Alden Helpdesk – Creating an Account
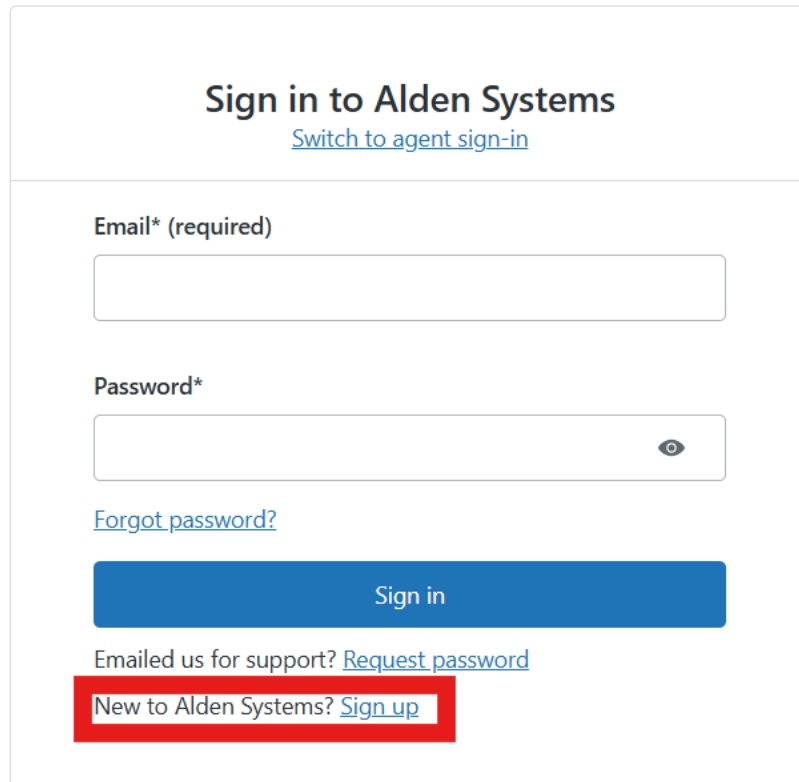
1. If you have not already created an account for our support portal, go to https://support.aldensys.com.

2. Click the link to "Sign up" at the bottom of the page.

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)

Test User

Email*

Test@Aldensys.com

Sign up

Cancel

4. 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.

5. 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.

Helpdesk

Français (Canada)

English (US) ⌄