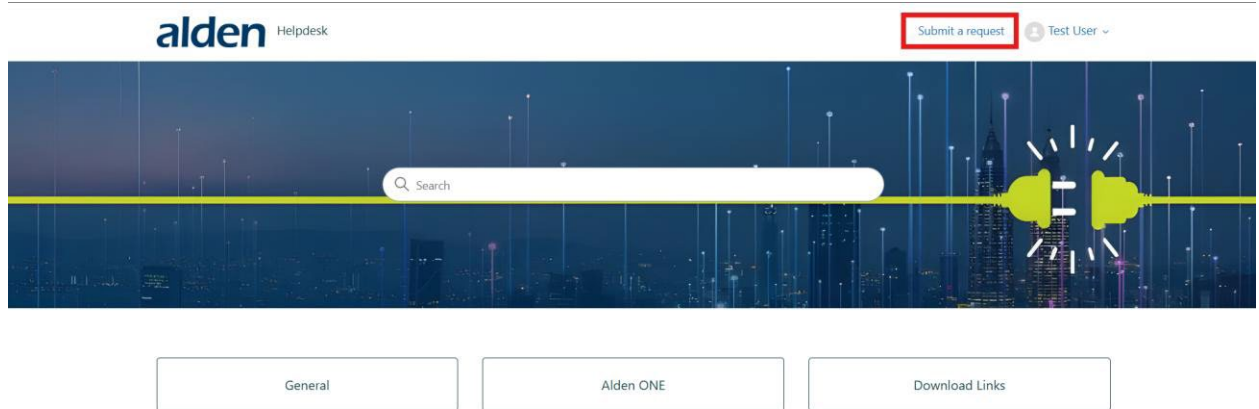


Alden Helpdesk – Creating a Support Ticket

1. Go to <https://support.aldensys.com>.
2. Sign in if you have not already done so.
3. Click on “Submit a request” in the upper right as shown below.



4. Fill out the fields in the form, and submit.
 - Fields marked with an asterisk (*) are required.
 - Fill in the “Scope of Issue”, “Work Impact”, and “Users Impacted” according to your needs.
 - Be sure to include **as many details about your issue as possible**, including any steps to reproduce your issue.
 - **Full-size Screenshots** of any error messages or issues are also **extremely helpful**.
 - These things can cut down on the back-and-forth, and can get your issue resolved more quickly.
 - Files can be attached as well.
5. Once you submit, 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.
6. Additionally, you can check on the status of your tickets by clicking on your name in the upper right, and clicking “Requests”

Test User

Profile

Requests

Activities

Approval requests

Contact details

Sign out



My requests

My requests Requests I'm CC'd on

Search requests

Status:

Any

| Subject | Id | Created | Last activity | Status |
|-------------|------|---------------|---------------|--------|
| TEST ticket | #100 | 3 minutes ago | 3 minutes ago | Open |