

SECTION 4

Public User Guide

A friendly walkthrough for everyday consumers — no technical background required. If it is your first time on the internet or your ten-thousandth, this guide will get you moving in minutes.

Creating Your Account

To create an account, open the platform and click Sign In in the top navigation. You can register with an email address and a password of your choice, or you can use a supported single sign-on provider. We will send a verification message to confirm your email address is real and yours. This one-time check keeps your account safe and keeps the platform free of impostors.

After you verify your email, you will land on your Profile screen. Fill in the essentials — your name, preferred display handle, and any preferences you want to share. Nothing here is required beyond the basics; everything else is optional and can be updated later.

Navigating the Platform

The Global Navigation bar sits at the top of every page. It is a horizontal list of icons that lets you jump between the major hubs — Home, Unlock, Lead Pulse, CRM, Onboarding, Academy, War Room, Live, VidBox, Leagues, Market, AI Studio, Refer, Community, Creators, Profile, and (if you have permission) Admin. Each icon has a label right next to it so you never have to guess where you are going.

Inside each hub, a sidebar on the left (or a scrollable strip on mobile) shows the tools that belong to that hub. If you feel lost, tap the platform logo to return home. The back button in your browser always works exactly as expected.

Your Profile & Settings

Your profile is your home base. From it, you can update your name, avatar, contact information, connected accounts, notification preferences, playback preferences (used across VidBox and Stream Vault), language, and time zone. If you use assistive technology, you can turn on options that respect reduced motion, larger text, and higher contrast.

Subscriptions & Purchases

Some features are free forever. Others are part of a subscription, a one-time purchase, or a marketplace listing. Whenever you are about to be charged, the platform shows you the exact amount, the frequency, and the cancellation terms before you agree. You can review, upgrade, downgrade, or cancel your subscriptions from the Account screen at any time.

Messaging, Notifications & Support

Notifications appear as a small bell in the navigation. You control which categories you receive and how (in-app, email, or both). For help, look for the Support or Contact link inside any hub, or use the general contact page. We aim to respond quickly and courteously; abusive messages are moderated out of respect for our staff and community.

Downloads, Receipts & Records

Whenever the platform generates a document for you — a receipt, a certificate, a coupon, or an export — a copy is delivered to your email and stored in your account. You can re-download at any time from the relevant hub.

Learning Resources

The Academy and Onboarding Hub host structured learning paths. The Stock Club offers educational material about markets and technical analysis. The Sportsbook offers informational content only. Everything educational is clearly labeled.

Safety, Privacy & Security

We publish a full Privacy Policy, Cookie Policy, and Security Notice in the Legal section. In everyday terms: we collect what we need to run your account, we do not sell your personal data, and we use industry-standard encryption in transit and at rest. Enable two-factor authentication in your settings for the strongest protection.

Best Practices

- Use a strong, unique password and enable two-factor authentication.
- Keep your email address current so account recovery works.
- Review your notification preferences after your first week.
- Bookmark the hubs you use most; the navigation supports quick jumps.
- Read receipts and confirmations — they include cancellation instructions.

Frequently Asked Questions

Q. Is a Consumers Pulse account free?

Yes. A base account is free. Premium hubs, marketplace purchases, and specific subscriptions have their own prices, always shown before you commit.

Q. Can I delete my account?

Yes. Use Account > Privacy Controls > Delete Account, or contact support. We honor deletion requests as described in the Privacy Policy.

Q. Do you support family or team accounts?

Enterprise and team accounts are supported through the Business Solutions Center. See that section for onboarding.

Q. What if I forget my password?

Use the Forgot Password link on the sign-in screen. A reset link is sent to your registered email.