

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.

Revision #8

Created 2025-12-21 16:52:57 UTC by Teddy040

Updated 2026-06-27 17:48:18 UTC by Teddy040