

Quintiles vDesk Welcome Guide

Dear Quintiles Clinical ASP User,

Quintiles is pleased to announce vDesk, an unique solution part of the Clinical ASP platform offer.

Quintiles **vDesk**, is a virtual desktop solution provided to customers, it bring a fully integrated set of tools to work easier and faster on Clinical applications.

If at any times you are faced with difficulties, please do not hesitate to contact The Quintiles Helpdesk on QOCDCHelpdesk@quintilescontact.com

Welcome Guide Document Revision Release Details:	Unique identifier for this Revision	Date of creation / update	Significant Changes from Previous Authorized Version
	1.0	03APR2013	Initial version

Accessing vDesk

vDesk can be accessed using any Internet navigator with the following link: <https://csg2.qstr.quintiles.com> on a computer where the Citrix client (version 10.2 minimum, Citrix receiver 12 recommended) has been installed prior the first access.

Figure 1 – login screen



Once logged in, the user will be able to launch the vDesk application

Figure 2 – vDesk launch icon

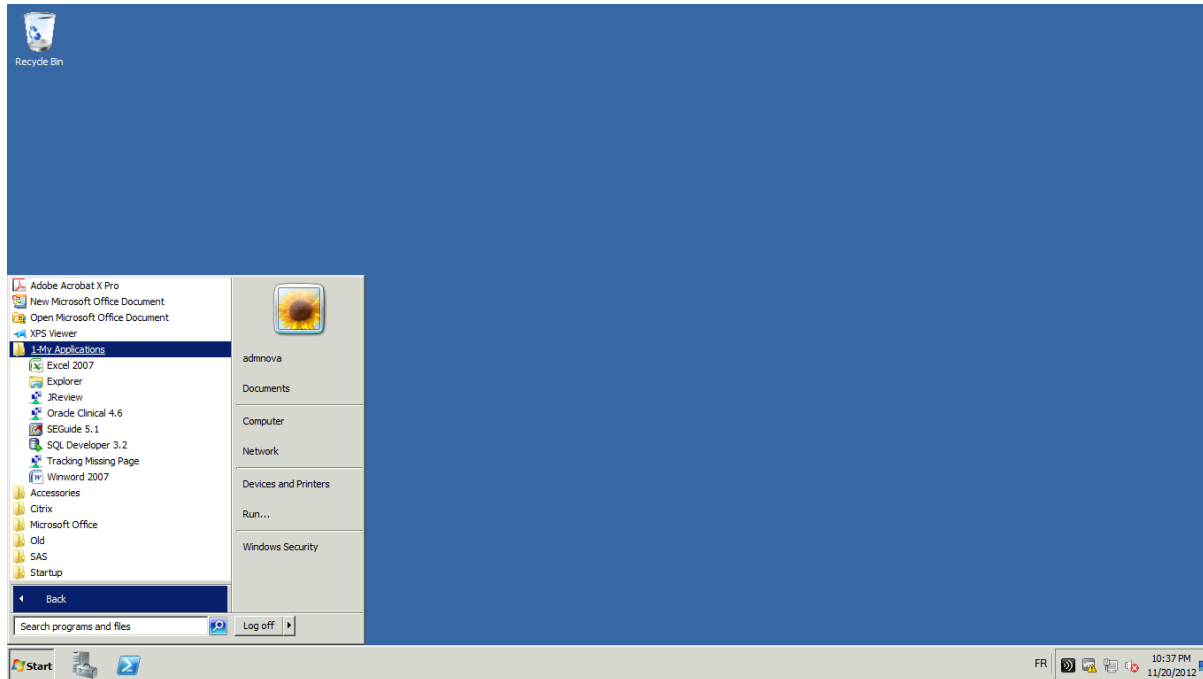


(user can drag & drop this icon on his own desktop for future faster vDesk launch)

Using vDesk

The user will then access a virtual desktop, on which the following tools are provided through the start menu + All Programs + 1-My Applications

Figure 2 – vDesk desktop



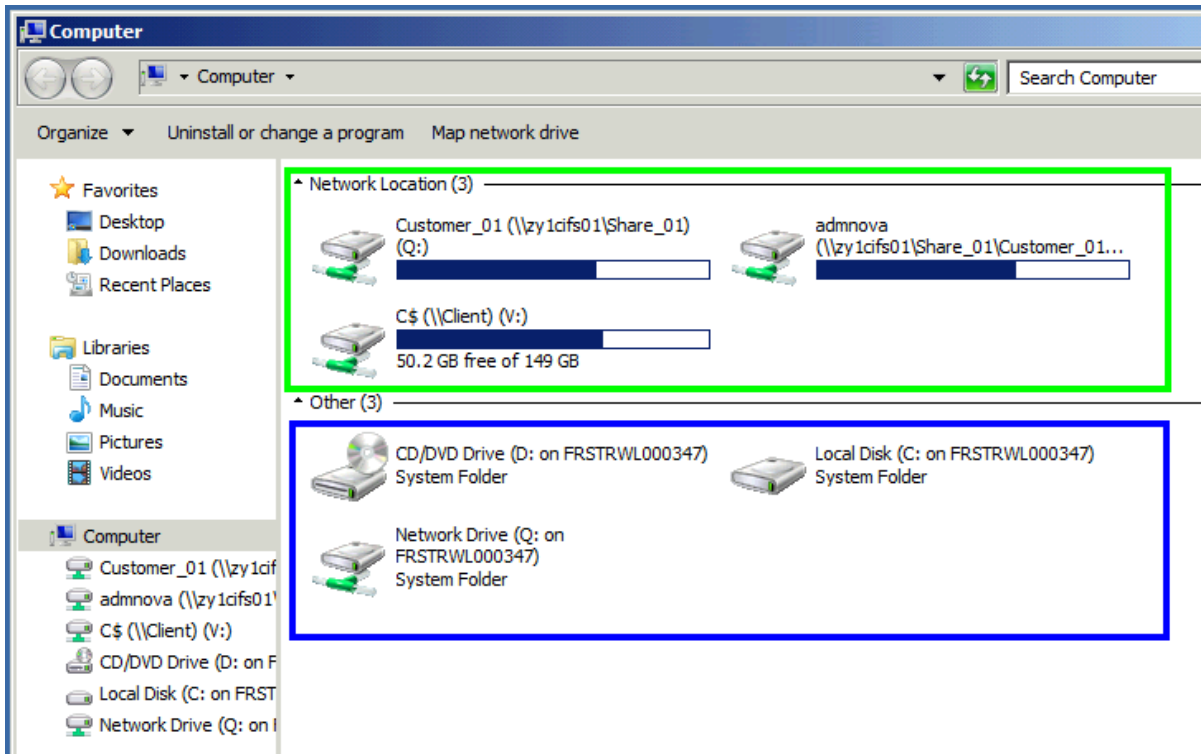
List of public applications

Excel 2007, Word 2007, Windows Explorer, JReview, Oracle Clinical (with CRF annotation function), SAS Enterprise Guide 5.1, SQL Developer 3.2, Tracking Missing Page.

Note: Some of these applications require additional login and password

Accessing my resources with vDesk

Using the Explorer link, or any program based file operations, the user will be able to access the project area (green square below) and his own device folders (blue square below).



In addition, printers connected to the user computer will be available through the Device and Printer menu

1) Advanced features on vDesk

- SAS plug-in are available within Office products
- Dedicated user folder (drive U:) with previous version over 1 month
- Dedicated project Area (drive Q:) with previous version over 1 month
- Customized browser, guarantying an robust solution

Keyboard shortcuts:

- Shift+F1 – Local start menu
- Shift+F2 – Toggle full screen

Request Support or assistance with vDesk

Support of vDesk is through the Quintiles Contact Center, please contact us by email at:
QOQRDCHelpdesk@quintilescontact.com or by phone using the following toll free lines:

CONTACT US: Argentina, Austria, Belgium, Costa Rica, Czech Republic, Estonia, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Malaysia, Netherlands, Norway, Poland, Portugal, Russia, Slovakia, South Africa, Spain, Sweden, Switzerland, Taiwan 00-800 356 78399 | **Australia** 0011-800 356 78399 or 1-800-087-062 | **Brazil** 0021-800 356 78399 | **Canada** 1 800 356 7839 | **Chile** 800 646948 | **China** 00-800 356 78399 or 10800-744-0339 (Netcom), 10800-440-0315(Telecom) | **Colombia** 005-800 356 78399 (Orbitel), 007-800 356 78399 (ETB), 009-800 356 78399 (Telecom), #555-800 356 78399 (Bellsouth), #999-800 356 78399 (Comcel) | **Bulgaria** 000 800 116 4418 | **Denmark** 806 000 21 | **Egypt** 2510-0200 wait for prompt, then dial 866 844 7091 (In Cairo);02-2510-0200 wait for prompt, then dial 866 844 7091 (Outside Cairo) | **Greece** 0080044147309 | **Hong Kong** 001-800 356 78399 (PCCW), 009-800 356 78399 (New World), 0080-800 356 78399 (Hutchison) | **India** 0008004401764 | **Israel** 180 934 4144 | **Japan** 001-010-800 356 78399 (KDD), 0041-010-800 356 78399 (Japan Telecom), 0061-010-800 356 78399 (IDC), 010-010-800 356 78399 (MYLINE/MYLINE PLUS) | **Lebanon** Dial 426-801, wait for operator, then dial 866-801-0754 (in Beirut), Dial 01-426-801, wait for operator, then dial 866-801-0754 (outside of Beirut) | **Jordan** (TBD) | **Mexico** 001 866 801 0754 | **New Zealand** 0-800-443-146 | **Peru** 0800 54180 | **Romania** 0800 894968 | **Singapore** 010-800 356 78399 (SingTel IDD), 002-800 356 78399 (MobileOne IDD), 008-800 356 78399 (Starhub IDD), 013-800 356 78399 (Singtel Budget Call), 018-800 356 78399 (Starhub I-Call), 019-800 356 78399 (Singtel V019) | **South Korea** 001-800 356 78399 (Korea Telecom), 002-800 356 78399 (DACOM), 00700-800 356 78399 (Speed/SK Telecom) | **Thailand** 001-800 356 78399 | **Turkey** 0811-288-0001, wait for prompt, then dial 866 844 7091 | **Ukraine** Dial access code 8 100 11 then 877 425 6993 | **United Kingdom** 00-800 356 78399, 0800 0855199 (Alternate) | **USA** 1 800 356 7839 or 1 877 522 2875 (Alternate) | **Venezuela** 0800 1008667 | **ALL COUNTRIES** +1-973-784-6554