

# Contact & Support

## Getting Help with Signal Pilot

### Quick Help Resources

#### Self-Service Support

RESOURCE	BEST FOR	LINK
Education Hub	Learning indicators and trading	<a href="https://signalpilot.io/education">signalpilot.io/education</a>
Quick Start Guide	Getting started	<a href="/resources/quick-start/">/resources/quick-start/</a>
Pentarch Reference	Complete indicator documentation	<a href="/resources/pentarch-complete-reference.md">/resources/pentarch-complete-reference.md</a>
Cheatsheets	Quick reference guides	<a href="/resources/cheatsheets/">/resources/cheatsheets/</a>
FAQ	Common questions	<a href="https://signalpilot.io/faq">signalpilot.io/faq</a>

### Community Support

#### Discord Community

**Primary community channel for:** - Real-time discussions - Signal sharing and analysis - Community support - Feature announcements

**Join:** [signalpilot.io/discord](https://signalpilot.io/discord)

**Key Channels:** | Channel | Purpose | |-----|-----| | #general | General discussion | | #signals | Trading signals and ideas | | #support | Technical help | | #education | Learning and questions | | #announcements | Official updates |

**Discord Guidelines:** - Search before asking (question may be answered) - Be specific about your issue - Include screenshots when helpful - Respect community members - No financial advice or tips

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## Technical Support

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### Before Contacting Support

**Please try these first:** 1. Check the relevant guide in /resources/ 2. Search Discord for similar issues 3. Review the Performance Optimization Guide 4. Try refreshing or clearing cache 5. Check TradingView status page

### How to Report an Issue

**Include this information:**

#### ISSUE REPORT TEMPLATE

1. Description:  
[What's happening? What did you expect?]
2. Steps to reproduce:  
[How can we recreate the issue?]
3. Environment:
  - Browser & version: [e.g., Chrome 120]
  - TradingView plan: [e.g., Pro+]
  - Operating system: [e.g., Windows 11]
4. Indicator(s) affected:  
[e.g., Pentarch, Janus Atlas]
5. Asset & timeframe:  
[e.g., BTCUSD 1H]
6. Screenshot:  
[Attach if possible]
7. When did this start?  
[e.g., Today, After update, Always]

## Support Response Times

PRIORITY	RESPONSE TIME	EXAMPLES
Critical	4-24 hours	Indicators not loading, access issues
High	1-2 business days	Feature not working correctly
Normal	2-5 business days	Questions, feature requests

## Contact Methods

### Discord (Fastest)

**For:** - Quick questions - Community help - Real-time discussion

**Access:** [signalpilot.io/discord](https://signalpilot.io/discord) **Channel:** #support

### Email

**For:** - Account issues - Billing questions - Private matters

**Address:** [support@signalpilot.io](mailto:support@signalpilot.io)

**Response time:** 1-3 business days

## Account & Billing

### Subscription Issues

**For subscription problems:** - Email: [support@signalpilot.io](mailto:support@signalpilot.io) - Subject line: "Subscription Issue - [Your email]"

**Include:** - Your account email - Description of the issue - Screenshot if applicable

## Access Issues

### If indicators aren't accessible:

1. Verify subscription is active
2. Check TradingView username is linked
3. Try logging out and back in to TradingView
4. Wait 15 minutes (access syncs periodically)
5. If still not working, email support

## Refund Requests

**Policy:** See terms at [signalpilot.io/terms](https://signalpilot.io/terms)

**To request:** - Email: [support@signalpilot.io](mailto:support@signalpilot.io) - Subject: "Refund Request - [Your email]" - Include reason and order details

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## Feature Requests

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### How to Submit Ideas

#### We love feedback!

**Discord method:** - Post in #feature-requests channel - Include: What feature, why it's useful, example if possible

**Email method:** - To: [feedback@signalpilot.io](mailto:feedback@signalpilot.io) - Subject: "Feature Request: [Brief description]"

### Request Status

Feature requests are reviewed regularly. Popular requests are prioritized.

**We cannot:** - Guarantee implementation - Provide timelines - Make custom modifications for individuals

**We do:** - Read every request - Track popular ideas - Implement where feasible

## Bug Reports

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### Reporting a Bug

**Discord:** - #support channel - Use the issue template above

**Email:** - support@signalpilot.io - Subject: "Bug Report: [Brief description]"

### What's a Bug vs. Feature Request

BUG	FEATURE REQUEST
Something isn't working as documented	Something new you'd like to see
Indicator crashes or errors	Improvement to existing feature
Display is broken	New indicator or tool
Signals not appearing when they should	Different signal logic

## Educational Support

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### Learning Resources

LEVEL	RESOURCE
Beginner	<a href="/curriculum/beginner/">/curriculum/beginner/</a> (20 lessons)
Intermediate	<a href="/curriculum/intermediate/">/curriculum/intermediate/</a> (27 lessons)
Advanced	<a href="/curriculum/advanced/">/curriculum/advanced/</a> (27 lessons)
Professional	<a href="/curriculum/professional/">/curriculum/professional/</a> (8 lessons)

## Checklists & Templates

TYPE	LOCATION
Checklists	/resources/checklists/ (43 checklists)
Templates	/resources/templates/ (4 templates)
Cheatsheets	/resources/cheatsheets/ (8 cheatsheets)
Guides	/resources/guides/ (9 deep dives)

## Video Tutorials

**Coming soon at:** [signalpilot.io/tutorials](https://signalpilot.io/tutorials)

## Escalation

### If You're Not Getting Help

**Step 1:** Repost in Discord with more detail **Step 2:** Email [support@signalpilot.io](mailto:support@signalpilot.io) directly

**Step 3:** Email [escalation@signalpilot.io](mailto:escalation@signalpilot.io) (serious issues only)

**Response time for escalation:** 1-2 business days

## Stay Updated

### Announcements

- Discord: [#announcements](#) channel
- Email: Subscribers receive update emails
- Website: [signalpilot.io/blog](https://signalpilot.io/blog)

## Changelog

Major updates documented at: [signalpilot.io/changelog](https://signalpilot.io/changelog)

## Social

- Twitter: @SignalPilot
- YouTube: Signal Pilot

## Quick Links

NEED	GO TO
Get started	<a href="/resources/quick-start/">/resources/quick-start/</a>
Learn trading	<a href="/curriculum/">/curriculum/</a>
Find a checklist	<a href="/resources/checklists/">/resources/checklists/</a>
Troubleshoot	<a href="/resources/support/performance-optimization-guide.md">/resources/support/performance-optimization-guide.md</a>
Join community	<a href="https://signalpilot.io/discord">signalpilot.io/discord</a>
Email support	<a href="mailto:support@signalpilot.io">support@signalpilot.io</a>

## Support Hours

**Community (Discord):** 24/7 (peer support) **Email Support:** Business days, 9am-6pm ET  
**Response Time:** See priority levels above

We're here to help you succeed.

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## **Signal Pilot Education Hub**

[signalpilot.io](https://signalpilot.io) | [education.signalpilot.io](https://education.signalpilot.io)

Educational purposes only. This is not financial advice. Always do your own research.