

How to Write to Our Support

First, make sure if you really want to write to our support. There are also other [ways how to reach us](#). Before you start writing an email, make sure that you have gone through the following steps:

1. **Check** that the problem really isn't on your side, so that you don't bother the support with unnecessary requests.
2. If the problem is on your side and not even Google can help you, write to our [community list](#) and **ask others** for advice.
3. Our support uses the email address `podpora[at]vpsfree.org`. **Email is not like text messaging on your phone** – don't write short messages, describe your problem in detail.
4. Each email needs to have a clear **subject** where you summarize your problem. So don't use subjects like "Problem", but rather "VPS not Starting" or "Assigning PTR record".
5. If you're writing a longer email, make logical **paragraphs** in the text in order to make reading it easier.
6. Add your **member ID** or at least your **VPS ID** to the email. This helps us identify the sender and find the problem.
7. You can address us by our first names in emails – we all use our first names in vpsFree.cz. We will automatically use your first name to address you, so please don't be offended.

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Permanent link:

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