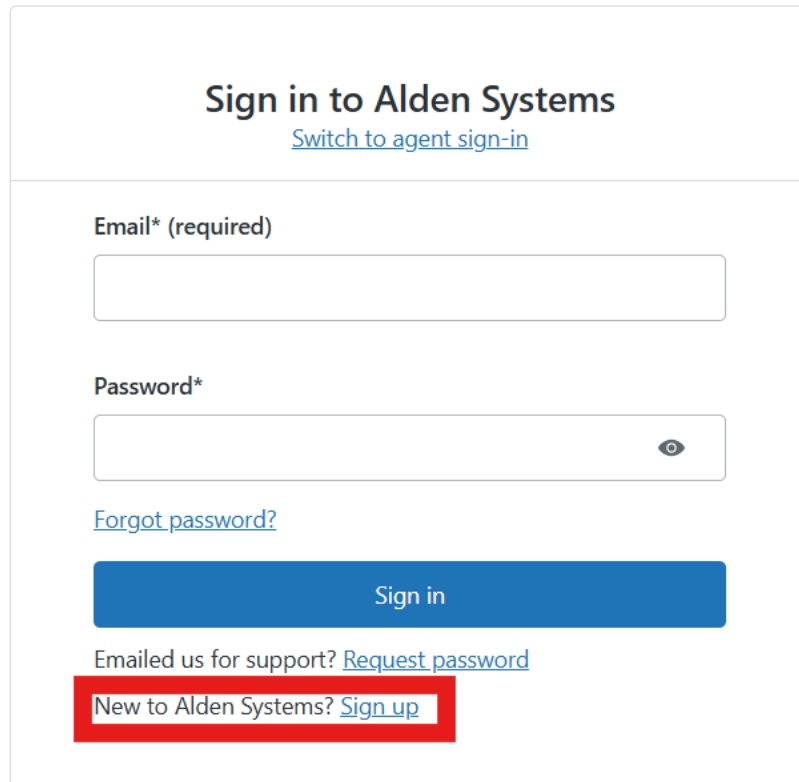


Alden Helpdesk – Creating an Account

1. If you have not already created an account for our support portal, go to <https://support.aldensys.com>.
2. Click the link to “Sign up” at the bottom of the page.

A screenshot of the Alden Systems sign-in page. The page has a light gray background. At the top, the text "Sign in to Alden Systems" is centered in a bold, dark blue font. Below it, a link "Switch to agent sign-in" is centered in a smaller, blue font. The main form area is white and contains two input fields: "Email* (required)" and "Password*". The "Email*" field is a simple white box with a gray border. The "Password*" field is a white box with a gray border and a small eye icon on the right side. Below the "Password*" field is a link "Forgot password?". Below the "Forgot password?" link is a blue button with the text "Sign in" in white. At the bottom of the form, there is a line of text: "Emailed us for support? [Request password](#)". Below this line is a red rectangular box containing the text "New to Alden Systems? [Sign up](#)".

Sign in to Alden Systems

[Switch to agent sign-in](#)

Email* (required)

Password*

[Forgot password?](#)

Sign in

Emailed us for support? [Request password](#)

New to Alden Systems? [Sign up](#)

3. Enter your first and last name, and email address as prompted. The email you enter is how you will receive ticket updates and responses from Alden Support. When you are done entering your information, click “Sign up”.

Sign up to Alden Systems

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Name* (required)

Email*

Sign up

Cancel

- An activation link will be sent to the email address you provided. Check your email and click on the link to activate your account and select a password (example email below).

support@aldensys.com
to me ▾

Welcome to Alden Systems. Complete your sign-up to activate and access your account.

[Activate account](#)

If you didn't sign up to Alden Systems using this email address, you can safely ignore this email.

- Once you have clicked the link that was sent to your email as shown above, you will be prompted to create a password. Choose a password, then click the "Create password" button. Keep in mind the password requirements as outlined below.

Create a password

You'll use this password to sign in to Alden Systems

Password*

Password must contain the following

- › Must be at least 5 characters
- › Must be fewer than 72 characters
- › Must be different than your email address

Create password

Cancel

6. After you create your password, you'll be taken to the Helpdesk.
- **NOTE:** Our portal supports English and Canadian French. If you would like to change your language setting, you can do so now by going to the bottom of the page and change your selected language.