

# UGX Help Center

The [UGX Help Center](#) is the new Support Channel for any issue / request you have besides Mapping / Scripting and Modding.

The UGX Knowledge Base (you are currently on it) is the place for often asked questions and troubleshooting guides, which might help you already before contacting us.

## Need Help?

we have various options to contact us.

## Registration Issues?

Write us an email or contact us via our Service Desk (more information below) and we will resolve any issues asap.

You can also join our [UGX-Mods Discord Server](#) and contact us there directly.

## Modding Issues?

- [UGX Forum](#) (make sure you choose the correct game board and correct help section)
- [UGX-Mods Discord Server](#).

## Contact Methods

We gladly help you out. Please **don't ask us about mapping or modding topics**, please use the [UGX Forum instead](#) or our [UGX-Mods Discord Server](#).

### ... via Service Desk



#### Password Policy

We noticed that many users have trouble to use a proper password which follows our strict password policy for UGXHC accounts.

##### Password requirements:

- Min 6 chars, max 64 chars
- At least one char and one number
- Valid symbols are
  - ! @ # \$ % ^ & \* + - ~ \_ ä Ä ö Ö ü Ü ß °



#### Please note

Currently the [UGX Help Center](#) Account is **not** your UGX Forum Account!

You need to **create a new account**.

Simply visit the [UGX Help Center Website](#) and login or create a new account. Then choose your

### ... via Email



#### Please note

In order to process your email properly, the email needs a subject!

Emails with empty subjects won't be answered!

Simply write an email to [general@ugx-mods.com](mailto:general@ugx-mods.com) and let us know how we can help you.

After your first request, **you'll get automatically an registration email, to set your name and password for our Service Desk.**

From now on, you can answer directly via the [website](#), or simply [reply to the email again](#).

## Response Time of our Service Desk

- general: 48h
- account / donation issues: 24h
- applications: up 7 days
- business inquiries: 48h
- *Hey we are ad network XYZ and we have the best offer for your.* up to 7 days with a clear **NO**