

Frequently Asked Questions

How can I update my billing information?

To update your billing information, please reach out to us directly at (203) 939-1250 and a team member will be happy to assist!

What is the difference between the TX NewsDesk and the TX Forum?

The NewsDesk has been created to replace the Forum. The NewsDesk contains all of the same information as the Forum, however it is slightly faster and has a search tool feature as well. All contributor names appear under the TX News handle within the NewsDesk. However, since they each include the same information, you may only have access to either the NewsDesk OR the Forum. If you are currently in the Forum and would like to try out the NewsDesk, please email us at thetradexchange@thetradexchange.com

The font is too large/small in the NewsDesk / Forum, is it possible to adjust the font size?

Yes! To adjust the font size in either the NewsDesk or the Forum, simply hold down the **CTRL** button on your keyboard and press the **+** or **-** sign on your keyboard to increase or decrease the size of the font.

How do I access the search tool in the TX NewsDesk?

To perform a search in the NewsDesk, click on the 3 white lines that you will find in the bottom left-hand corner of the NewsDesk. That will open a menu, in which you may then select "History". This will open your search tool.

Once I log into the TX Squawk Audio, do I need to keep the window open on my monitor to be able to hear the Squawk Audio alerts?

No! Once you log into the Squawk Audio, you may simply double check that the speaker volume is on, then you can minimize the window so you do not waste valuable screen space. The sound will still come through your speakers even with the window minimized.

I signed up for a subscription, however I still have not received my credentials - what should I do?

If you signed up for an account after business hours (Monday - Friday 7am-5pm EST) or during a holiday, please note that you will receive your credentials at the start of the following business day by 9am EST. If you do not receive the credentials, please reach out to us directly thetradexchange@thetradexchange.com or at (203) 939-1250.

How do I cancel my subscription?

To cancel your subscription, please email us directly at: thetradexchange@thetradexchange.com. You may also reach out to us directly at (203) 939-1250.

I am a member of the TradeXchange, however I am not receiving the daily analytics to my email such as the Morning Mash-Up and the Market Wrap-Up. What should I do?

If you are a member and you are not receiving the analytics, please email us directly at thetradexchange@thetradexchange.com and we will rectify the issue immediately.

I have been thinking about signing up for a TradeXchange subscription. Does the subscription require a contract or does it have a minimum specified term that I must oblige to?

No! The TradeXchange subscription does not require a contract, and you may cancel at any time. All cancellations will be effective immediately upon receipt. To cancel your subscription, simply email us at: thetradexchange@thetradexchange.com or reach out to us directly at (203) 939-1250.

When will I be billed for my subscription?

The TradeXchange will bill you based on your selected subscription terms: Monthly, Semi-Annually or Annually. As with any subscription service you will be charged automatically on your renewal date.