How to contact us

Discord

The best way to contact a staff member is by opening a ticket in the *#create-ticket* Discord channel.

Please remember to be respectful and considerate when using Discord to contact our team.

In-Game Messaging

If you need assistance while playing on our Minecraft server and there is a staff member on, you can send a message to one of our staff members directly in the game and they would be happy to help. Here's how:

1. While in-game, type "/message *<staff member's username> [your message]*".
2. Replace "[staff member's username]" with the staff member's in-game username.
3. Enter your message and press Enter to send it.

Our staff members will hopefully receive your message and provide assistance or answer your questions while you're in the game. If not, you can always reach us on Discord!

Email Support

We also offer email options, but it will take a little longer for us to get to them.

- Email support: support@inferris.com
- General contact: contact@inferris.com

Private Conversation on the Forums

You can also initiate a private conversation with one of our staff members on our forums, although you should probably reach out to an active member as not all our staff will have accounts there, and some will patrol the forums less than others. Here's how you can contact someone on the forums:

1. Log in to your account on our forums.
2. Click on a staff member's account.
   1. You can also go to https://inferris.com/community/staff to check out the list of staff.
3. Select "Start conversation" to begin your private discussion.

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