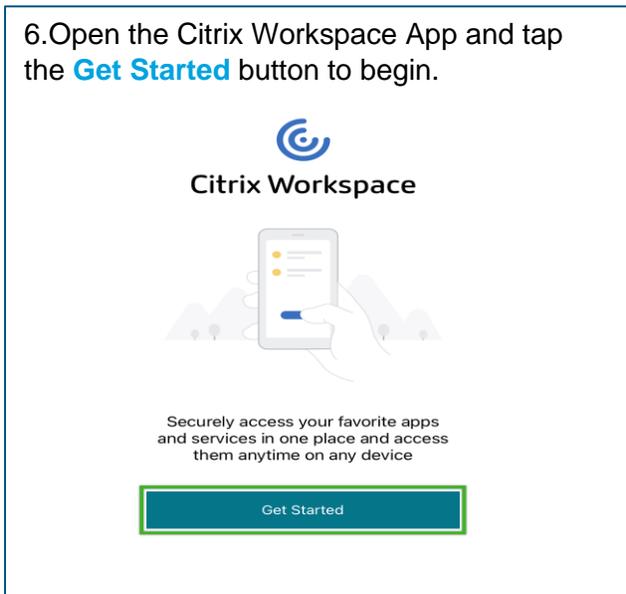
8.On the sign in page, enter your IQVIA Email Address and then select Signin

9. Select Proceed to logon without user certificate

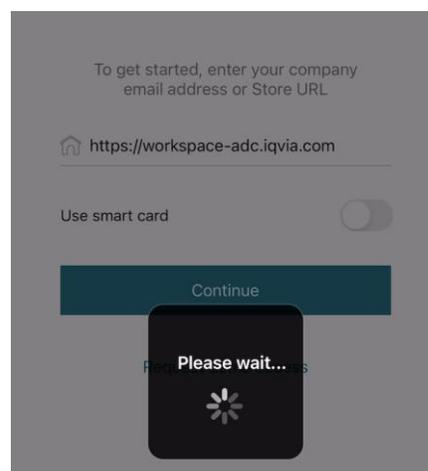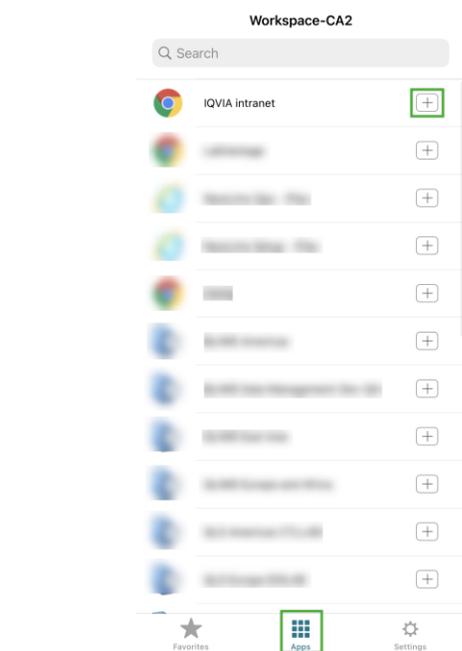| Introduction | Pre-requisites | Preparation | User experience | Support |

User Experience:

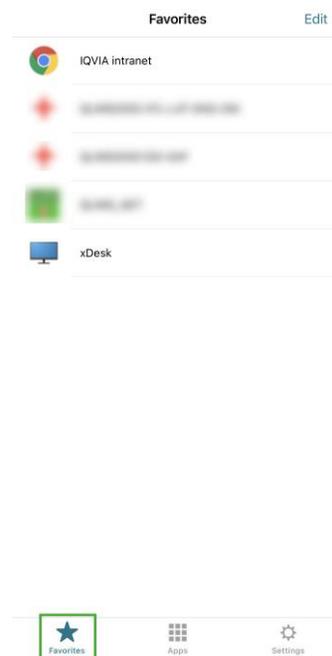**1.** On the Verify your identity screen, select your authentication method and acknowledge any prompt when notified.

Verify your identity

🔒 Approve a request on my Microsoft Authenticator app

[123] Use a verification code from my mobile app

💬 Text +X XXXXXXXX05

📞 Call +X XXXXXXXX05
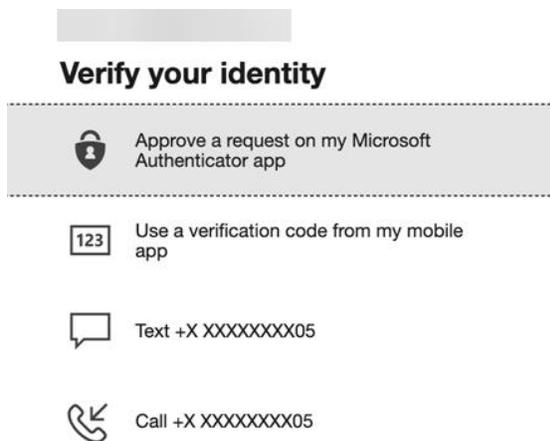
2. The next screen may take some time to progress, this is normal behavior.

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

🏠 https://workspace-adc.iqvia.com

Use smart card

Continue

Please wait...

3. Go to **Apps** using the menu at the bottom center and then use the **+ icon** to the right of your applications to favorite them.

Workspace-CA2

🔍 Search

IQVIA intranet ⊞

Favorites   Apps   Settings

4. Go to **Favorites** at the bottom left, then tap on the application you wish to launch

Favorites   Edit

IQVIA intranet

xDesk

★ Favorites   Apps   Settings

End User Computing

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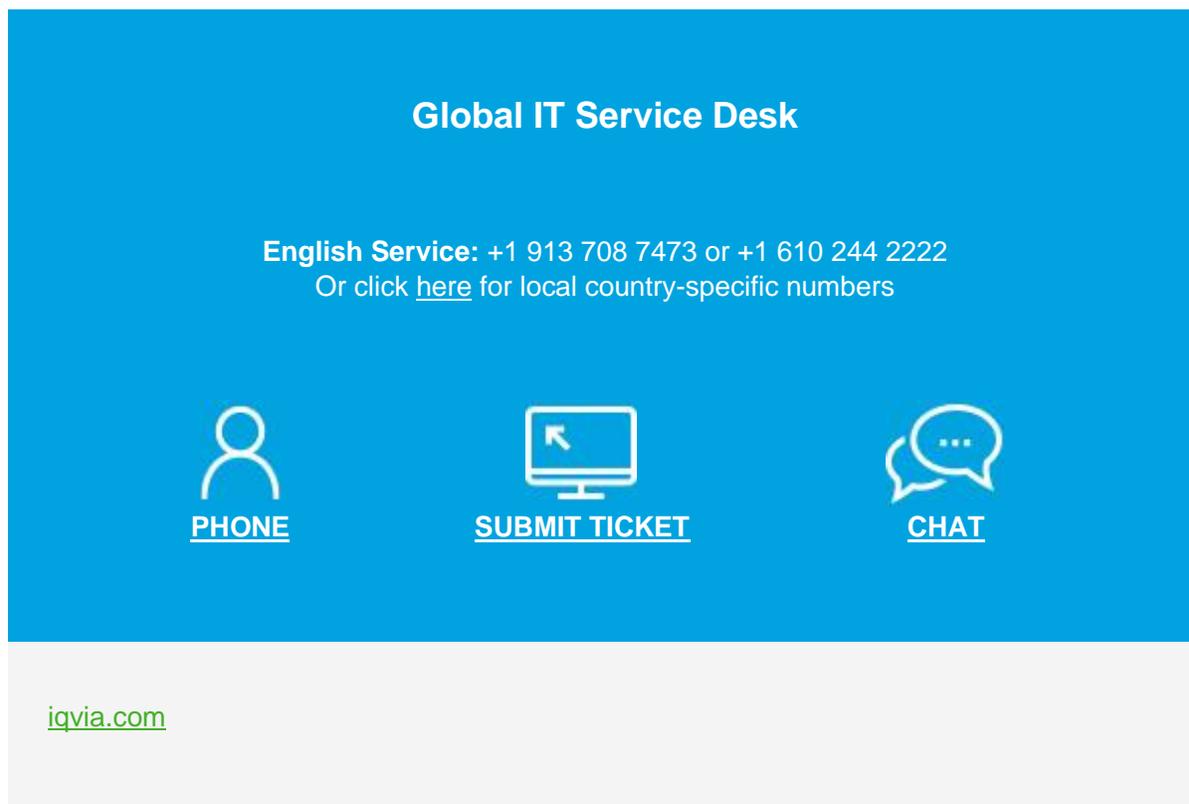5. **Logging off xDesk**: When you are done using xDesk for the day, it is recommended to Log Off the session
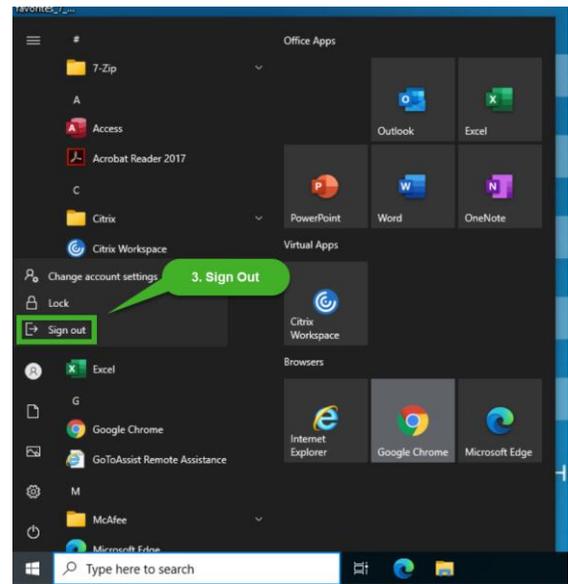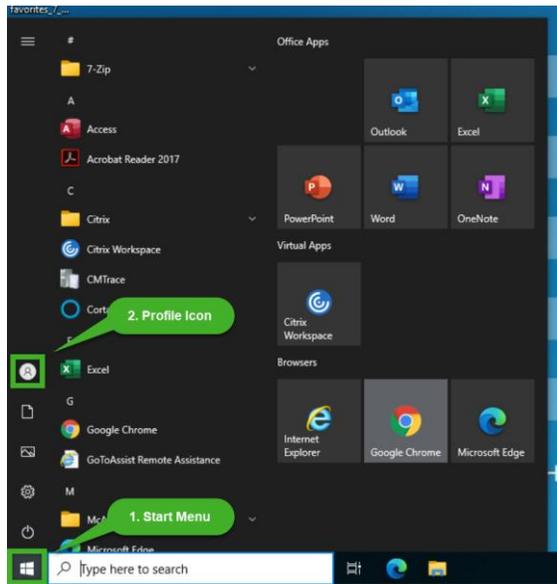
Closing the session by clicking on the "X" in the upper right corner will a hung session on the server or lock out your account.

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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.