

# Support Guidance

Guidance on where and how to submit bug reports, player reports, support tickets, and suggestions.

- [Before You Open a Ticket | SiriusMC](#)
- [Ban Appeals | SiriusMC](#)
- [Reporting Bugs | SiriusMC](#)
- [Reporting Players | SiriusMC](#)
- [Submitting a Suggestion | SiriusMC](#)
- [Opening a Support Ticket | SiriusMC](#)

# Before You Open a Ticket | SiriusMC

Before opening a ticket, we encourage you to read through the following, as it may help answer your questions.

## Check the Wiki and FAQs

Many frequently asked questions and known behaviours are already documented. Before opening a ticket, please check:

- [Common Issues and Fixes page](#) (also known as our FAQ page)
- [Server Information page](#)
- [Rules page](#)

## Basic Troubleshooting

If nothing in those pages helps, try the following basic troubleshooting steps where applicable:

- Restart your Minecraft client
- Re-log or reconnect to the server
- Remove shaders or resource packs
- Ensure your modpack is fully up-to-date

Many visual or interaction issues are client-side and resolve after restarting.

## Make Sure the Behaviour Isn't Intentional

At SiriusMC, our modded servers sometimes have mechanics that differ from default mod behaviour for balance or performance reasons. Common examples include:

- Banned items
- Nerfed items
- Scheduled dimension resets

If something is not working as expected, check:

- **/BannedItems** in-game
- Change-logs on our Discord
- Information boards at spawn

## Still Need Help?

If you've checked everything above and still need assistance, open a ticket through our [Discord](#) or the [Ticket Website](#):

- [Bug Report](#)
- [Support Ticket](#)
- [Player Report](#)
- [Submitting a Suggestion](#)
- [Ban Appeals](#)

Thank you for helping us keep support efficient and our servers running smoothly.

# Ban Appeals | SiriusMC

If a player sanction (Mute or Ban) has been issued against you, you have broken a server rule and/or staff believed that your behaviour on the server was worthy of sanction. The length and severity of the punishment varies depending on the rule broken and the context behind it. Your previous player history also contributes to determining a fair ban length.

If you do not know the reason for your sanction, a searchable list of all bans and their reasons can be found at:

<https://bans.siriusmc.net/>

## How Do I Appeal My Sanction?

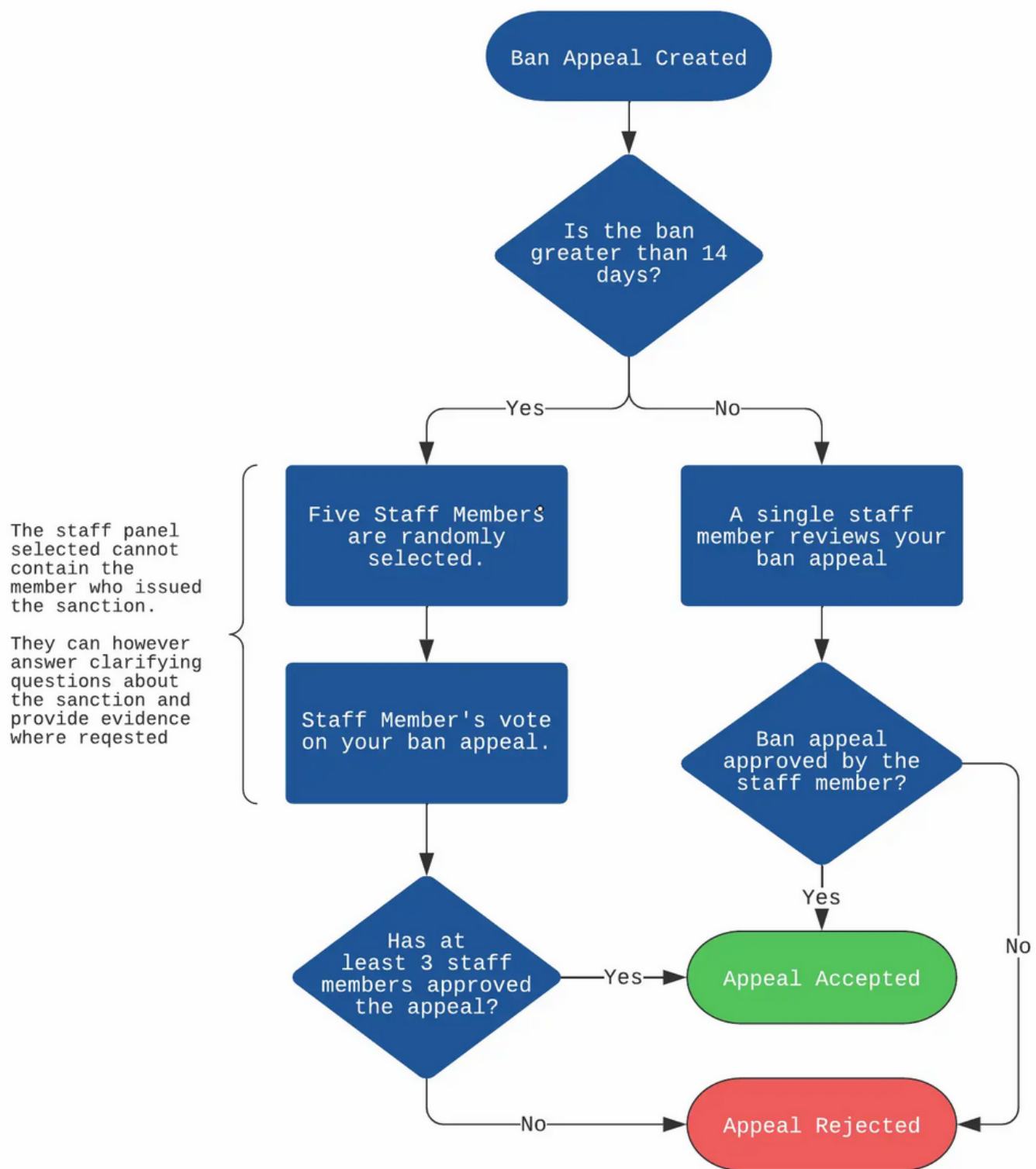
If you feel you have been sanctioned unfairly, or believe the sanction issued to be too harsh, you can request a review by submitting a ban appeal. A review may result in one of the following outcomes:

- Sanction being rescinded (i.e. Unbanned/Unmuted)
- Sanction length being reduced
- Sanction length left unchanged
- Sanction length being increased

Warnings cannot be appealed. Only Bans and Mutes are eligible for appeal.

## The Appeal Process

SiriusMC has a set process for dealing with all Ban Appeals, which we believe delivers a methodology that fairly evaluates every appeal. Please view the flowchart below for full details on how your appeal will be handled:



## Before You Submit

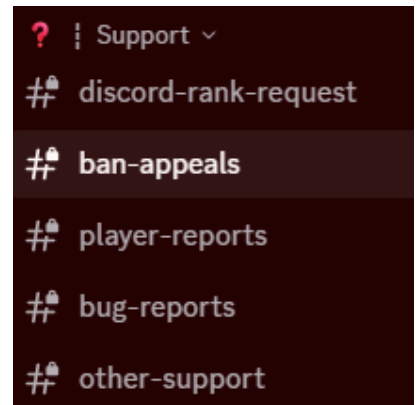
Please keep the following in mind before submitting your appeal:

- You only have **one opportunity** to appeal your sanction. Any further appeals will be automatically rejected.
- Make sure your appeal is honest, clear, and respectful. Appeals that are disrespectful or dishonest may negatively impact the outcome.

- Ensure you have reviewed the ban reason at <https://bans.siriusmc.net/> before submitting.

## Submitting Your Appeal

When you are ready, submit your appeal by creating a ban appeal ticket in our [Discord server](#), found under the support section, in the channel titled **ban-appeals**.



All tickets are confidential and can only be seen by SiriusMC staff.

# Reporting Bugs | SiriusMC

Here at SiriusMC, we strongly encourage players to report any bugs they encounter in-game. As a reward, we offer **Bug Bounties** - a set amount of in-game currency based on the severity of the bug reported.

Before submitting a ticket, players are encouraged to review the [Before You Open a Ticket](#) page.

## Bug Report Procedure

There are two ways to report a bug:

- Through our [Discord](#)
- Through our [Ticket Website](#)

Both methods use the same layout and process.

## How to Report a Bug

**1.** Open a ticket and include the following information:

- Your in-game name
- The server where the bug occurred
- A clear description of the bug (as detailed as possible)
- Steps to reproduce the bug
- (Optional) Screenshots or videos

**2.** Some bugs can be difficult to reproduce, so staff may ask follow-up questions to gather more information. Staff will attempt to replicate the bug and determine the bug bounty:

- If the bug cannot be replicated, the ticket may remain open for further investigation.
- If the bug can be replicated, you will receive a message in the ticket confirming the bug that was reproduced, the bug bounty you will receive, and the severity of the bug.

**3.** Once the bug bounty has been awarded, the ticket will be closed. At this point, the bug is moved to our Issue Tracker, where it is assigned to the Development Team.

# Reporting Players | SiriusMC

SiriusMC is a community-focused network, and we strive to maintain a friendly and welcoming environment for all players. While our staff team actively monitors and supports the community, we also encourage players to report anyone who is breaking the rules or causing issues.

## Player Report Procedure

There are two ways to report a player:

- **Through our [Discord](#)**
- **Through our [Ticket Website](#)**

Both methods use the same layout and process.

## How to Report a Player

**1.** Open a ticket and include the following information:

- Your in-game name
- The in-game name(s) of the player(s) you are reporting
- The reason for the report (as detailed as possible)
- Evidence, if available
- *(Optional)* The Discord name(s) of the player(s) you are reporting

**2.** Staff will review the report and may ask for additional information, such as:

- Additional context
- Further evidence
- A timeframe for when the incident occurred (if not already provided)

**3.** Once all information has been reviewed, staff will issue the appropriate sanction(s) to the reported player(s), if necessary.

# Submitting a Suggestion | SiriusMC

As a community-focused network, we love hearing your suggestions and ideas!

## Suggestion Submission Procedure

There are two ways to submit a suggestion:

- Through our [Discord](#)
- Through our [Ticket Website](#)

Both methods use the same layout and process.

## How to Submit a Suggestion

1. Open a ticket and include the following information:

- Your in-game name
- The server the suggestion applies to (if applicable)
- A clear description of your suggestion

2. Staff will review and discuss the feasibility and appropriateness of your suggestion. After review, your suggestion will be accepted or rejected.

3. If your suggestion is rejected, we will provide an explanation for the decision where possible.

## Common Questions

**My suggestion was rejected without an explanation. Why?**

If no explanation was provided, your suggestion likely fell into one of the following categories:

- Hosting a new modpack
- Adding a mod to an existing server
- Allowing players to sell items to the admin shop

## **How are suggestions reviewed?**

When reviewing suggestions, we primarily consider two factors:

- The estimated development time required
- Whether the expected benefit justifies that development time

# Opening a Support Ticket | SiriusMC

Support tickets are one of the primary ways to contact our staff team for help with issues that cannot be resolved using the Help-and-Issues channel on our Discord, or through reading the Wiki or FAQ pages.

Before opening a ticket, please ensure you have reviewed the [Before You Open a Ticket](#) page to avoid unnecessary delays in your ticket being handled.

## Support Ticket Procedure

There are two ways to open a support ticket:

- **Through our [Discord](#)**
- **Through our [Ticket Website](#)**

Both methods use the same layout and process.

## How to Open a Support Ticket

**1.** Open a ticket and include the following information:

- Your in-game name (if applicable)
- A clear description of the issue you are experiencing

**2.** Staff will review your ticket and may ask for additional information if needed. Once all required information is provided, staff will assist you either within the ticket or in-game, depending on the situation.