Name of service

Technical support for the trading program (GL Trade)

Division

ICT Operations and Technical Support

Recipients of Service

ASE Members

Available Forms to Perform Service

None

Service Description

The ICT department installs or removes trading program on the brokerage firms' computers, in addition to providing technical support if needed.

Requirements and Conditions of Service

1. ASE membership of the brokerage firm.
2. Commitment to meet all the requirements to obtain the trading program.

Required Documents

A letter of request to add or cancel a trading station, or asking for the services of technical support for the installed trading program.

Steps and procedures for implementing the service

After the ASE Approval on the brokerage firm service request, the ICT department activates the service on server side and installs the trading program on the client side (brokerage firm devices) or performs the needed technical support.

Service Fees

None

Approximate Time for Completing the Service

After completing all required procedures

Contact Details

Information & Communications Technology Dept. / ASE

- Tel: 0096265664109
    - Ext 1601/1602/1609

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