



Frequently Asked Questions

(FAQ)

Last updated

19-Dec-19

Q: Are you authorized data vendor?

Yes, We are listed as “RPS InfoTech Solutions” on the authorized vendor list

Q: How do I get trial?

All process are automated and zero support required for you to SETUP and start FREE TRIAL. Even though we are available to help you.

1. Choose a package and **SIGN UP for FREE TRIAL** at <https://www.ticanalytics.com/pricing/>
2. Register with email-id and password (how-to video: <https://www.ticanalytics.com/video-tutorials/>)

NOTE: USE THIS EMAIL-ID AND PASSWORD DURING PLUGIN SETUP

3. Download required plugin setup from <https://www.ticanalytics.com/downloads/> and install
4. Start your TA and follow the basic settings to connect our plugin (how-to video: <https://www.ticanalytics.com/video-tutorials/>)

Q: Do I need to wait for trial activation?

NO, All process are automated and your account is activated as soon as you register in our website.

Q: What is my username and password to login to TA plugin

Email-id and password used to register your account in our website.

Q: What are the naming format of symbols should I use in my TA?

You have flexibility to use multiple format as per your convenience. Please refer to this link <https://www.ticanalytics.com/docs/snames.pdf>

Q: How to register in your website?

Please refer account creation video here: <https://www.ticanalytics.com/video-tutorials/>

Q: How to install the plugin for AmiBroker or NinjaTrader?

Please refer installation guide video here: <https://www.ticanalytics.com/video-tutorials/>

Q: What are all the pricing and plans available

Please refer this link: <https://www.ticanalytics.com/pricing/>

Q: What to do if I want to transfer my license to another machine?

Write to support@ticAnalytics.com, they will assist you to transfer your license.

Q: Does the symbols have to be same in both the machines?

NO, you can use different sets of symbols

Q: How do I renew my subscription?

We'll send you the reminder about your expiry and renewal notice to your registered email-id. Other way is to go to pricing and signup the package to added to your account.

Q: What will I do if missed my subscription renewal for a month

No issues, go to the website and buy a new package and start using it

Q: What will happen if I renew before expiry?

Remaining days pending in your previous subscription will be added back to new subscription.

Q: What will happen if my network breaks?

We have smart system that will detect the network outage and connect to data automatically when the network resumes.

Q: System requirements

Windows 10 (version 1607 "Anniversary Update" or newer)
or Windows 8.1
or Windows 7 SP1 with [Platform Update](#)

Other dependencies are auto detected and installed by setup.