



Frequently Asked Questions

How do I login and gain access to the Marketing Radiance Club?

You can visit the following site and enter your username and password:

www.marketingradiance.com/amember/login.php

What if I forgot my username or password?

When you are prompted to log on, on the sign in page, you will see a box that says “Lost Password” on the bottom of the screen. Please enter the email address that you used when you registered, and the system will send you your login information.

What if I want to change my password?

Please visit the following link, and you can follow the directions to change your password:

www.marketingradiance.com/amember/member.php

What if I want to change my email?

Please visit the following link, and click “edit profile”:

www.marketingradiance.com/amember/member.php

How will I be charged the membership fee every month?

Once you sign up, fill out all of the requested information, and pay the initial fee, you will have your bonus membership. After this trial period, you will have the \$47 membership fee deducted from your credit card.

For Example, if you signed up on the 23rd of the month, then on the 23rd of every month (after your bonus trial period) you will be charged again and will continue to have all of the great club benefits. This will occur once per month while you are a member. Please keep in mind that once you are billed for a month, on automatic payment, you will not be able to be refunded the fee if you cancel.



How do I listen to the live calls (teleclasses and open coaching call)?

You can visit the class page at this link, where you will find the call details:
www.marketingradiance.com/member/events.html

How do I listen to the class recordings?

You can visit the class recording page at this link:
www.marketingradiance.com/member/classes.html

You have the option to play the class there, or download it to your computer. Please keep in mind these files are *for members only*, and *are not meant to be shared* with anyone else, other than yourself. If you'd like to share the club information with a friend or colleague, you can direct them to sign up by visiting this link: www.shinemysuccess.com/

How do I log onto the forum?

You can visit the following link: www.marketingradiance.com/forum/
Please enter the same user name and password that you used when you signed up.

How do I personalize my forum data (email, signature, photo)?

- Log onto the forum at www.MarketinRadiance.com/forum
- Click the "User Control Panel" link at the top of the board.
- Click the "Profile" tab.

Edit Profile – enter your website and information here

Edit Signature – you can put the text you'd like to appear at the bottom of your posts. Please keep in mind this should be appropriate and non offensive to other members.

Edit Avatar – you can upload your own picture by clicking the upload file button, after you select the picture from your computer. Please make sure we can see your beautiful face!

Edit Account Settings – this is where you can edit your email address and other info.

PLEASE NOTE: if you change your password here, it will not take effect on the regular marketing radiance site. Please make any password changes at Marketing Radiance.



How do I make posts on the forum?

Simply log onto the forum, search for the correct post you want to comment on, click “post reply”. Then type your message. Once you are finished you can click “submit”.

Can I promote my services to other members, via email or on the online forum?

Members are not allowed to actively solicit or market their products or services to other members on the forum or by collecting emails of other members. This is meant to be a safe place to share ideas and get support. You may enter your contact info and your website address in your profile information, or in the footer of your forum posts. Anyone who is found to be harassing another member, soliciting, or being disrespectful will be subject to having your membership terminated immediately without refund.

How do I join the affiliate program to start making money by referring others?

Simply visit the following link and follow the instructions on the page:
www.marketingradiance.com/affiliate.html

How do I cancel my membership?

If you choose to cancel your membership, we will certainly miss you! If you do need to cancel, please send an email to assist@marketingradiance.com with your full name and email address. Please keep in mind that once you are billed for a month, the charge is not reversible. If you cancel in the middle of the month, you will retain your club access privileges until that month expires, at which point you will no longer have access. If you decide to join again in the future, the free trial will no longer apply.



Can I share any of the club content or use any of the information (classes, articles, forms etc.)

The club information is all proprietary material and the sole property of Robert Notter Coaching. You may not use this for any other purposes except your own learning, and it may not be shared or published with outside sources. If you have any questions you can contact us at assist@marketingradiance.com with your concerns.

What if I feel that another member has been inappropriate or posted unacceptable information?

Please send us an email immediately to assist@marketingradiance.com with your concerns, and we will address the issue.