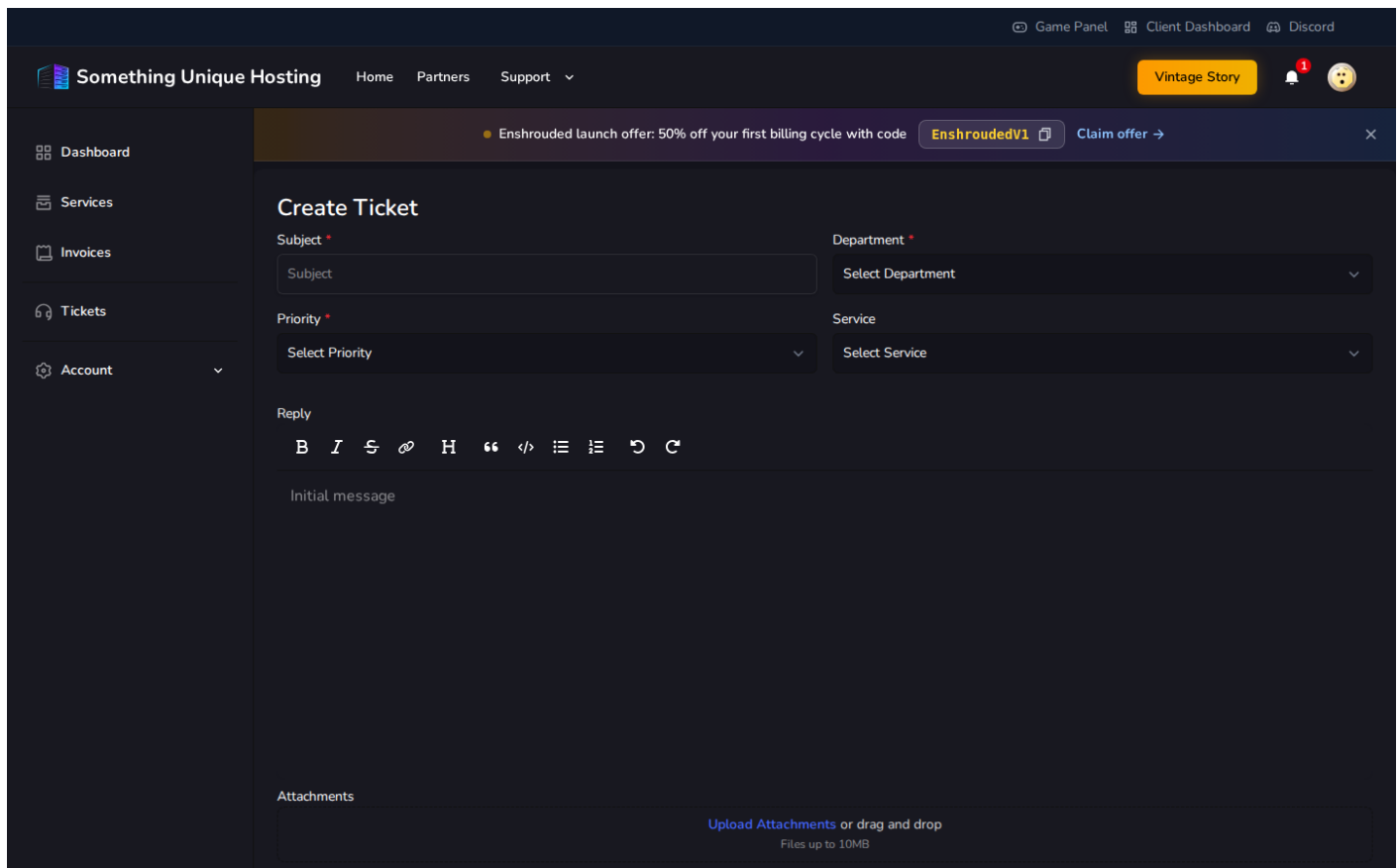


# Getting help: support tickets

## Opening a ticket

1. Click **Tickets** in the menu (or **Support** → **Support** at the top), then create a new ticket.
2. Fill in:
  - **Subject:** a short summary, e.g. "Server won't start after update"
  - **Department:** **Support** for technical problems, **Sales** for billing, refunds and plan questions
  - **Priority:** Low, Medium or High
  - **Service:** the server it's about, if any
  - Your message, plus any screenshots or log files (up to 10 MB each)
3. Click **Create**.



The screenshot shows the 'Create Ticket' form within the Something Unique Hosting dashboard. The dashboard has a dark theme with a sidebar on the left containing links for Dashboard, Services, Invoices, Tickets, and Account. The main content area is titled 'Create Ticket' and includes several input fields: 'Subject' (text input), 'Department' (dropdown menu), 'Priority' (dropdown menu), and 'Service' (dropdown menu). Below these fields is a 'Reply' section with a rich text editor toolbar (bold, italic, underline, link, unlink, heading, quote, code, list, ul, indent, undo, redo) and a large text area for the 'Initial message'. At the bottom, there is an 'Attachments' section with a placeholder for uploading files, indicating a limit of 10MB. A promotional banner at the top of the main area offers a 50% discount on the first billing cycle with the code 'EnshroudedV1'.

## Get a faster answer

Include:

- **What happened** and **what you expected**
- **When** it started, and anything you changed just before (mods, updates, settings)
- For game server problems: the **Debug Information** from the server's **Settings** tab in the game panel, and the last lines of the **console** (see [My server won't start or keeps crashing](#))

Never send us your password.

## Replies and closing

You'll get an email when we reply. Answer on the ticket page with **Reply**.

- Problem solved? Click **Close Ticket**.
- Tickets **waiting for your reply** close automatically after **7 days** without a response. Tickets waiting on us never auto-close.

## Other places to get help

- [Knowledgebase](#): you're here!
- [Server Status](#): check if there's a known outage.
- [Discord](#): chat with us and the community.

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