

# How To Reach Customer Support

## Community Discord Support

We offer a community-powered support Discord server. While staff may sometimes be available here, it is not an official line of support and as a result we cannot guarantee support through the server.

Please keep in mind our Discord support is primarily community-driven. As such please be patient with whoever helps you. If you are requiring more sensitive or immediate support, try submitting a ticket.

[Our community Discord server can be found at this link.](#)

## Submitting a Ticket

If you have searched our Docs for information to assist with your issue and was unable to get the problem solved, feel free to reach out to us via a ticket!

[Click this link to submit a ticket via the Ultra.cc customer portal.](#)

## What should I include in my support ticket?

Being specific and including all relevant information. This may include:

- What are you trying to do?
- How you are trying to do it?
- Any error messages (or lack of one).
- Any troubleshooting tips that you did.
- Any software you may be using.

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