Contact & Support

Getting Help with Signal Pilot

Quick Help Resources

Self-Service Support

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

Community Support

Discord Community

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

Join: 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

Technical Support

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 **Channel:** #support

Email

For: - Account issues - Billing questions - Private matters

Address: support@signalpilot.io

Response time: 1-3 business days

Account & Billing

Subscription Issues

For subscription problems: - Email: 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

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

Feature Requests

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 - 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

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

Learning Resources

LEVEL	RESOURCE
Beginner	/curriculum/beginner/ (20 lessons)
Intermediate	/curriculum/intermediate/ (27 lessons)
Advanced	/curriculum/advanced/ (27 lessons)
Professional	/curriculum/professional/ (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

Escalation

If You're Not Getting Help

Step 1: Repost in Discord with more detail **Step 2:** Email support@signalpilot.io directly
Step 3: Email 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

Changelog

Major updates documented at: signalpilot.io/changelog

Social

- Twitter: @SignalPilot
- YouTube: Signal Pilot

Quick Links

NEED	GO TO
Get started	/resources/quick-start/
Learn trading	/curriculum/
Find a checklist	/resources/checklists/
Troubleshoot	/resources/support/performance-optimization-guide.md
Join community	signalpilot.io/discord
Email support	support@signalpilot.io

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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