

Using the Alden Helpdesk

You can create support tickets for [issues](#), [questions](#) you may have, [enhancement requests](#), and any [data changes](#) or [report changes](#) you may need.

To create a support ticket:

1. Go to <https://support.aldensys.com>.
2. Sign in as needed.
3. Click on the **New support ticket** link.



4. Fill out the fields of the ticket:
 - a. To the right of the **Subject** field, enter a subject (e.g., Error when changing status on a conversation).
 - b. To the right of the **Requester** field, enter your email address. You can also type your name in the **Your Name** field (optional).
 - c. If you are unable to perform any work until your issue is resolved, select **Yes** from the drop-down to the right of **System Outage**.
 - d. Select Alden ONE in the drop-down to the right of **Product** or change it as needed.
 - e. If part of a project, include the title of the project to the right of **Project (NA if not applicable)**. If not part of a project, type **NA** in this field.
 - f. In the field to the right of **Description**, be sure to include detailed steps to reproduce the issue if possible and any screenshots of any error messages.

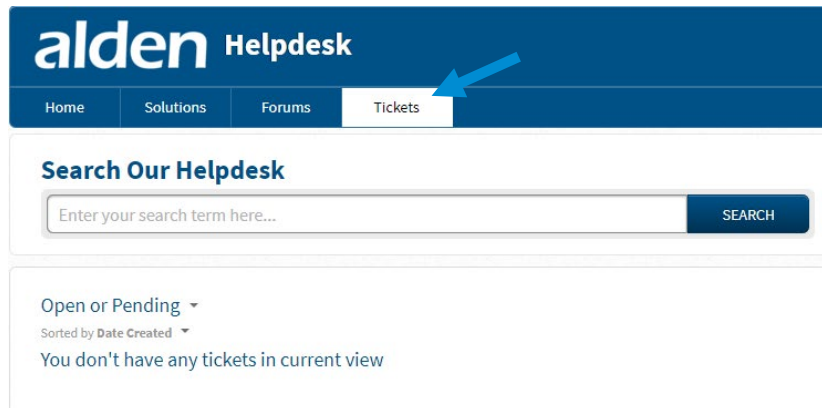
g. Once all fields are completed, click the **Submit** button.

The screenshot shows the 'Submit a ticket' form with the following fields and values:

- Subject ***: Error when changing status on a conversation
- Requester ***: testuser@nomail.com
- Your Name**: (empty)
- System Outage ***: No
- Productivity Impaired (work is severely limited until resolved) ***: Yes
- Product ***: Alden One
- Project (NA if not applicable) ***: NA
- Description ***: I am receiving an error when trying to move conversation # 12345678 from Initial to Sent status. The error only occurs on this conversation, as I've moved similar conversations forward after this one. I'm attaching a screen shot of the error to this ticket. Thanks!

At the bottom of the form, there is a '+ Attach a file' button and two buttons: 'Submit' and 'Cancel'.

NOTE: You will receive a confirmation email that your ticket has been created, and every time an agent responds to your ticket, you will receive an email notification. To check on the status of your ticket, click on the Tickets tab and search to find your ticket.

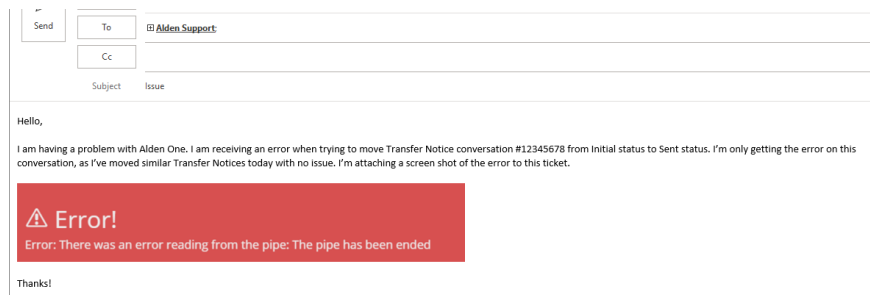


Instead of creating a ticket through the Helpdesk, you can also create one when you email Alden Support directly. We prefer you to create tickets using the Helpdesk, but some situations may require direct email ticket creation.

To create a support ticket via email:

1. Send an email to Support@aldensys.com
 - a. Include steps to reproduce the issue and as much information as possible along with Screenshots of any error messages.

EXAMPLE:



When Alden Support notices common error messages or issues that our users have, documentation for dealing with those problems is added to the helpdesk. Before creating a ticket, you should search through the helpdesk in case the solution to your issue is already posted.

To search the Helpdesk or to check on the status of your ticket:



1. Go to <https://support.aldensys.com>.
2. Sign in as needed.
3. Click on the **Solutions** tab.
4. In the field to the left of the **Search** button, enter your search terms (e.g., error 2512).
NOTE: As you begin typing in your search terms, results will begin to appear.
5. If you see a solution that matches your problem, click on it to see how to resolve the issue.