Transitioning to xDesk

Keys to Success

July 15, 2021

IQVIA

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Introduction

xDesk is IQVIA's new Citrix Virtual Desktop. Connect from any device to a secure, full-featured Windows 10 system with IQVIA applications available for use. Native, optimized Microsoft Teams client included!

xDesk will replace your existing iFlex O365 or Win7 Office 365 desktop.
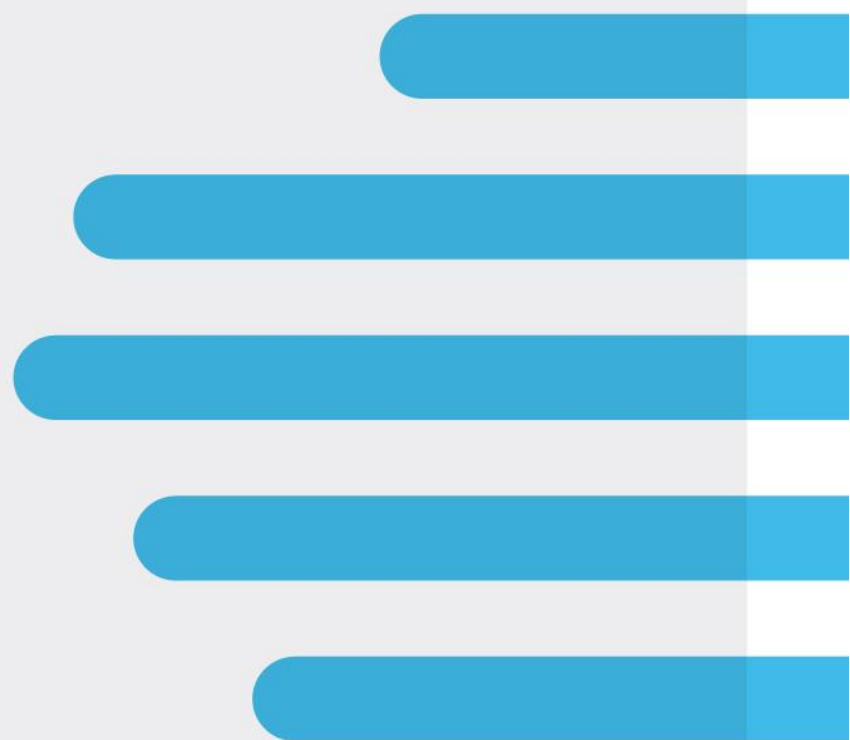
Transitioning from iFlex O365 or Win7 Office 365 VDI

Until retirement, iFlex O365 and Win7 Office 365 VDI will be available in parallel with xDesk. You can even run them both at the same time. However, the older desktops will be retired soon, so please proceed with getting xDesk fully functional as your working desktop.

Prior to transitioning fully to xDesk, you must save your Internet Explorer or Google Chrome favorites in iFlex O365 or Win7 Office 365 VDI. Log in to your Citrix desktop and perform the following steps based on the browser you use.

Internet Explorer

1. Log in to iFlex O365 or Win7 Office 365 VDI

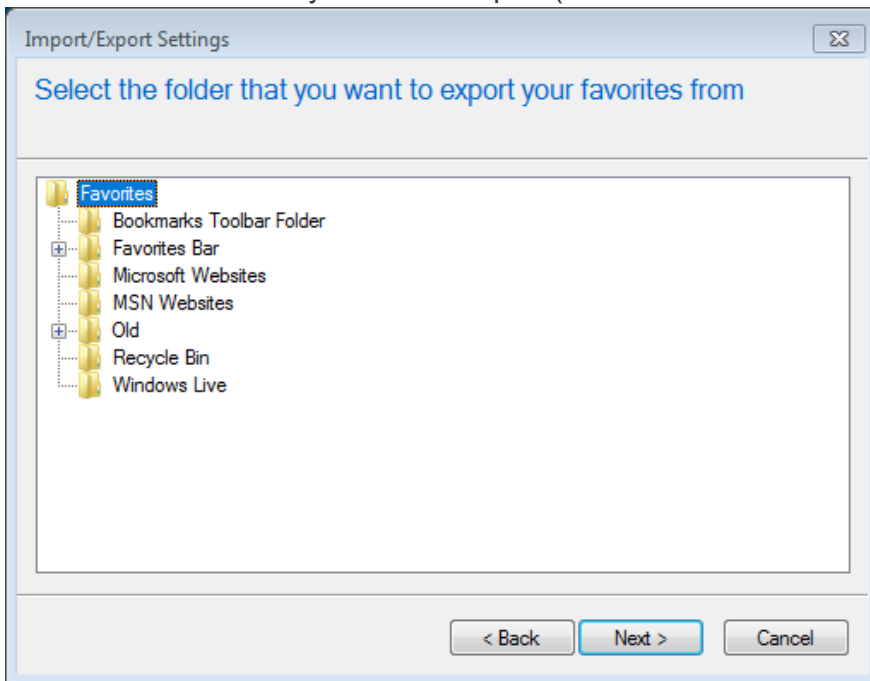2. Click the star in the upper right > down arrow > "Import and export…"
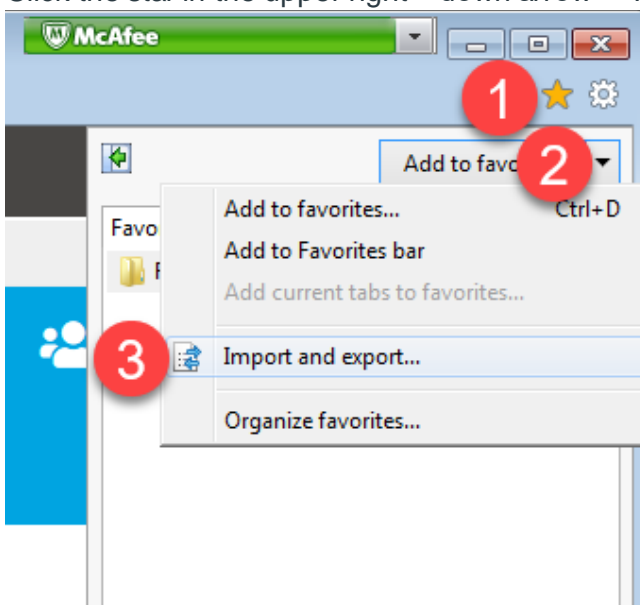
3. Select "Export to a file" and click "Next"
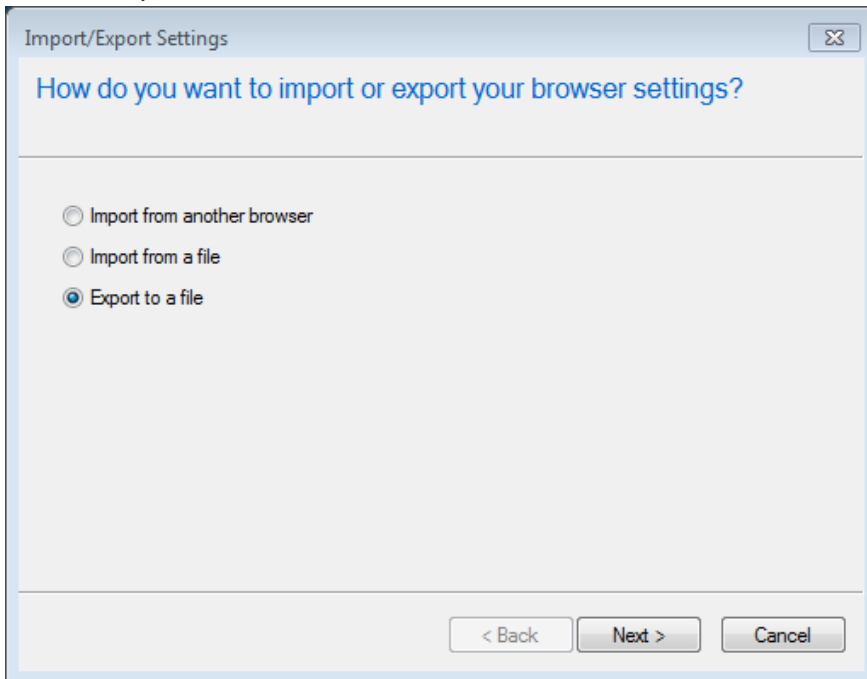
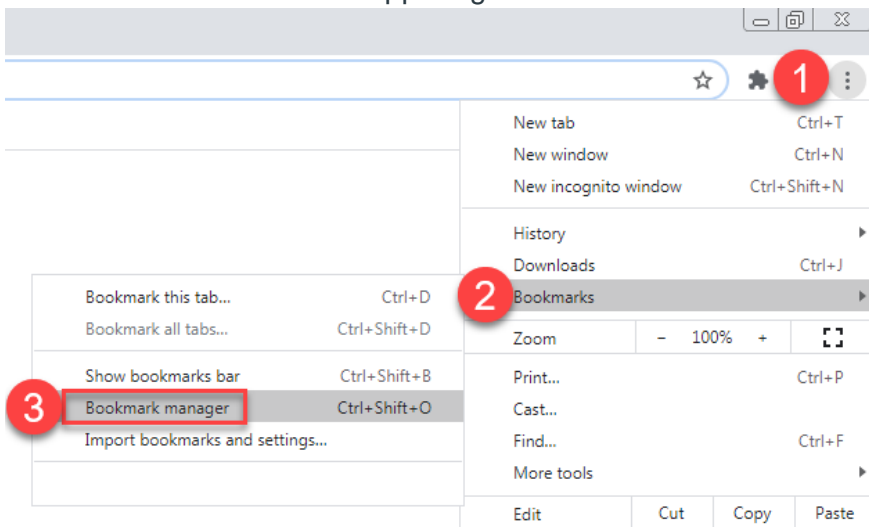4. Select "Favorites" and click "Next"

5. Select which Favorites you wish to export (select "Favorites" at the top if you wish to export all):
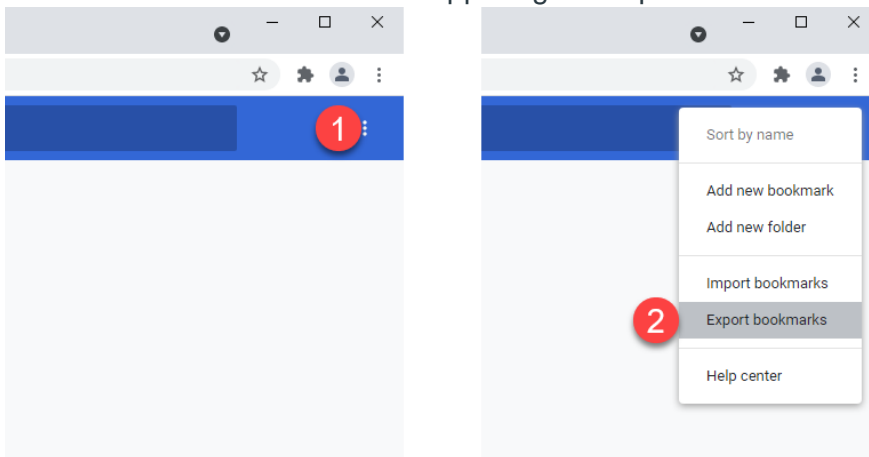

6. Click "Export" to export your Favorites to your Documents folder
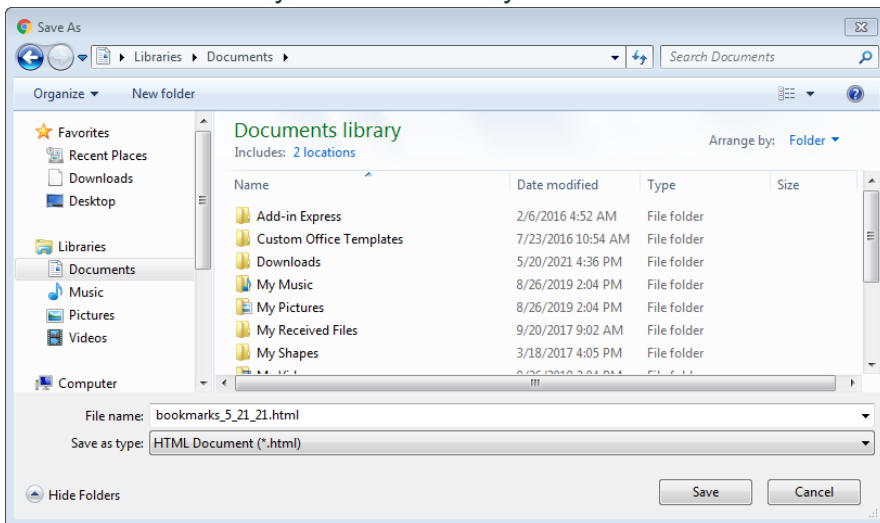
Google Chrome

1. Log in to iFlex O365 or Win7 Office 365 VDI

2. Select the menu icon in the upper right > Bookmarks > Bookmark manager

3. Select the new menu icon in the upper right > Export bookmarks

4. Click "Save" to save your Favorites to your Documents folders as "bookmarks[date].html"
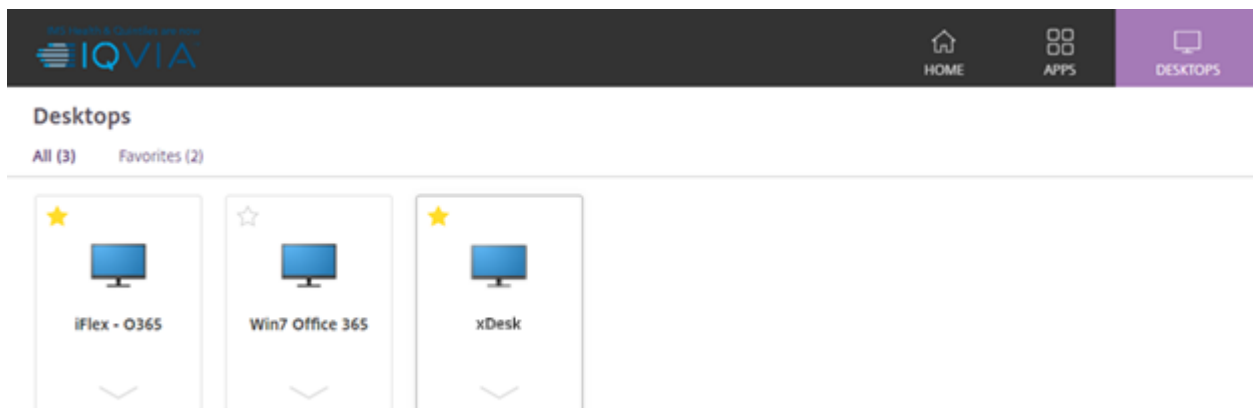
Connecting to xDesk

- Go to https://workspace.quintiles.com (old Citrix links will not work)

- Log in with your username, network password and PINSafe code

- Go to the Desktops tab and look for xDesk; click the star in upper left

- Next time you log in, xDesk will appear on the main page

Launching xDesk for the First Time

Accessing Documents and Desktop Files from iFlex O365 or Win7 Office 365 VDI

If you have files stored in your iFlex Desktop and Document folders, you will see a shortcut called "Legacy home directory" on your xDesk desktop. This folder contains links to Desktop and Document folders from your old Citrix desktop.

You can move the files to your new desktop and documents folders if you choose, or you can leave them in "Legacy home directory" and add links to your desktop or to the folders in the "Quick Access" area of File Explorer in xDesk. **Remember that the bookmarks and favorites files you saved earlier are in the Documents folder of "Legacy home directory" when it comes time to import them (more on that below).**

Unlocking an Idle xDesk Session

If your xDesk session is idle more than 15 minutes, the screen will lock like that of other Windows computers. To return to your session when the screen locks, pull down on the Citrix Workspace bar at the top of the screen:
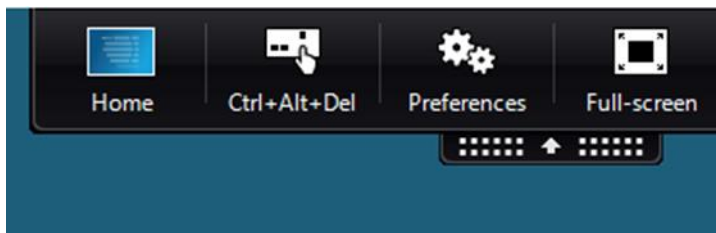
Select "Ctrl+Alt+Del" to return to the login screen. Re-enter your password and you'll return to your session.

Accessing Outlook

You will find the Outlook icon on the desktop and start menu.

Launching Outlook in xDesk the first time will create a new local mailbox file. Outlook performance may lag until the sync with the server is complete (you can see the status in the lower right of the Outlook window). Depending on your mailbox size, this may take some time to complete.

Accessing the IQVIA Homepage

To access the IQVIA Homepage with links to Workday, Learning Edge, eSOPs, etc., use the Google Chrome browser in xDesk.

Mapping a Network Drive

Note: If you don't know the network or folder path, launch your legacy Citrix desktop, and use it as your cheat sheet to enter the path information for xDesk.

1. Click on the folder icon in the taskbar to launch File Explorer

2. Right-click on "This PC" in the left pane and select "Map Network Drive…"
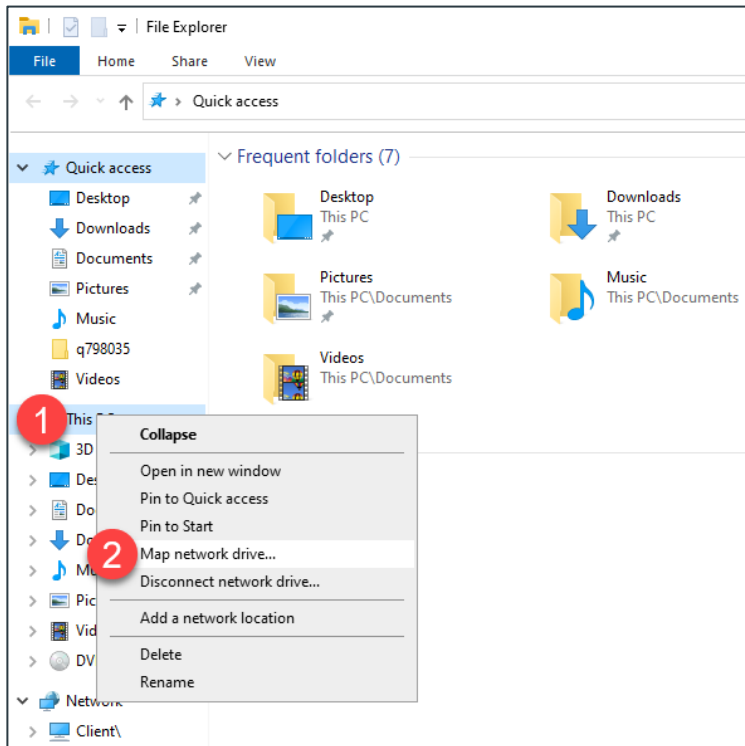
3. Select the drive letter, enter the path, and click Finish
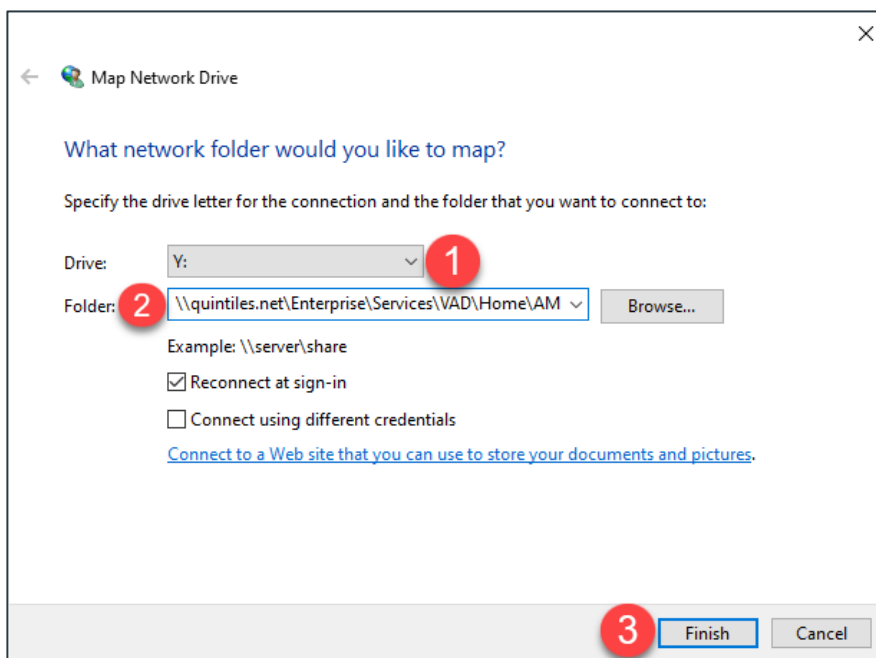
Using Optimized Microsoft Teams

The native Microsoft Teams client is fully functional and optimized for calls and meetings in xDesk! There is no need to use the web client for meetings or chats. You will find the Teams icon on the desktop and start menu.

To confirm that you are using the optimized Teams client:

1. In Teams, click on your picture in the upper right > About > Version

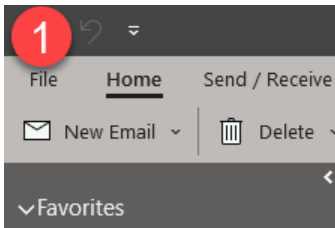2. Look for "Citrix HDX Optimized" in the text below the Search bar
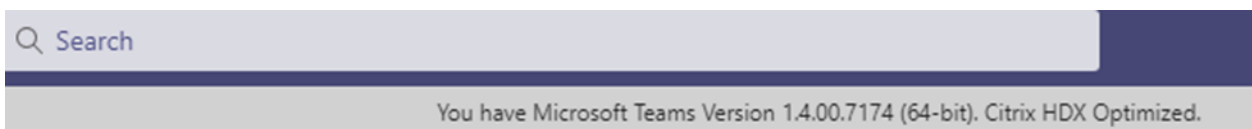
3. If you do NOT see "Citrix HDX Optimized", update the Citrix Workspace application on your computer at https://www.citrix.com/products/receiver.html
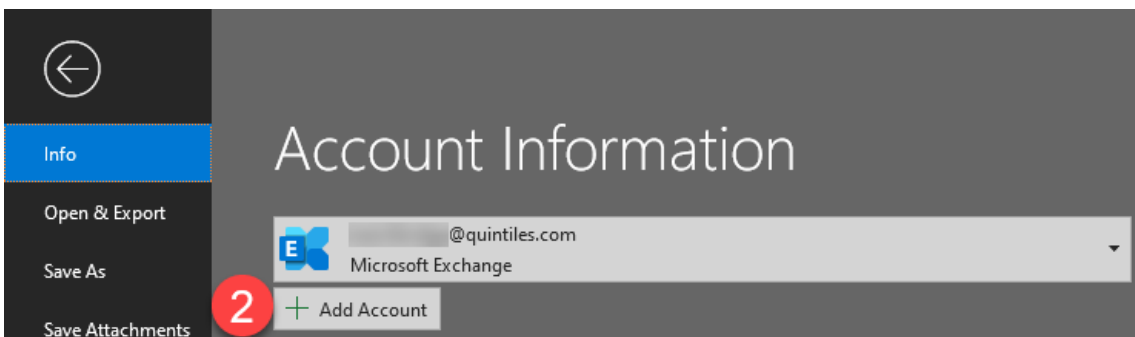
Adding Shared Mailboxes to Outlook

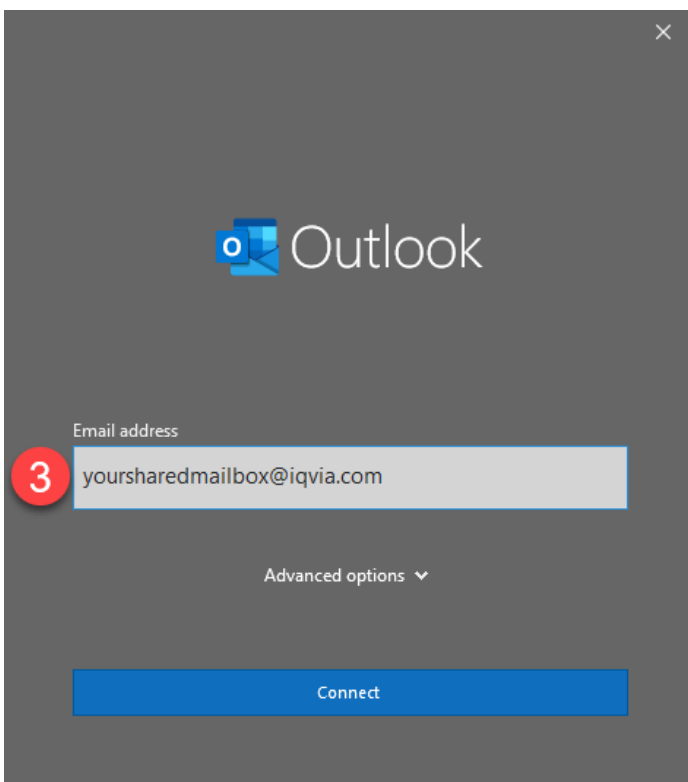If you use shared mailboxes, you must add them back into Outlook.
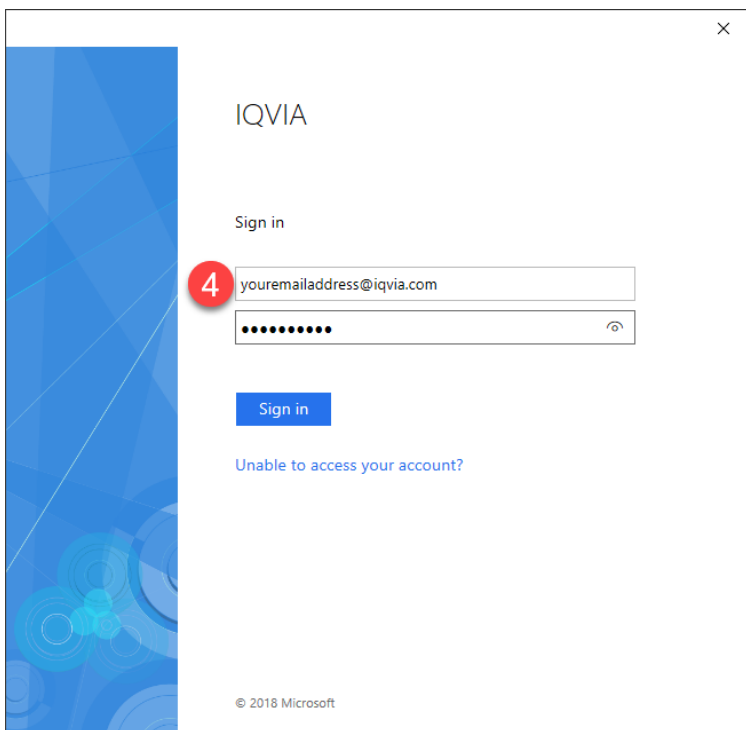
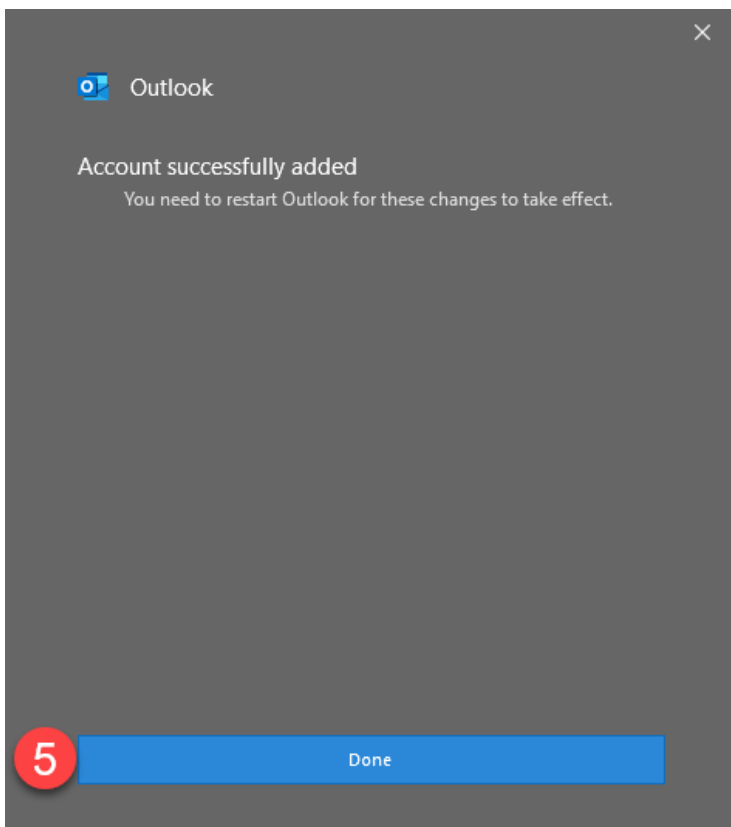1. In Outlook, click "File" in the top left

2. Click Add Account

3. Enter your shared mailbox email address

4. Outlook will automatically populate the shared mailbox's email address; clear it and enter your IQVIA email address, your network password, and click Sign in

5. Click done when you see the prompt below and relaunch Outlook
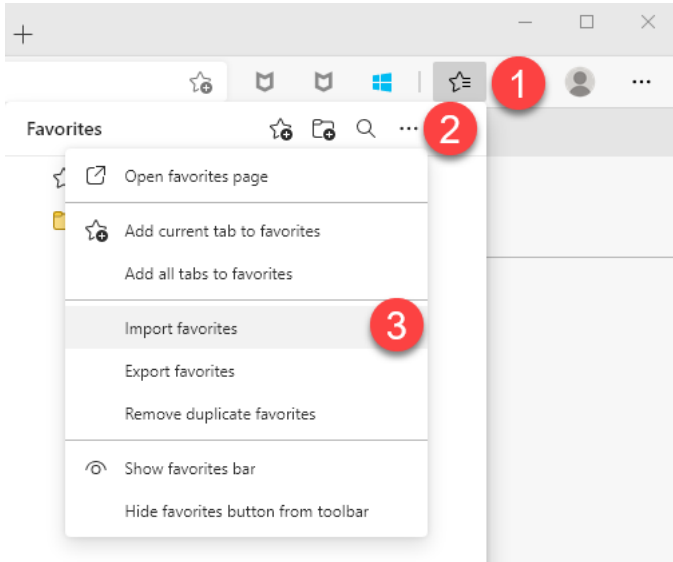
## Importing Favorites and Bookmarks

In most cases, once the import process has completed, you must go to the Bookmark/Favorites manager settings for your browser to move the links you want displayed on the Bookmarks/Favorites bar .
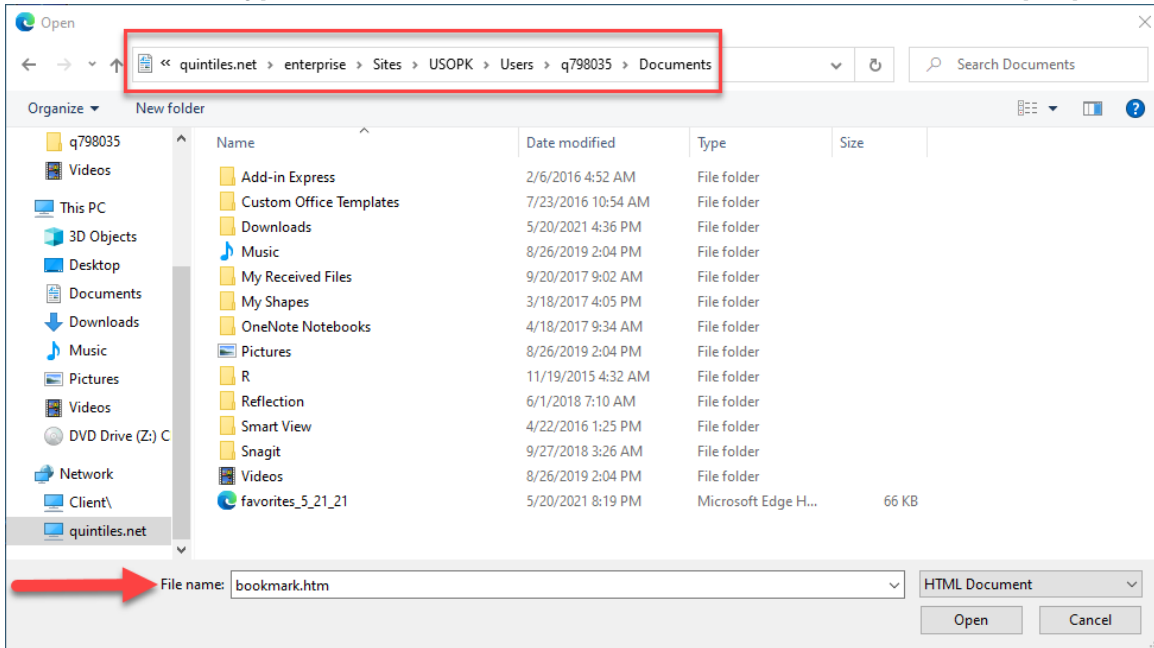
Microsoft Edge

1. Click the star in the upper right > click the ellipses > select "Import favorites"

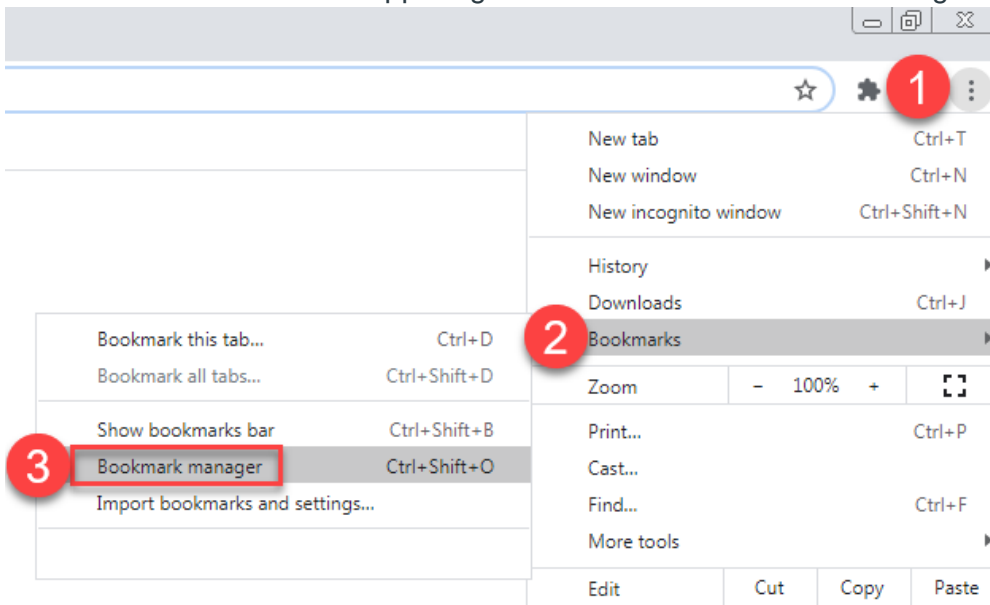2. Select "Favorites or bookmarks HTML file"
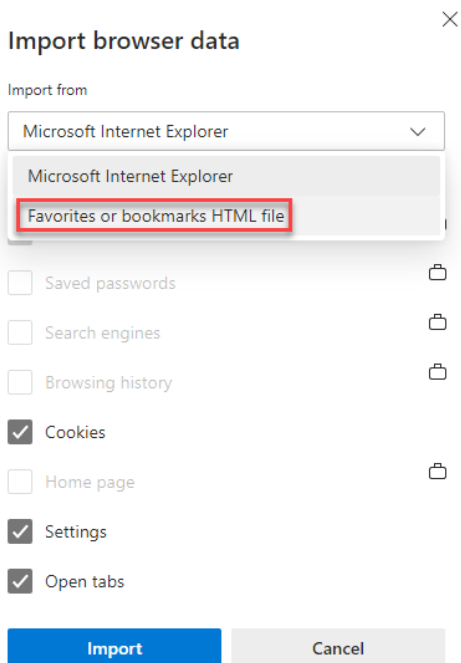
3. Browse to **Desktop** > **Legacy Home Directory** > **Documents** and type in **bookmark.htm**.
    Note: <u>You must type in Bookmark.htm in the "File name" box to find the proper file</u>.
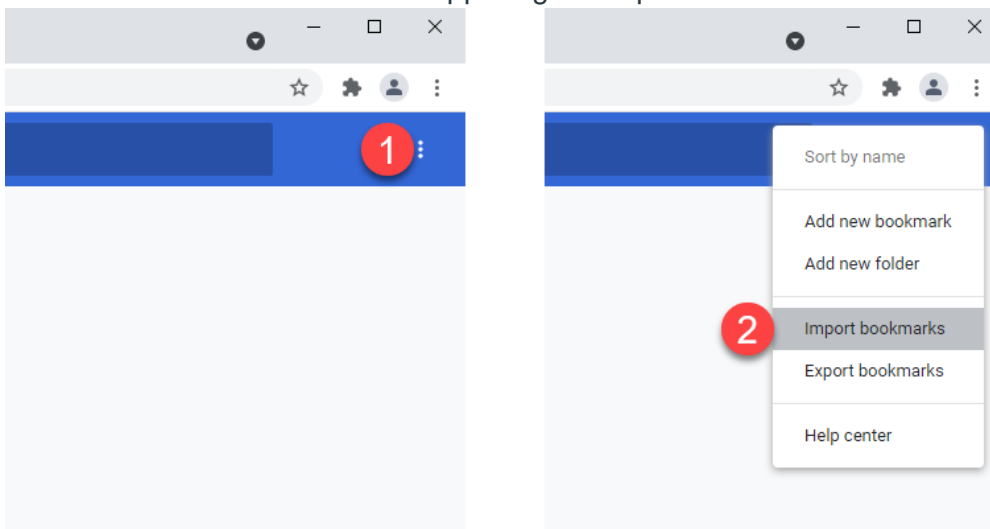
Google Chrome

1. Select the menu icon in the upper right > Bookmarks > Bookmark Manager

2. Select the new menu icon in the upper right > Import bookmarks

3. Browse to **Desktop** > **Legacy Home Directory** > **Documents**. Select the file you created earlier named "bookmarks[date].html"
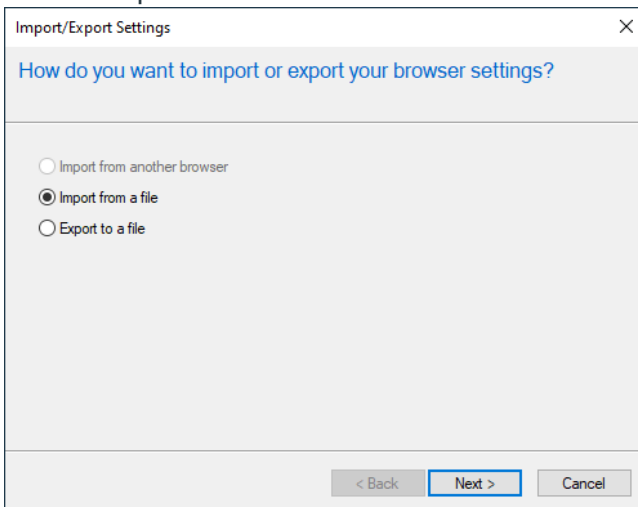
Internet Explorer

Note: Internet Explorer support will end in 2022, so we strongly recommend you use Microsoft Edge or Google Chrome instead. If you still need to use Internet Explorer and want to import bookmarks, follow the steps below.
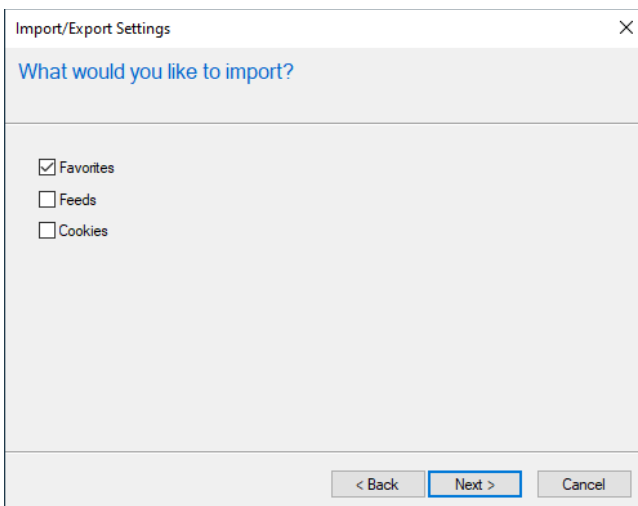
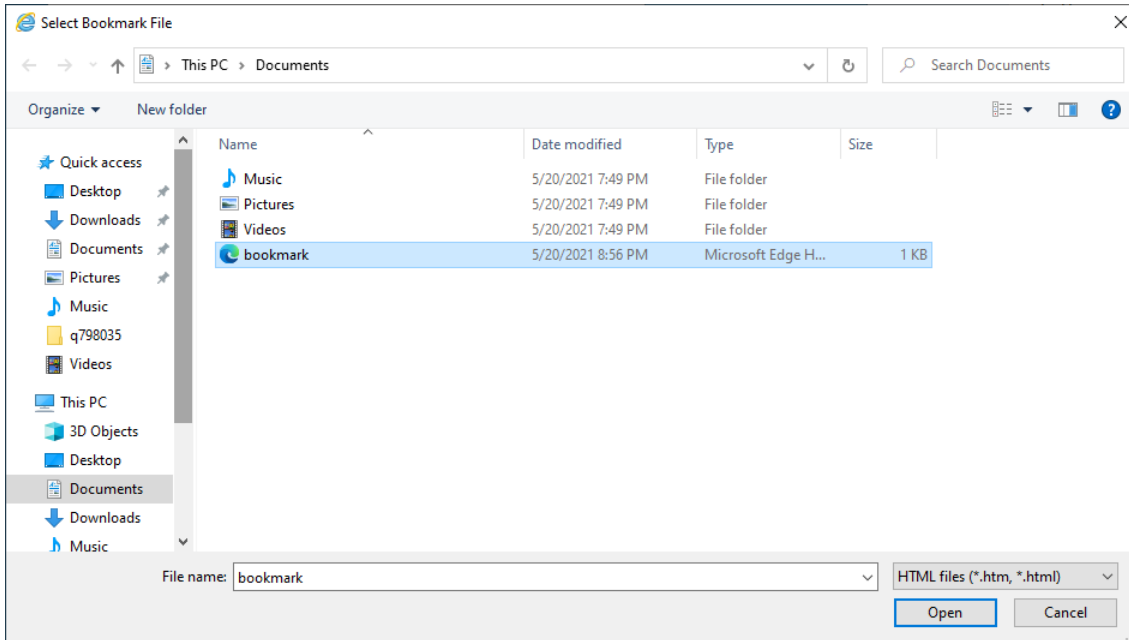1. Click the star in the upper right > down arrow > Import and export…
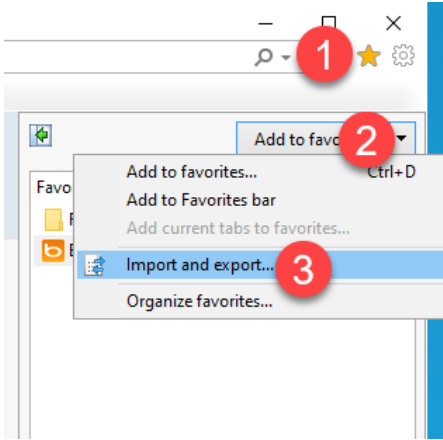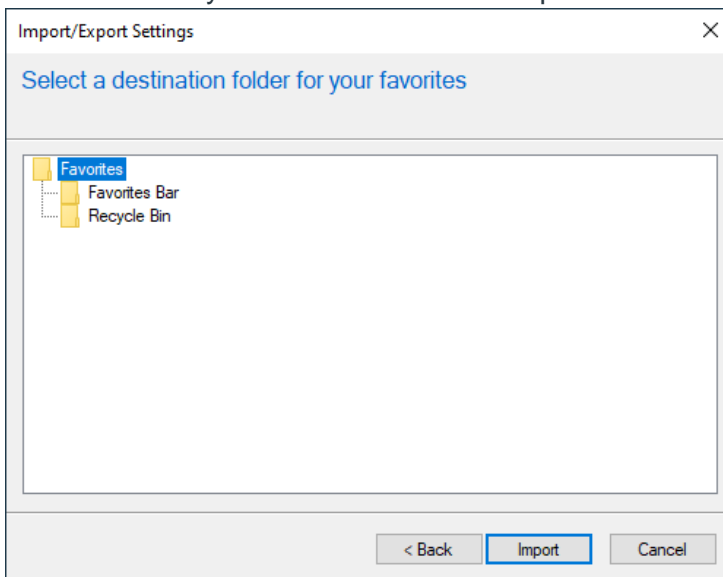

2. Select "Import from a file" and click Next

3. Select "Favorites"

4. Select the "bookmark.htm" file

5. Choose where you want the Favorites imported

Ending Your Session Smoothly

Logging out of xDesk

1. Click the Start button

2. Click your name

3. Select "Sign out"