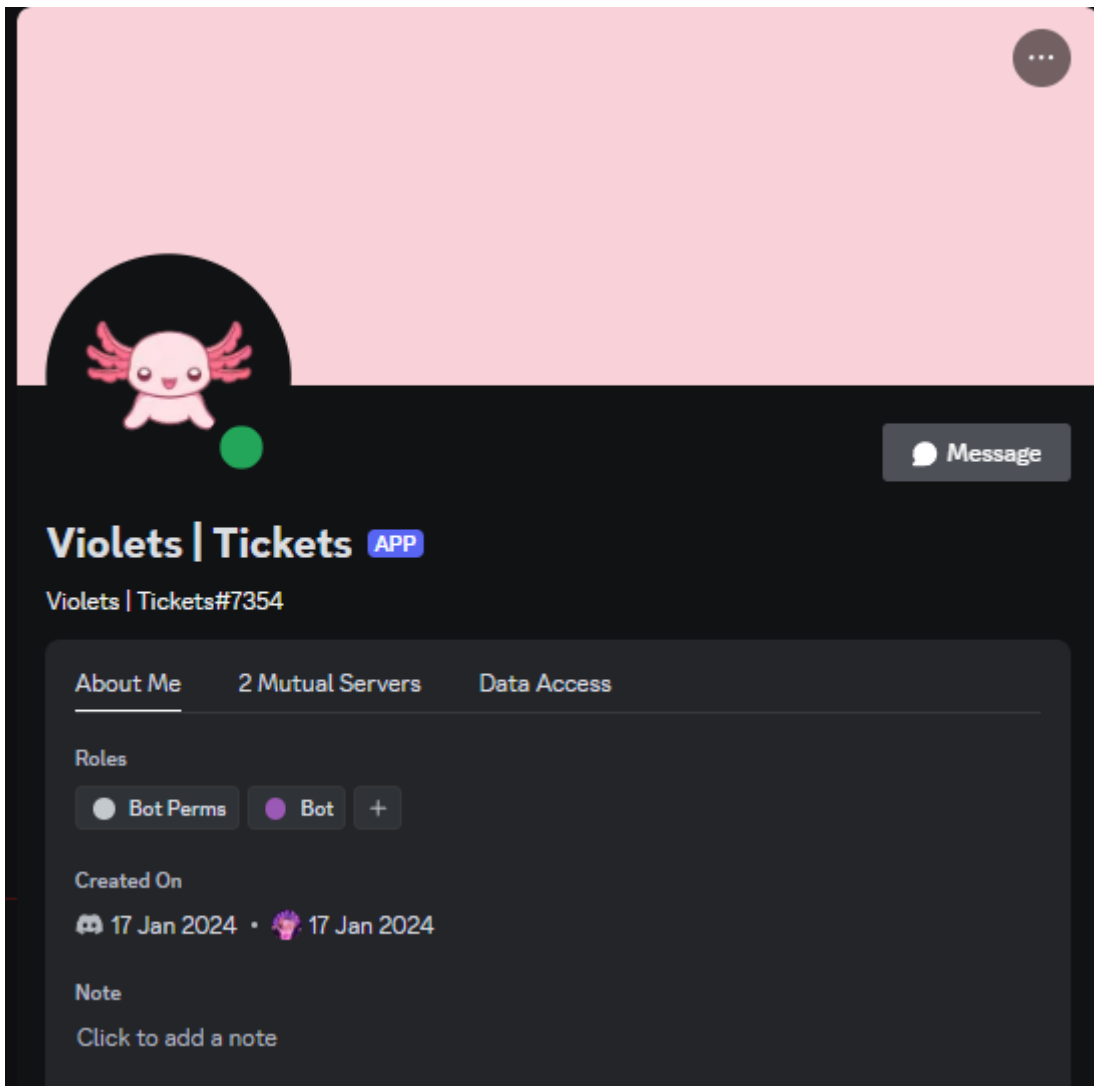


# Ticket System

## What are tickets?

Tickets are a **custom feature** of VioletsMC where you can speak to a member of the staff team about **any issues** you may have. Staff will often recommend you to open a ticket if you are in need of assistance.

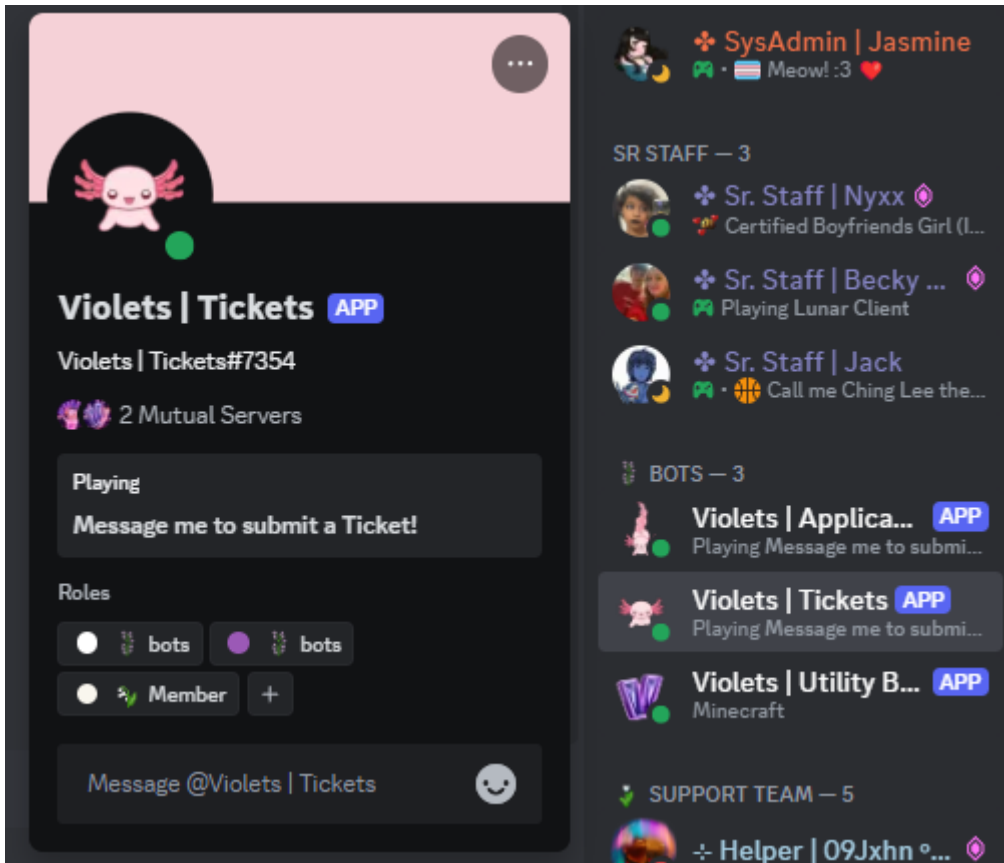


---

## How do I open a ticket?

You will find the bot named **Violets | Tickets** under the bots role. Simply click on it and type out your message. The first message you send will automatically open a ticket, you do not need to say

anything in specific to open a ticket. When opening a ticket be sure to share your **IGN (In-game name)**, and **the issue** you need help with in detail.



---

## What can I open a ticket for?

You may open a ticket for issues regarding **Discord and Minecraft**. Some examples of common situations include, but are **not limited to**:

- Queries about how the Minecraft or Discord server work
- Issues joining the Minecraft server
- You suspect you have been griefed or stolen from
- Ban Appeals
- Player / Staff Reports

---

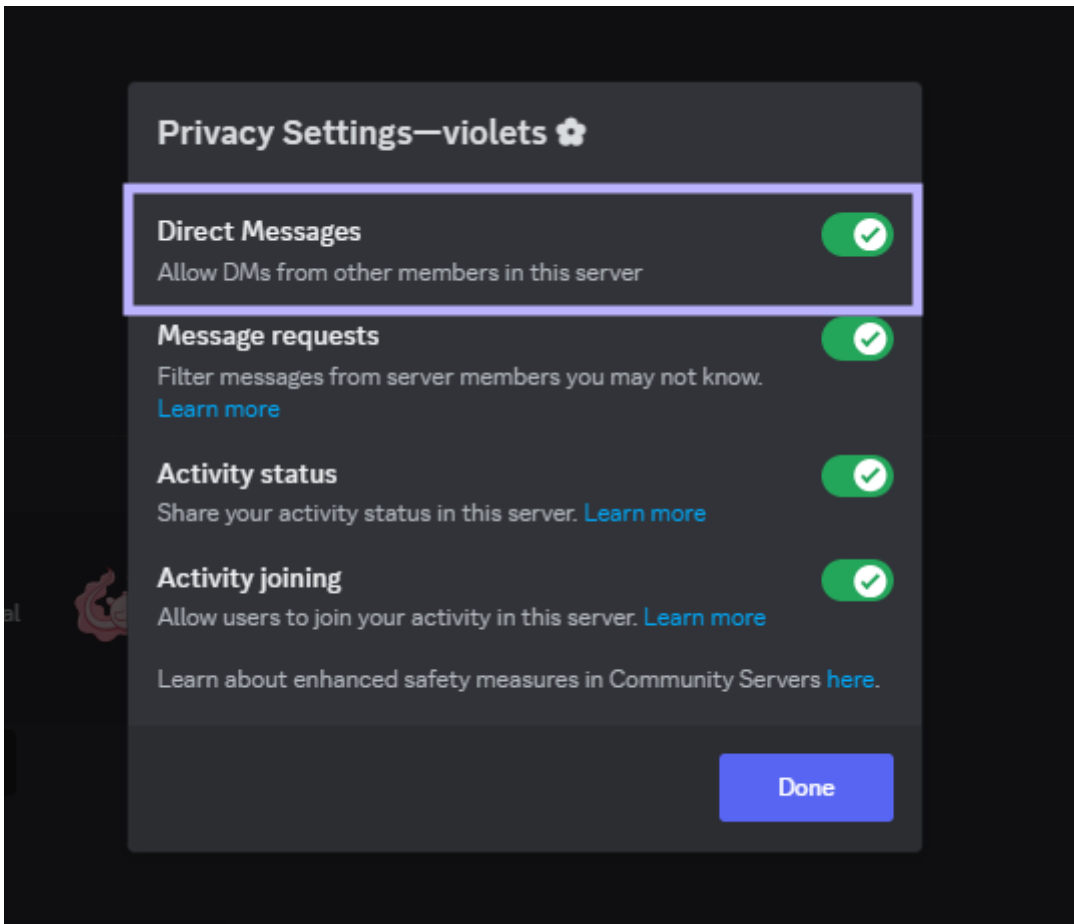
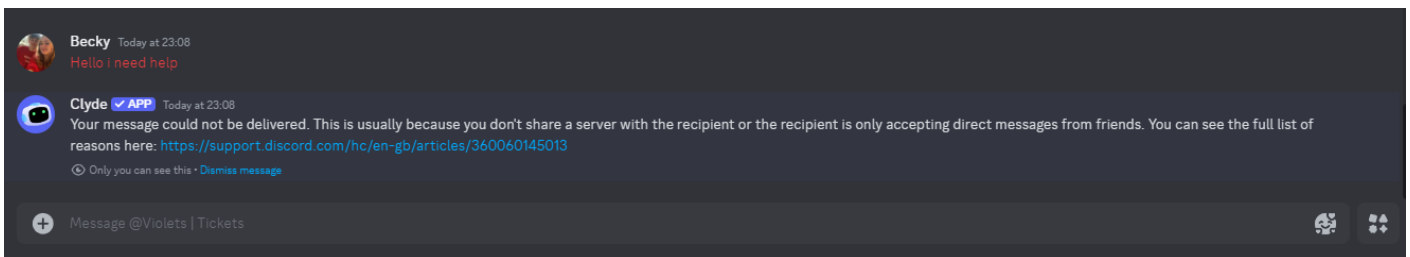
## How long till someone responds to my ticket?

Tickets are monitored by our staff team, and whilst we have a range of different time zones, we **may not always be available right away**. If you have not received a reply in **24 hours**, feel free to send another message to prompt a response.

Occasionally, the ticket bot might be down and offline; in this case, a ticket will not be opened. However, if a ticket is already open, any messages sent to the bot while it's offline will get forwarded to staff after it is back up again.

## Why does it say I can't open a ticket?

The most common reason for not being able to open a ticket is your privacy settings.



---

## How do I open a ticket if I'm banned from the Discord server?

You can ask a Support Team member for help while in-game. If you wish to appeal your Discord ban, you will have to email [ryan@violetsmc.com](mailto:ryan@violetsmc.com). Don't worry, your email or private information will not be shared with anyone but The Director Ryan himself.

---

Revision #14

Created 27 February 2025 21:58:50

Updated 24 April 2025 18:09:22 by Mie