TRADE WITH THE PROS · STUDENT PORTAL

TWP Help Center

Answers to the questions students ask most.

Can't find yours? Email support@tradewiththepros.com

What's inside

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01 Course Access & Enablement

I enrolled in a package that includes Futures, Options, or Stocks, but only Forex or Market Structure is showing.

That is by design, not an error. Your learning path is progressive, so each course builds on the one before it:

1. **Market Structure** is your starting point. It unlocks once your down payment is fully processed.
2. Once you have worked through Market Structure, you demonstrate your confidence in the MS process and your ability to identify market opportunities.
3. Your **Accountability Coach** then assesses your progress and unlocks your next course or courses, including Futures, Options, Stocks, Forex, and any other asset classes in your package.

The courses in your package open in sequence so you can absorb and apply each stage before adding the next.

> You do not need to open a ticket to request an unlock. Talk to your Accountability Coach, who handles unlocks directly.

How long does course access normally take after I enroll?

Market Structure opens within **24–48 business hours** once your down payment is processed. Unlocking is a manual step, which is why it is not instant.

If your down payment is scheduled for a later date, you can log in right away, but your course material opens once that payment goes through. Your other courses open in sequence and are unlocked by your Accountability Coach.

I just finished a 3-day in-person workshop. When do I get the follow-on online course or lab?

Your welcome email, with your Student Portal login credentials, is sent immediately once your financing and enrollment have been processed at the event, so you should have it before you leave.

Within **48 business hours** you will receive a second email confirming access to your initial program, either Market Structure or Forex depending on your enrollment. Your Accountability Coach then unlocks additional courses as you progress.

My enrollment still shows “pending” after I made a down payment.

If your down payment is scheduled for a later date, this is expected. You can log in, finish your portal setup, and watch the introductory videos right away. Your full course material opens once the down payment processes on its scheduled date, so make sure the card you provided is ready for that date.

If your down payment has already gone through, allow 24–48 business hours for the manual unlock. If your courses still are not open after that, contact support.

Is there something I need to complete before my courses unlock?

No. The New Student Checklist does not gate access to anything. It is guidance to help you get started, not a prerequisite.

Market Structure opens once your down payment is processed. Your other courses unlock after you have worked through Market Structure and shown your Accountability Coach that you are confident in the MS process.

> The checklist is still the best way to begin: log in, attend a New Student Onboarding session, and schedule your intro call with your coach.

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02 Class Recordings & Replays

When is a class replay posted after the live session?

Recordings are available on the Student Portal calendar essentially as soon as the live class ends. Select the class and click **Watch Broadcast** in the pop-up. You will be asked for your name and email address (or just your email if you attended live) for attendance tracking.

Recordings are also loaded into the Showcase channels within each mini-portal. That route takes longer, roughly 12–24 hours.

The replay for a specific date is missing or gives a 404.

If a calendar recording link returns a 404, check the Showcase channel inside that class's mini-portal. For example, if a Futures Lab recording 404s from the calendar, go to the left-side menu, select **Futures**, then the **Lab Recordings** tile, and look for the session there.

If it is not there either, message support to report the video error. Video errors are typically resolved within the same business day.

The video plays but shows the wrong lesson, or the audio cuts out.

If the video shows the wrong lesson (an incorrect date or timestamp, the wrong asset class, or the wrong class type), submit a support ticket using the **Support** button in the top navigation bar of your Student Portal. Include as much detail as you can so the team can find it quickly.

If the audio cuts out, check your volume settings, clear your browser cookies, and refresh the page.

A replay I could watch before has disappeared.

Recordings are kept for **90 days**. Anything older is removed to make room for current sessions. Outside of that retention window, TWP does not remove videos, so all recordings should remain available.

A recording has poor video quality. How do I fix it?

Click the **Settings** gear in the bottom right of the video player. Quality defaults to Auto; changing it to **720p** usually improves the picture considerably.

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03 Class Registration & Calendar

> In most cases, click the date on your calendar and select **Register Now**. If a class shows as sold out, add your name to the waitlist and a Center Administrator will confirm once a spot opens.

I registered for a class but it isn't showing on my calendar.

It depends on the class type.

Online class or lab: registration is required for all of them so attendance can be tracked. Register by clicking the StreamYard registration link for the session and entering your first name, last name, and email address. If you already registered previously, click “Already registered? Join here” and enter the same email address you used. You will then be able to join.

In-person class: you receive a confirmation email if your registration is confirmed. If the event is at capacity, you receive an email telling you that you are on the waitlist instead. The only certain confirmation is that email, or a call from one of our Center Admins as the date approaches; we reach out beforehand to confirm attendance. If you are unsure, email support or your Center Admin to confirm your seat.

The date or location I want isn't in the registration dropdown, even though it isn't full.

First check whether the in-person event is showing as **Sold Out** on the portal. That is by far the most common reason a class does not appear in the dropdown.

If it is not sold out, check that you are looking at the right form. Registration forms are split by asset class, so Market Structure in-person classes appear only on the Market Structure form, and so on.

Classes and forms are only available to students who own that asset class. A Forex-only student will not see options classes to sign up for.

If you own the asset class, the class is not sold out, and it still is not on the correct form, submit a support ticket and let the team know the forms are not showing correctly.

The class says sold out. What are my options?

You can still register. Instead of joining the registrant list, you will receive an email confirming you are on the waitlist. If spots open up or students cancel, a Center Administrator will contact you personally to let you know you are off the waitlist and can attend.

> **Important:** you must be confirmed off the waitlist before attending. You cannot simply show up to a class without a confirmed registration.

Do I have to register again each time for a recurring live session?

Yes. Students must register for every class, online or in person. This lets us track attendance accurately and allocate the right resources and staffing to each event.

How does in-person class registration work, start to finish?

To attend a live class at a TWP Center, two things must be true: you must be **registered** for the class, and you must **own the program** that class belongs to. Both are required.

To register, go to **In-Person Events Calendar** in your Student Portal, select your class, click **Watch Broadcast**, and complete the registration form. You will receive a confirmation email once registered.

If a class is grayed out, you do not currently have access to that program. Speak to your Accountability Coach if you would like to learn more about adding it.

What are the Center addresses and hours of operation?

Center hours depend on whether an in-person class or lab is being hosted that day. Check the Student Portal calendar to confirm before traveling.

Atlanta	925 N. Point Parkway, Suite 430, Alpharetta, GA 30005
Dallas	15851 N. Dallas Parkway, Suite 205, Addison, TX 75001
Kansas City	10870 Benson Drive, Suite 2160, Overland Park, KS 66210
Charlotte	13801 Reese Blvd W, Suite 210, Huntersville, NC 28078
Washington DC	8260 Willow Oaks Corporate Drive, Suite 825, Fairfax, VA 22031

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04 Your Accountability Coach

What's the difference between my Education Coach and my Accountability Coach?

Your **Education Coach** enrolls you at the Premier and makes sure you leave with your welcome email and login. They are your contact for enrollment questions.

Your **Accountability Coach** guides your learning from there: your Trading Plan, your progress against key milestones, validation of your strategy in practice, and your course unlocks.

Who is my Accountability Coach?

Go to **Profile** on the left side of your portal, then **My Accountability Coach**. Your coach's name and contact details are at the top left of their biography. Save them to your contacts so you can stay in touch.

If that section is empty, your assets have not been unlocked yet and we are still confirming your down payment and financing. If you know your down payment has processed, allow 24–48 hours for assets to be turned on.

How do I schedule a call with my coach?

Click **Profile** on the left side of your portal and choose **Schedule a Call**, or use the link above your coach's contact information under My Accountability Coach. Then:

1. Confirm the reason for the call. For your first call, the default is **Meet Your Coach – Intro Call**.
2. Click **Continue** to view your coach's calendar and pick a date and time. If no times are available, try a different date.
3. Enter your name, check the data privacy box, and click **Confirm**.

Add the appointment to your personal calendar so you are available when your coach reaches out. Your intro call is a relaxed 30-minute conversation about your goals, schedule, and expectations, with no preparation needed.

> If the calendar has no availability that works for you, email your coach directly. Coaches are often able to flex their schedule, particularly for something time-sensitive.

The “Schedule a Call” option is missing from my profile.

This means your assets have not been unlocked yet; we are still confirming your down payment and financing. Some portal buttons stay unavailable until the deposit is processed and the course unlock email is sent.

If you know your down payment has processed, allow the full 24–48 hour window from enrollment before submitting a support ticket. The option will normally appear on its own.

My coach hasn't responded. What should I do?

If you have not heard back within **48 business hours**, submit a support ticket addressed to **Rick Rogowski, Lead Accountability Coach**.

If the issue is scheduling rather than silence (your coach's calendar is full for the next couple of weeks), email your coach directly. They can often rearrange to see you sooner if the matter is urgent.

Can I request a different coach?

Yes. Submit a support ticket with your request. If it is approved, we will confirm the switch to you.

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05 Payments & Billing

Should I contact TWP or Monterey Financial about my payments?

If you financed your tuition through Monterey Financial, a third-party lender, anything about your loan goes to Monterey directly: payment dates, autopay, monthly payments, and payment method changes.

> **Monterey Financial Services**: 877-775-3080 · consumerportal.montereyfinancial.com

Anything about your enrollment, portal access, or courses goes to TWP at **support@tradewiththepros.com**. Your Monterey information sheet also has their contact details.

How do I update my card or bank details?

It depends where your enrollment stands. If your deal is still pending because of the down payment, contact your **Education Coach** to update your details.

If your deal has been approved, contact **Monterey Financial** directly to update your information in their portal.

> **Monterey Financial Services**: 877-775-3080 · consumerportal.montereyfinancial.com

My payment failed or my card expired. What happens now?

What to do depends on which payment it was.

Down payment declined: we will email you to let you know. Reply to that email, or contact your Education Coach, and we will help you get it processed.

Monthly payment to Monterey Financial: contact Monterey directly to bring your account current.

> **Monterey Financial Services**: 877-775-3080 · consumerportal.montereyfinancial.com

Missing a single monthly payment does not cost you access to the Student Portal. Access is only withdrawn where an account has gone substantially unpaid over an extended period, or where a default or another access restriction applies. If you are worried about where your account stands, contact Monterey or email support and we will tell you.

Late fees do apply to missed monthly payments. The amount is set by the laws of the state where you live, so it varies, and the figure that applies to you is disclosed on the first page of your Monterey contract. Check there rather than assuming a standard rate.

> Paying late, or paying less than the scheduled amount, can make your total finance charges higher than the amount originally disclosed to you. Sorting a missed payment out quickly keeps that from compounding.

Can I change my monthly draft date?

Yes. Contact Monterey Financial directly to update it.

> **Monterey Financial Services**: 877-775-3080 · consumerportal.montereyfinancial.com

Can I split payments across two cards or accounts?

For down payments, yes. Contact Monterey Financial to arrange it.

> **Monterey Financial Services**: 877-775-3080 · consumerportal.montereyfinancial.com

Where do I see what I'm being charged and when?

In your Monterey portal at **consumerportal.montereyfinancial.com**. Your payment schedule, amounts, and history are all there.

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06 Cancellation, Refunds & Hardship

If your situation is not covered below, email **support@tradewiththepros.com**. These are handled case by case, and we would rather talk it through with you.

What should I do if a life event affects my ability to make payments?

If you are experiencing financial difficulty because of a life event (medical treatment, job loss, or other unexpected circumstances), or if you are behind on payments, contact Monterey Financial for financial assistance to discuss your situation and the options available to you.

You should also email TWP Support so our team can document your request and create a support ticket. This helps make sure your situation is tracked and addressed on our side as well.

How do I cancel, and can I get a refund?

To request a cancellation and refund, submit written notice to **support@tradewiththepros.com** within **seven (7) days** of enrollment. A full refund may be issued if the program or programs purchased have not been accessed or attended.

Once you have accessed or attended a program, all agreed-upon payments remain due, and refunds will not be issued unless TWP determines otherwise at its sole discretion.

For complete details, see the Refund Policy section of the TWP Terms and Conditions at **tradewiththepros.com/terms-and-conditions/**.

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07 TradeFundrr: The Funded Trader Program

> As a rule of thumb, your Accountability Coach handles eligibility, timing, and access, and TradeFundrr's own support handles your account once it is active.

What is TradeFundrr?

TradeFundrr offers funded trading account programs across futures, stocks, options, and crypto. You demonstrate your ability on a challenge account against defined rules, and on passing you can trade a funded account and take payouts on your profits. TradeFundrr maintains a comprehensive knowledge base covering every program.

Is TradeFundrr included in my package?

It depends on the asset class in your enrollment agreement. TradeFundrr runs programs for Futures, Options, Stocks, and Crypto, and your eligibility follows the asset class you enrolled in and agreed to as part of your purchase.

If you are not sure which asset class your package includes, check your enrollment agreement; it lists exactly what you bought. Your Accountability Coach can confirm it with you.

When can I start TradeFundrr, and how do I get access?

Access is not immediate. There is a sequence to work through first:

1. Attend the live Market Structure class.
2. Participate in Market Structure Labs.
3. Pass the Market Structure course.
4. Begin an additional asset class, such as Futures or Options, and work to master it.

Once you have mastered that additional asset class, you can gain access to TradeFundrr. Your Accountability Coach tracks your progress and handles access when you are ready, so speak to them rather than opening a ticket.

When do Live Labs start, and how do I get on the list?

Labs begin as soon as the associated course is enabled. Both live sessions and recorded sessions are available. Recordings are on the calendar and in the recordings tile of each program.

How do I get started with my TradeFundrr account?

Start with your Accountability Coach, who submits the request on your behalf. You will then receive a welcome email and an invitation to schedule an onboarding session with TradeFundrr support.

From there, each asset class has a two-step onboarding: sign the required agreements (market data agreements for futures, stocks, and options, or a funded agreement for crypto), then access your trading platform. The Getting Started section of the TradeFundrr knowledge base has the current steps for each program.

Can I hold positions overnight?

This is program-specific. Stocks and options each publish a dedicated article on swing trading, and every asset class has an article on minimum hold times. Check the article for your exact program in the TradeFundrr knowledge base before holding a position past the session. Your coach can also point you to the right one.

Where do I find my program's rules: loss limits, drawdown, profit targets, and payouts?

In the FAQ section of the TradeFundrr knowledge base for your asset class. Each publishes separate articles for daily loss limits, maximum drawdown, profit targets, account sizes, position size limits, trading hours, fees, resets, extensions, and maximum payouts, with distinct versions for the Growth and Express programs. Always check the article for the exact program you're enrolled in.

How do I connect my account to my trading platform?

The Guides section of the TradeFundrr knowledge base has step-by-step connection articles for NinjaTrader Prop, Tradovate Prop, Quantower, and TradingView, plus platform overviews for the DX web platform and the TradeFundrr web platform.

Your Accountability Coach can help, and if your TradeFundrr account is active you can also schedule a call with TradeFundrr support or email them at **support@tradefundrr.com**.

How do I contact TradeFundrr support?

Email **support@tradefundrr.com**. Use TradeFundrr support once your account is active. For access, enrollment, and anything about what your TWP package includes, start with your Accountability Coach instead.

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08 TradingView Setup

> Several routes to help exist: the **Trading Basics** series has instructional recordings labeled “TradingView,” your Accountability Coach can give a short demonstration, **Platform Immersion** sessions run at the Centers (check your calendar), and the bi-weekly **Chart Talk** session on Wednesday evenings is open to all students for exactly this kind of question.

How do I set up my TradingView account?

TradingView accounts are held directly with TradingView; TWP does not provide one.

Go to **TradingView.com** and choose **Sign Up**. A short trial is available, and there are several subscription tiers depending on what you need from the platform. Your Accountability Coach can advise on which tier suits your trading.

Where can I find the TradingView tutorial?

Look for the recording titled **“TWP Trading Basics: TradingView Tutorial – 02/28/2024”** in the Trading Basics collection of recorded sessions in your portal.

> **Direct link:** twpstudentportal.com/trading-basics/?wchannelid=cv1jnln5ef&wmediaid=ne52t0pyww

TradingView also maintains a searchable help section at **tradingview.com/support**. If you would rather have it demonstrated live, your Accountability Coach can walk you through it, Platform Immersion sessions run at the Centers, and the bi-weekly Chart Talk session on Wednesday evenings is open to all students.

I'm having trouble signing in to or linking my TradingView account.

Start with TradingView's own support pages at **tradingview.com/support**, since the account is held with them.

> VPNs frequently do not work with trading platforms. If you are connected through one, you may see an error when connecting. Switch to a direct wired or Wi-Fi connection and try again.

If that does not resolve it, submit a support ticket.

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09 Skool Community & Profile Details

Access to TWP Skool channels becomes available once you begin the associated course. Email your coach to request it and they will add you manually, after which a welcome email arrives with joining instructions.

How do I access the Skool community?

Email your Accountability Coach and ask to join. Access opens once you have begun the associated course, and your coach adds you manually.

You will receive a welcome email with joining instructions. Follow those, then log back in to the portal to reach the Skool channels you are subscribed to.

My Skool access stopped working after a period of inactivity.

Submit a support ticket requesting reinstatement and we will restore your access.

My name is spelled wrong. How do I fix it?

In Skool, click your profile icon in the top right corner and choose **Profile** to update your details.

If the name is wrong on your TWP account rather than in Skool, contact support. That one is not self-service.

How do I update the email address or phone number on my account?

In Skool: click your profile icon in the top right and choose Profile.

In your TWP Student Portal: you can view your contact details under **My Account** in the top navigation bar, but your name, email address, and phone number cannot be changed directly in the portal. Email **support@tradewiththepros.com** and the team will update them for you.

With Monterey Financial: if you financed your tuition through Monterey, also let them know about any change to your phone number or email address so their records stay up to date.

Monterey Financial Services: 877-775-3080 · consumerportal.montereyfinancial.com

Changing your email elsewhere without updating the portal is a common cause of being locked out.

How do I change my password while I'm logged in?

Click **My Account** in the top menu bar, then **Change Password**. Enter your email address and your new password, then click **Submit**.

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10 Your Learning Path

I'm brand new. Where do I start?

Welcome! Work through these milestones in order. The New Student Checklist in your portal tracks the first few for you.

1. **Log in** to your Student Portal at twpstudentportal.com in Google Chrome, using the login in your “Welcome to Trade With the Pros!” email.
2. **Set up your portal:** watch the welcome video, change your password (My Account › Change Password), and confirm your time zone (Calendar › Change).
3. **Attend New Student Onboarding:** pick one yellow New Student Onboarding session on your Calendar and click Add to Calendar. No registration is needed. Return 10 minutes early and click Watch Broadcast to join.
4. **Meet your Accountability Coach:** schedule your 30-minute intro call under Profile › Schedule a Call.
5. **Start your Trading Plan:** capture your first ideas in the built-in template under Profile › My Trading Plan. You will refine it as you learn.
6. **Take the Market Structure Prep Class**, a roughly three-hour primer with a platform demo.
7. **Begin the Market Structure Course.** Your Accountability Coach guides you through every step from there.

What is Market Structure, and what comes after it?

Market Structure is the foundation of your education at TWP, and the course every other program builds on. You can work through it at your own pace, live, or both. Your path through it:

1. **Market Structure Prep Class:** a roughly three-hour primer on getting started, plus a platform overview and demonstration. Find sessions on your Calendar.
2. **The Market Structure Course:** class recordings (in the Class Recordings section of the program), live online sessions (on your Calendar), the MS Workbook as a companion, mini quizzes as you go, and an end-of-course comprehension quiz.
3. **Market Structure Labs:** practice with an instructor, recorded, live online, or in person at a TWP Center.
4. **Teach Back Session:** explain the material back to a coach. Demonstrating it is how you prove you own it.
5. **Define Your Basic Trade Setup:** build out your Trading Plan and submit it to your coach for feedback.
6. **The 20 Security Exercise:** repetition across 20 securities until each step is second nature.
7. **Refine Your Trade Plan:** review what worked and what did not, and define your high- and low-probability setups.

Once you have shown confidence in the Market Structure process, your Accountability Coach unlocks your next course. Support tickets and your coach are available at every milestone.

When am I ready to begin futures, forex, options, or Dynamic Wealth?

There is no fixed date. Your Accountability Coach decides with you. Futures, forex, options, and Dynamic Wealth all follow the same unlock process: once you have demonstrated confidence in the Market Structure process and your ability to identify market opportunities, your coach assesses your progress and determines which course to unlock next.

For leveraged asset classes such as options and futures, TWP recommends moving on once you have shown competence in the TWP systems and feel confident in your personal development. These courses build on the Market Structure foundation while keeping the focus on protecting principal through consistent risk management.

Every student's pace is different, and your coach takes your background and experience into account, so work directly with them at the right time to add leverage to your trading plan.

What is the trade log, and where do I get it?

A trade log is a running record of every trade you take: the setup, entry and exit, position size, result, and your reasoning and state of mind at the time. Its value is pattern detection. Over enough entries it shows you which setups actually pay, when you make your worst decisions, and whether you're following your own plan.

Use the trade log for the asset class you are enrolled in. You will find them under the **Checklists** section of each program in your Student Portal; click **Trade Log** to open the downloadable resources. There are two: a PDF guide explaining how to use the log, and a blank Excel template to record your trades in.

When you are ready to have your log reviewed, contact your Accountability Coach, who will tell you how to submit it.

What is a teach-back (validation) call, and how do I book one?

A teach-back is a 30-minute session with a coach. Teach-back and validation call are two names for the same thing.

You share your screen and walk your coach through your process. The purpose is to evaluate where your skill level is, confirm what you are doing well, and correct what needs correcting. Validation means your coach has confirmed you have real skill in the process, and the session is designed to leave you more confident in it, not to catch you out.

> Before booking, you should have completed Market Structure and attended roughly two weeks of labs.

To book, go to **Profile** in your Student Portal and use **Schedule a Call**. Once you have validated, you move on to your Trade Plan Workbook, and then the 20 Security Exercise.

Where do I find my workbook and the trading curriculum FAQ?

Your workbook is in the **Class Resources** section of whichever course you are working through.

The complete question-and-answer set covering the Trading Foundation Series (markets, participants, analysis, chart types, chart patterns, trend analysis, technical indicators, and trading with an edge) is the **TWP Trading Vault Student FAQ**, which lives under Resources in your portal.

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