Alternative FactSet Connect login option

**NOTE:** these instructions apply if you are having issues with successfully starting a FactSet Connect session using the normal [https://launch.factset.com](https://launch.factset.com) login route.

**Requirements:** to use this alternative FactSet Connect launch option, you must first have completed these set up steps in either Internet Explorer 11 (Windows 10 and 7) or Safari (Mac)

- **Windows:** using Internet Explorer 11 only, add a new Trusted Site entry: [https://*.factset.com](https://*.factset.com) (IE 11 > Tools > Internet Options > Security > Trusted Sites > Sites)
  - See [https://london.libguides.com/training/techsupport > Preparing your laptop for FactSet](https://london.libguides.com/training/techsupport > Preparing your laptop for FactSet) for a step-by-step

- **Mac:** confirm to Safari that you “trust” factset.com and/or Citrix Receiver plugin when Safari prompts you

*If you have not first completed these Trust settings for [https://*.factset.com](https://*.factset.com) (or are not using one of the supported browsers listed above) then you won’t be able to start a FactSet Connect session.*

**Alternative login steps**

Open [https://connect.open.factset.com](https://connect.open.factset.com) and login as usual with your FactSet Connect account details which use the format: <username>@factset.net

![FactSet Connect Login](image)

Clicking **Log in** will generate a one-time FactSet passcode which will be emailed to your LBS inbox inside a minute. Enter this passcode when prompted and click **Done**

![Enter emailed passcode](image)
Click the FactSet Connect graphic to launch your session.