How to get Support

If you contact Tixe any other way then the ticket system, supply the following information **OR WE CANNOT HELP AND YOU WILL BE REFERED TO THIS ARTICLE!**

- **The email you registered with us, with.**
- **The server ID of your service, you can find it on https://dash.tixehosting.com**
- **A detailed description of your issue**

Dashboard Ticket System

Support is done officially through the ticket system on your server dashboard, the dashboard ticket system allows us to keep a history and a correspondence on support cases over longer periods, and insures that we can respond promptly, accurately and have all technical data at hand in order to best resolve your issue.

The ticket system can be found here

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