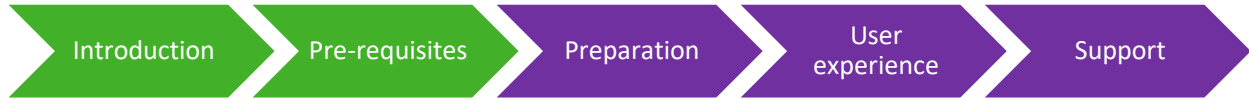# IQVIA Intranet App and xDesk Setup Instructions for MacOS Systems

Prepared by: Virtual Desktop team
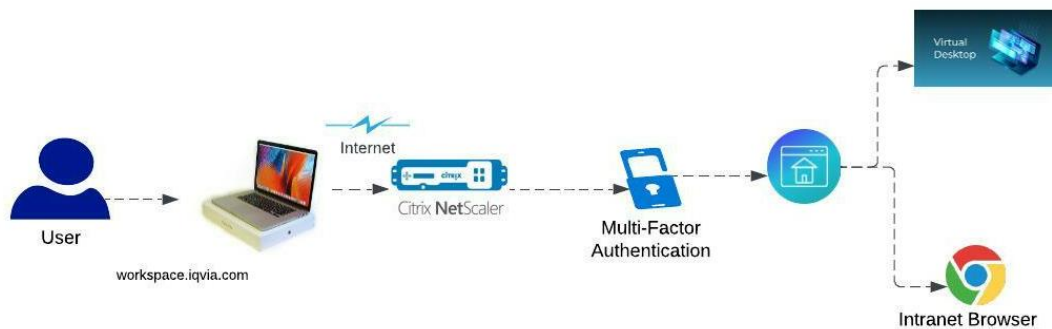
End User Computing
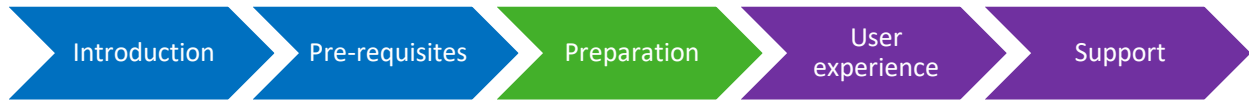

Introduction:

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

- MacOS BigSur 11.3 Operating system

- 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

End User Computing

≡IQVIA

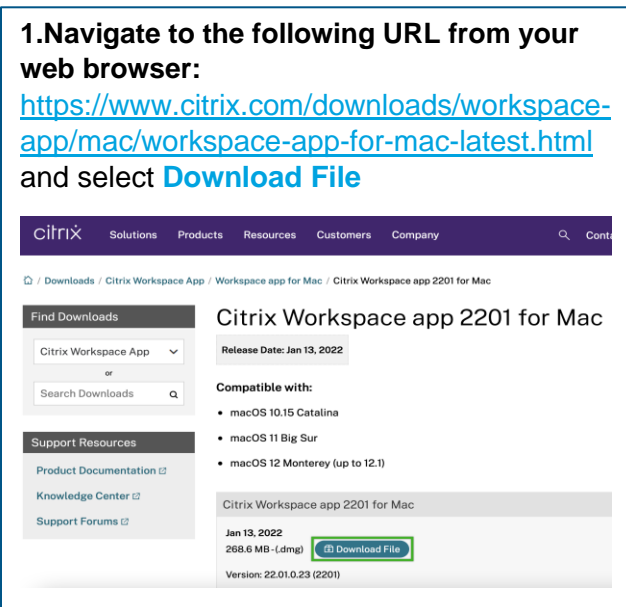Introduction → Pre-requisites → Preparation → User experience → Support
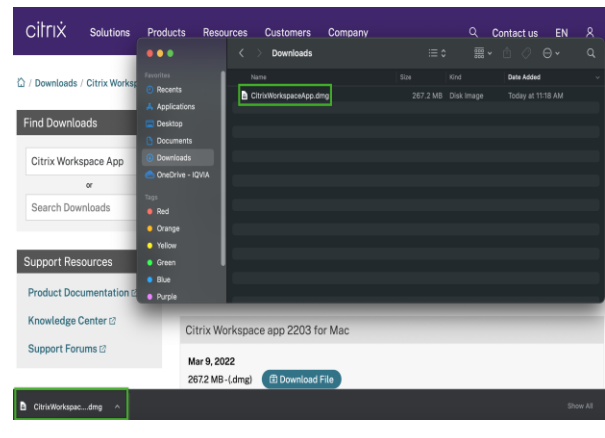
Preparation:

Installing/Configuring Citrix Workspace:

If you already have Citrix Workspace installed and configured on your machine, you may skip the preparation section and go to User experience section

---

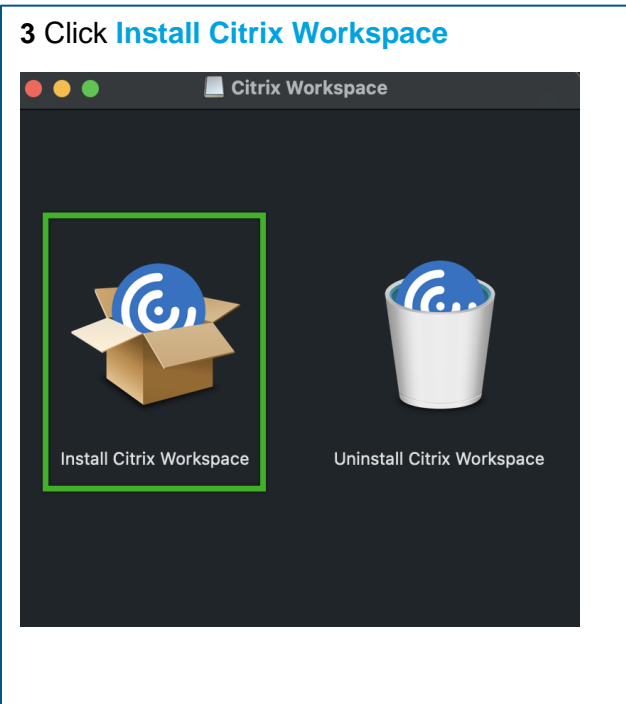**1.Navigate to the following URL from your web browser:**
https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html
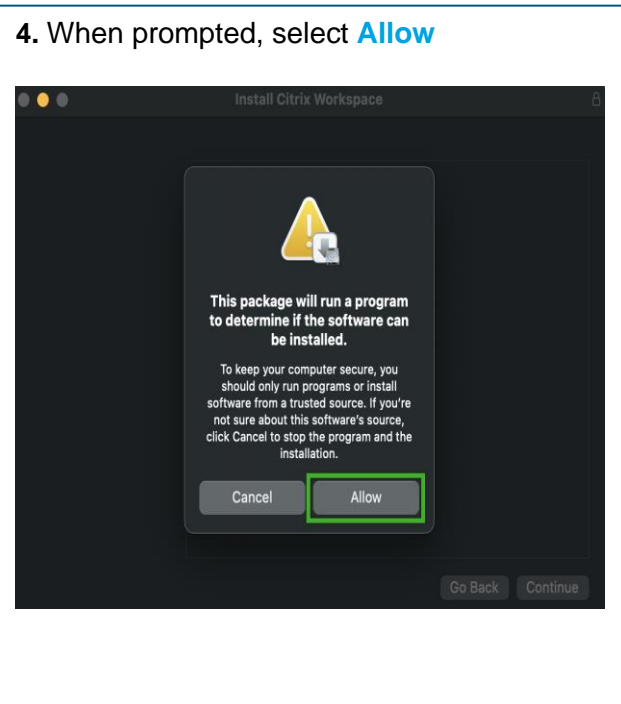and select **Download File**

---

2. Run the downloaded file from your browser or navigate to your downloads folder (C:\Users\[username]\downloads) and double click the downloaded.exe file.
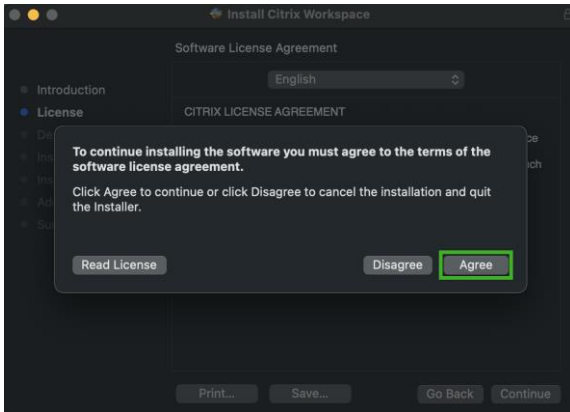

---

3 Click Install Citrix Workspace

---

4. When prompted, select Allow
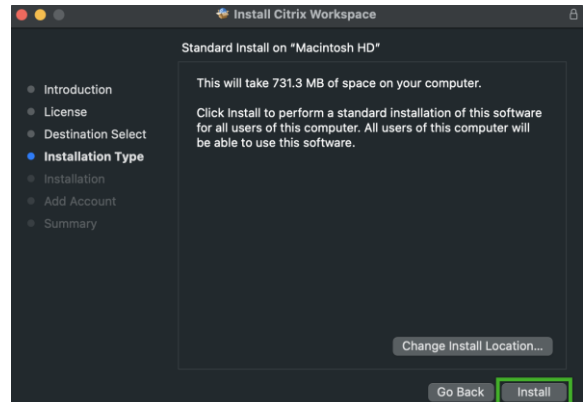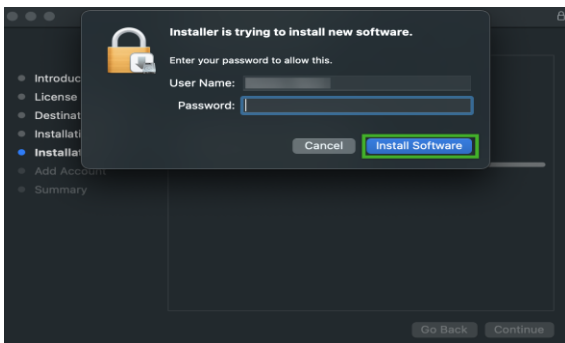

End User Computing

5. Click **Continue** twice. Then click **Agree** to acknowledge the Citrix License Agreement.
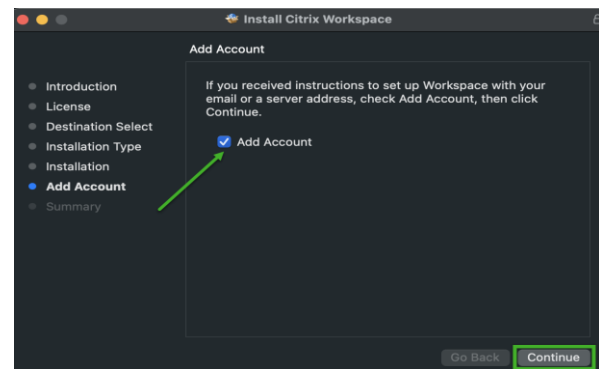
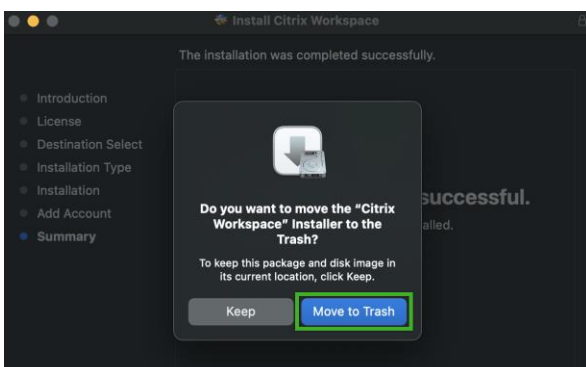**6.** Press **Continue** on the Destination selection, then click **Install**

7. If necessary, enter your device's password in the resulting admin prompt and then click **Install Software** and then select **Install**. After installation, click **Continue.**
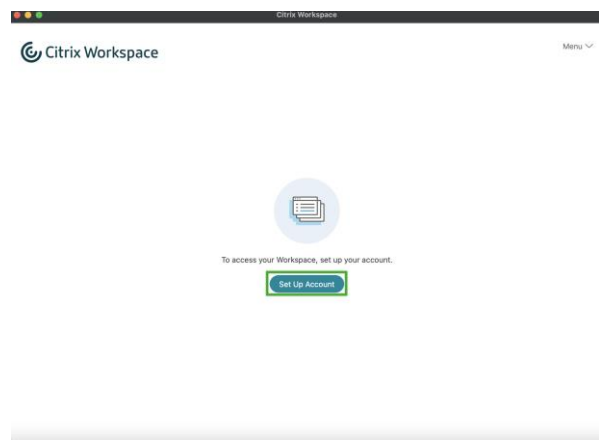
8. When prompted to add Account, check mark the box and select **Continue.**
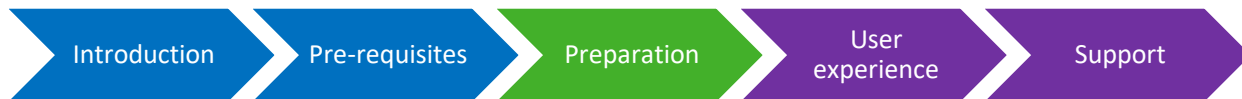
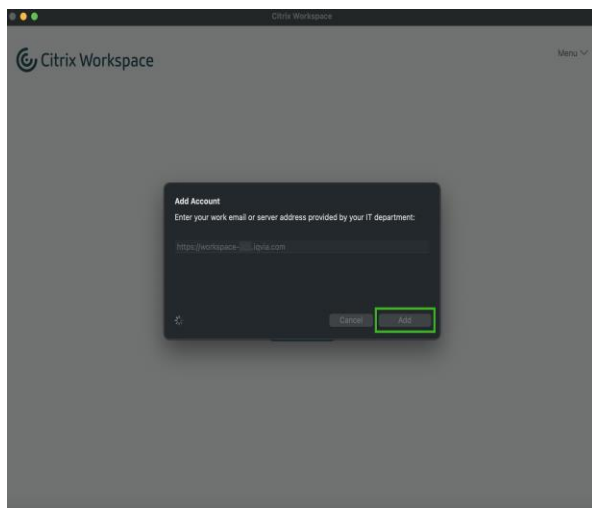**9.** After successful installation, select **Close** and then select **Move to Trash** close the installer.
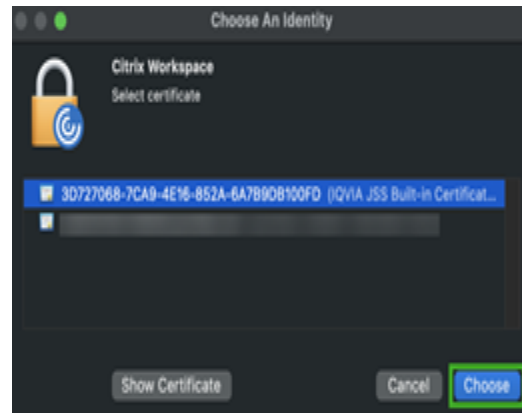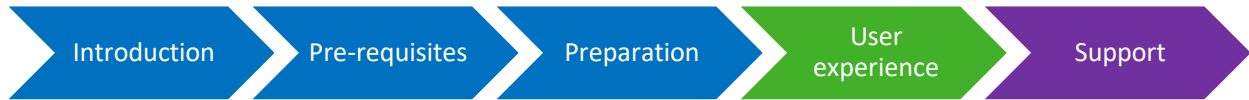
10. Select **Set up Account**

End User Computing

11. Add the following URL when prompted and select **Add**: For All regions: **https://workspace.iqvia.com**

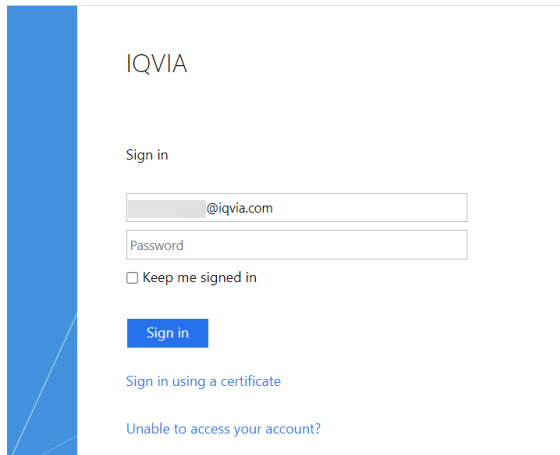
12. When prompted, highlight the IQVIA certificate and then select **Choose**. Provide your admin credentials if prompted.

End User Computing

IQVIA

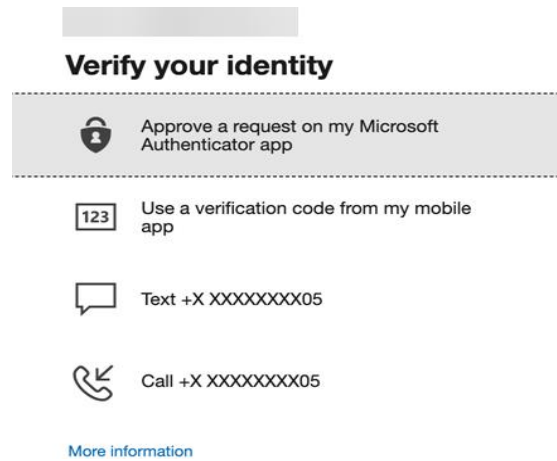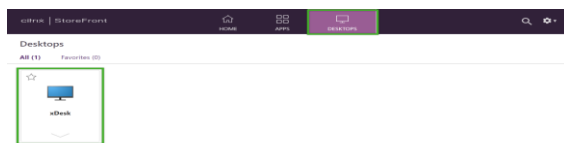| Introduction	Pre-requisites	Preparation	User experience	Support

User Experience:

1. On the next IQVIA Sign in Page, enter your IQVIA email address and password. Click Sign In to continue

IQVIA

Sign in

| @iqvia.com |
| Password |
☐ Keep me signed in

Sign in

Sign in using a certificate

Unable to access your account?

2. 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

More information

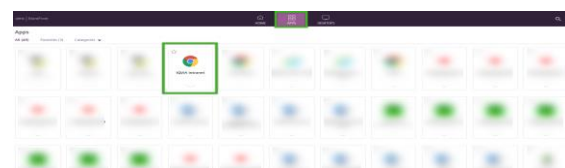3. **After installation/configuration of Citrix Workspace and successful authentication** you will be on the home tab of the Citrix StoreFront. Select the **Desktops** tab and then find your **xDesk** desktop. Use the Drop down and select **Open**
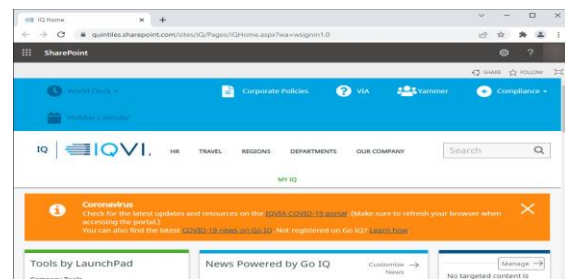
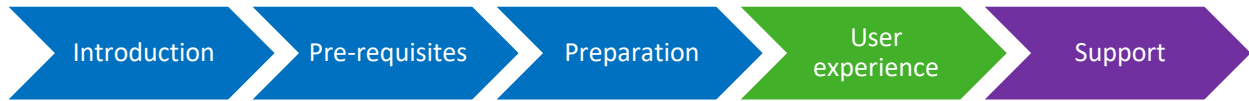Your virtual desktop will appear. Please note that this desktop can take some time to launch

4. **After installation/configuration of Citrix Workspace and successful authentication** you will be on the home tab of the Citrix StoreFront. Select the **Apps** tab and then find your **IQVIA intranet** application**.** Use the Drop down and select **Open**
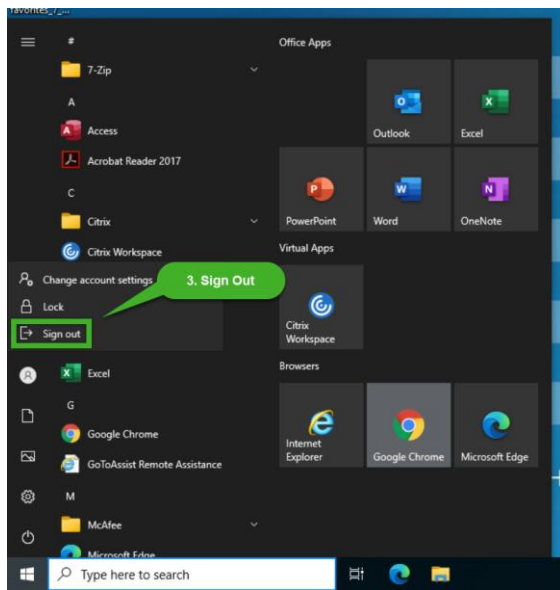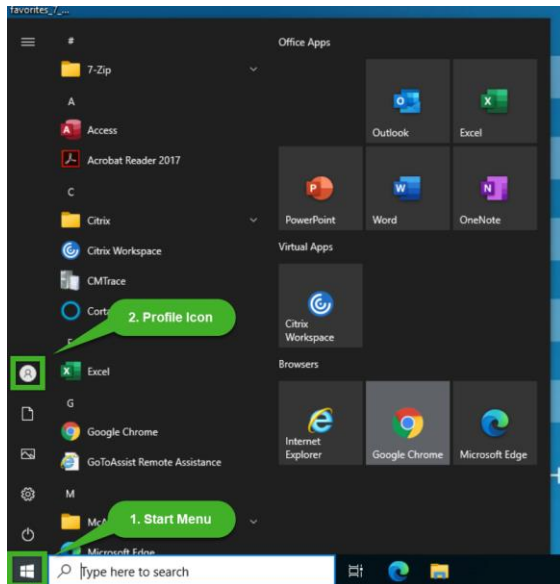
A Google Chrome window displaying the IQ Home Page will appear. Please note that this application can take some time to launch.
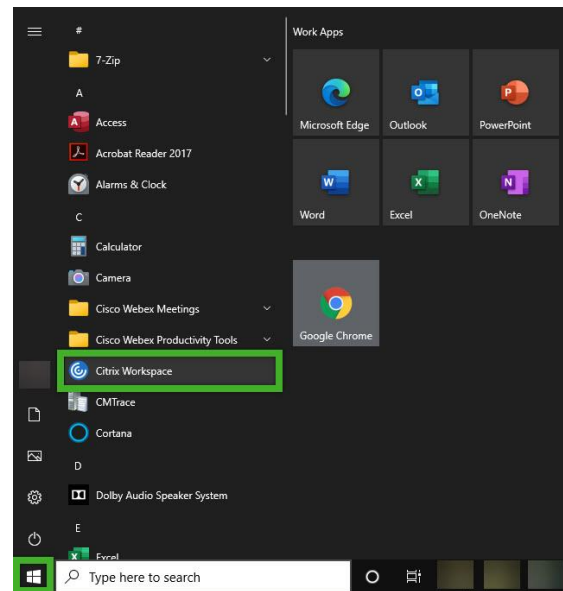
End User Computing

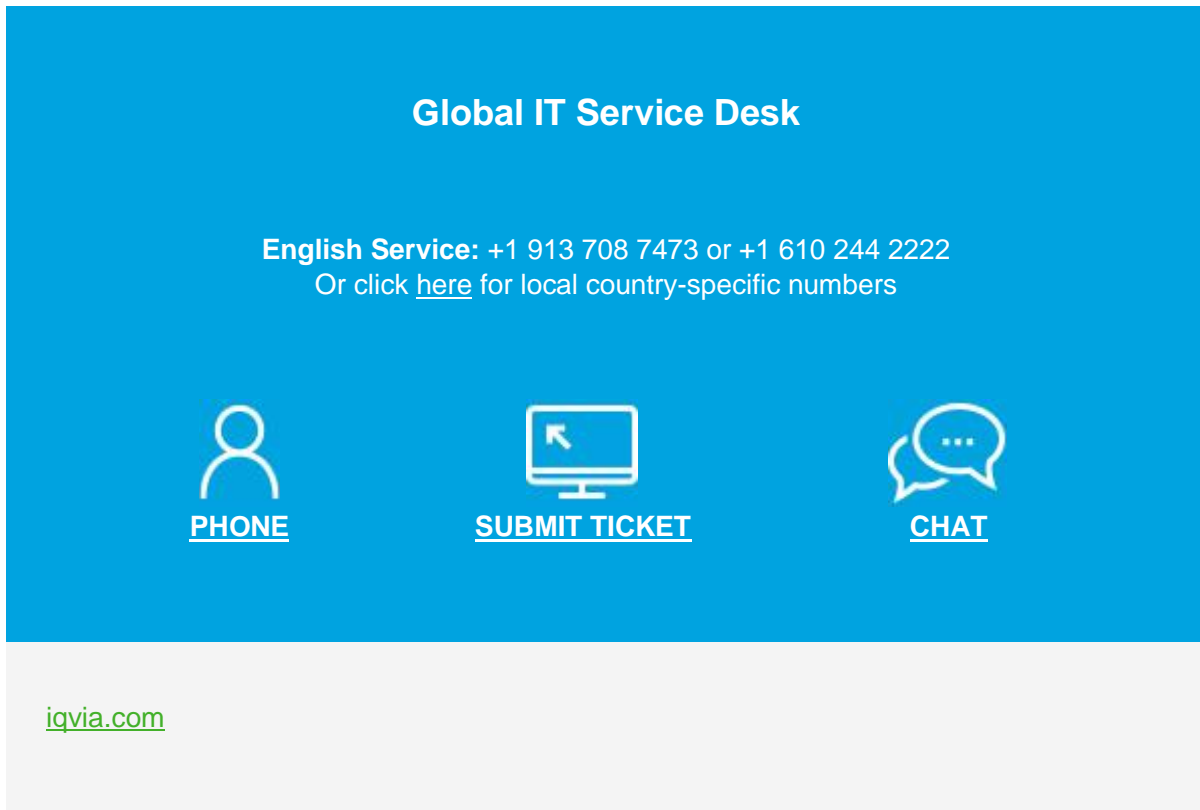5. **Logging off xDesk**: When you are done using xDesk for the day, it is recommended to Log Off the session

6. **Returning to the IQVIA Intranet App or xDesk**: Click your Start Menu and navigate to Citrix Workspace. After the application has launched, return to step 9 above

Introduction → Pre-requisites → Preparation → User experience → **Support**

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.