

# 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.

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