



Introduction and Quick Guide

May 20, 2021



WELCOME TO XDESK

Welcome to xDesk!

- Thank you for accessing the xDesk Training Center. xDesk enables you to work from your internet connected devices, your way – remotely and securely providing access to the applications and tools you use regularly without the need to use an IQVIA provided computer.
- xDesk enables you to remotely access popular tools such as the IQ Homepage, Learning Edge, Outlook, SharePoint, NGA, and many more!
- Continue to the next section for helpful Quick Tips to follow while using xDesk.

XDESK QUICK TIPS

xDesk Quick Tips

- **Save Often.** Saving often is a highly recommended practice no matter if you are using xDesk or not, however in xDesk it is essential. Please save often to prevent any data loss in case of interrupted connections.
- **Utilize the benefits of xDesk.** xDesk allows you to access resources only available on the IQVIA internal network. If you do not have an IQVIA laptop, are on the road, or just need an easy solution to view and manage emails on a personal device, look no further – xDesk is here to help!
- **Log off when you are done.** When you have saved everything and are finished for the day, it is advised to log off from xDesk. This is done by going to the **Start Menu** in xDesk, clicking your **profile image** then selecting **Sign Out**.
- **Requesting Software in xDesk.** Software requests are handled through the Software Self-Service Center. You must be logged into xDesk before accessing the software self-service center. To access the software self-service center, go to VIA. (A link to VIA can be found on the top of the IQ Home Page, or manually accessed by following <https://quintiles.service-now.com/via>) Within VIA access the Quick Actions menu at the top left and then choose the Software Self-Service link. The Software Self-Service Center can be used like an online store. Search for software already available in the catalog, add it to your cart and check out. You may also add a general software request to your cart if the software you are looking for is not found. When checking out with a general software request, more information will be required.
- **Citrix HDX Monitor.** The Citrix HDX Monitor is a great tool to check on the health of your session. If you are experiencing sluggish performance for example, you can double click the Citrix HDX Monitor on your xDesk desktop to open the application, then press Open in the bottom right hand corner. The most common cause of sluggish performance within the desktop is your network connection. If you have an average latency of less than 250 ms, the issue causing your degraded experience may need IT Support to address. If you see a number higher than 250 ms as the average latency, try restarting your router and/or contacting your internet service provider.

