

Raise-a-ticket: a How To Guide



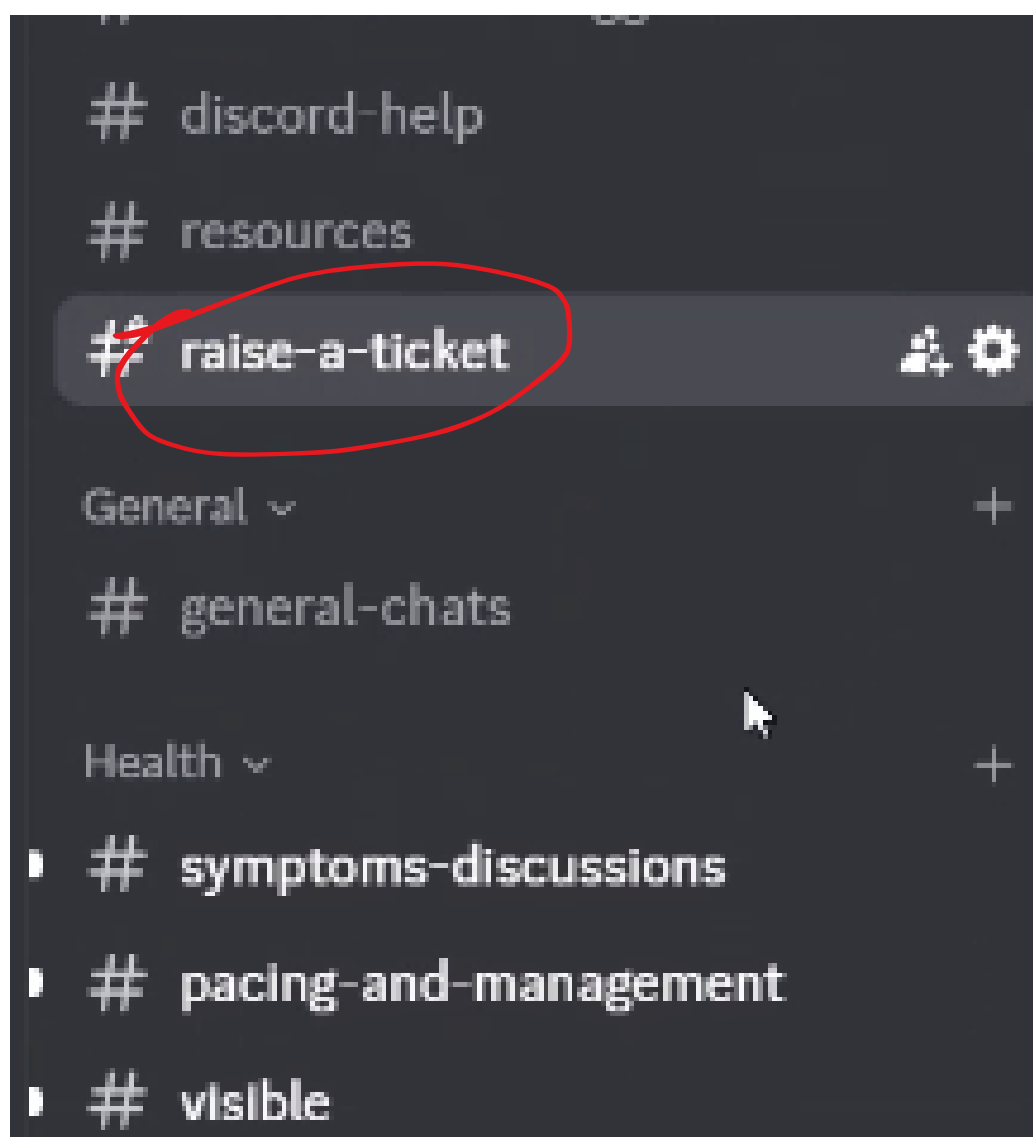
Introduction:

Raise-a-ticket is a feature on Discord that allows members to contact the moderator team directly. (Think of it as raising a topic or issue!) You may want to do this if you are facing an issue within the Discord group or want to report something to the moderators. Please note that this feature does not need to replace the system of DMs if you would prefer to reach out to a specific moderator as the tickets can be picked up by any member of the moderator team.

Steps:

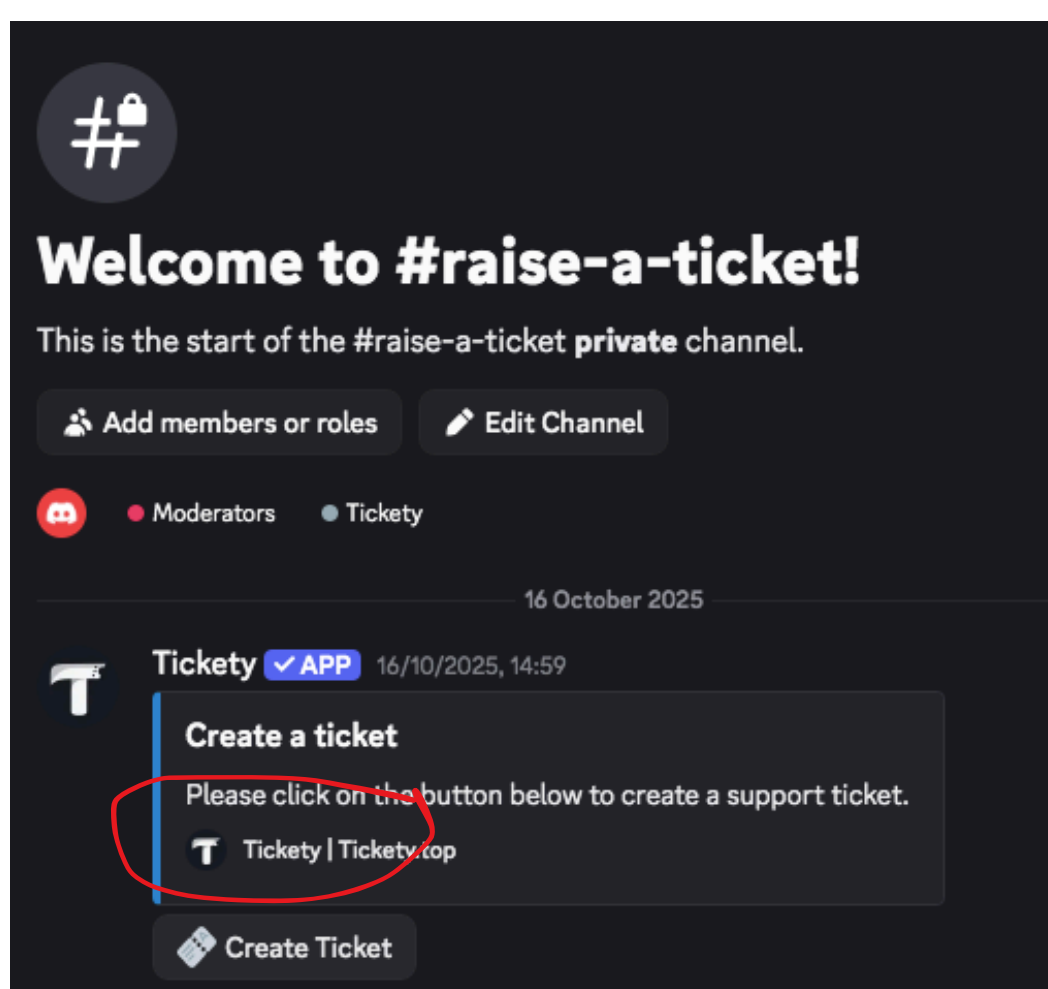
1) Find the channel

Select the 'raise-a-ticket' channel to start the process.



2) Create the ticket

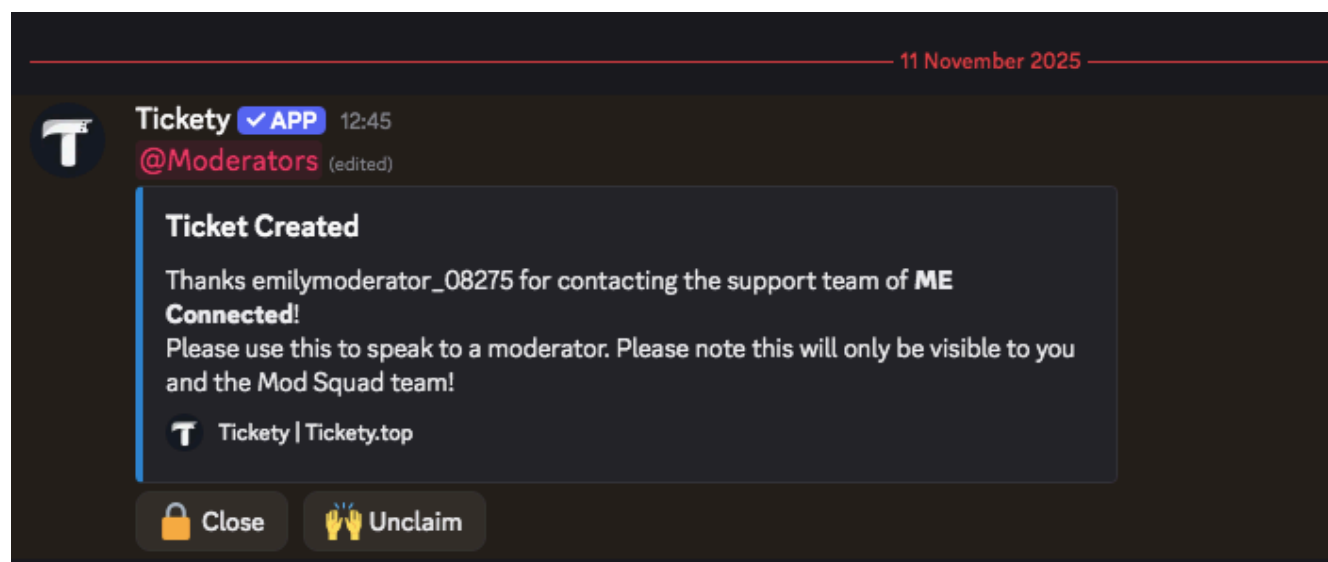
Choose the 'Create ticket' button. Creating a ticket will create a unique channel that only you and the moderators can access.





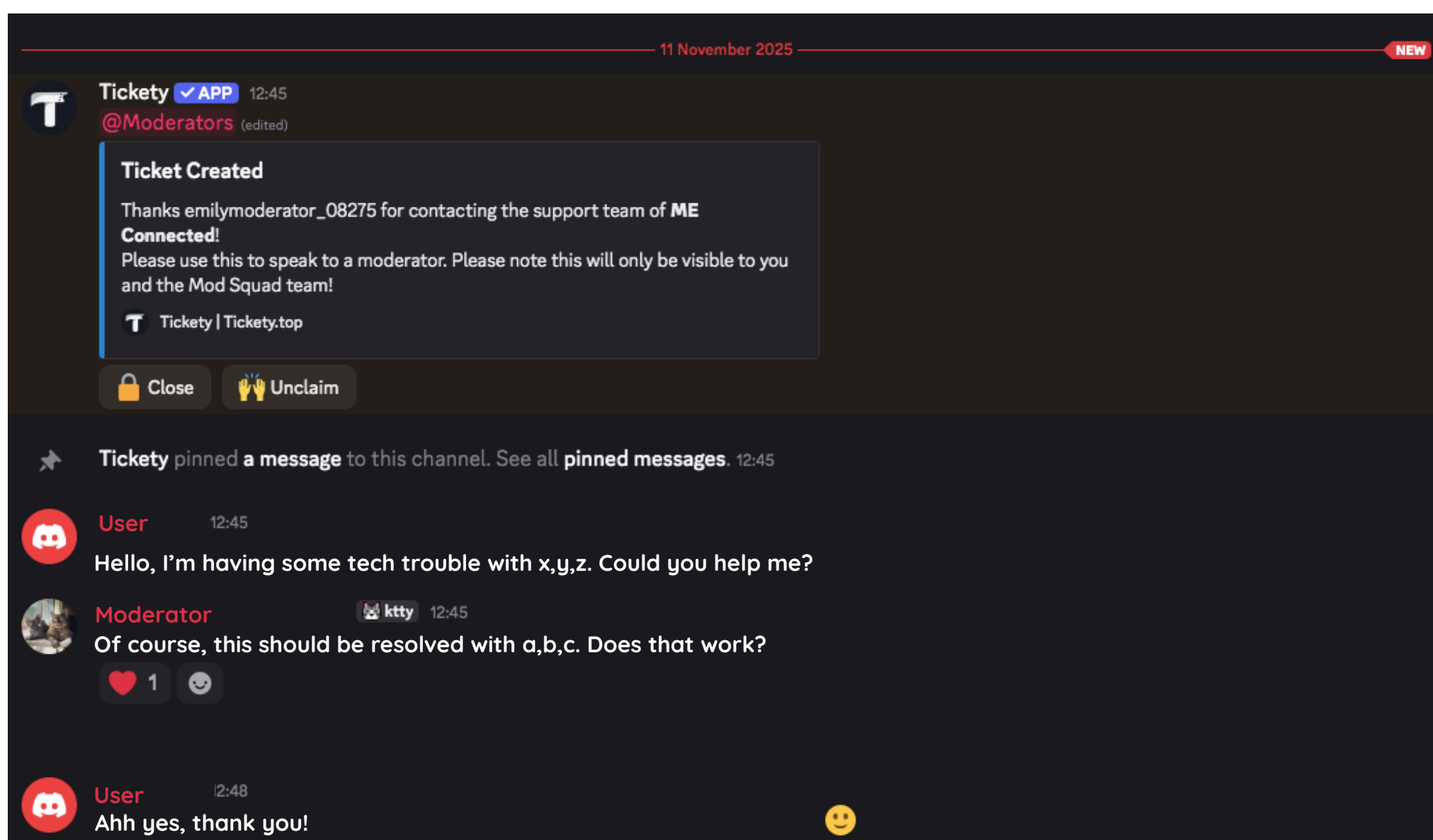
3) Wait for your ticket to be claimed & explain your issue

A moderator will claim your ticket. Please then explain your issue as best as you can for the moderators to help the most effectively.



4) Wait for a moderator response

A moderator will reply to you and try to resolve your issue as best as possible such as in the example below.



5) Follow up and resolve issue

Please keep an eye out for moderator replies until your issue is resolved as far as it can be.

6) Close the ticket

When you are satisfied that your conversation is resolved, please ask to close the ticket. The moderator may also ask you if it's OK to close the ticket, and if we have not had a response within 24 hours, the moderator will close the ticket.

Afterwards, your ticket channel should eventually be removed from your channel list.