Using the Alden Helpdesk

You can create support tickets for issues, questions you may have, software bugs, 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 (if desired). **NOTE:** If you do not have a login, you can still proceed to Step 3.
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.

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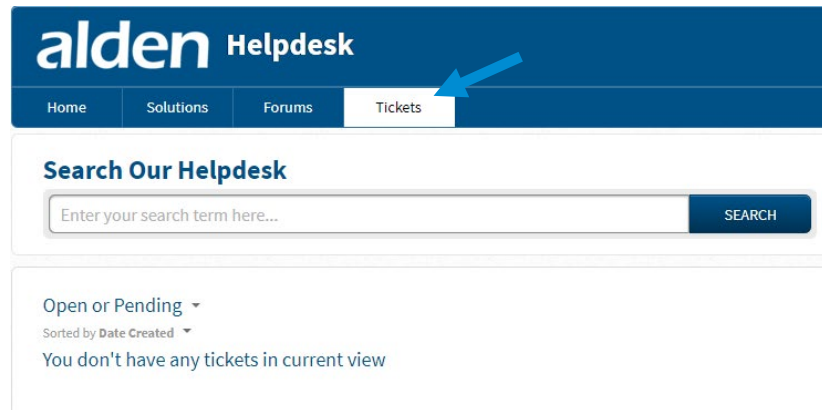
To search the Helpdesk or to check on the status of your ticket:

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.