

Wrong Rat Name Resolution

Problem

You got assigned and the Bot told the client the wrong Name to add or it said that no registered rat on that platform was found or it said "unknown" as the name.

Solution

If it responded with "unknown", please open a Ticket on the [Helpdesk](#) if it still happens after an overseer used !fn. Otherwise, please make sure the following is true.

- Your currently used IRC Nickname is registered on the Website/API. You can check by logging in [here](#) and checking your IRC Nicknames on the left side.
 - If not, simply click "Add" below your currently registered nicknames and add your current nick.
- You actually have a registered Rat on the Platform the case was for. You can check by logging in [here](#) and checking your commanders on the left side.
 - If not, please open a Ticket on the [Helpdesk](#) accordingly.
- If you have multiple accounts on the same platform, please make sure that your current IRC Nickname represents this. So if you have "Marenthyu" and "Maren Smurf" and you want to Rat with "Maren Smurf", then change your IRC nickname to "Maren_Smurf". Capitalisation is ignored, so "MarEn_SmuRF" works as well as "maren_smurf".
 - No non-ASCII characters except space are currently supported. If the need is there, please open a Ticket on the [MechaSqueak Helpdesk](#)