

Focus

Level

Downloading

Beginner

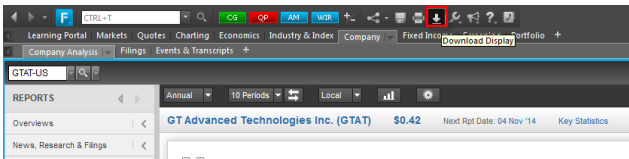
## FactSet Utility: FactSet Connect Downloading to Mac

### Goal

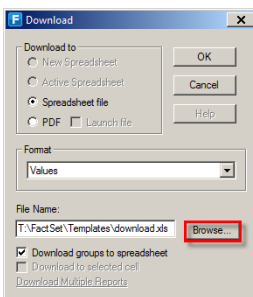
Assist Mac computers users on how to download information from FactSet Connect to their computer over Citrix. Citrix is the technology FactSet uses to authenticate our web users and it changes the download file to one on the Citrix server, which is not accessible, instead of the users Mac computer.

### Project

1. Find report you want to download and click on the drop arrow at the top of the screen.



2. Click the “Browse” button in the Download dialog box to change the download location to a folder on your computer.

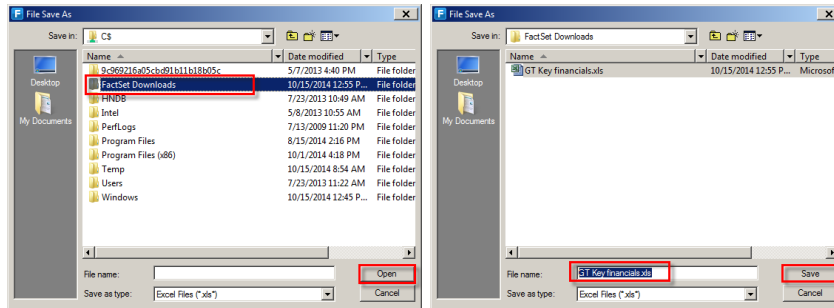


3. Use down arrow to navigate to “Client\” > “C\$” folder, then click the “Open” button. The folders under the “C\$” will be those within your C: directory on your computer.

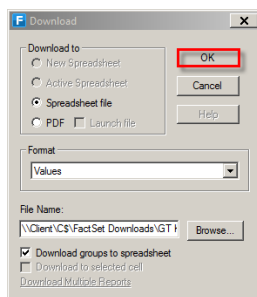


4. Select the folder under C\$ where you want to download the file to, click “Open”, provide a name for the file, and hit “Save”.

*Recommendation: Create a new folder called “FactSet Downloads” to use as one central location for all your downloads. This will make it easier to find the file in step 6.*



5. Click “OK” within the Download dialog box to download the file.



6. Open the file from the folder you selected in step 4.

