

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.

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