

You no longer need to be on campus to access Refinitiv Eikon, including Datastream! In the past, accessing this data required you being physically present on campus using one of the dedicated workstations. By implementing Eikon in a virtual machine, University of St.Gallen students, faculty and researchers can access Eikon wherever they have access to a HTML5 capable browser and internet access.

Who can access Virtual Eikon?

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

Note: access to Virtual Eikon 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 Eikon?

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

- Make sure that your computer is sufficiently powerful. Note: if you cannot see the Eikon icon on <https://vdi.unisg.ch> after signing in, you may need a stronger machine. For testing purposes, we also got it to work on an iPad Pro.
- A large monitor is beneficial for working with Eikon and Excel. Note: there are several monitor workstations in various locations on campus that you can use.

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 Eikon?

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.

Eikon Client shows

“You are already signed in to Refintiv Products elsewhere”

Occasionally, it can happen that while starting the Eikon client, you will see this warning message. As each Virtual Machine has assigned a unique and individual license key, you can ignore this warning and just click “Sign In”. Eikon will then just start normally.

How should I end my session?

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

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

When logging off, your credentials you used for signing into Outlook and OneDrive will be purged. If you download personal data to the Virtual Machine, please do some housekeeping: put the documents in the recycle bin and delete them.

Contact & Help

Technical support - if you should run into any technical problems with the virtual environment or if you are having problems with starting or using a virtual machine, please contact eikon-support@unisg.ch.

Content / research support - if you have content related questions or need support with finding and downloading specific data, please contact our subject specialist [Thorsten Uehlein](#).

Feedback

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