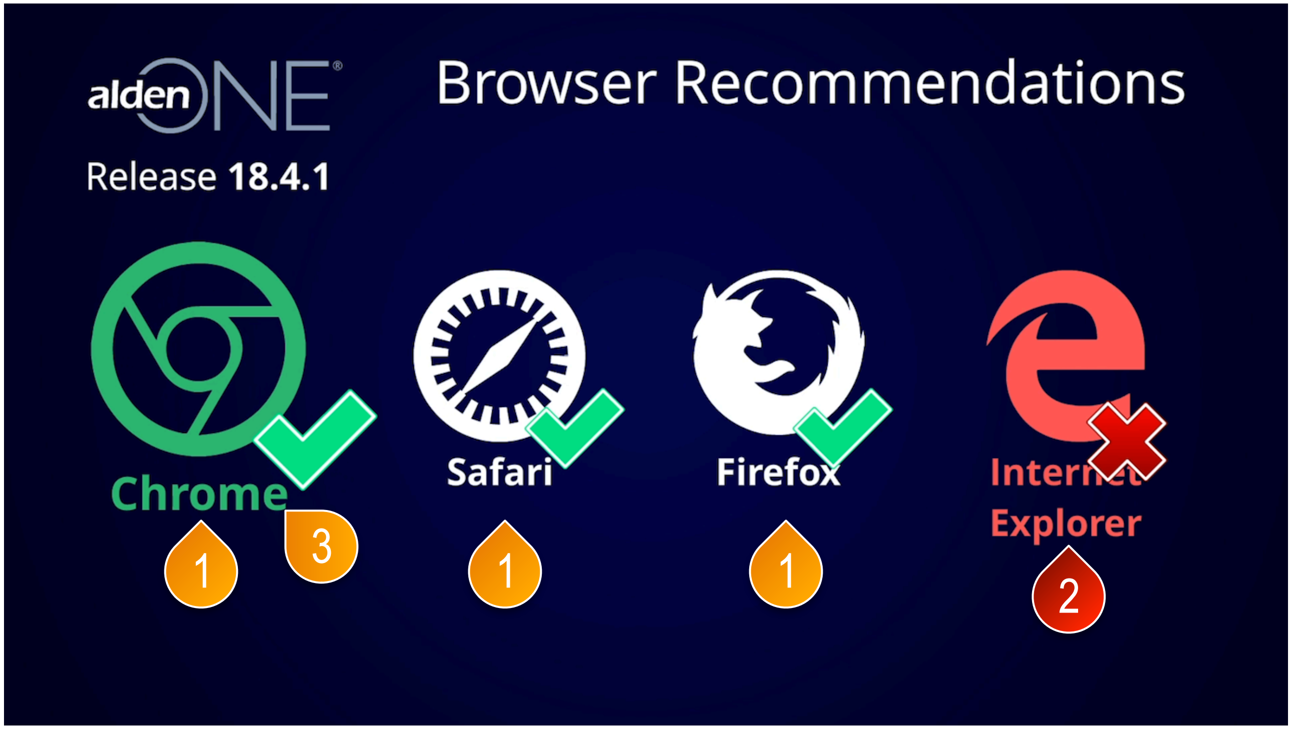
Browser Recommendations

Using a Browser with Alden One



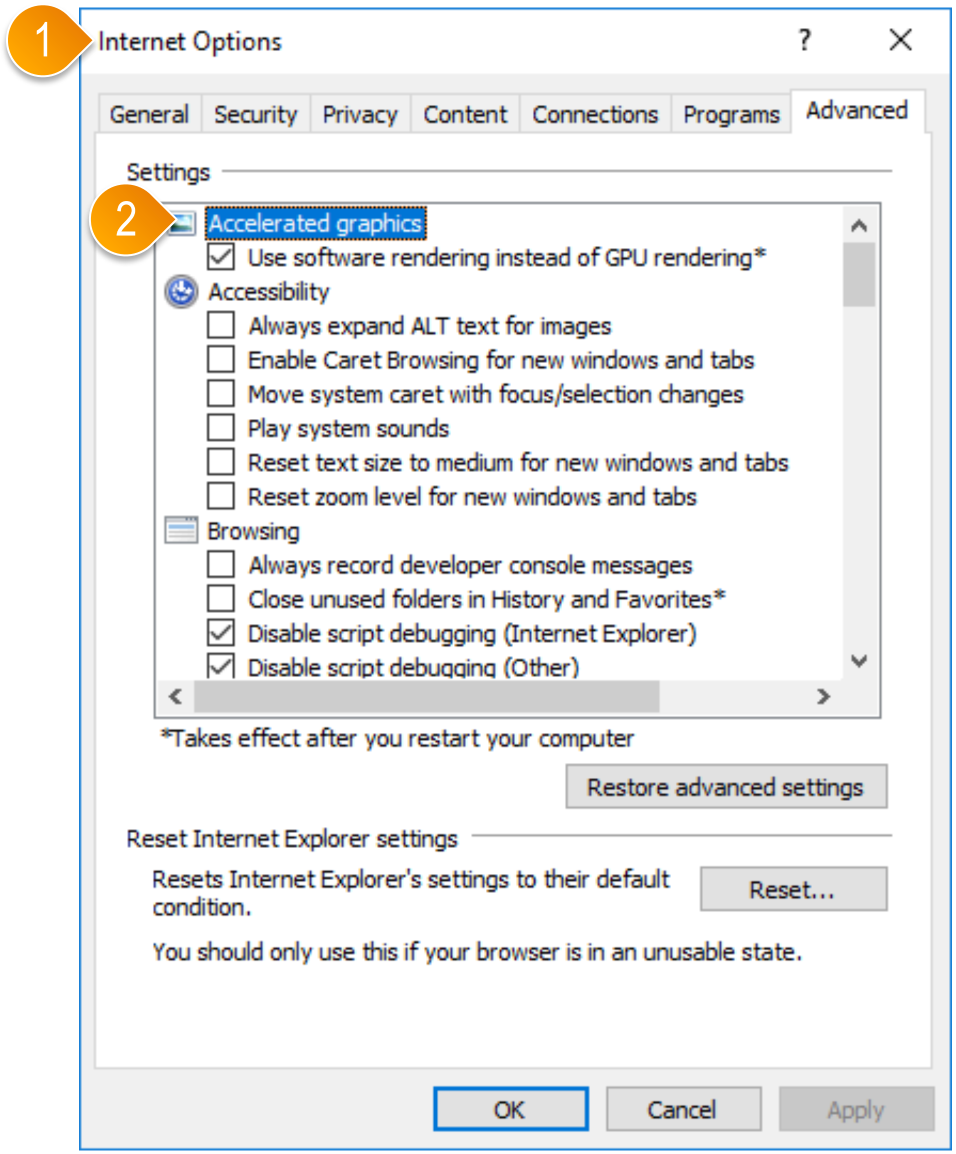
page walkthrough

① Alden One runs best on an up-to-date browser. We suggest using Chrome, Safari, or Firefox.

② We no longer recommend using Internet Explorer because IE has known speed issues that are not being fixed as IE is no longer supported by Microsoft. If you are forced to use Internet Explorer by your organization, see the next page for a recommendation that should help with some known issues.

③ We recommend using Google Chrome.

Using Internet Explorer with Alden One



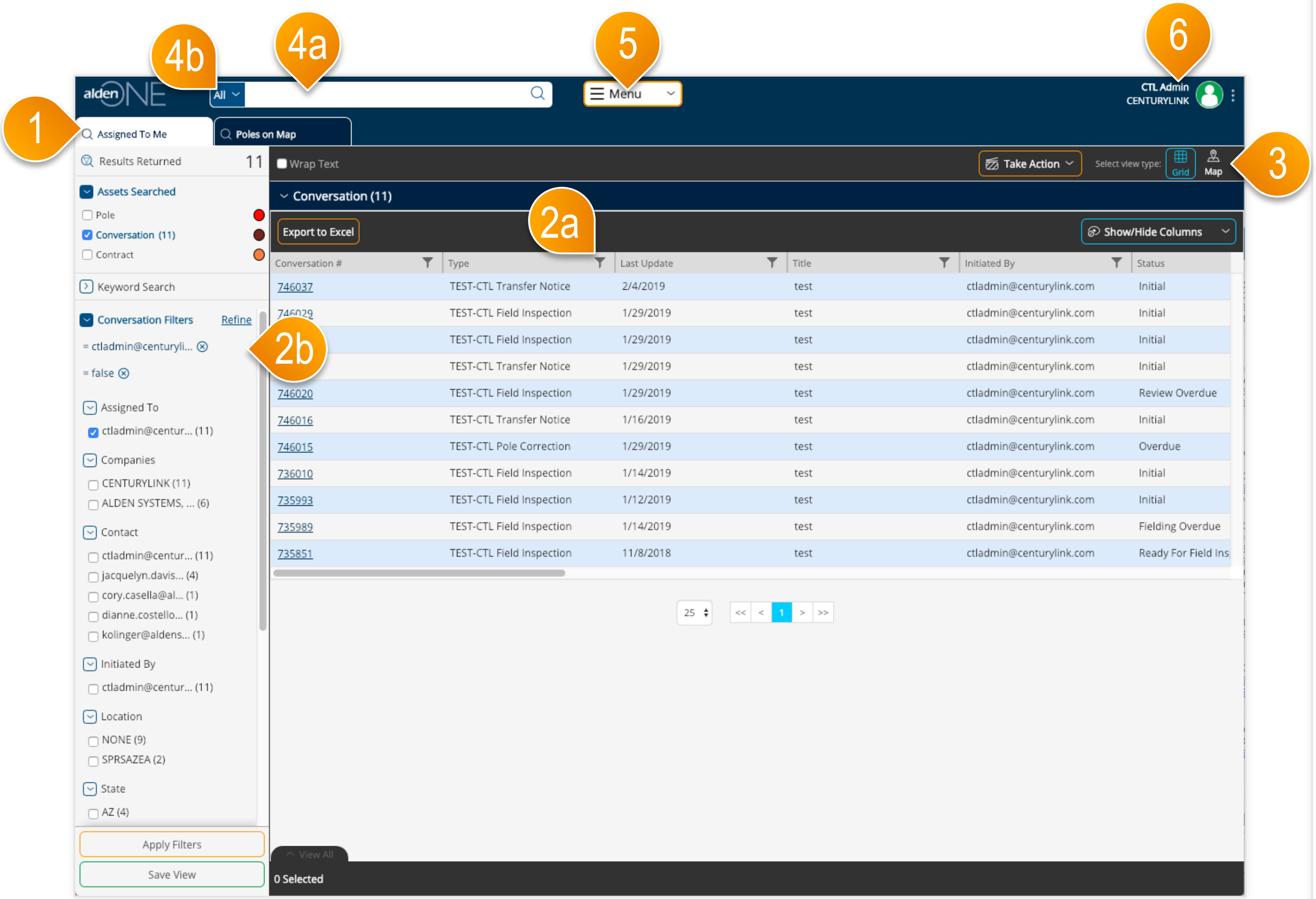
page walkthrough

① If Internet Explorer is your only available choice for browsers, go to your Internet Options in IE.

② Go to “Accelerated Graphics” and make sure the box is checked for “Use software rendering instead of GPU rendering.”

Homepage

Homepage - Overview



page walkthrough

① Your home screen is set to your Conversations Assigned to You, but this can be changed.

② From the top right, you can Apply filters on your data from the column headers (**2a**) or from the filters panel (**2b**).

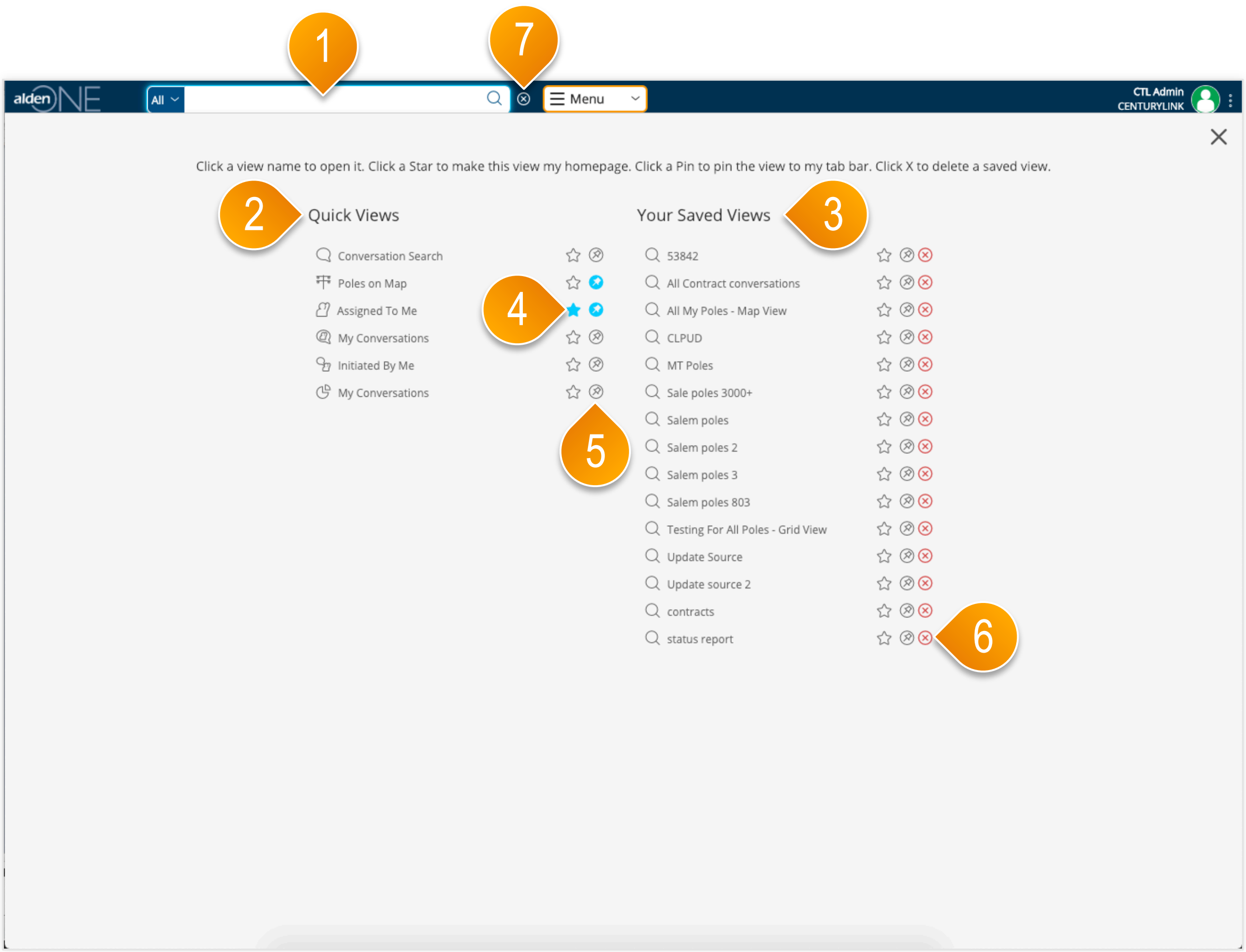
③ Change the view type of your results by toggling between Grid and Map views.

④ To view your Saved Searches and Quick Views, click into the search bar. You can also type in search terms here, or change the context of the search to only return a specific asset type here (**4b**).

⑤ To create conversations, run reports, and other actions, use the Menu.

⑥ To change your user settings, access the help page, give feedback, and/or logout, use the User Menu.

Homepage – The Search Menu



page walkthrough

① Clicking into the Search Bar brings up the Search Menu.

② Your Quick Views are here. These views cannot be deleted.

③ Your Saved Views are here. Anytime you save a new view, it will be available here.

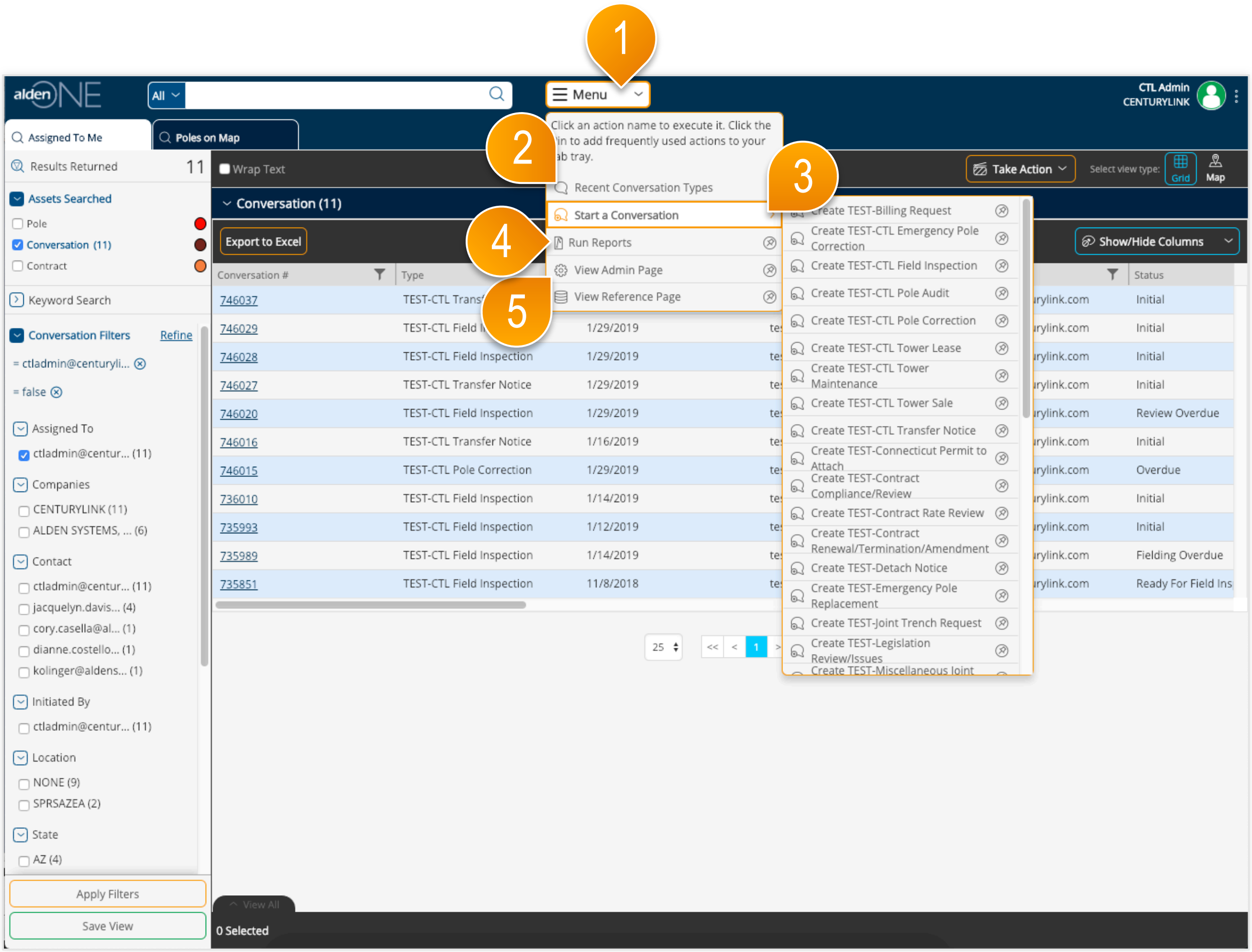
④ The star icon sets your homepage for all future logins (until you change it). The filled star is your current homepage setting.

⑤ The pin icon opens a tab for that view anytime you open the application.

⑥ To delete a saved view, click the “Remove” icon here.

⑦ Close the Saved Views menu by clicking the X, OR by typing into the Search Bar.

Homepage – The Main Menu



page walkthrough

① Clicking the Menu button next to the Search Bar will bring up your menu.

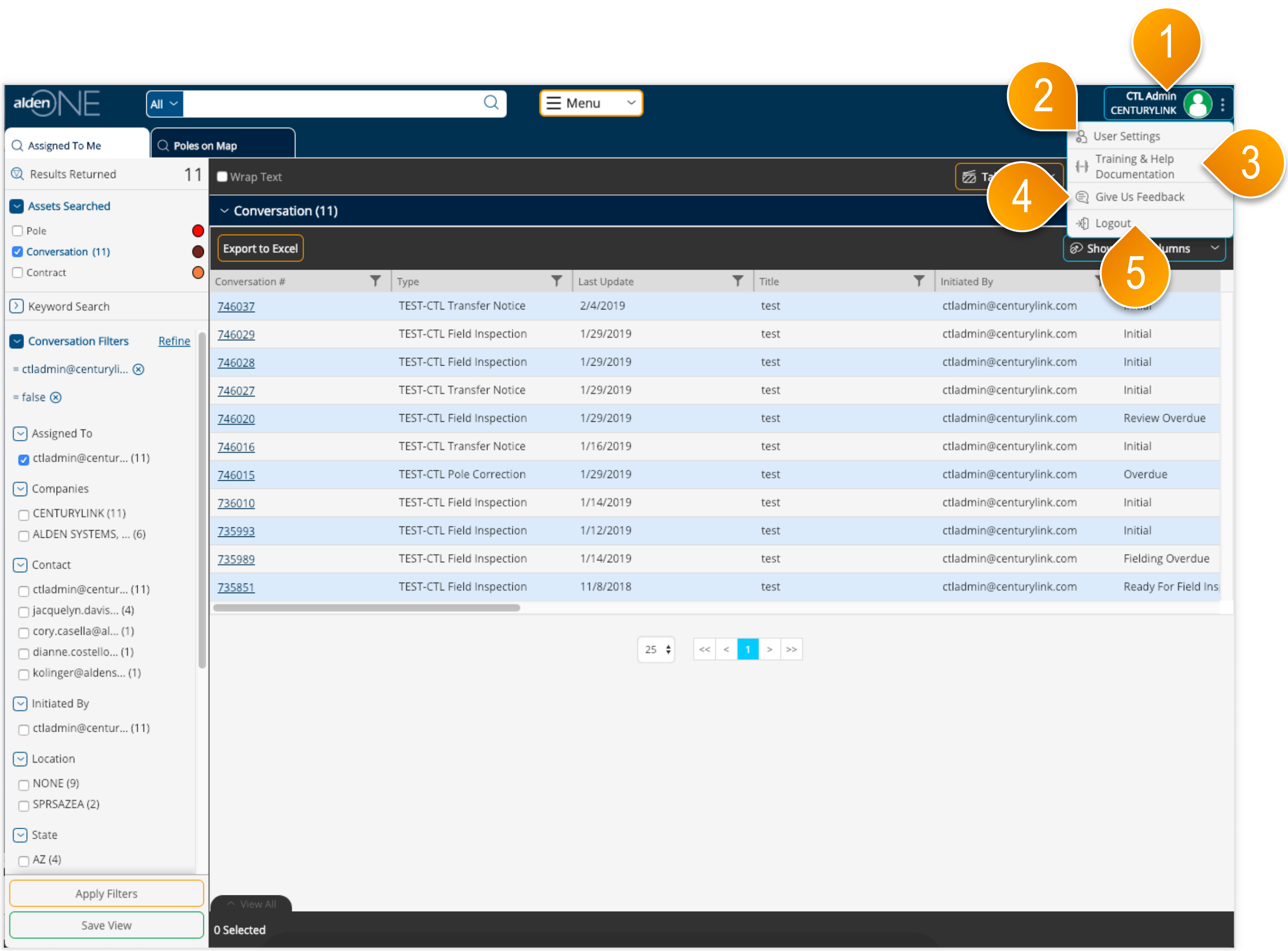
② Choose a recently used conversation type from this sub-menu.

③ To start a conversation, select your conversation type from the sub-menu. (If you know where your poles are we recommend finding your poles on a map first and beginning a conversation after selecting the poles.

④ Run Reports here.

⑤ If you have administration access for your account, you can access company, user and role management from “View Admin Page.”

Homepage – The User Settings Menu



page walkthrough

① Access the User Settings menu by clicking your user name.

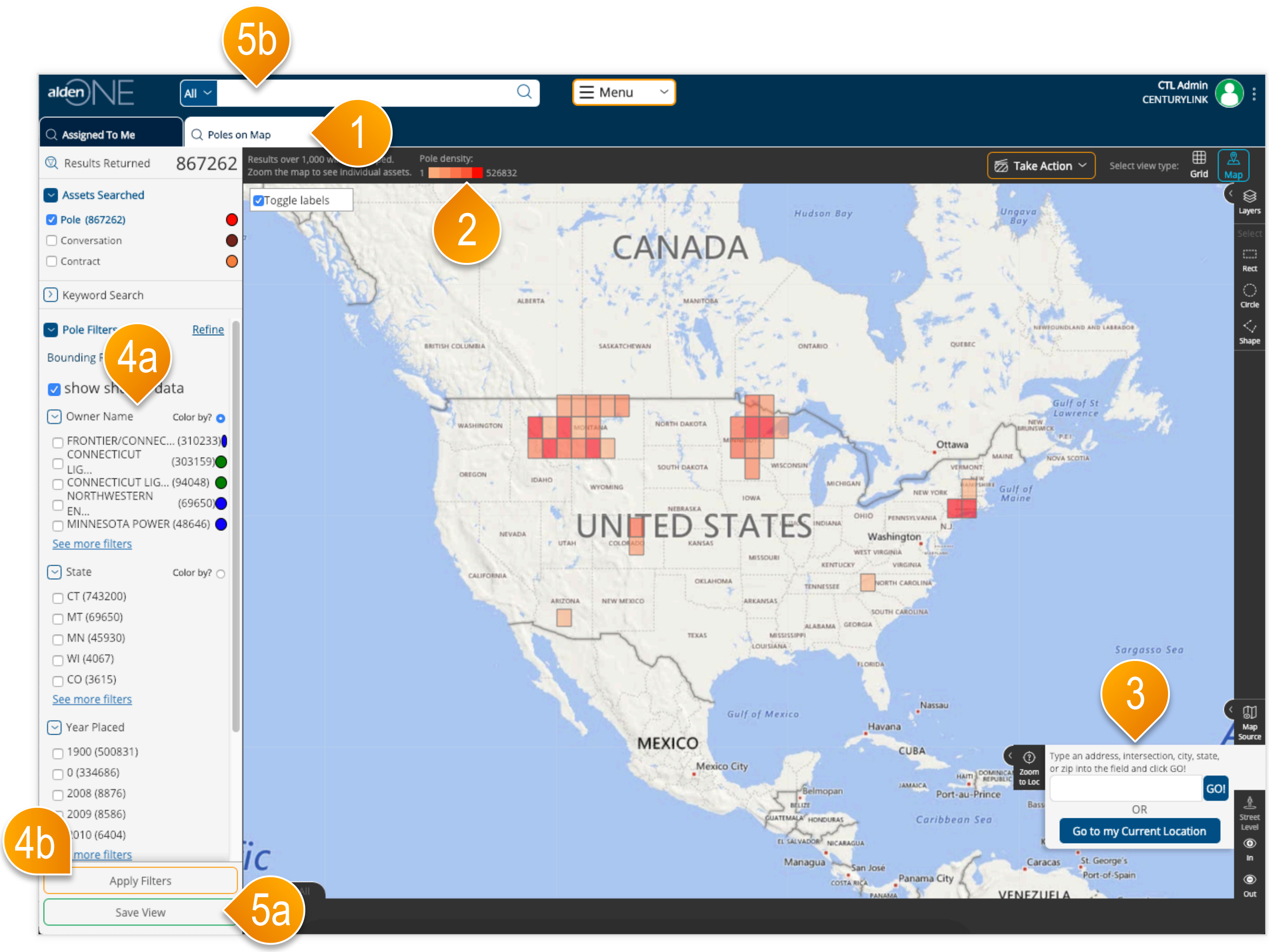
② To edit your user settings, click "User Settings"

③ Click here to view training and help documentation.

④ Give us feedback about Alden One by clicking here.

⑤ To log out of the application, click "Logout."

Homepage – Starting a Search



page walkthrough

① One of your default tabs is the “Poles on a Map” search. Click the tab to open it.

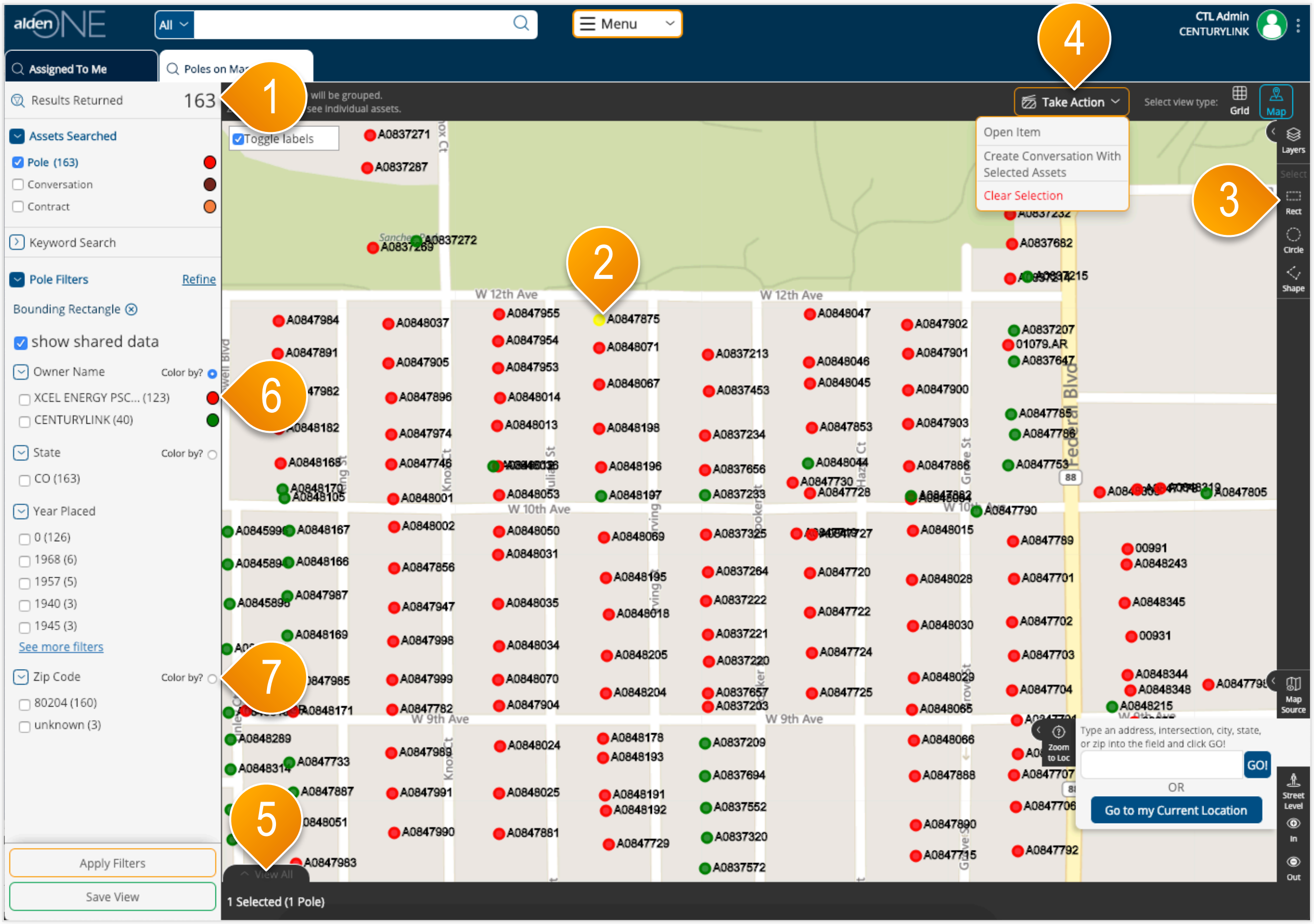
② Your available poles are plotted on a map. If you’re results are more than 1,000 on the screen, your poles will be grouped into a colored grid. The darker colors contain more densely populated poles. The key here shows how many poles are in the most densely populated grids.

③ Use your mouse-wheel to zoom the map, or type in an address, intersection, city, or state to zoom the map to a particular place.

④ Use the filters to filter your results further (**4a**). Once selected, click “Apply Filters” (**4b**) to return the results that meet your criteria.

⑤ Once your filters and map bounds are set, you can save all the parameters for later use with the “Save View” button. Name the view, click “Save,” then that view will be available in your Saved Views by clicking in the search bar (**5b**) and bringing up your saved views menu.

Homepage – Selecting Poles



page walkthrough

① Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.

② To select an asset, click it on the screen. Selected assets are colored yellow.

③ You can also draw a shape to select multiple assets at once, using the shape tools.

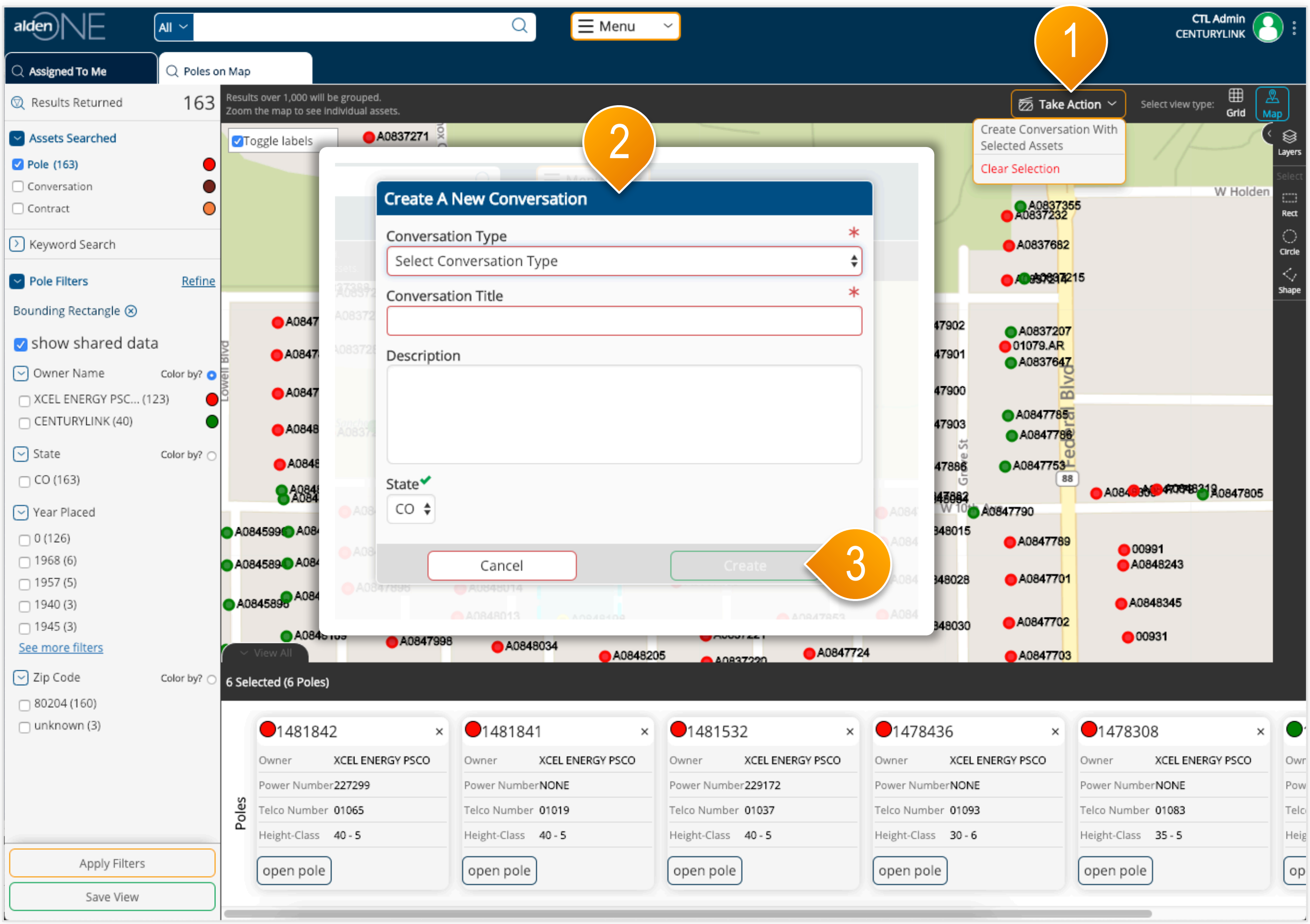
④ Once at least one asset is selected, the “Take Action” menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.

⑤ To view more information about your selected assets, expand this tray here by clicking “View All.”

⑥ Click on the colored dot in the filter menu to change the color of the dots by this Owning Company.

⑦ Click on the “Color by?” radio button to color the dots by that filter type.

Homepage – Starting a Conversation



page walkthrough

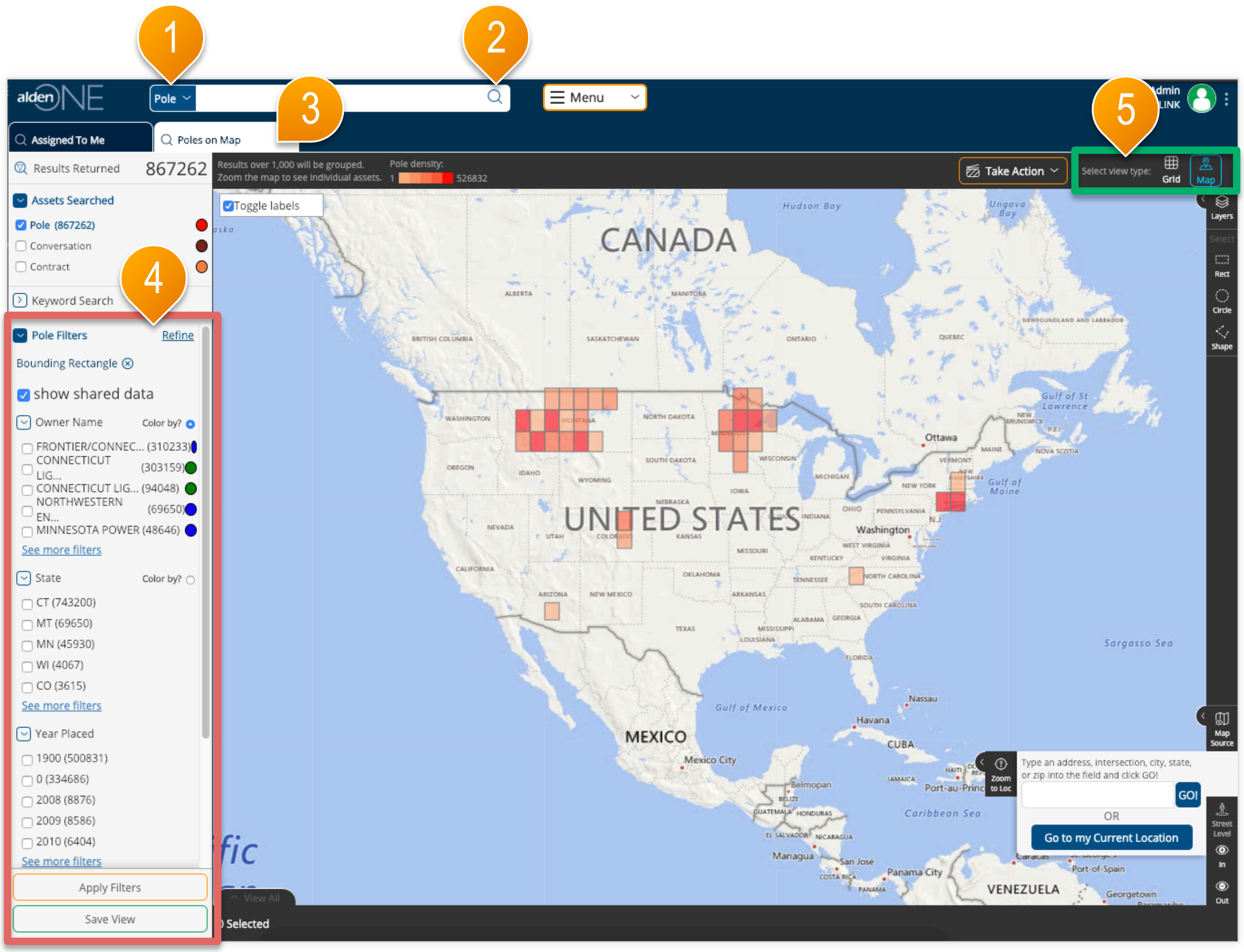
① With your selected poles, use the Take Action menu to select "Create Conversation with Selected Assets."

② A dialog window will come up. Fill in the required fields with your Conversation Type and give the new conversation a title.

③ Click "Create." (Create is only available once the required information is put in.)

Pole Search Results

Pole Search Results – Overview



page walkthrough

① Use the search context to change your search to "Poles."

② Click the search icon, or type in a keyword.

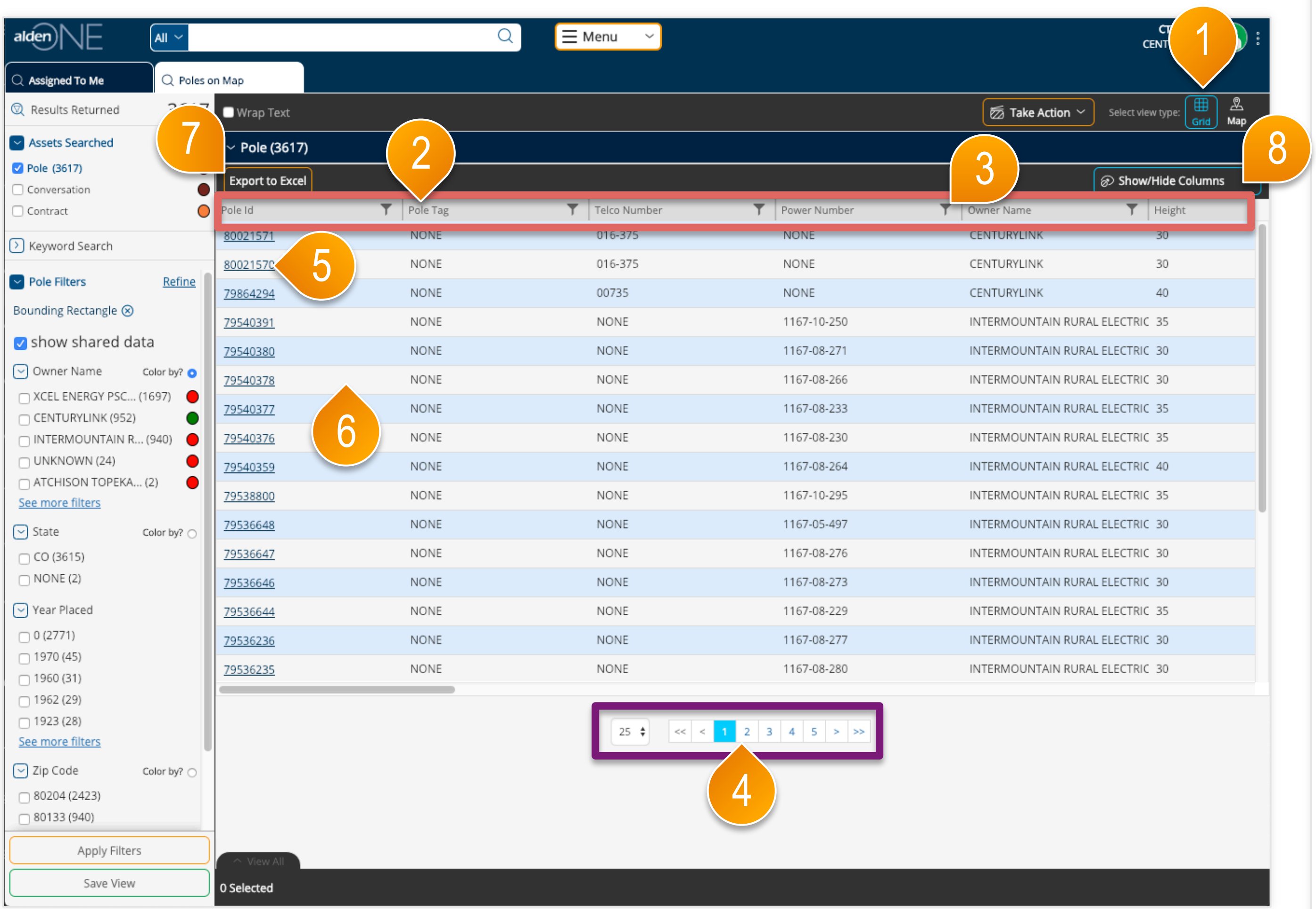
③ Each new search opens a search results tab and displays the count of the results.

④ Use the pole filters located in the **red area** to limit the search results. Refer to the help topics related to Filters for more information.

⑤ View the search results as a grid, or on a map by selecting the desired view type in the **green area**. Refer to the help topics related to Views for more information.

Pole Search Results – Views

Pole Search Results – Grid View



page walkthrough

① Select Grid View to see the search results in a table with a brief amount of information for each pole.

② Sort the results using any of the available fields listed in the **red area**. Click a column header to sort by that column. Click and drag a column to reorder the columns.

③ Click a filter icon in a column to add a filter for that column.

④ Page through your results and set your number of results per page in the **purple area**.

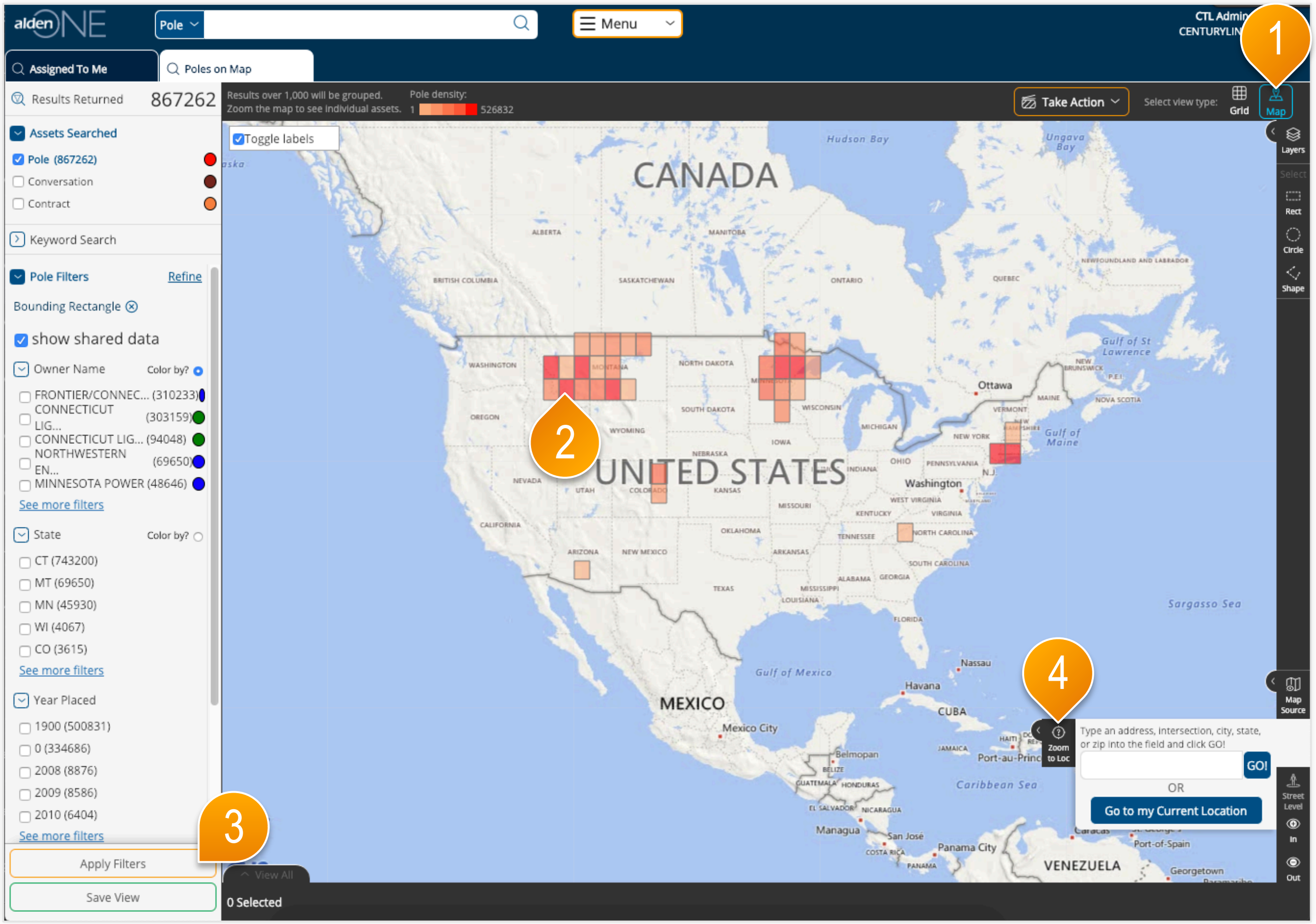
⑤ Open a pole by clicking the link in the first column.

⑥ Select a pole or poles by clicking on them anywhere in the row (except for in the link under the Pole ID).

⑦ Click the Export to Excel button at the top of the grid to export all search results. The file is downloaded by your browser.

⑧ Show or hide columns by selecting them from the menu here.

Pole Search Results – Map View with over 1,000 Results



page walkthrough

① Select Map View to see the search results displayed on a map.

② If there are more than 1,000 search results, then the results are displayed in colored grids. The darker colors denote more densely populated areas.

③ To view individual poles on the map, you must use filters to reduce the results count to 1,000 or less. Select your filters then click "Apply Filters." Refer to the help topic Pole Search Results – Applying Filters for more information.

④ You can also zoom the map using the mouse wheel or the Zoom to Location feature to use the map boundaries to limit the results.

Pole Search Results - Map View with under 1,000 Results

page walkthrough

① Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.

② To select an asset, click it on the screen. Selected assets are colored yellow.

③ You can also draw a shape to select multiple assets at once, using the shape tools.

④ Once at least one asset is selected, the “Take Action” menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.

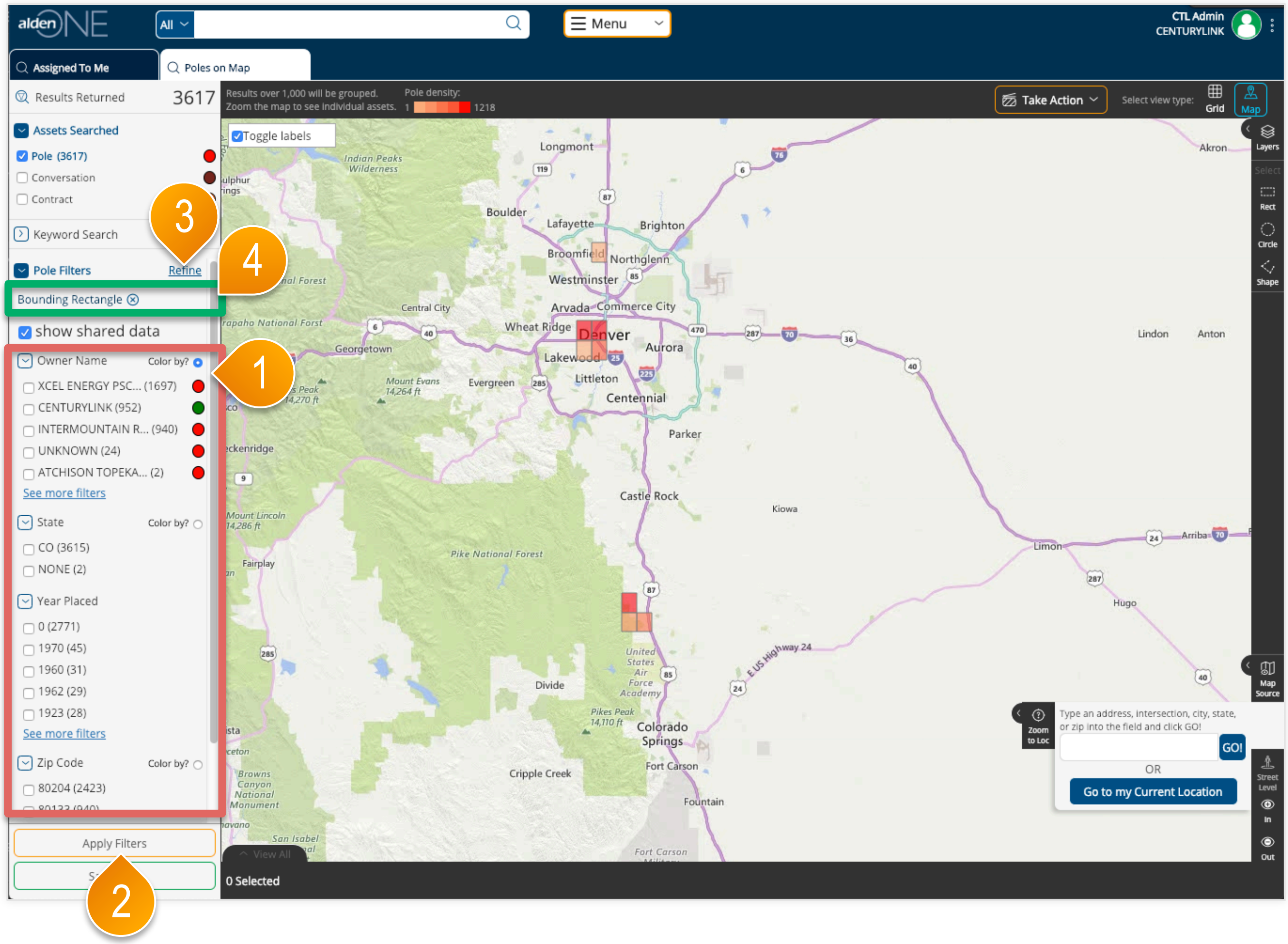
⑤ To view more information about your selected assets, expand this tray here by clicking “View All.”

⑥ Click on the colored dot in the filter menu to change the color of the dots by this Owning Company.

⑦ Click on the “Color by?” radio button to color the dots by that filter type.

Pole Search Results – Filters

Pole Search Results – Applying Filters



page walkthrough

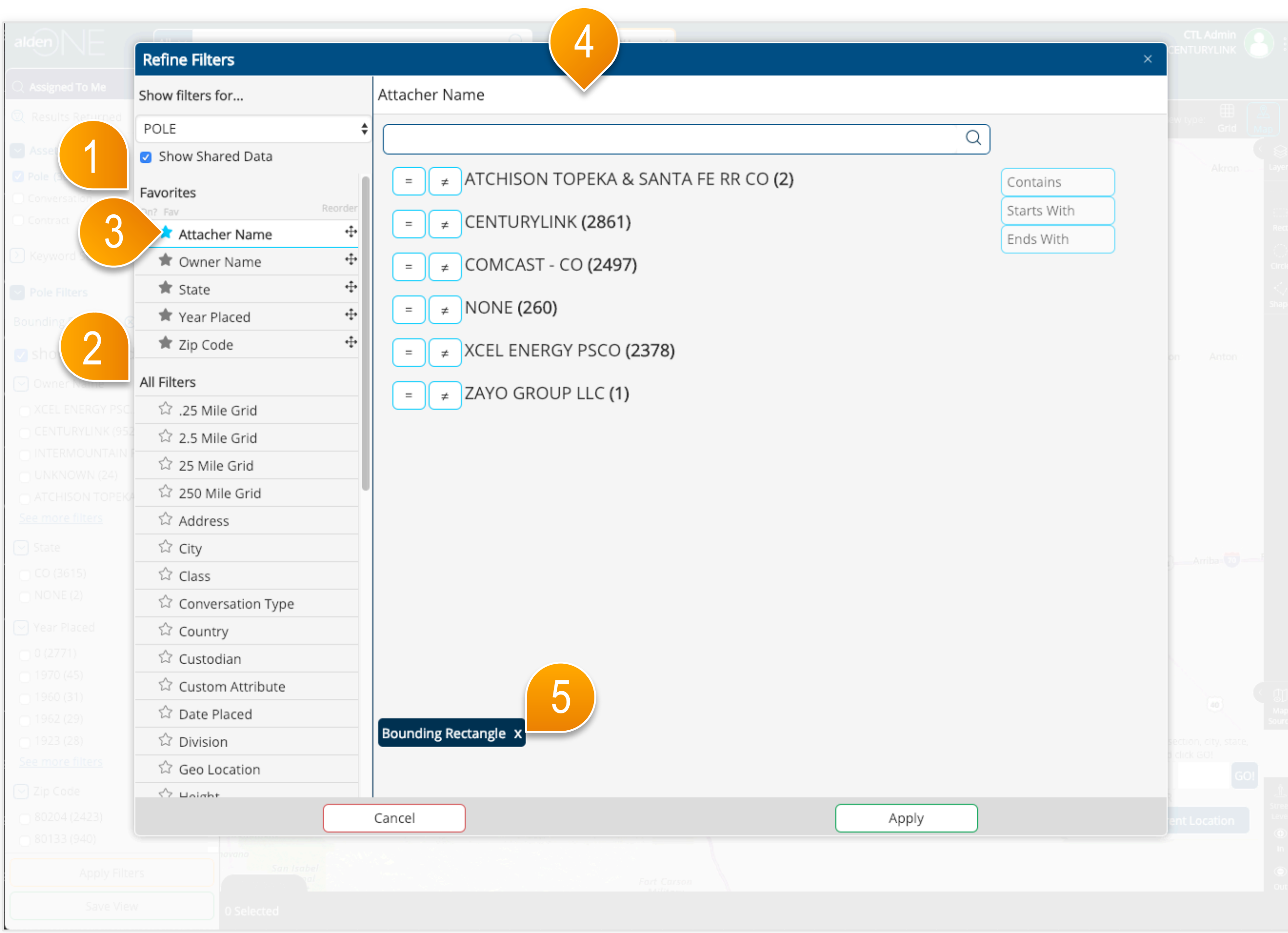
① The filter options listed in the **red area** are limited to a set of categories that are favorited by you (more information available in “Refine All Filters”). The number of values under each filter category is limited to the top 5 values based on the number of results containing those values. Click “See More Filters” to get the next 5 results.

② Click “Apply Filters” to update the search results based on the selected filter values.

③ To work with a list of all filter categories for the search results, click the “Refine” ink.

④ When filters are applied, the Applied Filters are listed in the **green area**. The list of filter values and count in parenthesis are also updated as filters are applied. You can remove a filter by clicking the “X” next to the label for the applied filter.

Pole Search Results – Refine All Filters



page walkthrough

① Your favorited filters for this asset type are saved here. These are the filters that will show in your filters pane on your search pages.

② To add a favorite filter, find one in the All Filters area and click the unfilled star.

③ To remove a favorited filter, click the filled star of a favorited filter.

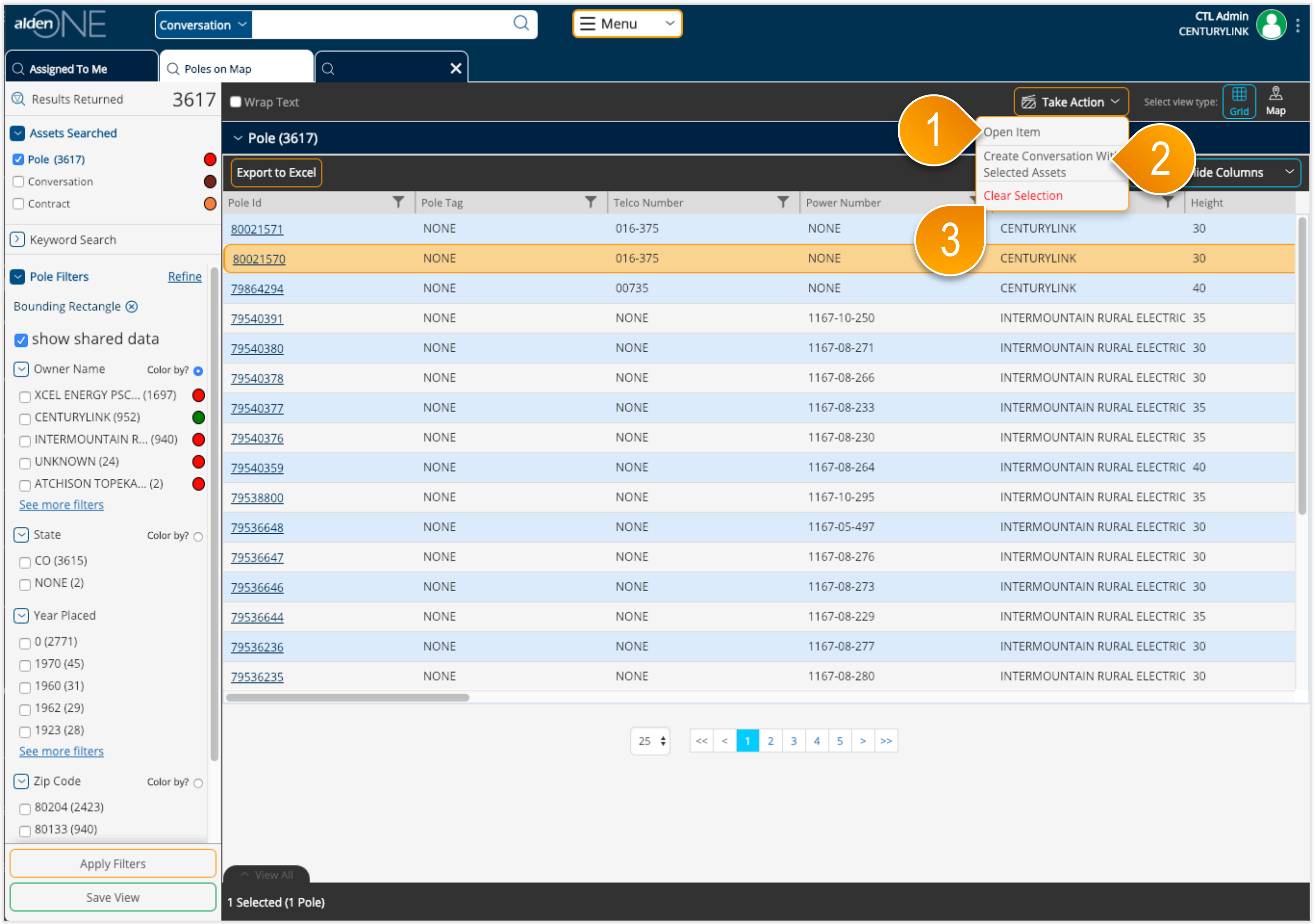
④ The complete list of filter options available for the type of asset is listed here. Click one of the filter options in the list on the left, then set the values for that filter. Each filter category may have a different method of setting the values, dependent on the type of data and configuration of that filter. In some cases, all available values will be listed as shown in this screen. In other cases, you can search for a phrase or word. Or you may be able to use familiar operators like equals, greater than, or between, to define a numeric value.

⑤ As values are selected, the filters are displayed in the **green area**. These filters are applied by clicking the Apply button. The filters with selected values are moved to the top of the list in the list of filters on the left.

⑥ When finished, click Apply. This will update your search results with all of the filters you applied and will take you back to the updated search.

Pole Search Results – Take Actions

Pole Search Results – Take Action



page walkthrough

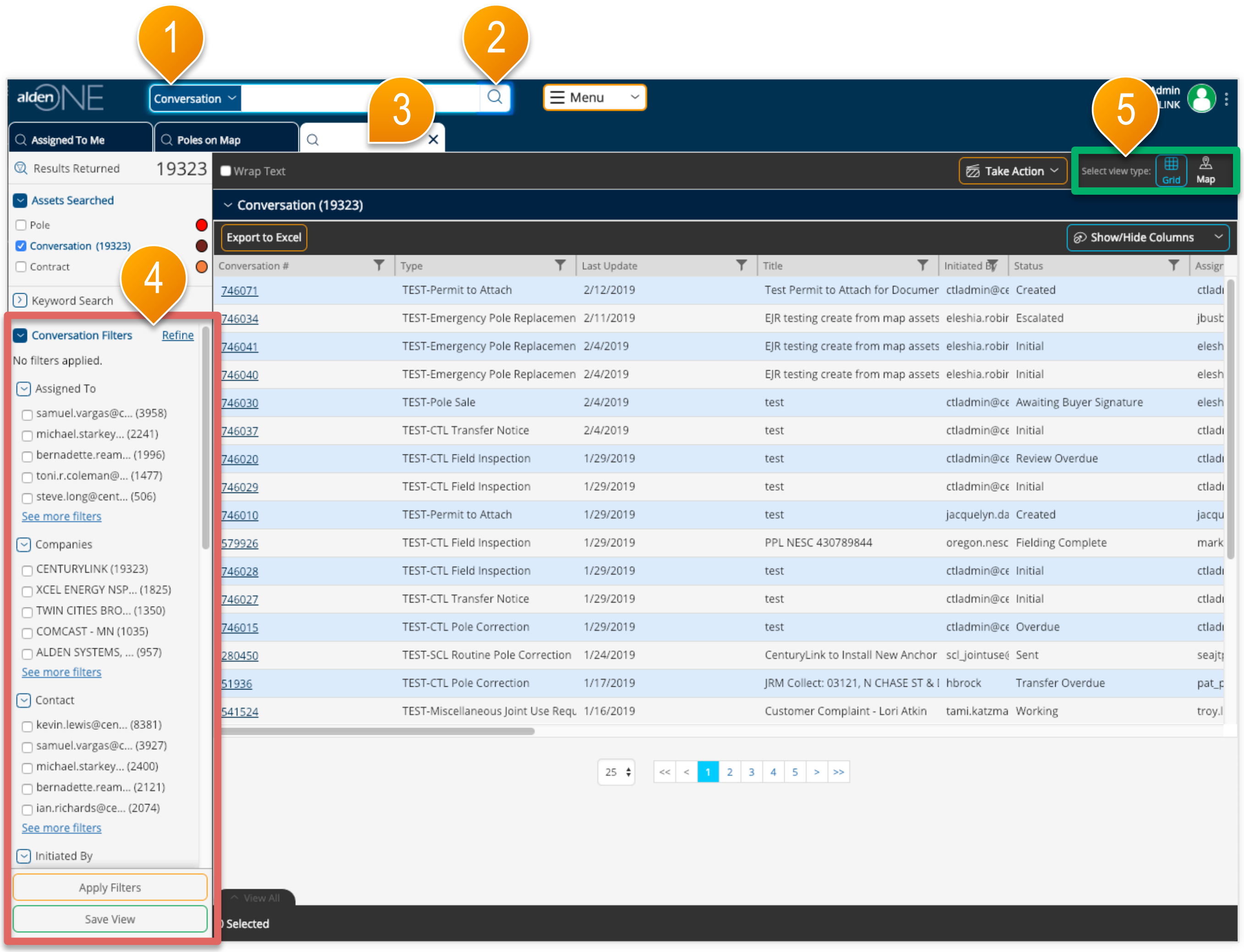
① Select only one Pole and then choose Open Item to see the full details about the pole.

② Select one or more poles to create a conversation with the selected poles.

③ In the case that the selections are not the desired poles, use the Clear Selection option to remove all conversations from the selection set of conversations.

Conversation Search Results

aldenONE Conversation Search Results – Overview



page walkthrough

① Use the search context to change your search to "Conversations."

② Click the search icon, or type in a keyword.

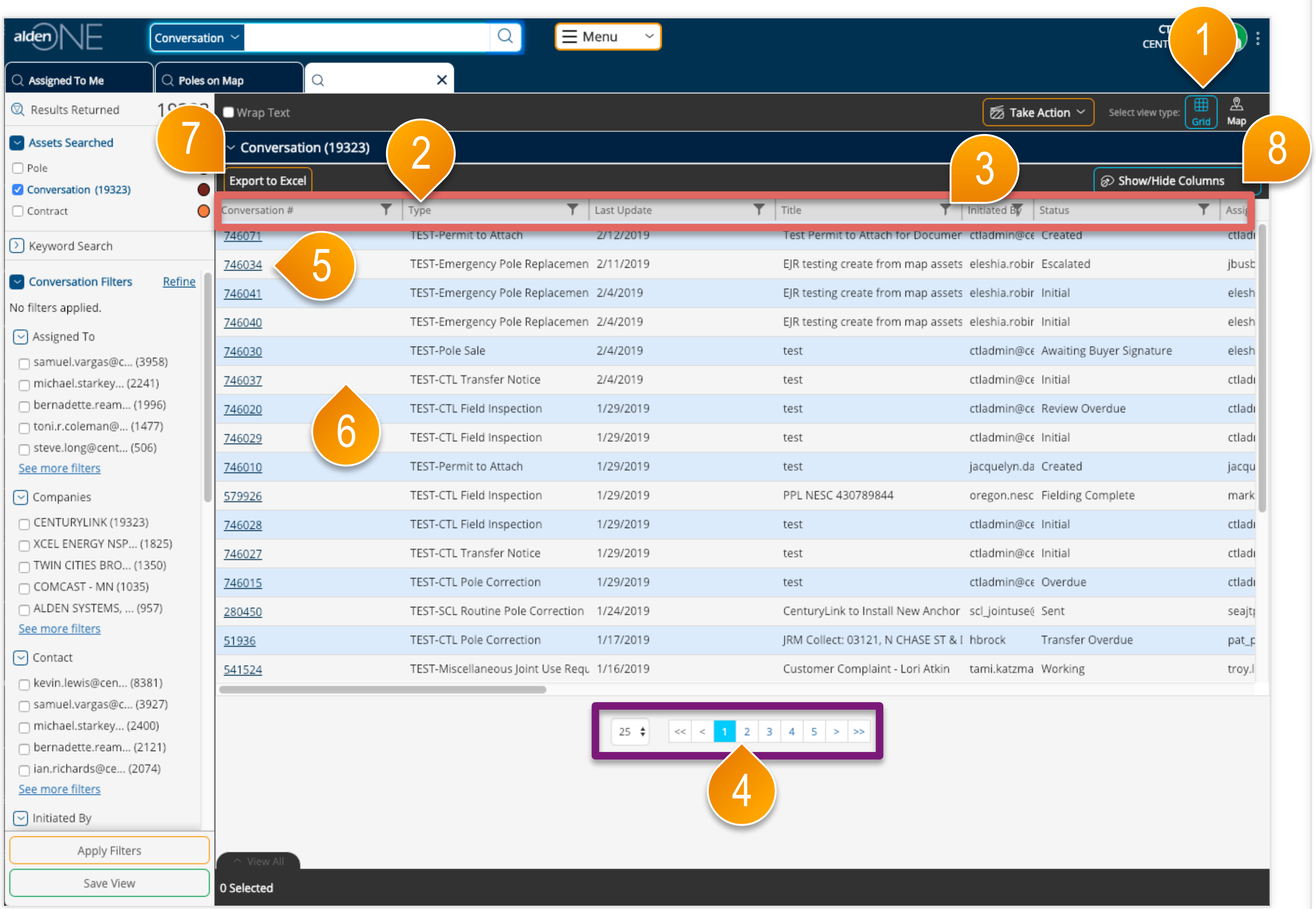
③ Each new search opens a search results tab and displays the count of the results in the top left of the filters pane.

④ Use the conversation filters located in the **red area** to limit the search results. Refer to the help topics related to Filters for more information.

⑤ View the search results as a grid, or on a map by selecting the desired view type in the **green area**. Refer to the help topics related to Views for more information.

Conversation Search Results – Views

Conversation Search Results – Grid View



page walkthrough

① Select Grid View to see the search results in a table with a brief amount of information for each conversation.

② Sort the results using any of the available fields listed in the **red area**. Click a column header to sort by that column. Click and drag a column to reorder the columns.

③ Click a filter icon in a column to add a filter for that column.

④ Page through your results and set your number of results per page in the **purple area**.

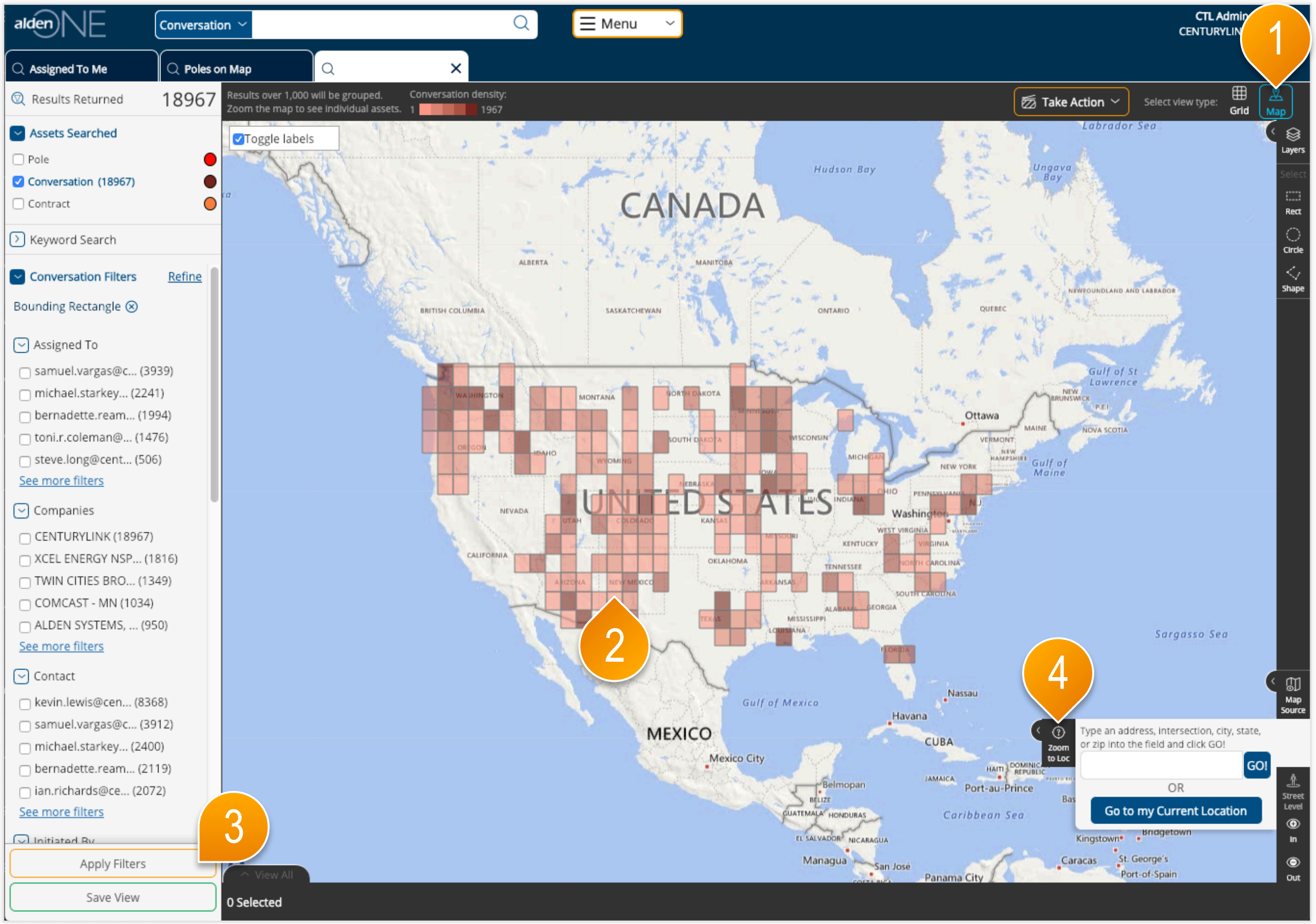
⑤ Open a conversation by clicking the link in the first column.

⑥ Select a conversation or conversations by clicking on them anywhere in the row (except for in the link under the Conversation ID).

⑦ Click the Export to Excel button at the top of the grid to export all search results. The file is downloaded by your browser.

⑧ Show or hide columns by selecting them from the menu here.

Conversation Search Results – Map View with over 1,000 Results



page walkthrough

① Select Map View to see the search results displayed on a map.

② If there are more than 1,000 search results, then the results are displayed in colored grids. The darker colors denote more densely populated areas.

③ To view individual poles on the map, you must use filters to reduce the results count to 1,000 or less. Select your filters then click “Apply Filters.” Refer to the help topic Pole Search Results – Applying Filters for more information.

④ You can also zoom the map using the mouse wheel or the Zoom to Location feature to use the map boundaries to limit the results.

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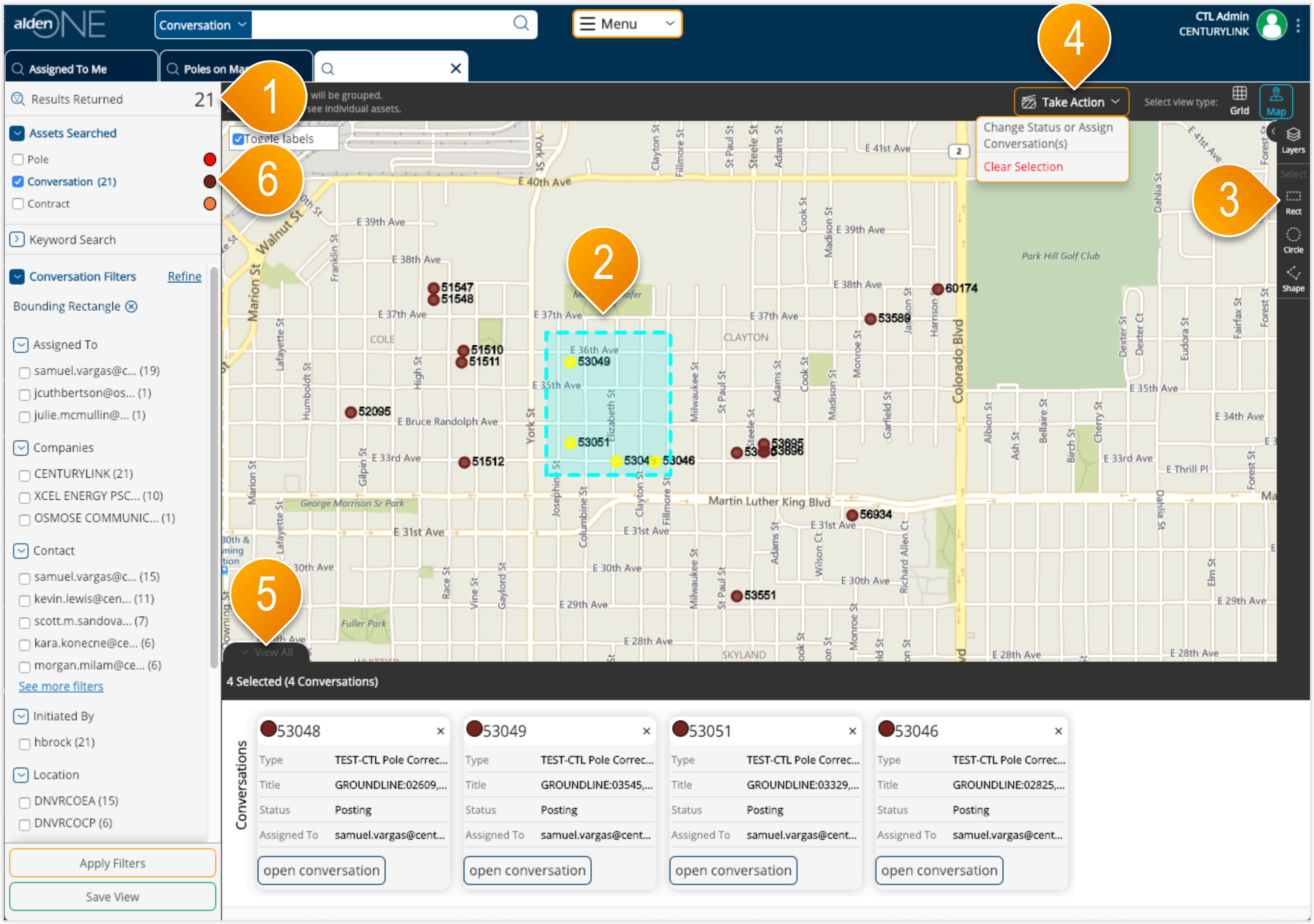
Conversation Search Results - Map View with under 1,000 Results



page walkthrough

① Once the map is zoomed in (or when enough filters are applied) to return less than 1,000 results, the assets on the screen will display as dots instead of colored grid clusters.

② To select an asset, click it on the screen. Selected assets are colored yellow.

③ You can also draw a shape to select multiple assets at once, using the shape tools.

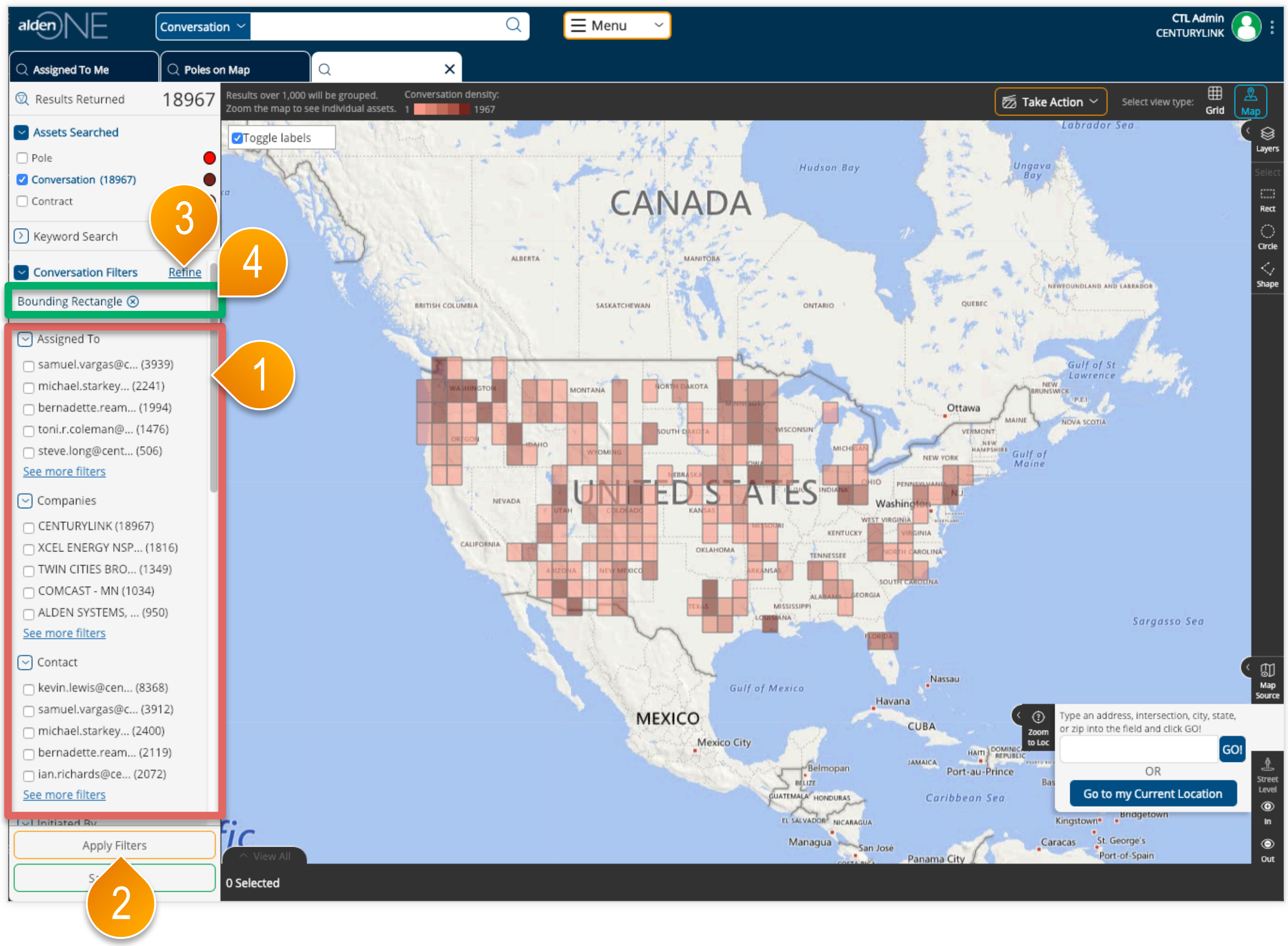
④ Once at least one asset is selected, the “Take Action” menu will appear. You can create a conversation with your selected assets, clear your entire selection, or in the cases of some assets, perform other actions, from this menu.

⑤ To view more information about your selected assets, expand this tray here by clicking “View All.”

⑥ Click on the colored dot in the filter menu to change the color of the dots for conversations.

Conversation Search Results – Filters

Conversation Search Results – Applying Filters



page walkthrough

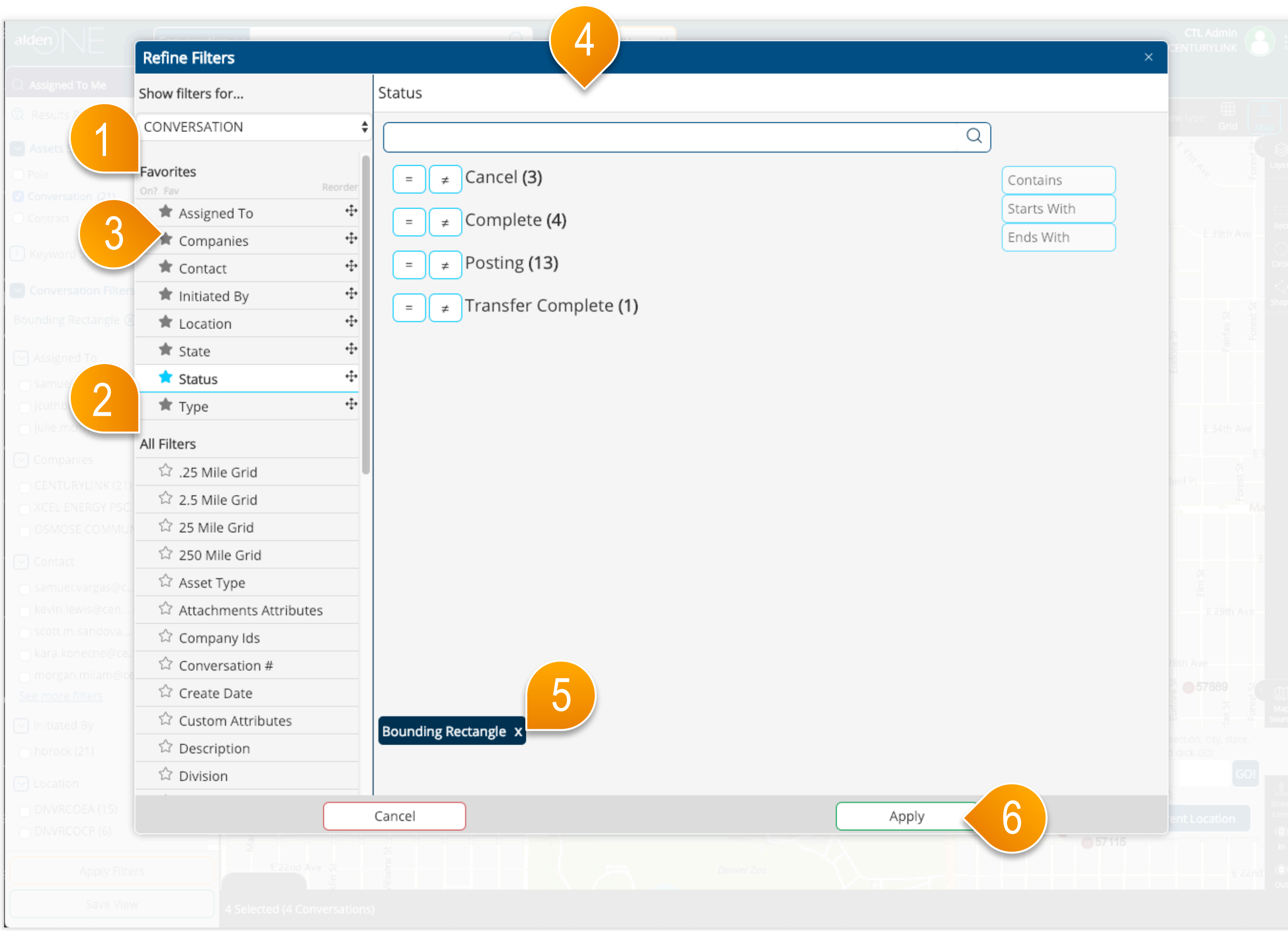
① The filter options listed in the **red area** are limited to a set of categories that are favorited by you (more information available in “Refine All Filters”). The number of values under each filter category is limited to the top 5 values based on the number of results containing those values. Click “See More Filters” to get the next 5 results.

② Click “Apply Filters” to update the search results based on the selected filter values.

③ To work with a list of all filter categories for the search results, click the “Refine” ink.

④ When filters are applied, the Applied Filters are listed in the **green area**. The list of filter values and count in parenthesis are also updated as filters are applied. You can remove a filter by clicking the “X” next to the label for the applied filter.

Conversation Search Results – Refine All Filters



page walkthrough

① Your favorited filters for this asset type are saved here. These are the filters that will show in your filters pane on your search pages.

② To add a favorite filter, find one in the All Filters area and click the unfilled star.

③ To remove a favorited filter, click the filled star of a favorited filter.

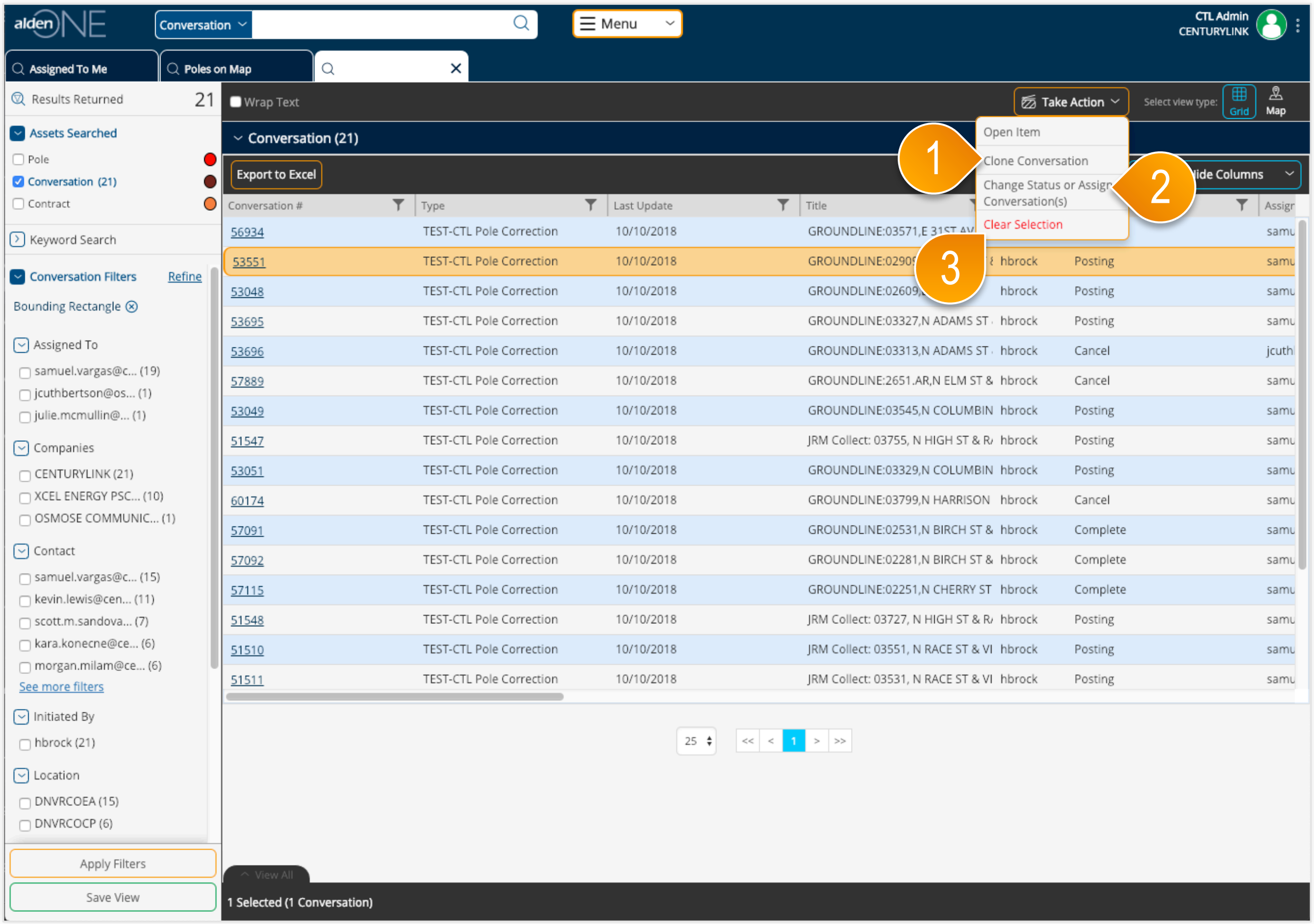
④ The complete list of filter options available for the type of asset is listed here. Click one of the filter options in the list on the left, then set the values for that filter. Each filter category may have a different method of setting the values, dependent on the type of data and configuration of that filter. In some cases, all available values will be listed as shown in this screen. In other cases, you can search for a phrase or word. Or you may be able to use familiar operators like equals, greater than, or between, to define a numeric value.

⑤ As values are selected, the filters are displayed in the **green area**. These filters are applied by clicking the Apply button. The filters with selected values are moved to the top of the list in the list of filters on the left.

⑥ When finished, click Apply. This will update your search results with all of the filters you applied and will take you back to the updated search.

Conversation Search Results – Take Actions

Conversation Search Results – Take Action



page walkthrough

① Select only one conversation and then choose Clone Conversation to make a copy of the existing conversation. The new conversation will be opened in a new tab.

② Select one or more conversations to take an action or change the assignment on conversations. Click the Status/Assign option to access the available workflow actions and assignment dialog. **NOTE:** You will only be able to change the status of conversations that are the same type and that are currently in the same status.

③ In the case that the selections are not the desired conversations, use the Clear Selection option to remove all conversations from the selection set of conversations.

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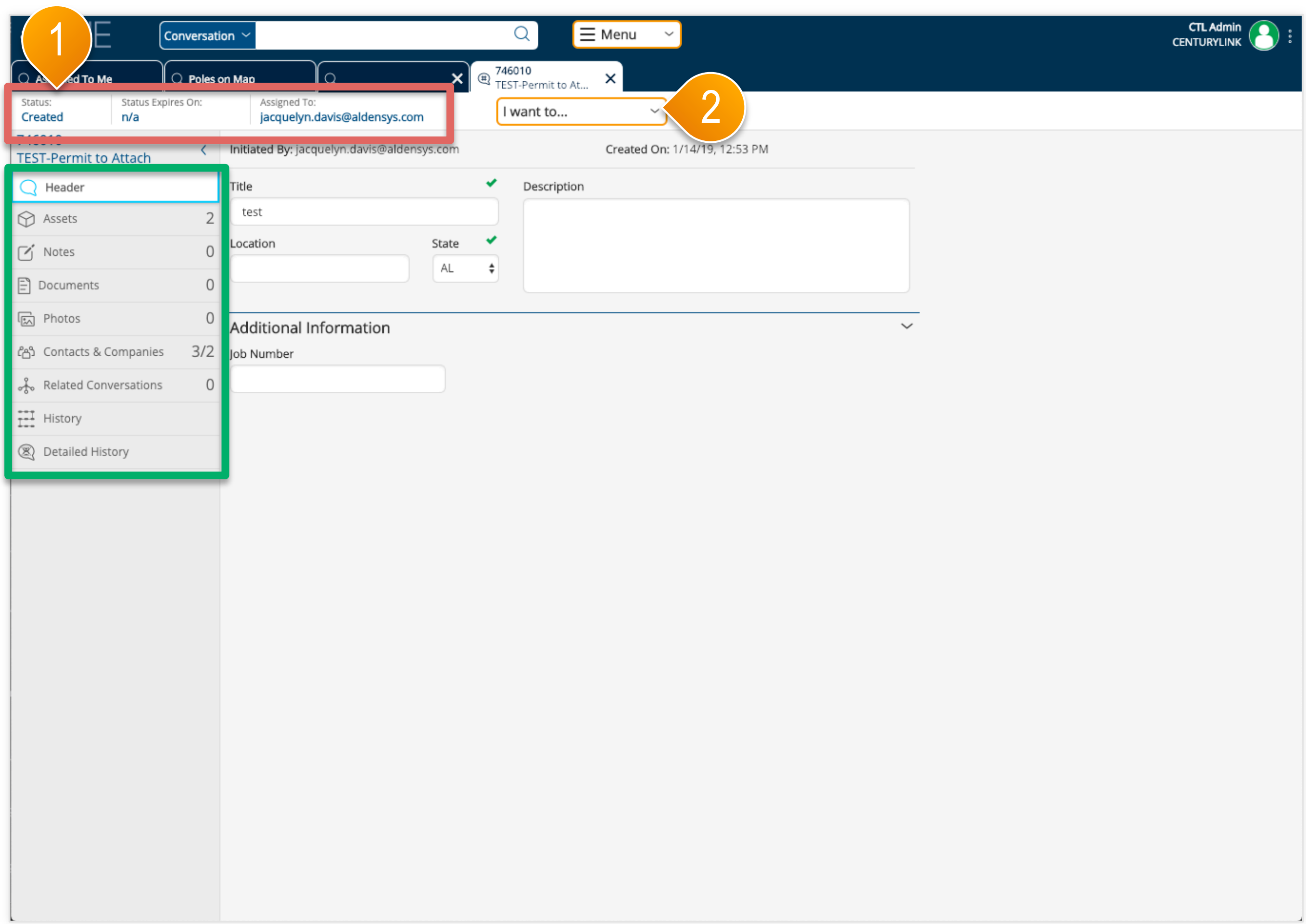
Conversations

aldenONE Conversation Overview



page walkthrough

① After opening a conversation in a new tab, the current status and current assignee are shown in the **red area**. Click anywhere in this area to take an action to change the statue or to change the assignee. Refer to the help topic Conversation – Change Status and Assignee for more information about these options.

② The "I want to…" menu has the actions for this conversation. From here, you can perform actions on the conversation (such as cloning the conversation, changing the status or assignment, etc.) or utility functions (like printing the conversation, sending an email reminder, etc.).

③ A conversation is divided into sections that can be quickly be accessed by clicking on the tabs at the left of the conversation in the **green area**. The count of items in each section is shown in each tab.

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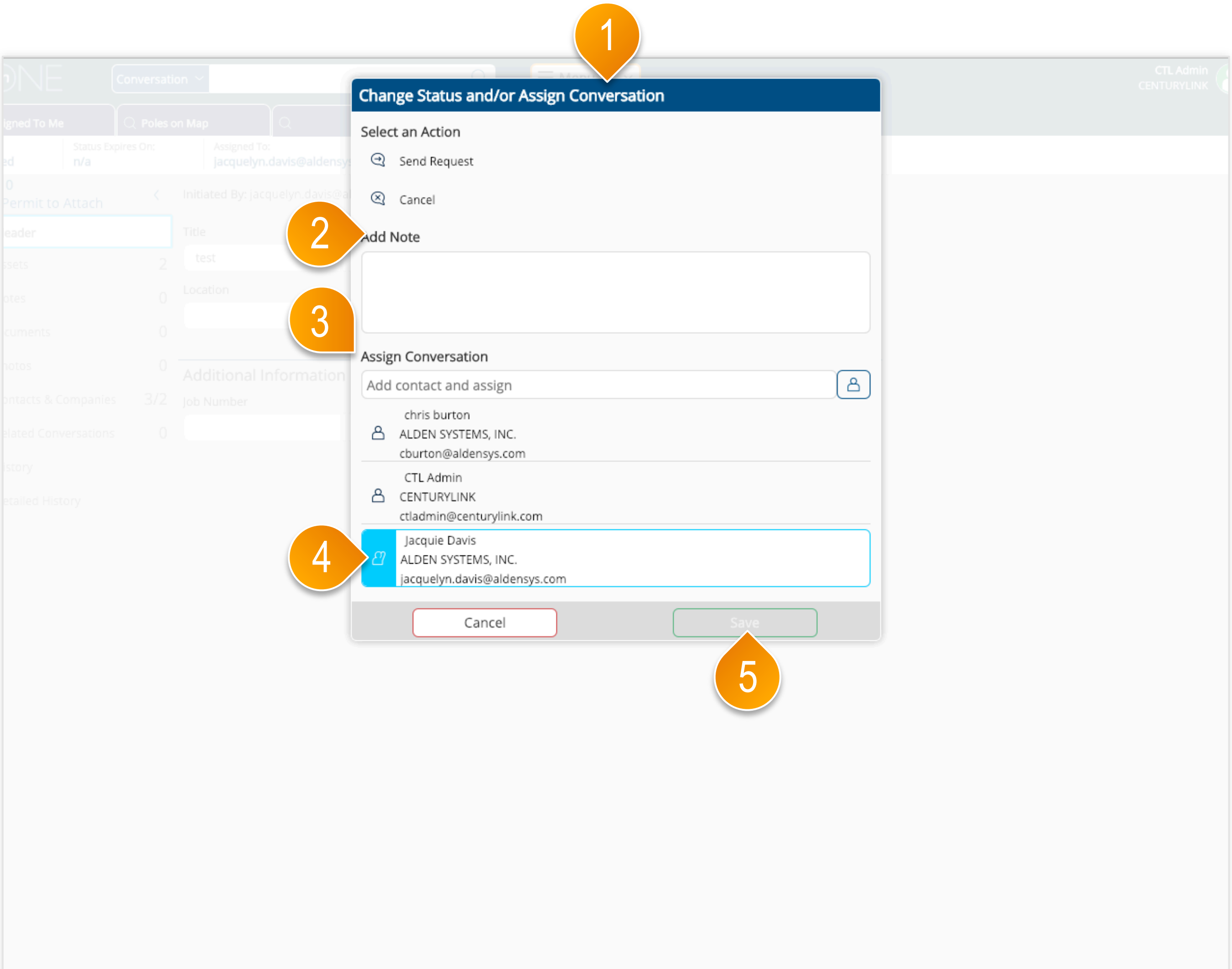
Conversation – Change Status and Assignee



page walkthrough

① After clicking the Change button at the top of a conversation, the Status/Assign dialog is displayed. Select from the available workflow actions to change the status of the workflow. The selected action to be applied has a light blue icon to the right of the action name. The available actions are dependent upon the current status of the conversation.

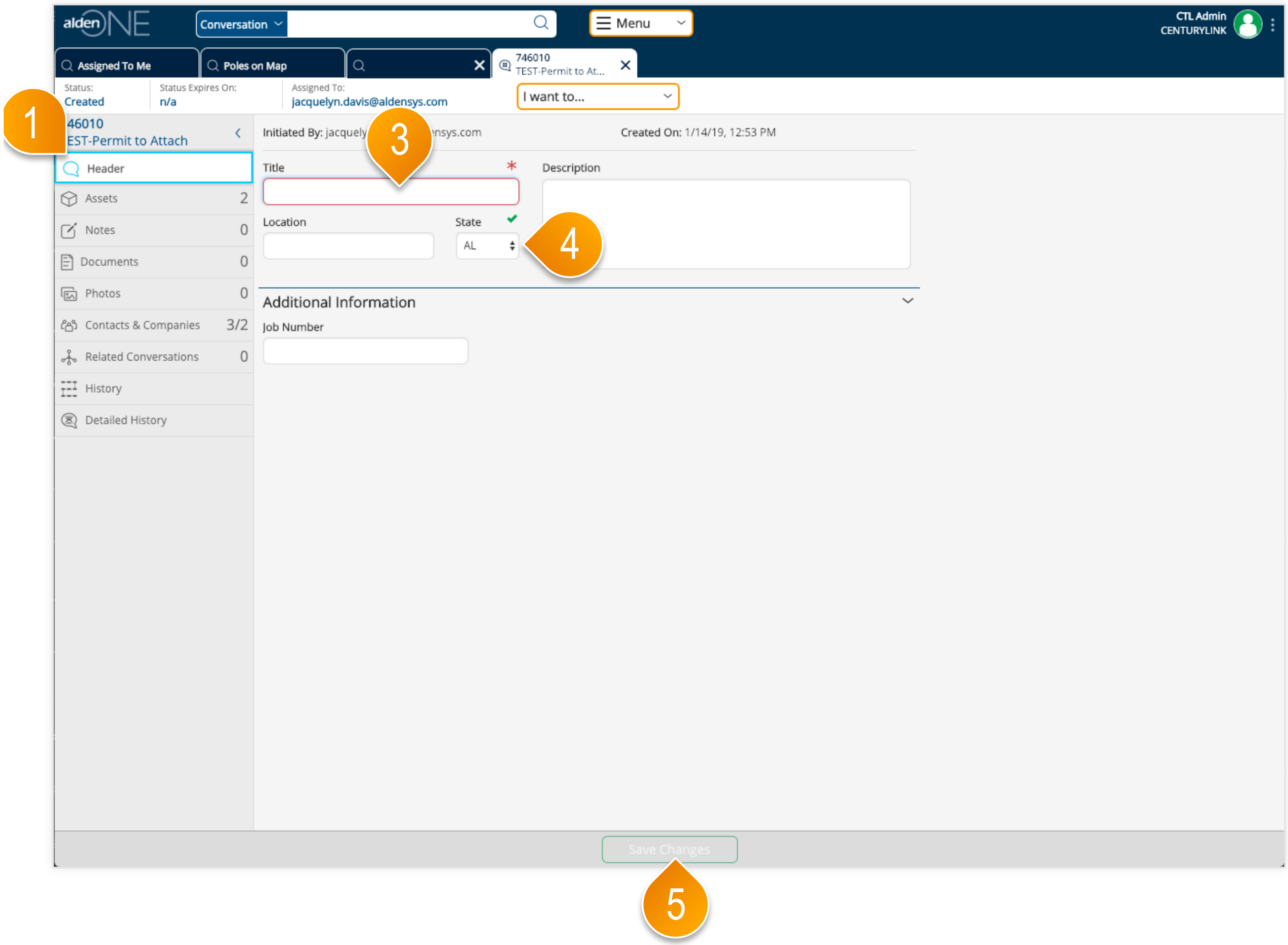
② In some cases, a note is required when performing an action on a conversation. A note can be added even when it is not required.

③ The list of contacts from the conversation are listed. Add a new contact by typing a user's name or email address.

④ Set the new assignee by clicking the desired contact. The selected user to be assigned has a light blue icon to the right of the user's name.

⑤ Click "Save" to save your changes.

Conversation – Header Section



page walkthrough

1. The conversation will start on the header tab. If you are in another section, click Header to move back to the first section of the conversation. You can add or update the general information for the conversation by entering values into the fields located in this section.

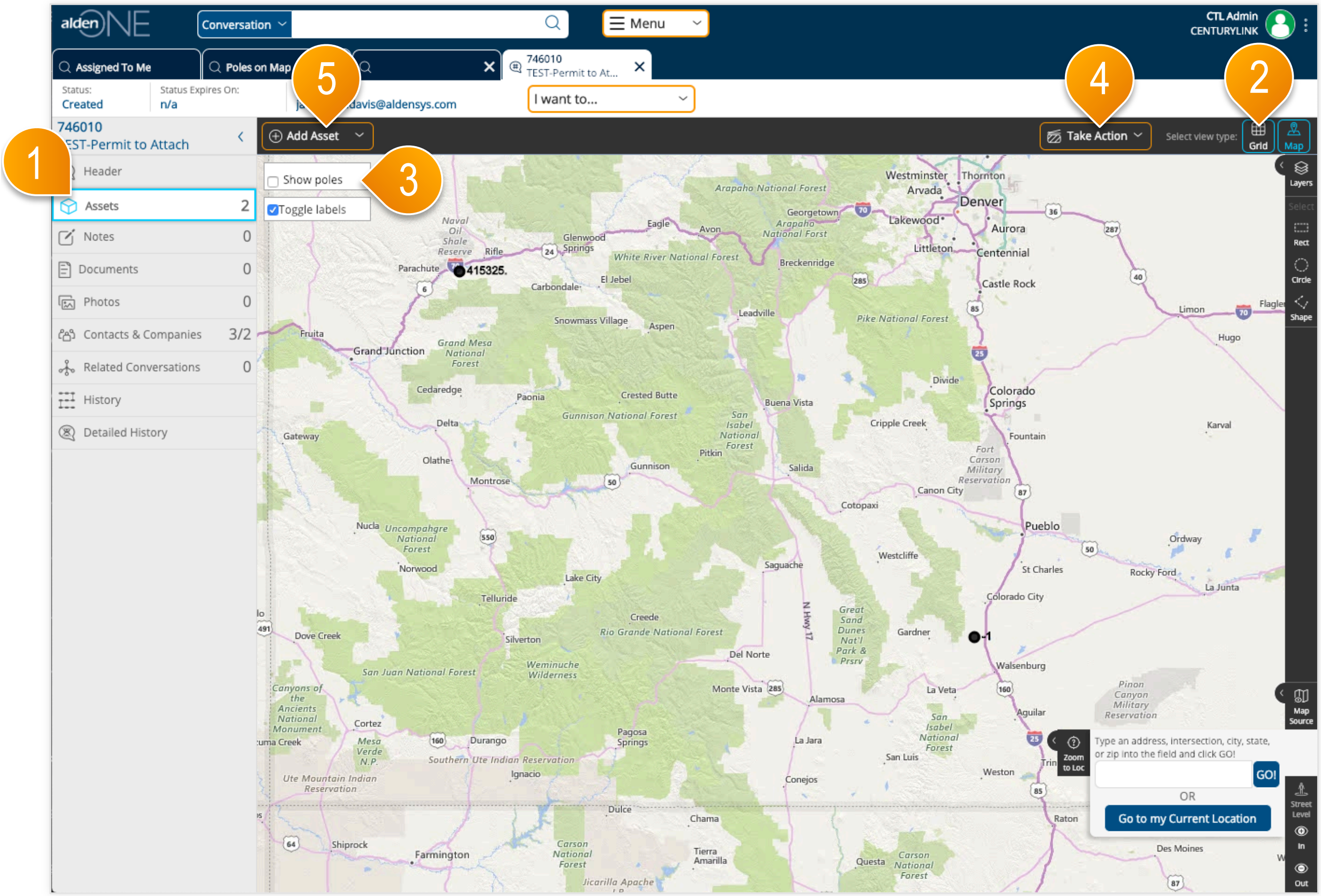
2. Some fields cannot be edited. These are designated with a lock icon.

3. Some fields are required. If required, the field will be outlined in red with an asterisk.

4. Enter a value in the required fields, then they will be marked with a green checkmark to indicate the requirement has been met.

5. You must enter a value into required fields marked with a red asterisk before you are allowed to save the conversation.

Conversation – Assets Section (Map View)



page walkthrough

① Click the Assets tab to move to the section of the conversation containing assets such as poles, as well as sub-assets such as pole attachments. Each conversation type may have different asset types.

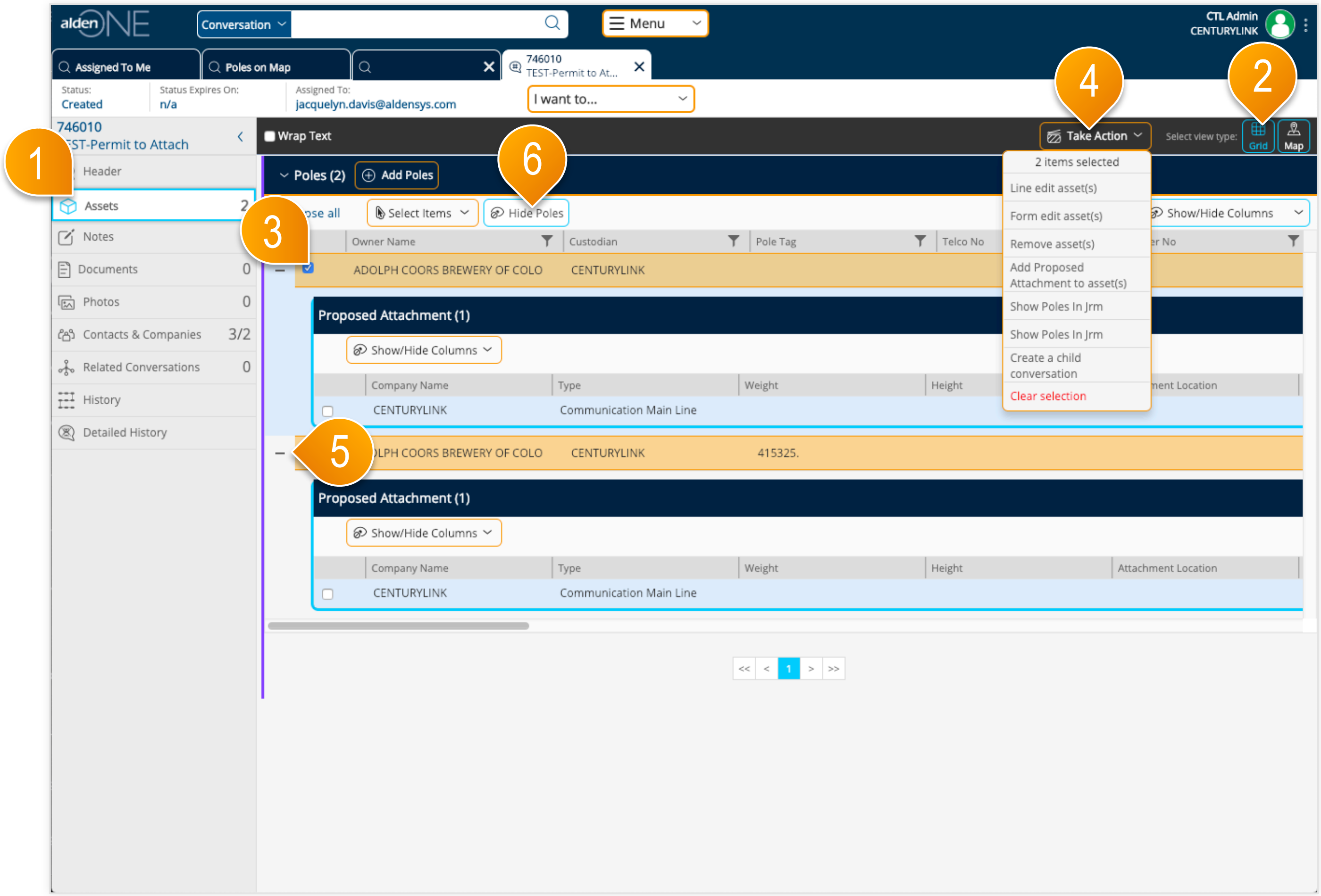
② To switch to a grid view of the assets, click Grid.

③ To look for assets in the same area, click "Show Poles."

④ Find the poles you wish to add to this conversation, select them, then from the Action Menu, add them to this conversation.

⑤ If you do not see your asset on the map, you can add it to the map by clicking "Add Asset." Then, click the place on the map where the pole is, fill in the information you have about the pole, click "Save," and it will be added to the conversation.

Conversation – Assets Section (Grid View)



page walkthrough

① Click the Assets tab to move to the section of the conversation containing assets such as poles, as well as sub-assets such as pole attachments. Each conversation type may have different asset types.

② To switch to a grid view of the assets, click Grid.

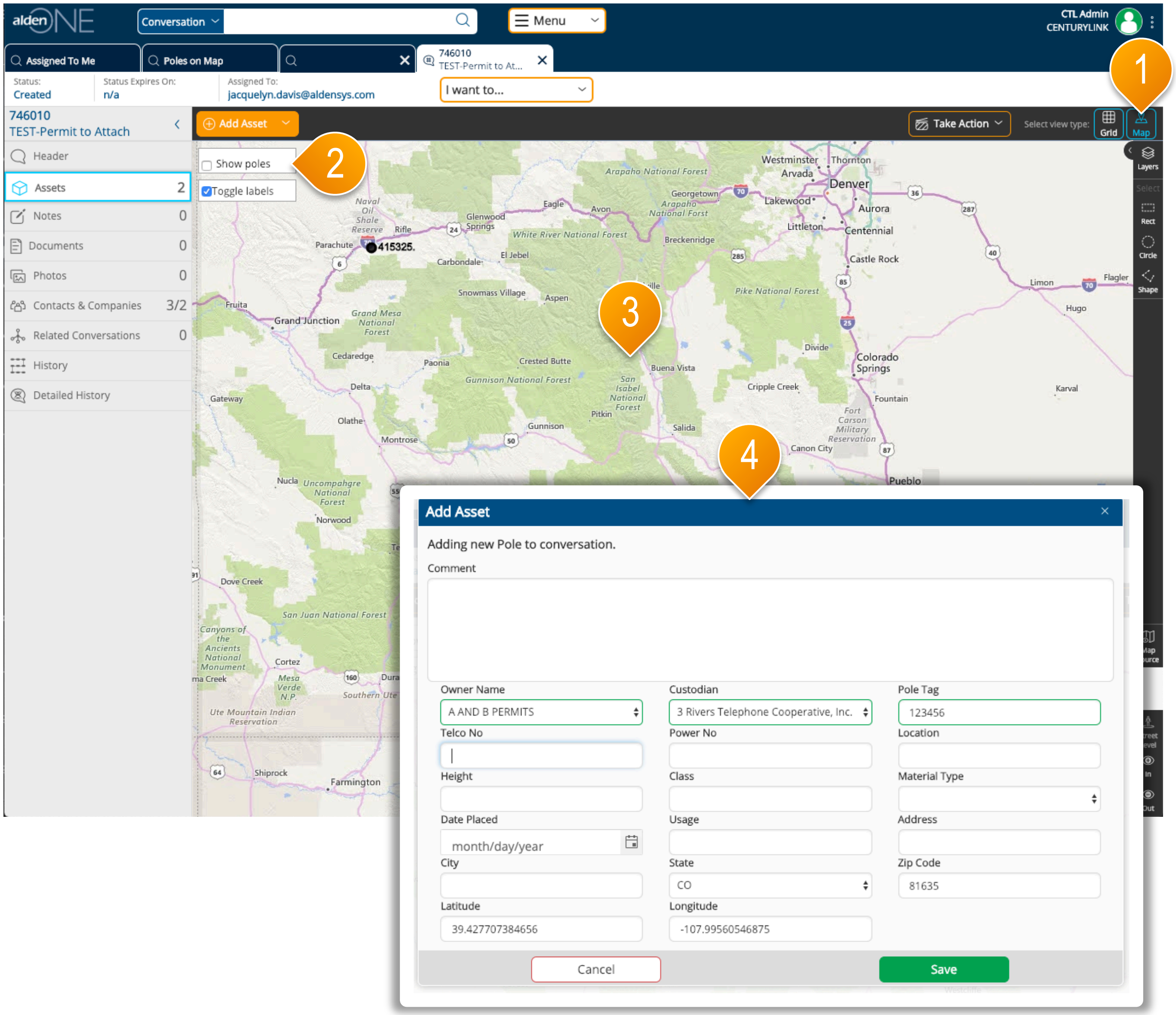
③ Select an asset or assets by clicking the checkbox at the start of the row.

④ Once at lease one asset is selected, the Take Action menu will become available. Perform an action on the selected assets by picking the action from the menu.

⑤ Expand your assets to view the sub-assets/ attachments/proposed attachments by clicking the plus icon next to the row.

⑥ To view only the attachments on the conversation, click "Hide Poles,"

Conversation – Add Poles Not In System



page walkthrough

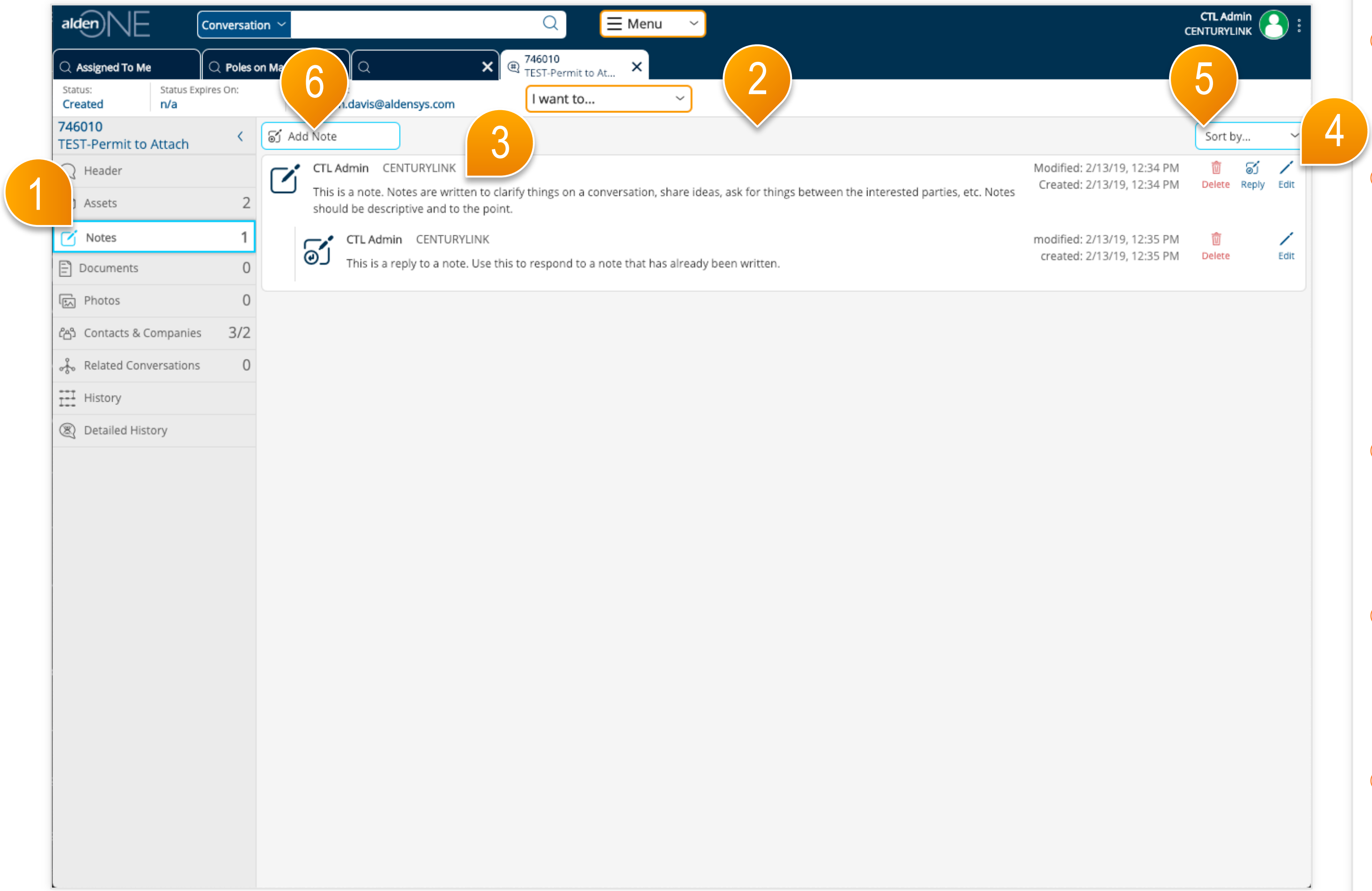
① Go to the map view.

② To look for assets in the same area, click “Show Poles.”

③ **If you do not see your asset on the map after clicking “Show Poles.”** you can add it to the map by clicking “Add Asset.” Then, click the place on the map where the pole is.

④ Fill in the information you have about the pole, click “Save,” and it will be added to the conversation.

Conversation – Notes Section



page walkthrough

① Click the Notes tab to quickly move to the conversation notes section. The count of notes is shown in the tab.

② You can view all notes and replies on the conversation except those that someone has marked private that are not intentionally shared with you or your company. Notes that you have marked private are indicated with a lock icon on the left of the note.

③ Each note indicates the user that wrote the note and their company, the date the note was created, and the date the note was last modified.

④ You can delete or edit only notes and replies that you created. Anyone with access to the notes can reply one or more times per note.

⑤ Use the "Sort by" option to change the sort order of the notes. Replies will always be listed along with the note it is associated with.

⑥ Click Add Note to create a new note. Refer to the help topic Conversation – Add, Edit, & Share Notes for more information.

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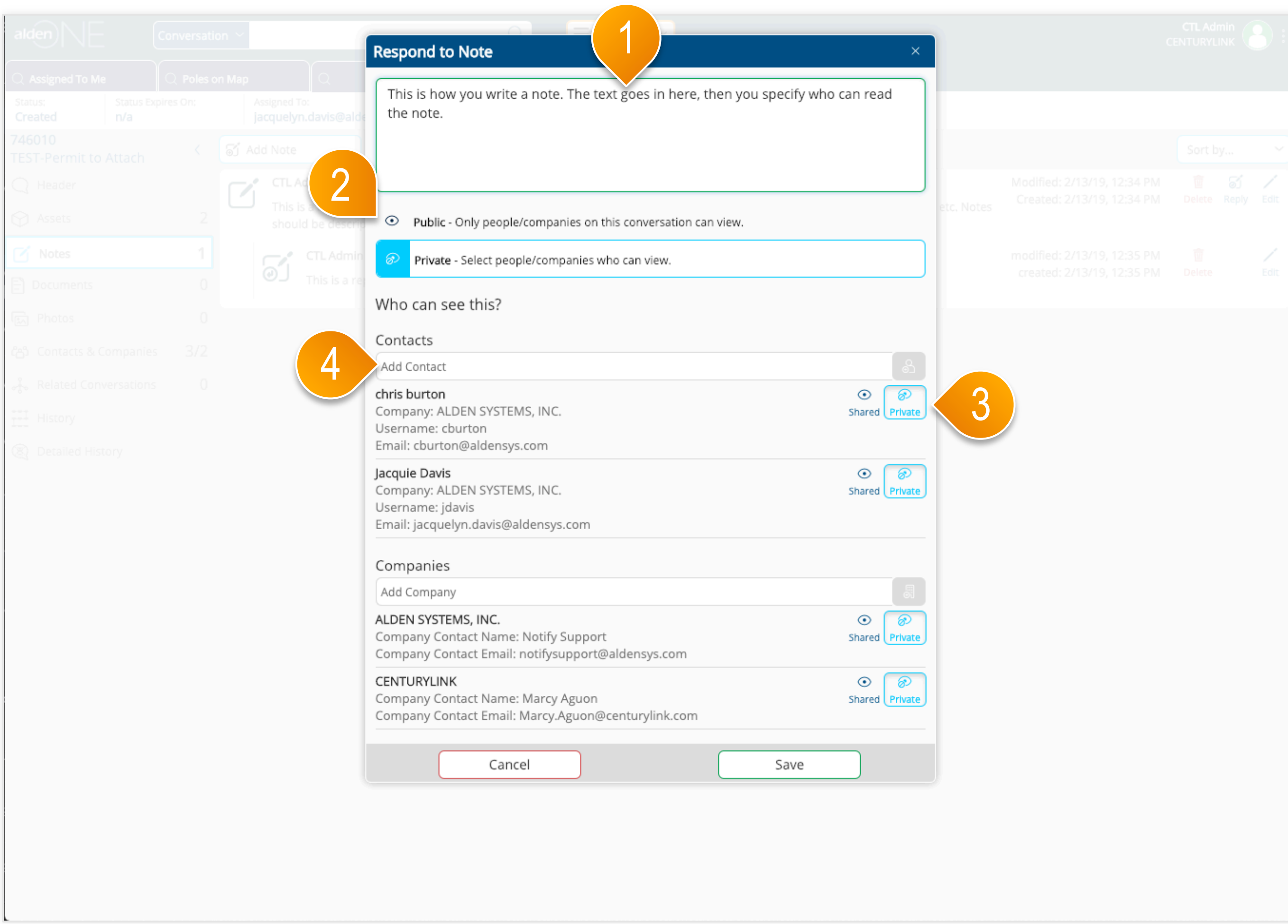
Conversation – Add, Edit, & Share Notes



page walkthrough

① Enter your note text, or modify existing note text if editing a note.

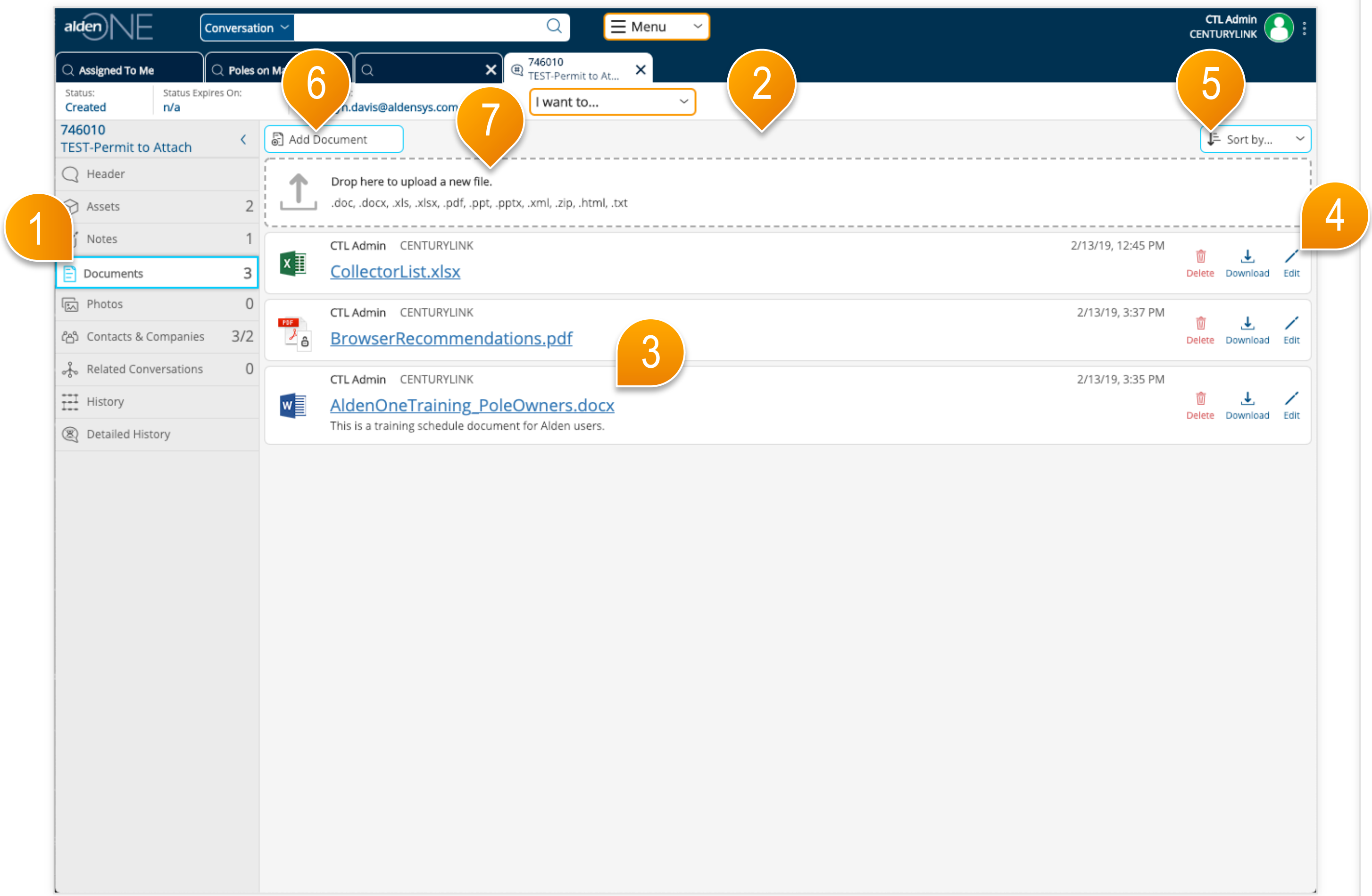
② Click either Public or Private to set the security on this note. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.

③ The existing contacts and companies are listed. You can share a note with one or more contacts or companies. By default, a private note is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this note. Select the Private option beside each user you do NOT want to be able to view this note. The selected option for each user has a light blue icon.

④ Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.

⑤ Click “Save” to save your changes and add the note.

Conversation – Documents Section



page walkthrough

① Click the Documents tab to move to the conversation documents section. The count of documents is shown in the tab.

② You can view all documents on the conversation except those that someone has marked private that are not intentionally shared with you or your company. Documents that you have marked private are indicated with a lock icon on the right of the document.

③ Each document indicates the filename and extension of the document, the user that added the document and their company, and the date the document was last modified. If a description was entered, it appears below the document filename.

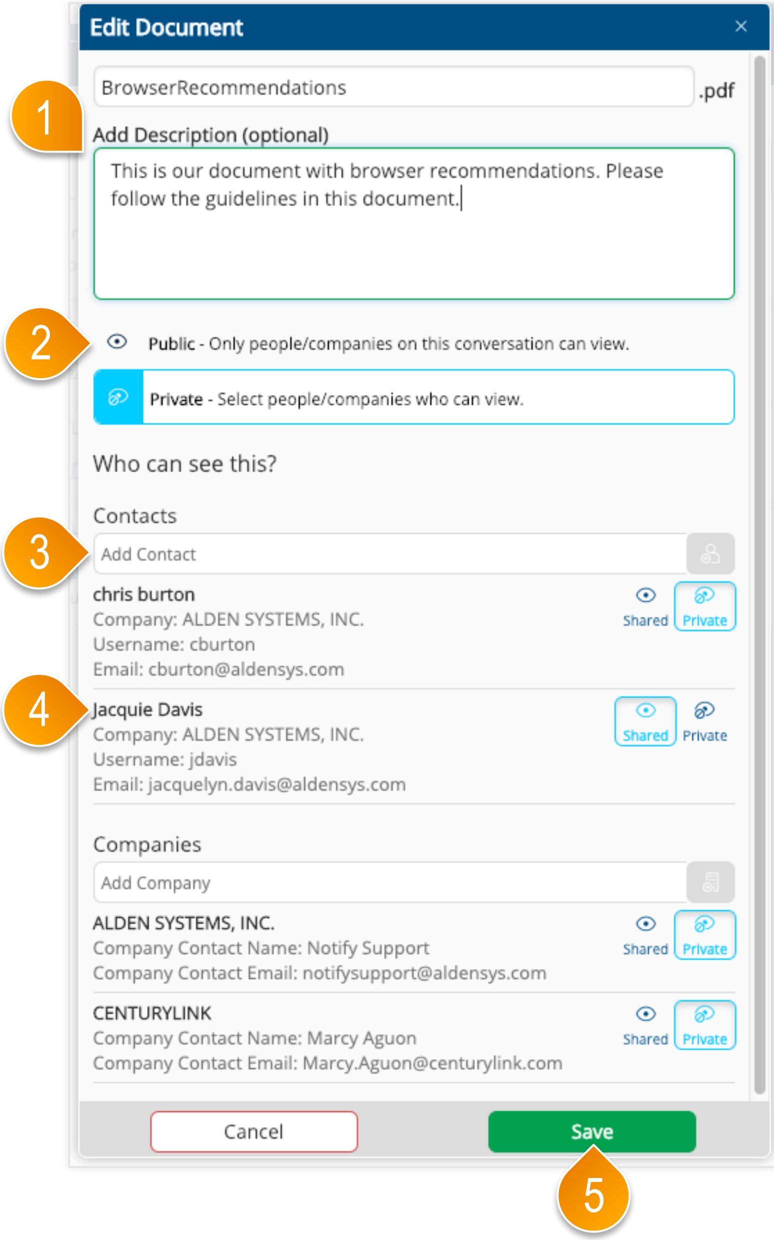
④ You can delete or edit document information only for documents that you added. You can also save a document to your desktop. To edit a document's content, save the document to your desktop, make changes, then upload it to Alden One again.

⑤ Use the Filter option to change the sort order of the documents.

⑥ Click Add Document to upload a new document. Refer to the help topic Conversation – Add, Edit, & Share Documents for more information.

⑦ You can also drag a file from your desktop into the area outlined by the dotted line.

Conversation – Add, Edit, & Share Documents



page walkthrough

① Enter a document description if desired, or modify existing description text if editing a document.

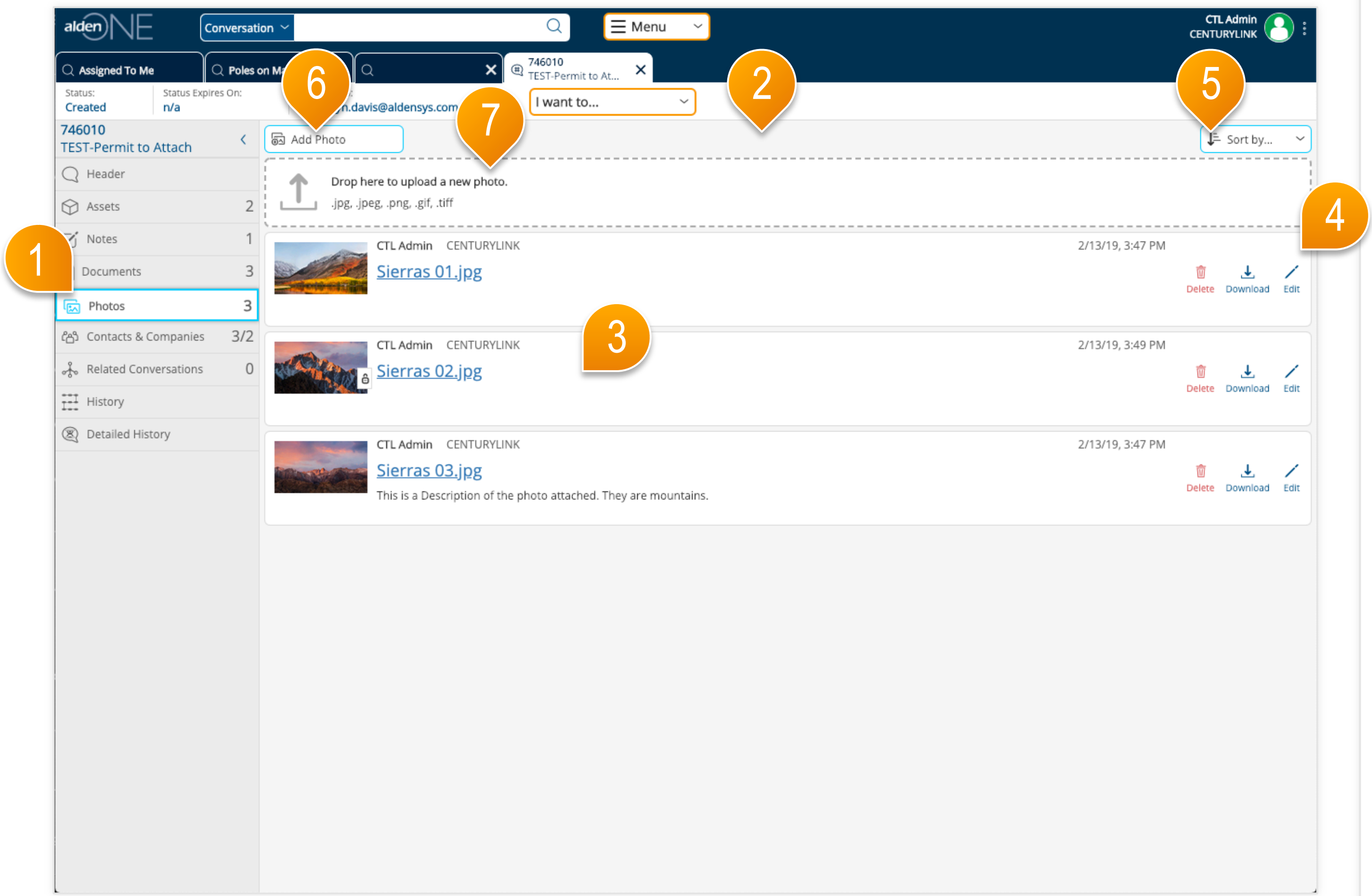
② Click either Is Public or Is Private to set the security on this document. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.

③ Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.

④ The existing contacts and companies are listed. You can share a document with one or more contacts or companies. By default, a private document is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this document. Select the Shared option for any contact you would like to share this document with.

⑤ Click “Save” to save your changes.

Conversation – Photos Section



page walkthrough

① Click the Photos tab to move to the conversation photos section. The count of documents is shown in the tab.

② You can view all photos on the conversation except those that someone has marked private that are not intentionally shared with you or your company. photos that you have marked private are indicated with a lock icon on the right of the photo.

③ Each photo indicates the filename and extension of the photo, the user that added the photo and their company, and the date the photo was last modified. If a description was entered, it appears below the photo filename.

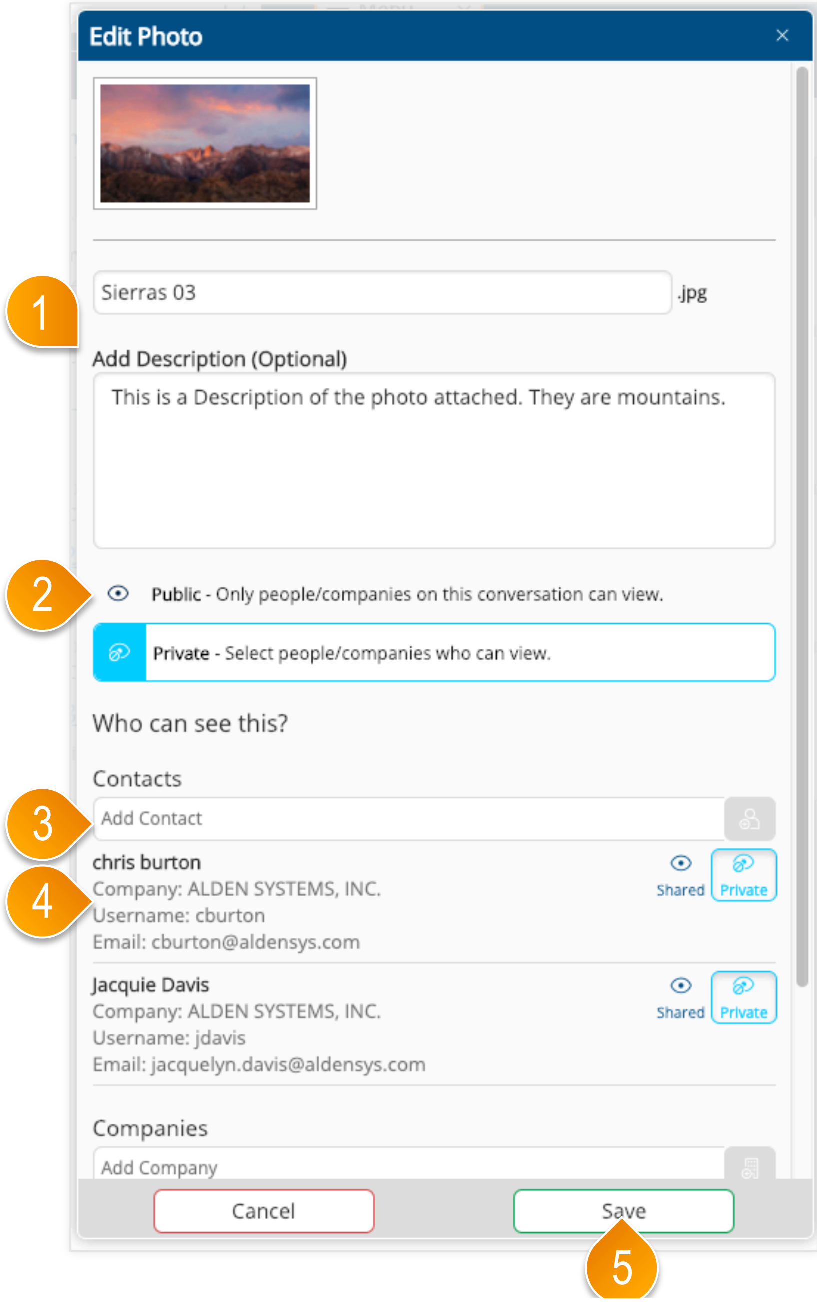
④ You can delete or edit photo information only for photos that you added. You can also save a photo to your desktop. To edit a photo's content, save the photo to your desktop, make changes, then upload it to Alden One again.

⑤ Use the Filter option to change the sort order of the photos.

⑥ Click Add photo to upload a new photo. Refer to the help topic Conversation – Add, Edit, & Share photos for more information.

⑦ You can also drag a file from your desktop into the area outlined by the dotted line.

Conversation – Add, Edit, & Share Photos



page walkthrough

① Enter a photo description if desired, or modify existing description text if editing a photo.

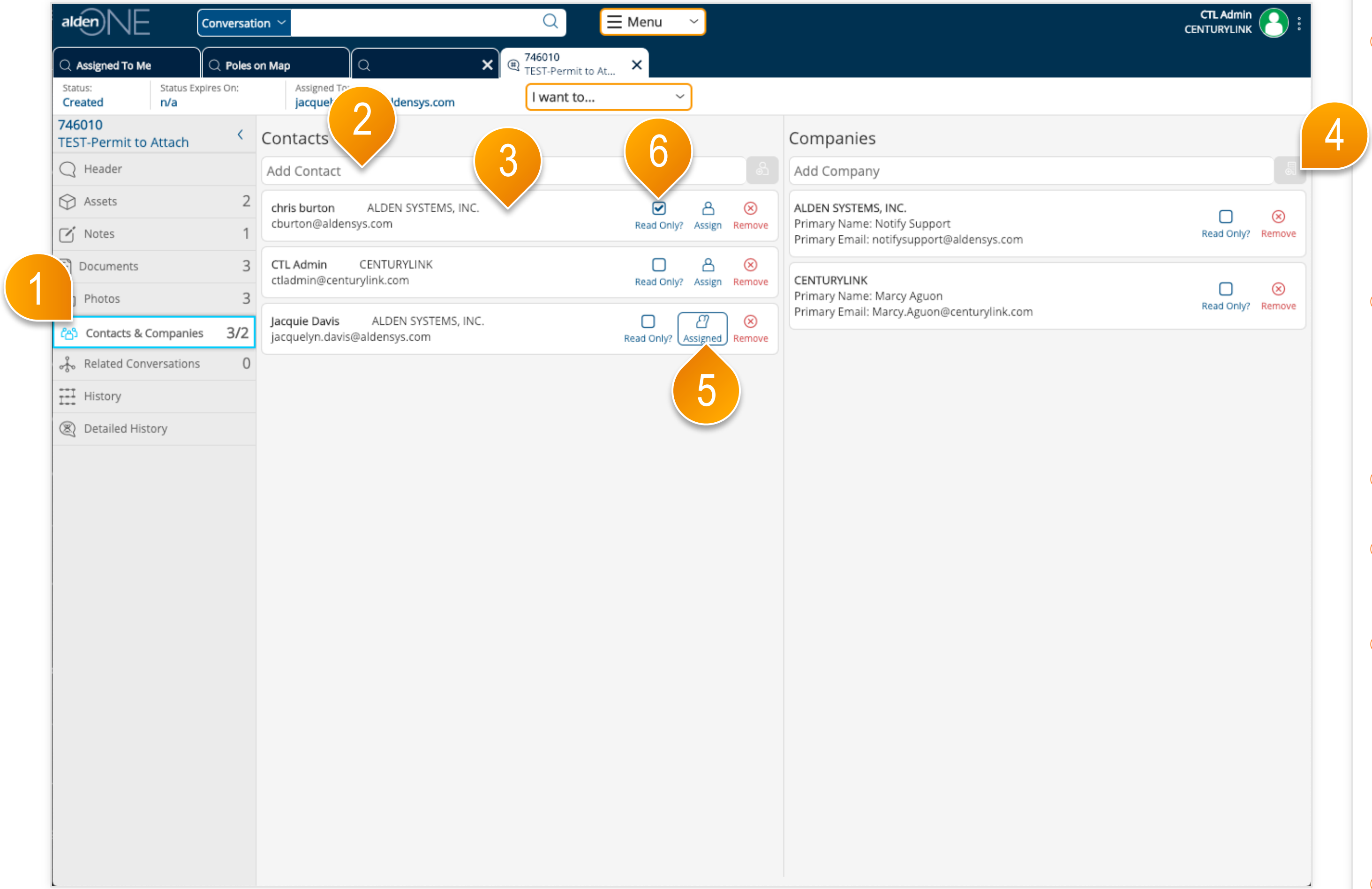
② Click either Is Public or Is Private to set the security on this photo. The selected option has a light blue icon. When you select Is Private, other options for contact and company permissions are displayed.

③ Enter a new contact on the conversation by typing the user name or email address, then click the add button to the right of the Add Contact field. Similar options are available to add companies to the conversation.

④ The existing contacts and companies are listed. You can share a photo with one or more contacts or companies. By default, a private photo is not shared with any contacts or companies. Select the Shared option beside each user or company that you want to be able to view this photo. Select the Shared option for any contact you would like to share this photo with.

⑤ Click “Save” to save your changes.

Conversation – Contacts & Companies Section



page walkthrough

1. Click the Contacts & Companies tab to quickly move to the conversation contacts & companies section. The count of contacts and companies is shown in the tab. The first number indicates the number of contacts and the second number, after the slash, indicates the number of companies. Users listed as a contact have access to this conversation. All users belonging to the companies listed have access to this conversation.

2. To add a new contact, type a user's name or email address in the Add Contact field, then click the button to the right of the field to add that user as a contact. Similarly, to add a new company, type the company name, then click the button to the right of the field to add that company.

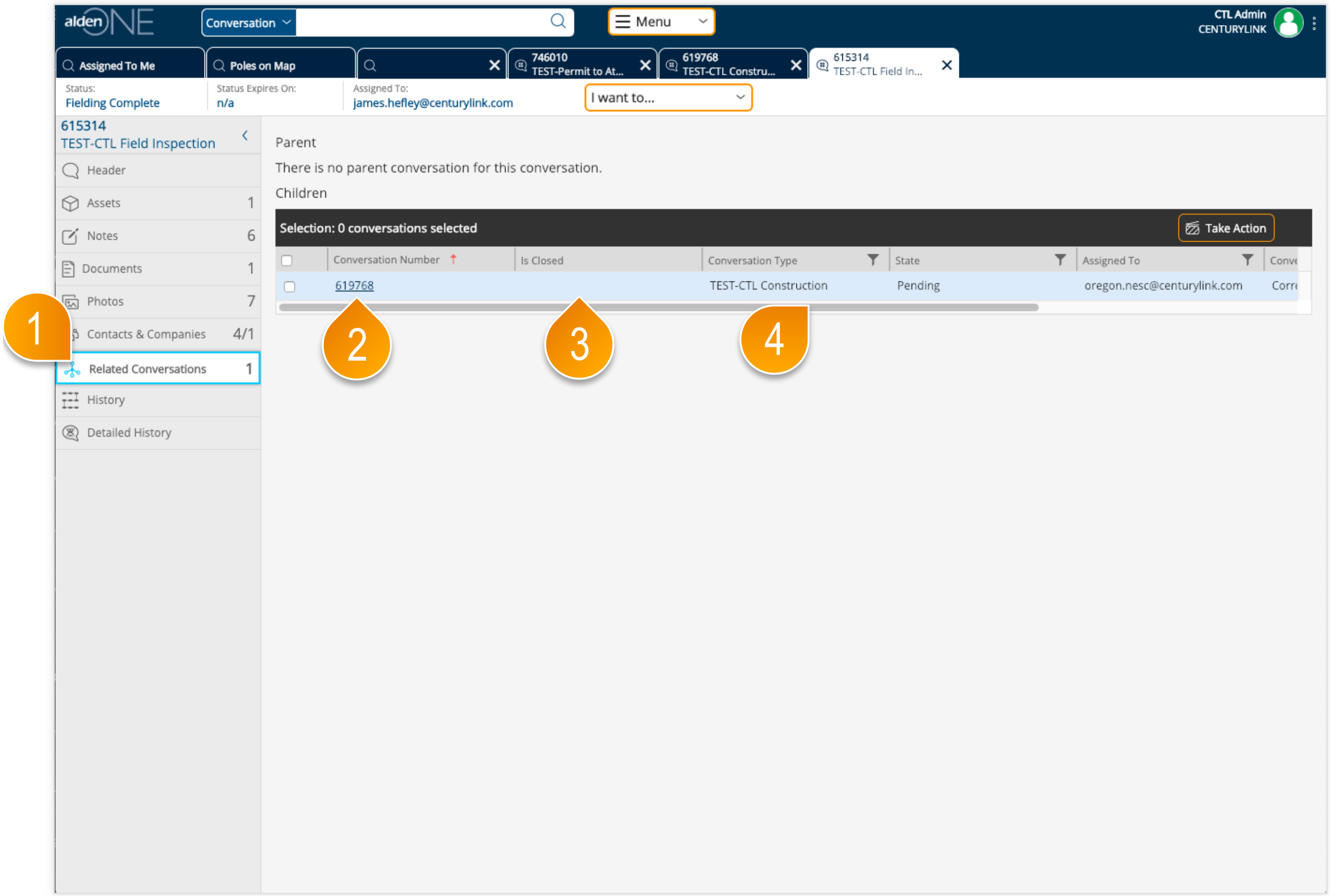
3. Each contact shows the user's name, email address, and company name.

4. Each company shows the company name along with the main person to contact for that company and their email address.

5. The contact to whom the conversation is assigned is indicated by the user icon with the raised hand and the outline of blue. You can remove some users from the list of contacts, but you cannot remove the user who created the conversation, nor the user to whom the conversation is currently assigned. Click the assign button beside a user to assign the conversation to that user.

6. To grant read-only access to a user or company, click "Read-only" next to the user or company. That user or company will still be able to add notes, documents, and photos, view all information on the conversation, but will not be able to edit any header information, change the status of the conversation, or reassign it.

Conversation – Related Conversations Section



page walkthrough

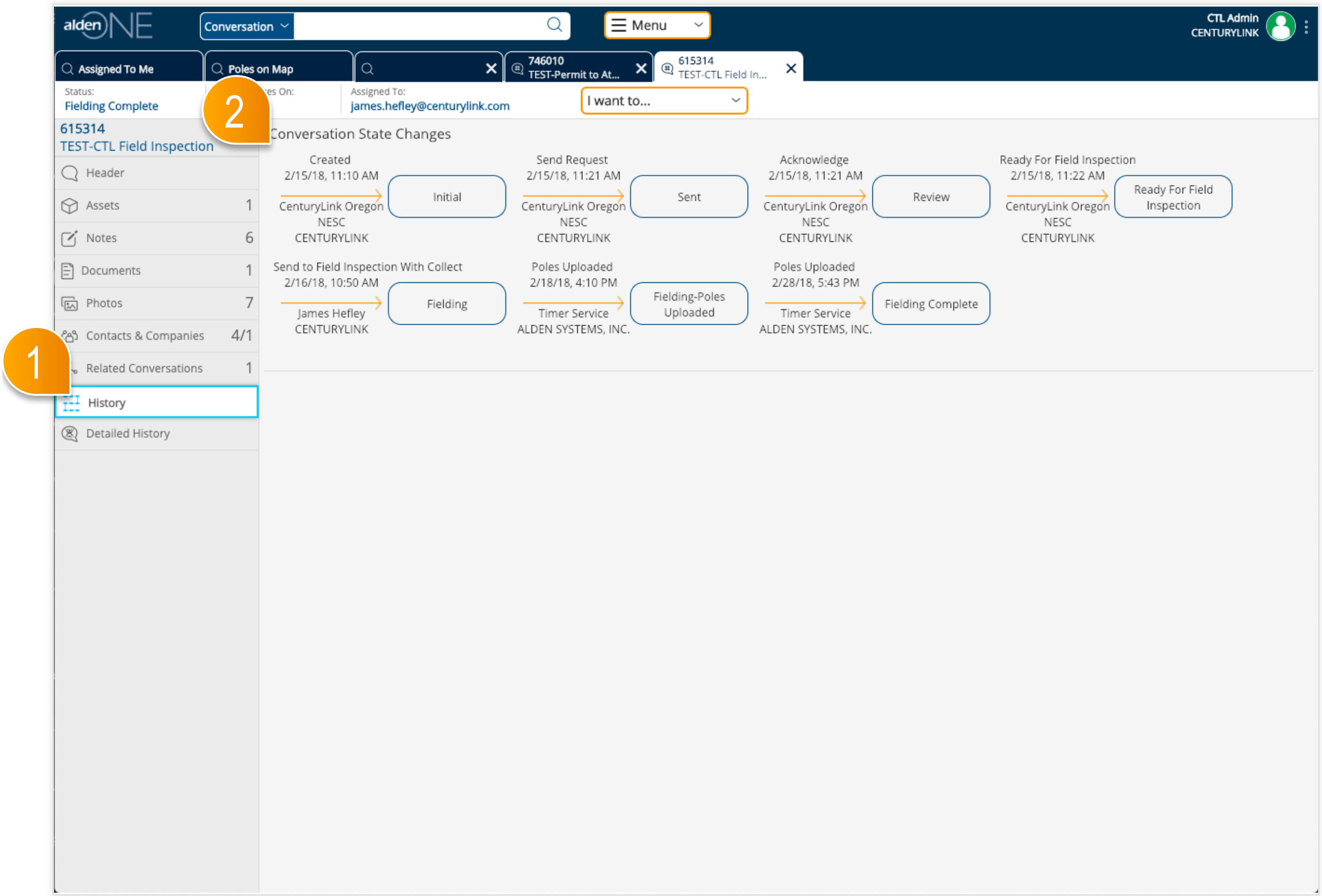
① Click the Related Conversations tab to quickly move to the related conversations section. The count of related conversations is shown in the tab.

② You can view parent conversations and child conversations. Click the link in the first column to open a related conversation in a separate tab.

③ If the related conversation is in a final status, a check appears in the Is Closed column; otherwise nothing appears in this column.

④ Scroll left and right in these tables to see other information about each related conversation.

aldenONE Conversation – History Section

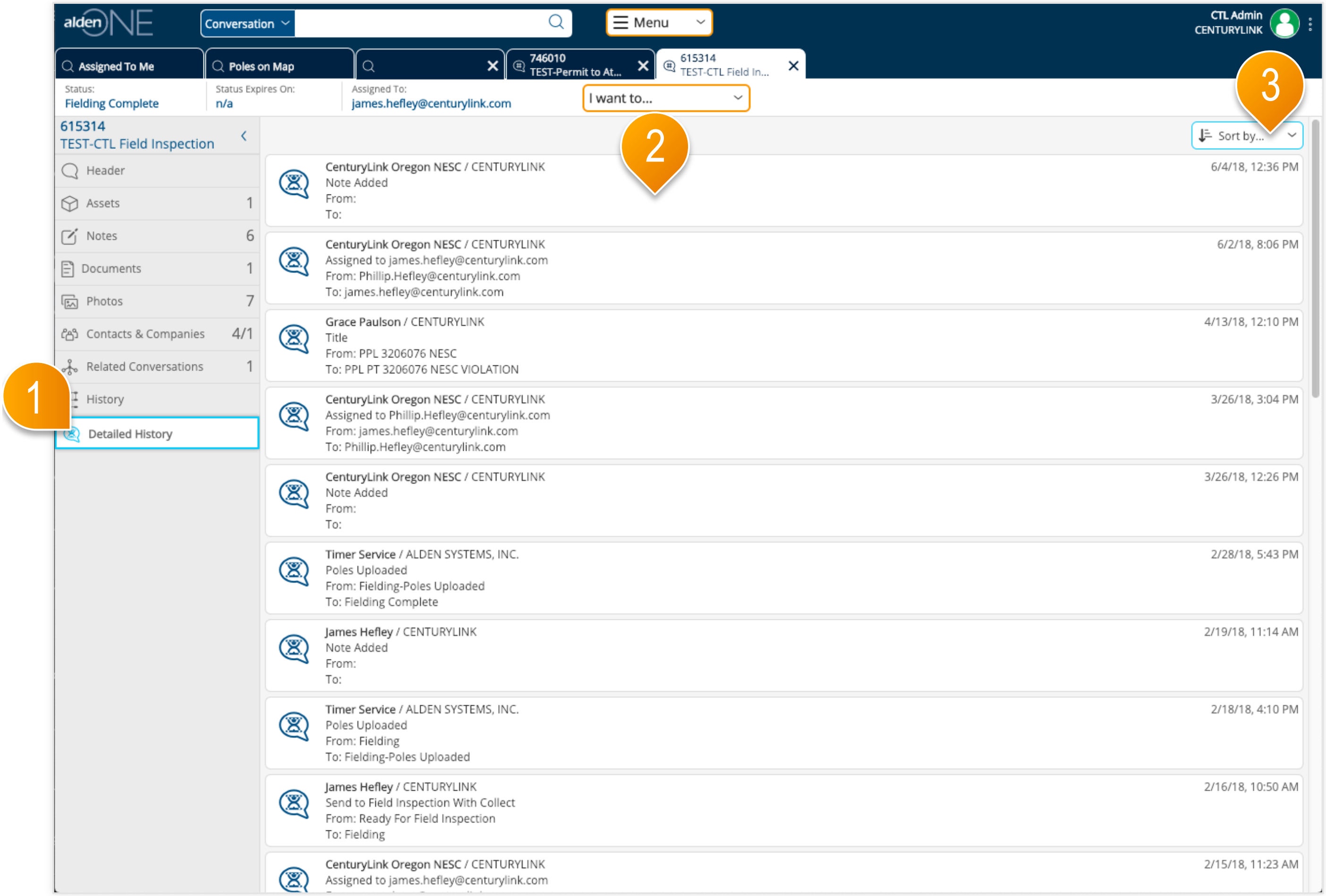


page walkthrough

① Click the History tab to quickly move to the conversation history section.

② In the Conversation State Changes section, you can view a diagram of all of the workflow actions and resulting state changes that have occurred on this conversation. These details include the action name, the date and time of the action, the resulting status name, and the user that performed the action along with their company name.

Conversation – Detailed History Section



page walkthrough

① Click the Detailed History tab to quickly move to the detailed conversation history section.

② Each workflow action, as well as field and asset modifications, added notes, documents, photos and any other changes are listed in the Detailed History section.

③ Use the “Sort by” option to change the sort order of the Detailed History ecords.