

Contact & Support

Signal Pilot Education — how to get help, and where each kind of question goes.

Educational only. Trading involves substantial risk of loss. Not financial advice. Past performance does not guarantee future results.

Where to look first

Resource	Best for	Where
Education Hub	The curriculum itself, 100 lessons in twelve languages	signalpilot.io/education
Glossary	A term you met mid-lesson, defined against the arithmetic it came from	/education/glossary.html
Quick Start	Getting an indicator on a chart	/education/resources/quick-start/
Indicator guides	Settings for each of the seven indicators	/education/resources/indicator-guides/
Cheatsheets	One- and two-page reference	/education/resources/cheatsheets/
FAQ	Billing, access, plans	signalpilot.io/faq

What the education hub holds

Tier	Lessons	Where
Beginner	24	/education/curriculum/beginner/
Intermediate	28	/education/curriculum/intermediate/
Advanced	18	/education/curriculum/advanced/
Professional	15	/education/curriculum/professional/

Every module ends in a quiz that hands you numbers and asks for a number back. The eleven quizzes are linked from each tier page and from the education index.

Type	Count	Where
Cheatsheets	8	/education/resources/cheatsheets/
Deep-dive guides	9	/education/resources/guides/
Indicator guides	7	/education/resources/indicator-guides/
Templates	7	/education/resources/templates/
Worksheets	6	/education/resources/worksheets/
Quick start	3	/education/resources/quick-start/

Community

The Discord is the fastest route for anything a person can answer.

Join: signalpilot.io/discord

Channel	Purpose
#general	General discussion
#signals	Ideas and observations
#support	Technical help
#education	Questions about the curriculum
#announcements	Official updates

Before posting: search first, be specific about what you did and what happened, and include a screenshot where one would help. No financial advice, and no tips.

Before contacting support

1. Read the relevant guide in /education/resources/.
2. Search Discord for the same symptom.
3. Read the Performance Optimization Guide at /education/resources/support/performance-optimization-guide.pdf.
4. Refresh, or clear the cache.
5. Check the TradingView status page.

How to report an issue

Include all seven, because the first three decide whether anyone can reproduce it.

1. **Description.** What happened, and what you expected instead.
2. **Steps to reproduce.** What you did, in order.
3. **Environment.** Browser and version, TradingView plan, operating system.
4. **Indicators affected.**
5. **Asset and timeframe.**
6. **Screenshot.**
7. **When it started.** Today, after an update, or always.

Response times

Priority	Response	Examples
Critical	4–24 hours	Indicators not loading, access issues
High	1–2 business days	A feature not working as documented
Normal	2–5 business days	Questions and feature requests

Route	For	Where
Discord	Quick questions, community help	signalpilot.io/discord, #support
Email	Account, billing, private matters	support@signalpilot.io

Access and billing

If the indicators are not accessible: check the subscription is active, check the TradingView username is linked, log out and back in, then wait fifteen minutes, because access syncs periodically. If it still fails, email support.

For subscription problems, email support@signalpilot.io with the subject "Subscription Issue" and your account email, a description, and a screenshot.

Refunds: the policy is at signalpilot.io/terms. To request one, email support@signalpilot.io with the subject "Refund Request", the reason, and the order details.

Feature requests

Post in [#feature-requests](#), or email feedback@signalpilot.io. Say what the feature is, why it would be useful, and give an example.

We read every request and track the popular ones. We cannot guarantee that any particular one is built, give a timeline, or make changes for one account.

Bug or feature request

A bug	A feature request
Something does not work as documented	Something new you would like
An indicator errors or stops drawing	An improvement to what exists
The display is broken	A new indicator or tool
Signals missing where the rules say they should appear	Different signal logic

Escalation

If a question is not getting an answer: repost in Discord with more detail, then email support@signalpilot.io, then escalation@signalpilot.io for serious issues only. Escalation answers within one to two business days.

Staying current

Announcements go to Discord [#announcements](#), to subscribers by email, and to signalpilot.io/blog. Major updates are documented at signalpilot.io/changelog.

Support hours. Discord is peer support and runs whenever people are awake. Email support is answered on business days, 9am–6pm ET.

Twitter [@SignalPilot](#) · YouTube [Signal Pilot](#)