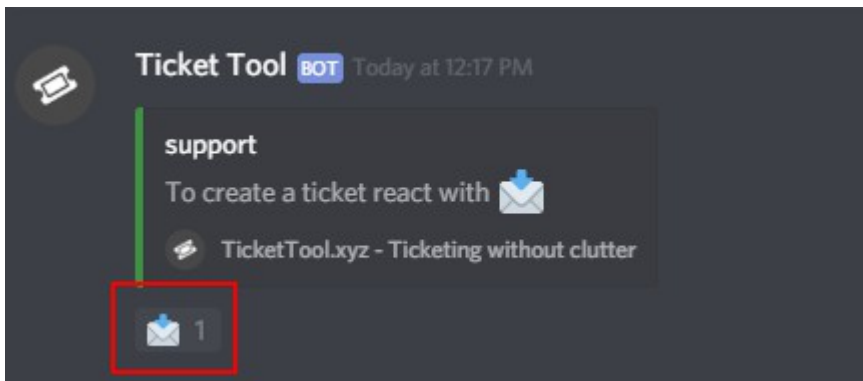
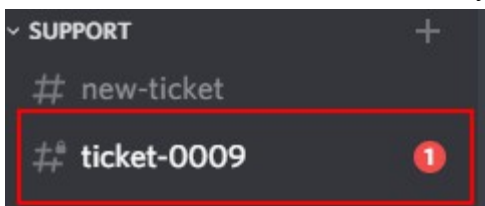


## How to use the StakeCube support system

1. Navigate to the “new-ticket” channel and click the Mail icon to create a new ticket

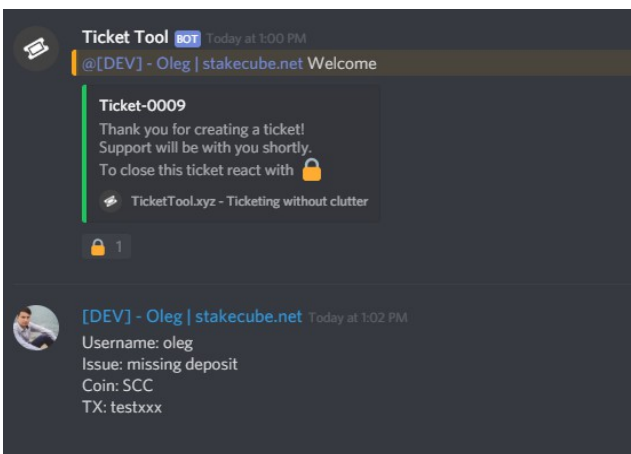


2. A new channel will be created for you.



Please send us:

- your StakeCube username
- your issue
- (optional) additional infos like coin, TX-ID, etc

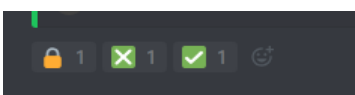


We will help you as soon as possible.

3. A team member will close the ticket when the case is resolved. If we have any questions, we will contact you directly through the channel.

If there is a misunderstanding, you can also close the ticket by clicking on the lock icon.

After that, you can check the case and reject it with the X, if the case has not been settled yet. By clicking on the checkmark you accept the solution.



4. After accepting the answer you could reopen the ticket or delete it. (Save transcript is not available)

