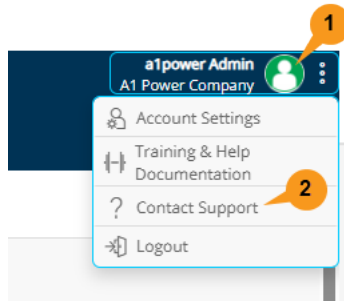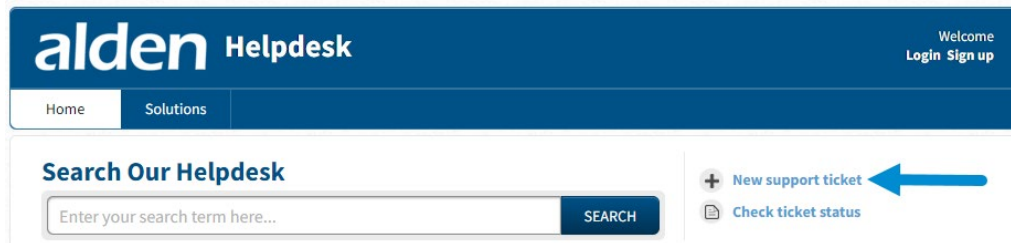# Pole Load and/or Pole Attachment Support Ticket Steps

To create a support ticket from within Alden One:

1. Click on your Username (1) and click **Contact Support** (2).

2. In the new browser, click on the **New support ticket** link.

3. Fill in the information on the ticket using the information below to help you.

   a. **Subject:** For this field, enter **New Pole Load** or **New Pole Load Delta** (updates only).
   b. **Requestor:** In this field, enter your email address, and your Full Name.
   c. **Product:** For this field, select Alden One from the drop-down options.
   d. **System Outage:** For this field, select **No** from the drop-down options.
      i. **Productivity impaired (work is severely limited until resolved):** In this field, in most cases you would select **No**. Only select Yes if the pole load is needed immediately.

      ii. **Minor Concern (can continue working fairly easily but needs resolution):** For this field, select **Yes**.

  e. **Project (NA if not applicable):** In this field, enter **N/A**.

  f. **Description:** Here, enter a short description of the pole load data you are providing (e.g., Full Pole Replacement, Partial Pole, Pole Data Changes, etc.).

  g. **Attach a file:** Click the link to Attach the Pole Data file or the Pole Attachment file (not both). If you need support on both types of files, follow this process once for each file (e.g., one for the poles and one for the attachments). Once you click on the link, navigate to your file, select it and click **Open** (or double-click it to auto-open) to open the file.

  h. **CAPTCHA:** Check the box to the left of the CAPTCHA to indicate you are not a robot.

  i. Click **Submit**.

4. The page will update with a support ticket number and you will also receive an email with the support ticket number.