

# 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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Revision #14

Created 2025-12-21 16:57:25 UTC by Teddy040

Updated 2026-03-17 17:08:37 UTC by Teddy040