CITRIX CONNECTION GUIDE
Quick References

This document serves the purpose of providing easy troubleshooting steps when you're facing issues launching your IQVIA Citrix applications.

Note: Contacting the Global IT Service Desk may be necessary if you're able to connect to one resource but not the other. For example, if you're able to launch and manipulate xDesk but cannot access the IQVIA Intranet App. This most often indicates a hung session.

Steps to try if you're unable to connect to either:

1. Attempt in a different browser.

2. Try launching your browser in incognito/private mode

    a. Windows: After you've opened Chrome or Edge press "Ctrl + Shift + n" on your keyboard

    b. Mac: After you've opened Chrome or Edge press "Command + Shift + n" on your keyboard

    Note: If this step works, please perform Step 4, and then restart your device to avoid continued disruptions.

3. Restart your device.

4. Clear your browser's cache

    a. Instructions for Chrome
    b. Instructions for Edge
    c. Instructions for Safari
    d. Instructions for Firefox

5. Exit the Citrix Workspace app and re-launch

    a. Windows: Right-click the Workspace/Receiver icon in the system tray and select "Exit".
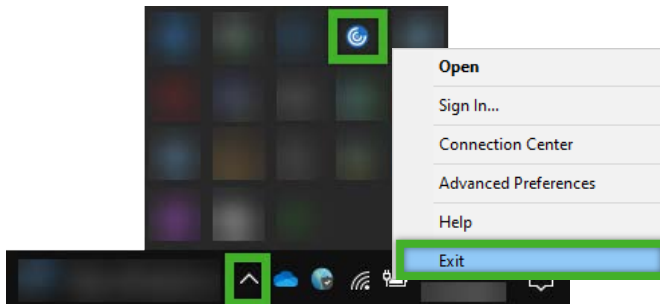
    b. Mac: Restart the computer or end the task in Activity Monitor

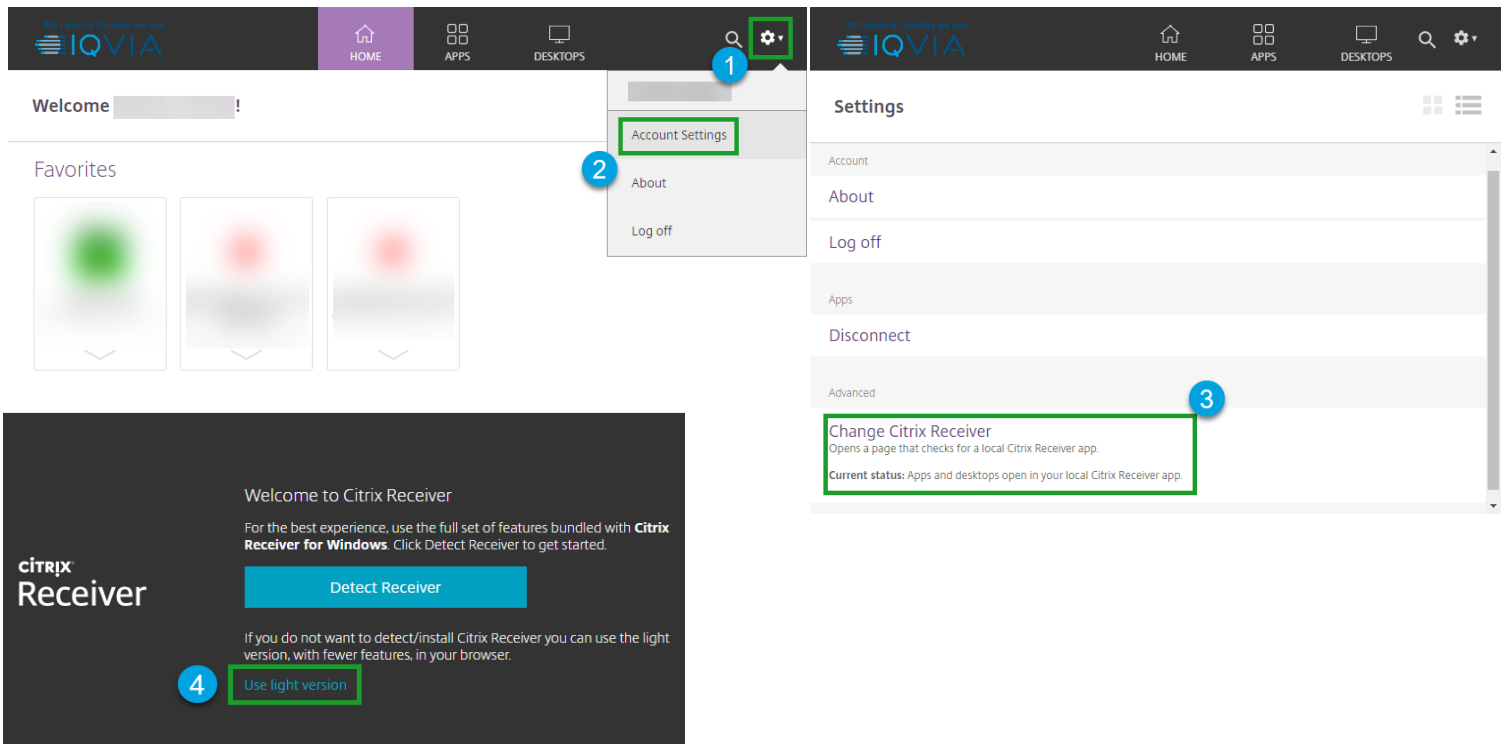6. Navigate to another Workspace portal. For best performance, use the closest portal first.

a. https://workspace-adc.iqvia.com – AMR/Japan/China/Oceania (Using MFA)

b. https://workspace-edc.iqvia.com – EMEA/India/South Africa (Using MFA)

c. https://workspace-api.iqvia.com – Southeast Asia (Using MFA)

d. https://workspace-adc.quintiles.com – AMR/Japan/China/Oceania. (Using PinSafe)

e. https://workspace-edc.quintiles.com – EMEA/India/South Africa (Using PinSafe)

f. https://workspace-api.quintiles.com – Southeast Asia (Using PinSafe)

*Please Note: If you're on an IQVIA provided laptop, navigate to https://workspace.quintiles.net *

7. Use Light Version:

a. At the Citrix Landing Page, select the gear icon in the top right then select "Account Settings"

b. From the Account Settings menu, select "Change Citrix Receiver"

c. On the screen following, select "Light Version"

d. Then navigate to either the apps section to launch the IQVIA Intranet App or the Desktops section to launch your xDesk Cloud desktop

* Please Note: Light version has limited functionality; you will not be able to use your microphone or printer while in the Light Version. Light version launches in another tab from your preferred internet browser. When using the full version, the Citrix Workspace application launches your virtual desktop or application in a new window. *

8. Reset the Citrix Workspace App:

   a. Right-click the Workspace/Receiver icon in the system tray

   b. Select "Advanced Preferences"

   c. Select "Reset Citrix Workspace"

   d. Select the "Yes, reset Citrix Workspace" option when prompted
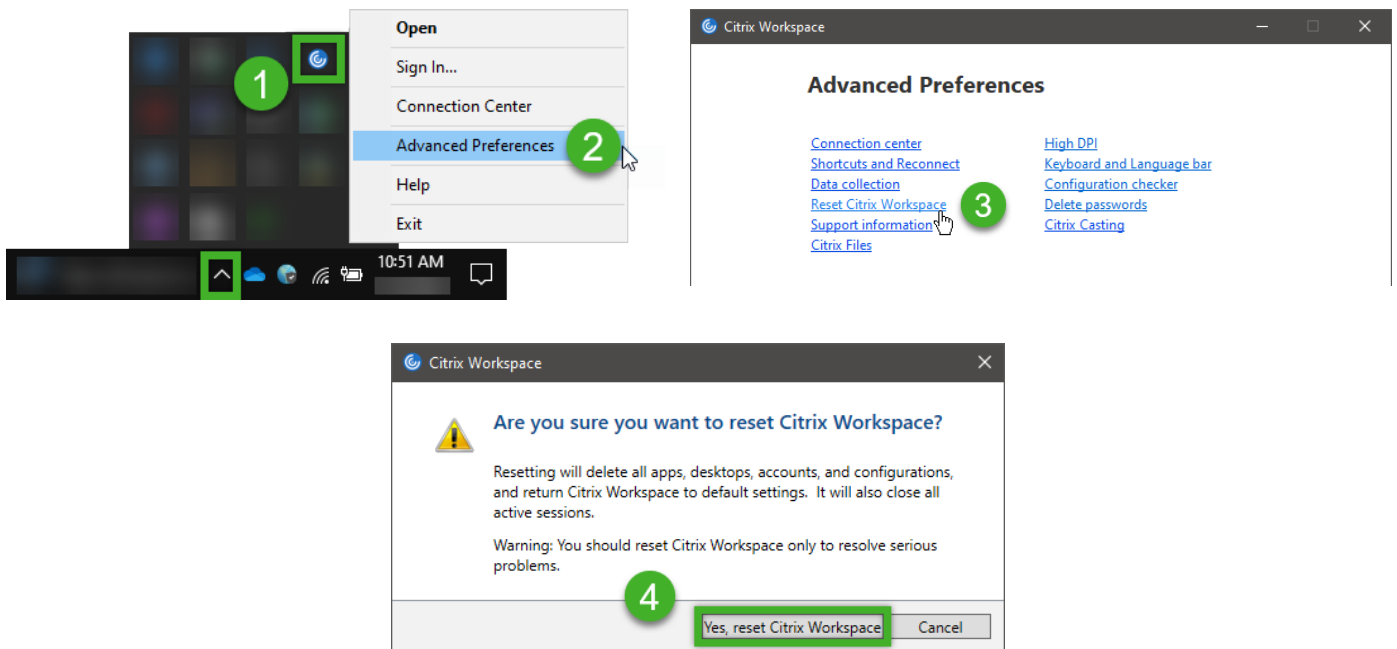
If connection issues persist, please contact the Global IT Service Desk.