Installing FactSet Workstation

The FactSet installation can be downloaded by browsing to https://support.factset.com/workstation/. Once the MSI has finished downloading, double-click it and click through the Next, Install, and Finish buttons. The FactSet installation will need to be run by a Windows Administrator.

For details regarding packaging and deploying FactSet to many users, or deploying FactSet in a multiuser environment, please see the FactSet Installation Guide.

Launching FactSet Workstation for the first time

FactSet will prompt for your corporate Email address to login. Enter your registered Email address for FactSet and then click “Continue” to receive a verification code via email. Enter the verification code and click “Continue”. This will launch your FactSet Workstation.

Software Compatibility

FactSet is compatible with the most commonly used Windows OS and Office products. See the FactSet Compatibility Table for details of the FactSet software requirements and compatibility.

Network Requirements

If you have difficulty connecting to FactSet, please contact FactSet Support so we can assist. Outbound-initiated TCP port 6672 should be opened on your Firewall to the destination subnets listed on page 9 of the FactSet Technology Overview. Any HTTPS inspection points such as Firewalls or Web Proxies should add the URL https://*.factset.com to exception/allow list.

FactSet Support

If you need further assistance or help with customizing your workspace, please contact your FactSet Representative or FactSet Support using the contact details below:

Email Support – techsupport@factset.com
24/7 Phone Support – 1.877.FACTSET (877.322.8738)
Local Phone Support – https://www.factset.com/support-numbers