

Getting Help

This page explains where players should go when they need help with setup, account issues, or general questions.

Main Support Path

Discord should be the primary place for support unless OceaniaRO later adds a dedicated ticket or helpdesk flow.

When To Ask For Help

- You cannot install or patch the client correctly.
- You cannot register or log in.
- You are confused about progression or server systems.
- You hit a bug, error, or unusual behaviour in-game.

How To Ask Well

- Explain the issue clearly.
- Include screenshots if there is an error on screen.
- Say what you already tried.
- Include enough detail that someone can reproduce the problem.

Support Boundaries

- Do not share your password with anyone.
- Do not post private account information publicly if it can be avoided.
- Use the right support channel so issues do not get lost in general chat.

Future Expansion

This book should later include pages for account recovery, bug reports, server rules, and community guidance.

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