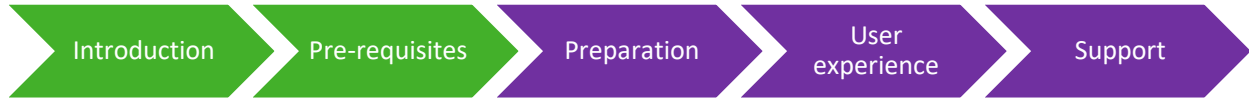# <u>IQVIA Intranet App and xDesk Setup Instructions for Windows Systems</u>

Prepared by: Virtual Desktop team

End User Computing

IQVIA

| 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

- Windows 10 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

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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/windows/workspace-app-for-windows-latest.html, select Download Citrix Workspace app for Windows
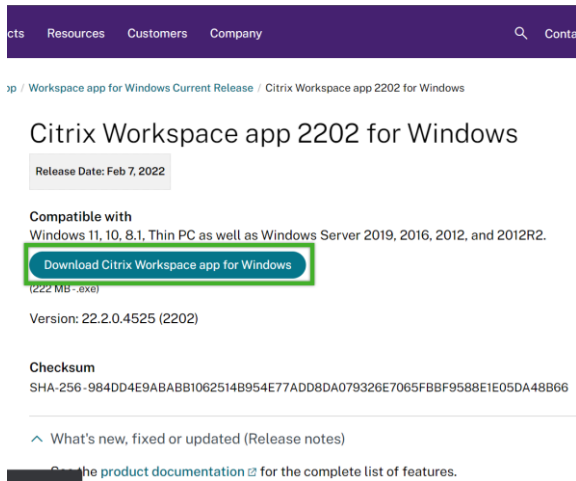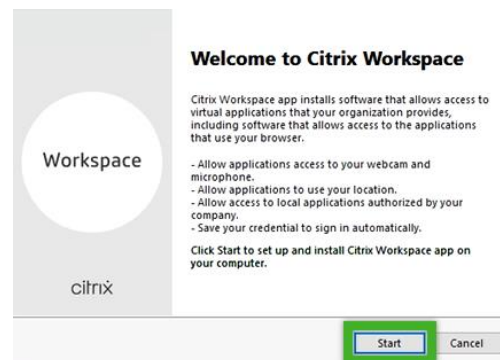

2. Run the downloaded file from your browser or navigate to your downloads folder (C:\Users\[username]\downloads) and double click the downloaded.exe file.
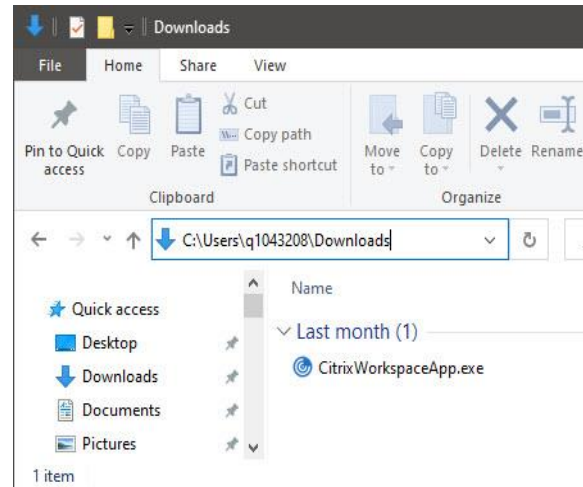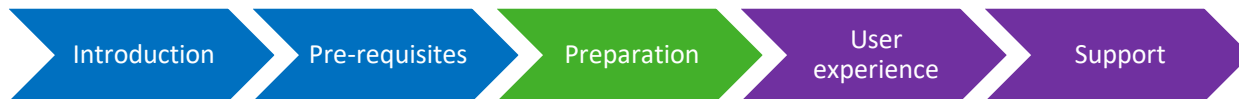

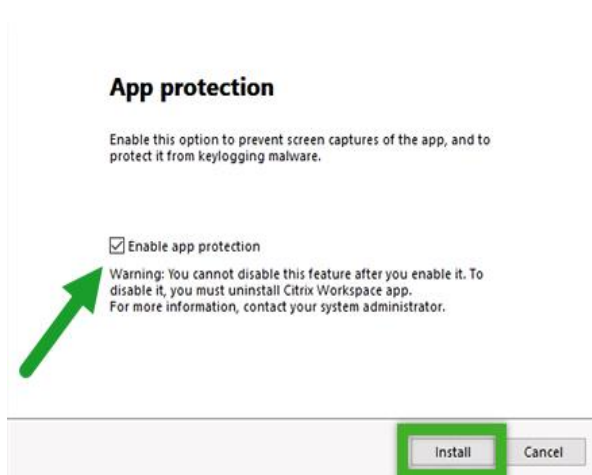**3. If prompted, select Run. And then select Yes on the following prompt**

4. Click Start and acknowledge the license agreement again by check marking the box and then selecting Next.
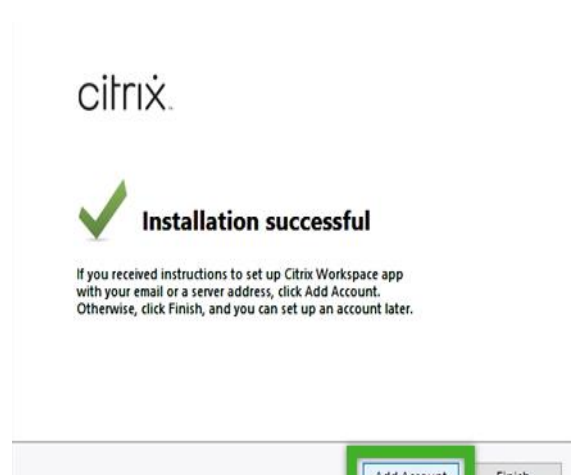
End User Computing
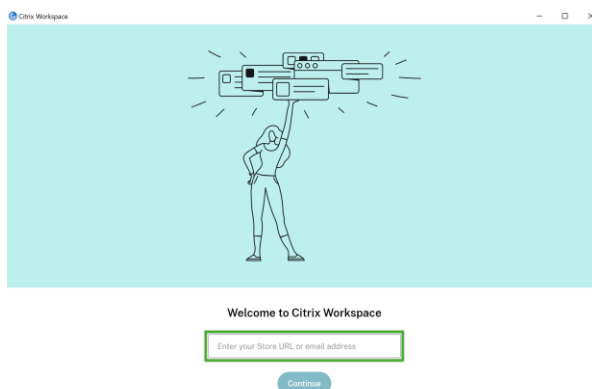
5. On this page, check mark Enable App Protection and click Install

App protection

Enable this option to prevent screen captures of the app, and to protect it from keylogging malware.

☑ Enable app protection

Warning: You cannot disable this feature after you enable it. To disable it, you must uninstall Citrix Workspace app.
For more information, contact your system administrator.

Install   Cancel

6. After the installation is finished, select **Add Account.**

citrix.

✓ **Installation successful**

If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.

Add Account   Finish

7. Add the Following URL when prompted for Store URL:

For All regions:
https://workspace.iqvia.com

Welcome to Citrix Workspace

Enter your Store URL or email address

Continue

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

≣IQVIA

Sign in

someone@example.com

Can't access your account?

Next

Sign-in options

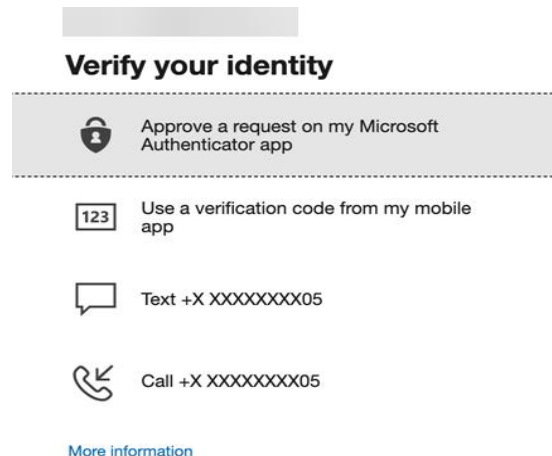| Introduction | Pre-requisites | Preparation | User experience | Support |
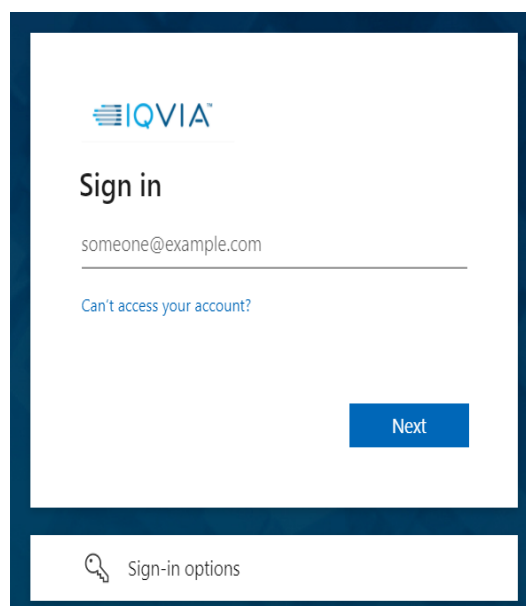
User Experience:

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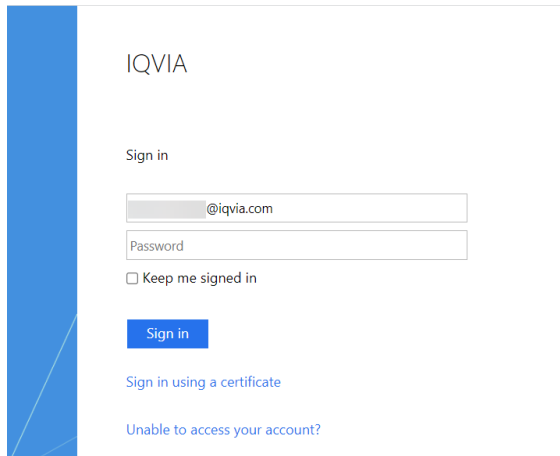
2. On the Verify your identity screen, select your authentication method and acknowledge any prompt when notified

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**
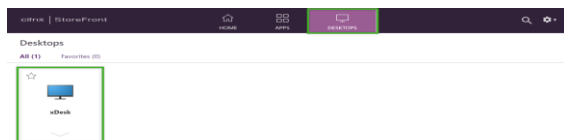

Your virtual desktop will appear. Please note that this desktop can take some time to launch

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**
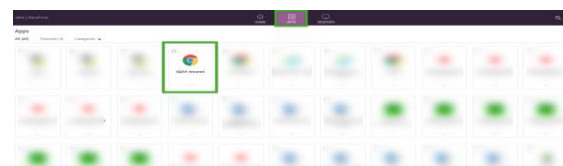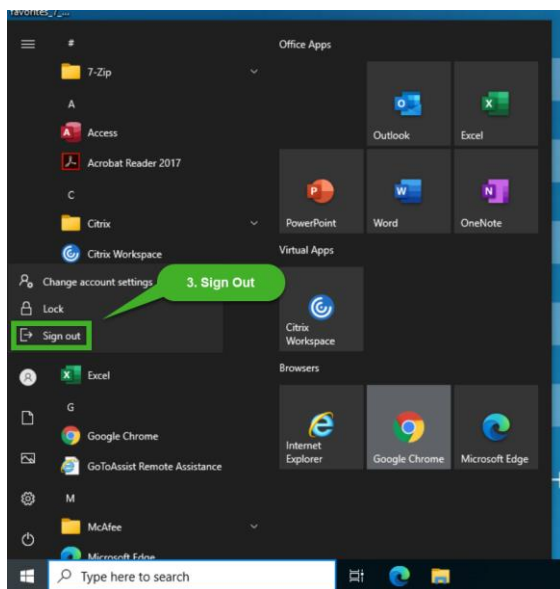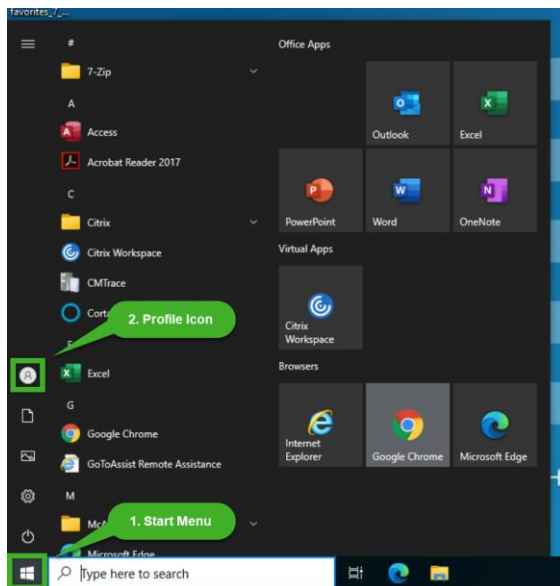

A Google Chrome window displaying the IQ Home Page will appear. Please note that this application can take some time to launch.

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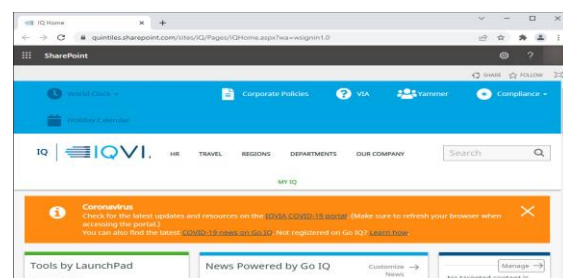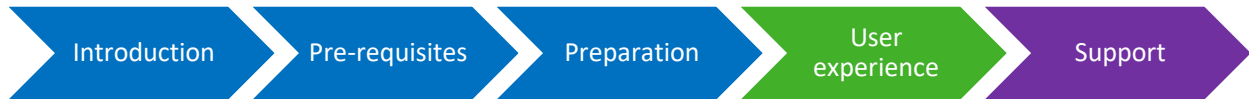
5. **Logging off xDesk**: When you are done using xDesk for the day, it is recommended to Log Off the session
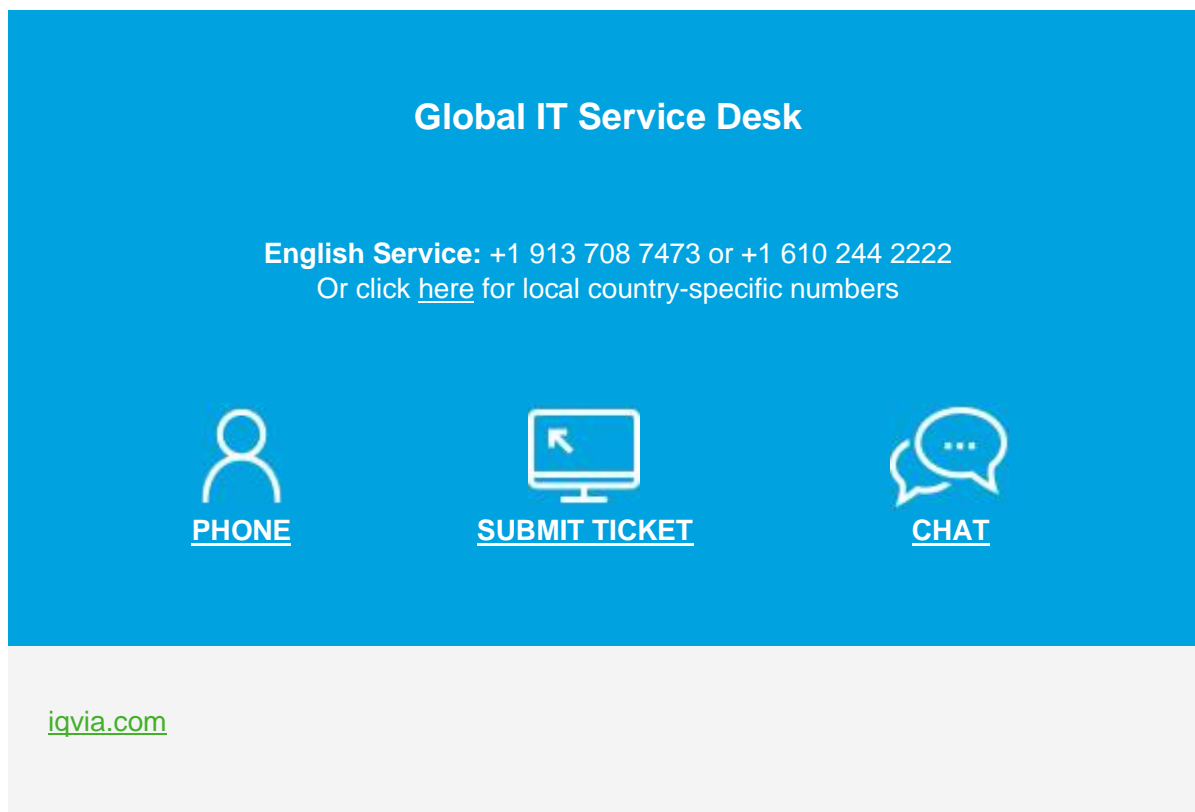

6. **Returning to the IQVIA Intranet App or xDesk**: Click your Start Menu and navigate to Citrix Workspace. After the application has launched, return to step 8 above

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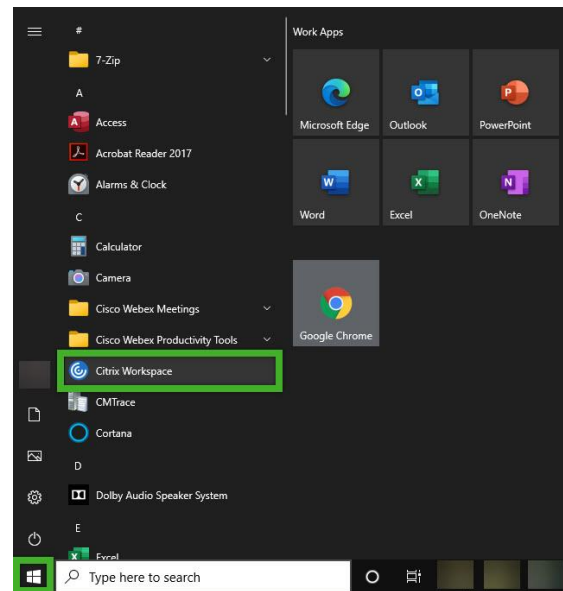
Support:

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.