

Getting Help



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Troubleshooting First Steps

Before submitting a ticket please check if we already have any articles that are able to assist here in our knowledgebase.

A few good places to check would be;

The [getting started page](#) for questions related to general seedbox use and how to use your USB UCP.

The [applications page](#) for information on the applications we provide a built in installer for.

The [tutorials and guides page](#) for information on specialised configuration of applications and other useful guides.

Submitting a Ticket

If you have searched our knowledgebase 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 the mail button above and you will be able to submit a ticket from there.

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
- An error message (or lack of one)
- Name of file or torrent it applies to
- Any software you may be using

Discord

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 can't guarantee support through this channel 24/7.

Please understand this, and if you have an issue that requires immediate attention and aren't getting any help try submitting a ticket.