

## **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

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