

xDesk Setup Instructions

Windows Laptop

May 19, 2021



XDESK – WINDOWS LAPTOP

Before you Begin:

- xDesk is primarily used on a personal laptop not provided by IQVIA, on an iPad, or on a mobile device
- When using xDesk, please ensure you have a quality network connection as its performance relies heavily on your internet services.
- xDesk requires the Citrix Workspace Application to use all features available within your virtual desktop.
- Logging into xDesk can help you access internal resources that may not be accessible from an app or browser. It achieves this by giving you control of a virtual windows desktop that has access to the IQVIA internal network.

Logging into xDesk:

These instructions are based on the Google Chrome Browser. You may also use Microsoft Edge.



1. Open Google Chrome
2. Go to <https://workspace.quintiles.com>. (If you are working from an IQVIA provided laptop, please go to <https://workspace.quintiles.net>) This will take you to the xDesk login screen.
3. To log in, you will enter the following credentials, then select Login:
 - a. Username: Your domain username, also referred to as a QID or UID
 - b. Password: Your Domain Password.
 - c. Passcode: Explained in detail below. Please note, the four-digit number you type into the passcode field will be different each time you logon to xDesk.

The passcode you enter will be the corresponding numbers you see below your four-digit PIN. If you're not able to read the numbers in the captcha window, press submit on your credentials while leaving the passcode field blank to change the captcha window.

Ex. - In this example the user's four-digit PIN number is 1234. The numbers that the user will type into the Passcode field are 2760.

Username: U Password: [masked] Submit

Passcode: [masked] 1276 Login

User's PIN is 1234

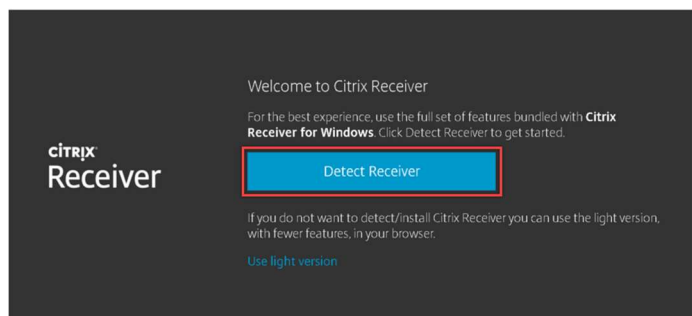
User enters 1276

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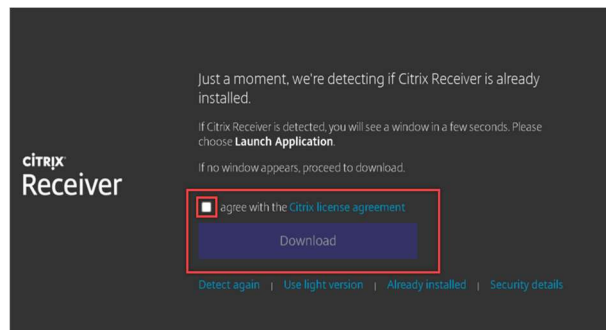
Installing Citrix Workspace:

If you already have Citrix Workspace installed on your machine, you may skip to Launching xDesk

1. After Logging into xDesk at <https://workspace.quintiles.com>, select **Detect Receiver**.



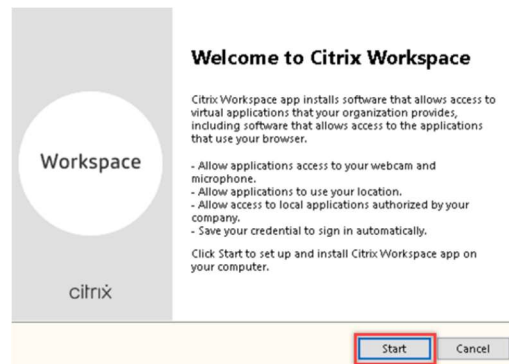
2. Checkmark the Citrix License Agreement to acknowledge, then click **Download**.



3. Double click the resulting **CitrixWorkspaceApp.exe** file in the bottom left corner of your screen.



4. Click **Start** and acknowledge the license agreement again by check marking the box and then selecting **Next**.



5. On this page, leave Enable app protection unchecked 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 **Finish**.

citrix



Installation successful

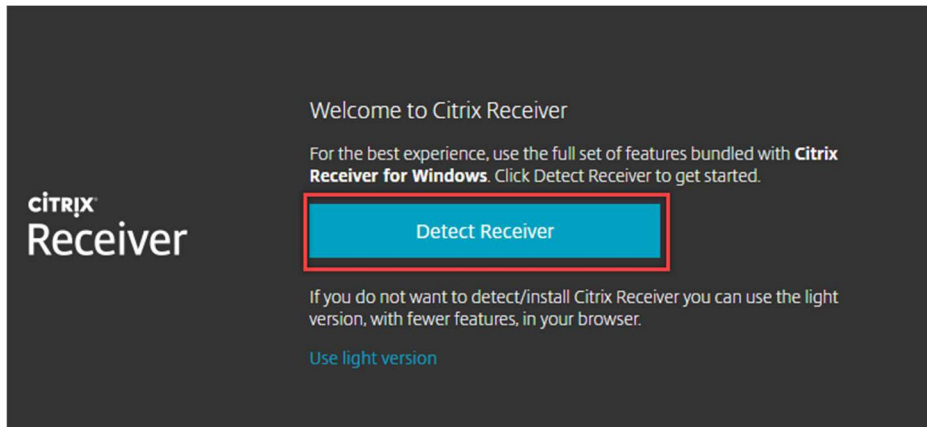
If you received instructions to set up Citrix Workspace app with your email or a server address, click **Add Account**. Otherwise, click **Finish**, and you can set up an account later.

Add Account **Finish**

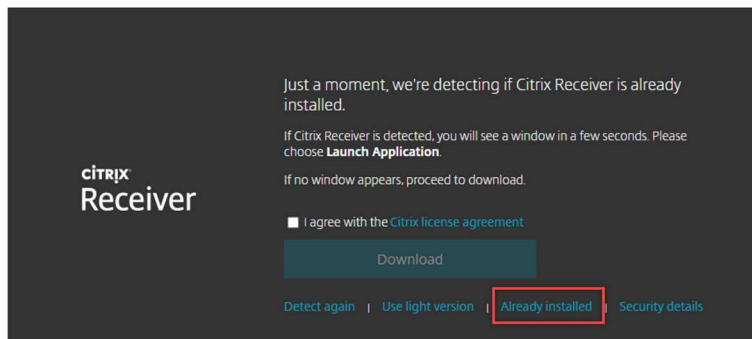
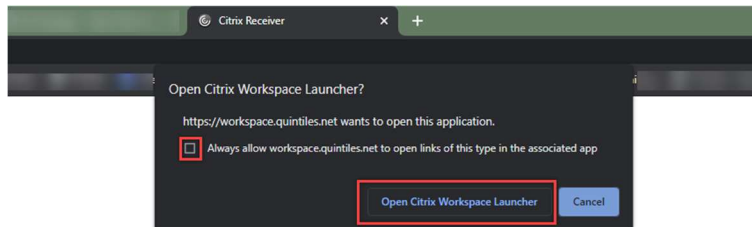
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Launching xDesk:

1. After installation of the Citrix Workspace app, return to <https://workspace.quintiles.com> in Google Chrome – It may be necessary to login again. If you are returning right after installation, you may be asked to click **Continue** before proceeding to the next step.
2. Click Detect Receiver

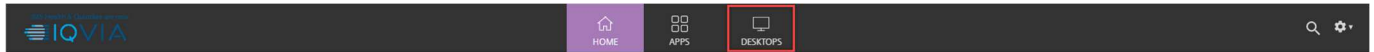


3. A window should pop up at the top of your browser. Checkmark **Always allow workspace.quintiles.com to open links of this type in the associated app**. Then click **Open Citrix Workspace Launcher**, after that, please click **Already Installed** to proceed.



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4. On the resulting webpage, click **Desktops** in the top center menu.

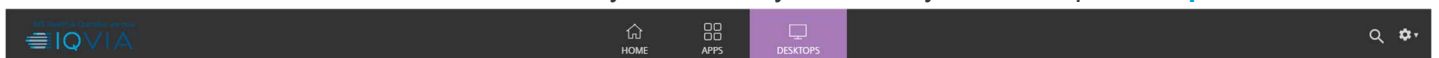


Welcome Seavey, Elaura!

Favorites

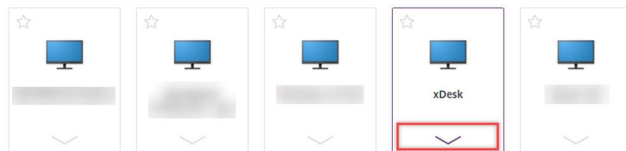


5. Click on the down arrow under you xDesk Desktop. To add the desktop to your Home Page menu, select **Add to Favorites**. When you are ready to launch your desktop click **Open**.



Desktops

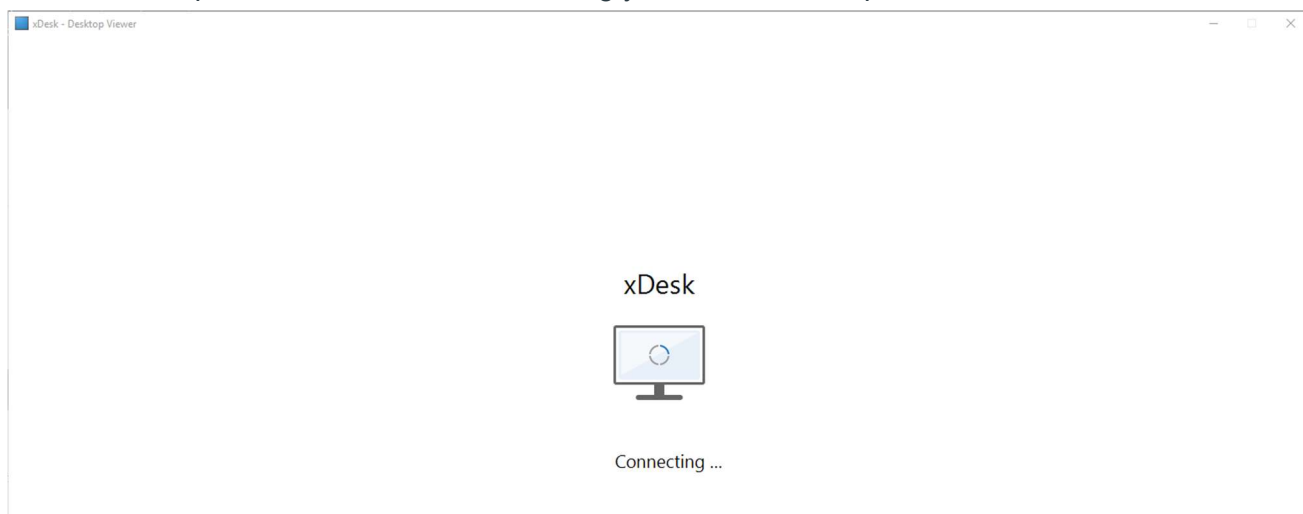
All (5) Favorites (0)



6. Double Click the .ica file that was downloaded in the bottom left corner of your screen.

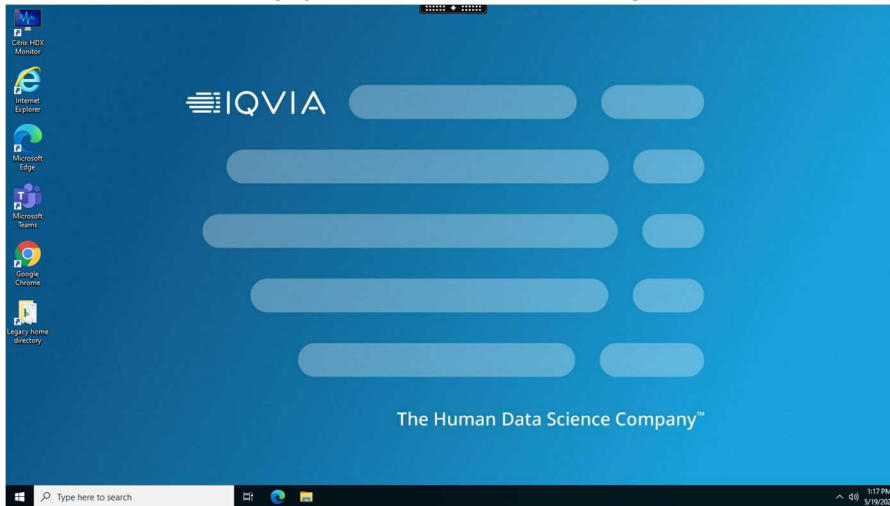


7. A new window will pop up with xDesk Connecting. This may take a few minutes and you might see a plain black screen before seeing your xDesk desktop.



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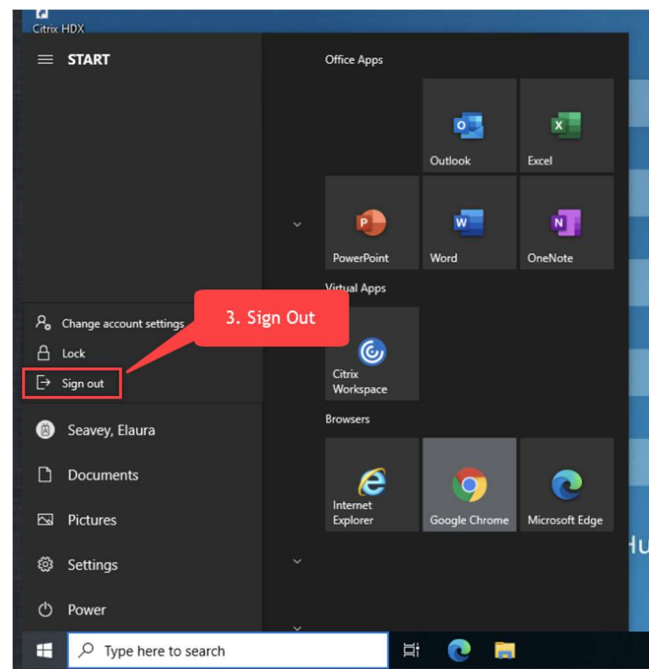
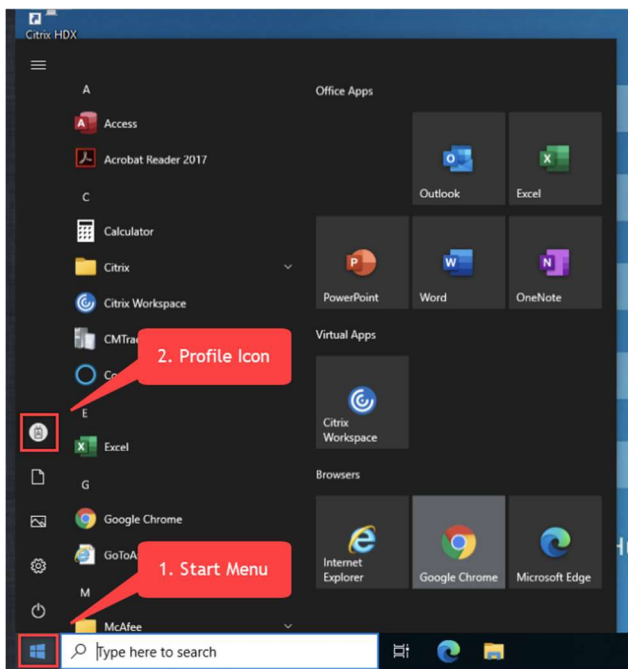
- After xDesk has connected you will receive a Welcome screen. After the virtual desktop is finished loading, you should see something like the below image.



Logging Off of xDesk:

When you are done using xDesk for the day, it is recommended to Log Off the session.

- Click the **Start Menu** within xDesk
- Click on your **Profile Icon**
- Click **Sign Out**



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Returning to xDesk:

To return to xDesk on a Windows 10 device, simply go to <https://workspace.quintiles.com> (or <https://workspace.quintiles.net> if you are on an IQVIA provided device.) in Google Chrome or Microsoft Edge, then start at the **Logging into xDesk** section at the beginning of this document. When returning to xDesk, you do not need to install the Citrix Workspace application each time. After logging in again, you may skip to the **Launching xDesk** section of this document.



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