

# Virtual Workspace FAQ

Workspace is the follow up product of Eikon. It's basically the same features with a new coat of paint. In the background, there have been updates to newer technologies. Content and usage remain mainly the same. By implementing Workspace in a virtual machine, University of St.Gallen students, faculty and researchers can access Workspace wherever they have access to a HTML5 capable browser and internet access.

## Who can access Virtual Workspace?

Anyone with an active HSG account can open the page <https://vdi.unisg.ch> and sign in.

Note: access to Virtual Workspace is for personal use only, in context of studying, teaching or research activities at the University of St. Gallen. Dissemination of data to third parties not affiliated with the University is not allowed. Any commercial use is prohibited.

## How can you access Virtual Workspace?

You need a computer, a HTML5 capable browser and internet access. As Workspace is a resource intensive application, we recommend the following:

Make sure that your computer and your internet connection is sufficiently powerful.

Note: if you cannot see the Workspace icon on <https://vdi.unisg.ch> after signing in, you may need a stronger machine.

A large monitor is beneficial for working with Workspace and Excel. Note: there are several monitor workstations in various locations on campus that you can use.

## Datastream

Each Virtual Workspace machine has a monthly download cap on Datastream data. This cap is 10 million datapoints per month. If you receive a download error, please contact [workspace-mail-in@unisg.ch](mailto:workspace-mail-in@unisg.ch) with the number of the virtual machine that you can see at the top of the screen.

If you require access to massive amounts of Datastream data, please consider that Datastream data is also [available on WRDS](#), with no download constraints.

## Time-Out / Maximum session duration

A connected user will get logged off and disconnected after 30 minutes of inactivity in the virtual machine. Note: as the virtual machine is purged when a session is disconnected, there will be no way to retrieve any data from that session. If you plan an extended break, make sure to store already retrieved data.

Active sessions can last up to six hours. If you are planning an extended download, please keep track of your session duration: there will be no warning once you approach the maximum duration! Make sure to transfer downloaded data before the maximum duration is reached! Once your virtual machine is disconnected, there will be no way to retrieve already downloaded data.

## **What happens if all available virtual machines are already in use?**

You will see a message informing you that no virtual machine is available. Please try again later.

## **What if you have problems with the keyboard?**

Keyboard mapping should work fine, in general. There may be some issues with special characters.

There is a known issue with the mapping of the left “Alt” key. The right “Alt” key works fine. Additionally, you can select the On-Screen keyboard icon on the Windows taskbar to simplify inserting special characters with your mouse.

## **How do I transfer data to / from Virtual Workspace?**

You can't transfer data directly to / from the virtual environment. You can transfer data either with OneDrive cloud storage or with Outlook, sending files attached to e-mail.

Shortcuts for Outlook and OneDrive access can be found on the virtual desktop, please sign in using your university e-mail account. Please do **NOT** use the OneDrive link included in Excel.

## **Is my data safe? Will others be able to see my data?**

The Windows desktop, as well as the files in documents will be purged upon logging out of the system. Likewise, when logging in to the system, these locations will be cleaned of previous user's data.

## **How should I end my session?**

Simply click the “Abmelden – Logoff” icon on the Windows Desktop.

Alternatively, select the Windows start menu (lower left) and click on the user avatar and select “Sign out”.

## **Contact & Help**

**Technical support** - if you should run into any technical problems with the virtual environment or are having problems with accessing a virtual machine, please contact [workspace-mail-in@unisg.ch](mailto:workspace-mail-in@unisg.ch).

**Content and research support:** if you have content related questions or need support with downloading specific data, please contact our subject specialist [Thorsten Uehlein](mailto:Thorsten.Uehlein) or [searchandfind@unisg.ch](mailto:searchandfind@unisg.ch).

## **Feedback**

We hope that you enjoy using Virtual Workspace – if you want to share feedback about your user experience, please [contact us](#) as well! This is very much appreciated.