



Follow the steps below to get the help you need

Step 1: Look for your question in the FAQ

We are continually updating our FAQ with clear answers to the most common questions that arise when using Silk Road. 99% of problems can be solved by reading the FAQ.

[click here for the Silk Road FAQ](#)

Step 2: Search the forum

If you can't find the solution you need in the FAQ, it may be an issue that hasn't made it there yet. The most up to date (but not always 100% accurate) information can be found on the [forums](#).

Step 3: Post your question in the customer support section of the forum

If you still cannot find the answers you are looking for, you may register an account on the forum and start a thread describing your unique situation. One of our forum moderators or senior members will be there to guide you, usually responding within 24 hours.

Step 4: Open a support ticket

If all else fails, you can message support as a last resort and an administrator will take care of you personally. Support tickets should only be used when absolutely necessary.

[Contact customer support](#)

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