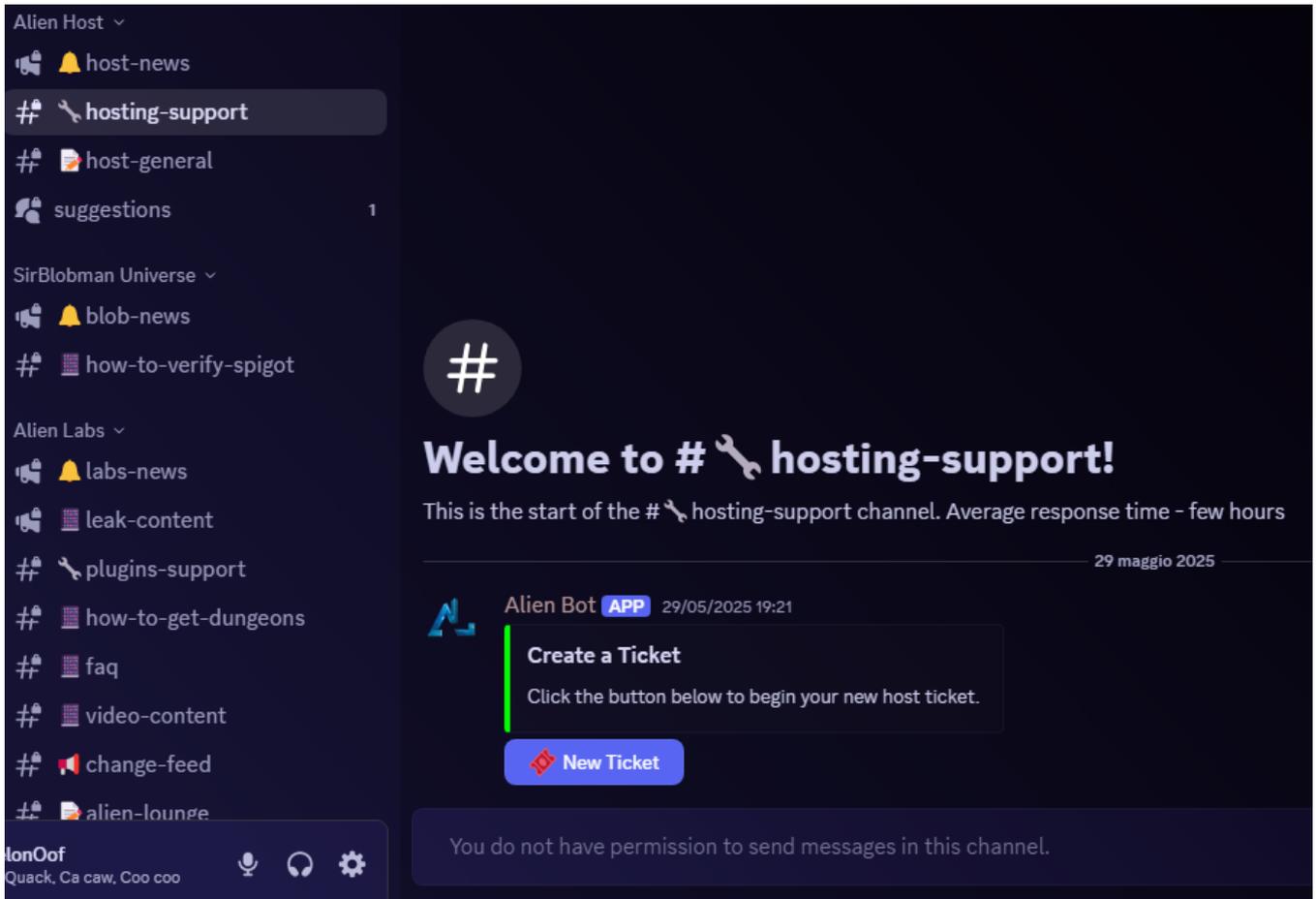


Creating a support ticket

In order to create a support ticket at our Discord please follow the instructions below.

1. Make sure your **Discord account** is **linked**
2. Go to Discord and click on **alienhost-support** channel, you will see the following:



3. Click on **New Ticket** and choose the type of ticket you want to create:

#

Welcome to # 🛠️ hosting-support!

This is the start of the # 🛠️ hosting-support channel. Average response time - few hours

29 maggio 2025



Alien Bot **APP** 29/05/2025 19:21

Create a Ticket

Click the button below to begin your new host ticket.



Billing



Technical



General



Cancel Ticket

<Not Selected>

11 giugno 2025

👁️ Only you can see this · Dismiss message

- **Billing:** for matters related to your plan, refunds or pricing questions.

- **Technical:** for matters related to your server, like hardware or issues with your server on the panel.

- **General:** for any other matters.

4. Once you select a topic, you will be automatically pinged in your ticket. Please briefly describe the question you have and our staff will be as quick as possible with you.

Revision #4

Created 31 December 2023 19:05:33 by Deadlykill

Updated 11 June 2025 15:26:29 by melonoof