REQUEST DATA ACCESS (RDA) CONVERSATIONS

Alden Systems

10/08/2024

Review the information to learn about Request Data Access (RDA) Conversations.

Contents

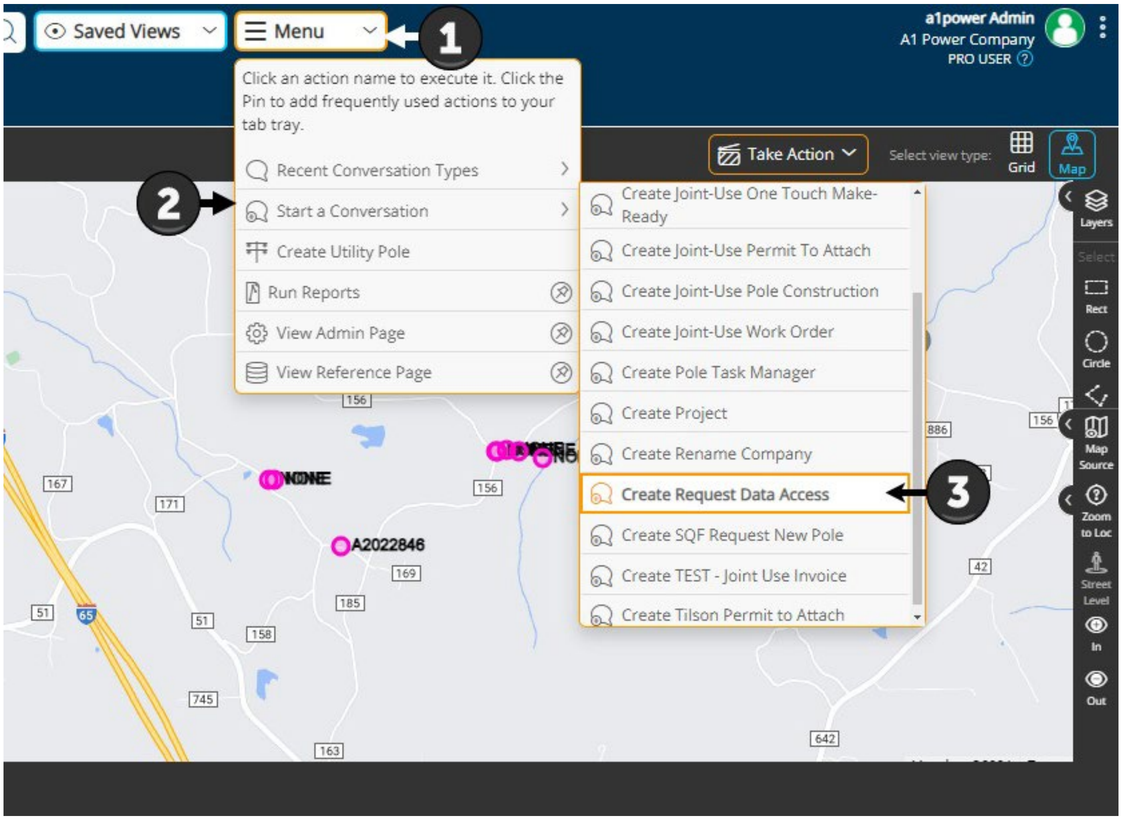
What is the RDA Conversation?

The RDA Conversation allows attachers, contractors, or other applicants to request access to pole data from asset owners, that currently isn't shared with them. Alden ONE eliminates the hassle of searching for the appropriate contacts to request access to shared data, as all data sharing requests are automatically routed to the right person when you setup and use the Request Data Access Conversation. Once approved, the necessary roles are shared with the company that initiated the data-sharing request.

NOTE: Other non-pole asset types (e.g., Vaults, Streetlights, CellStructures) still need to be manually shared with attacher(s).

Who has access to the RDA Conversation?

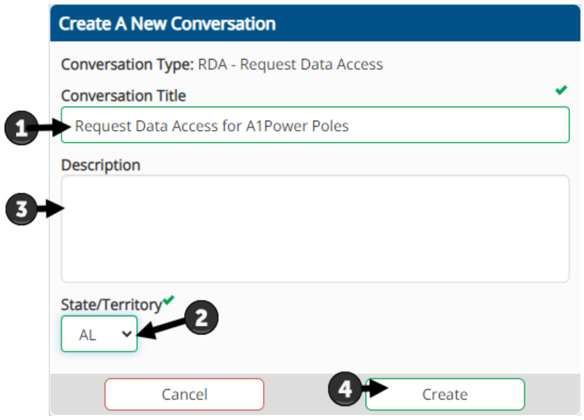
Attachers, contractors, or other applicants [referred to as *attacher(s)* throughout this document] can find this conversation conveniently located in the (1) **Menu** > (2) **Start a Conversation** > (3) **Create Request Data Access**.



NOTE: Attachers should NOT select asset(s) when creating this conversation as the Conversation Type will not be visible in the *Take Action* menu if asset(s) are selected.

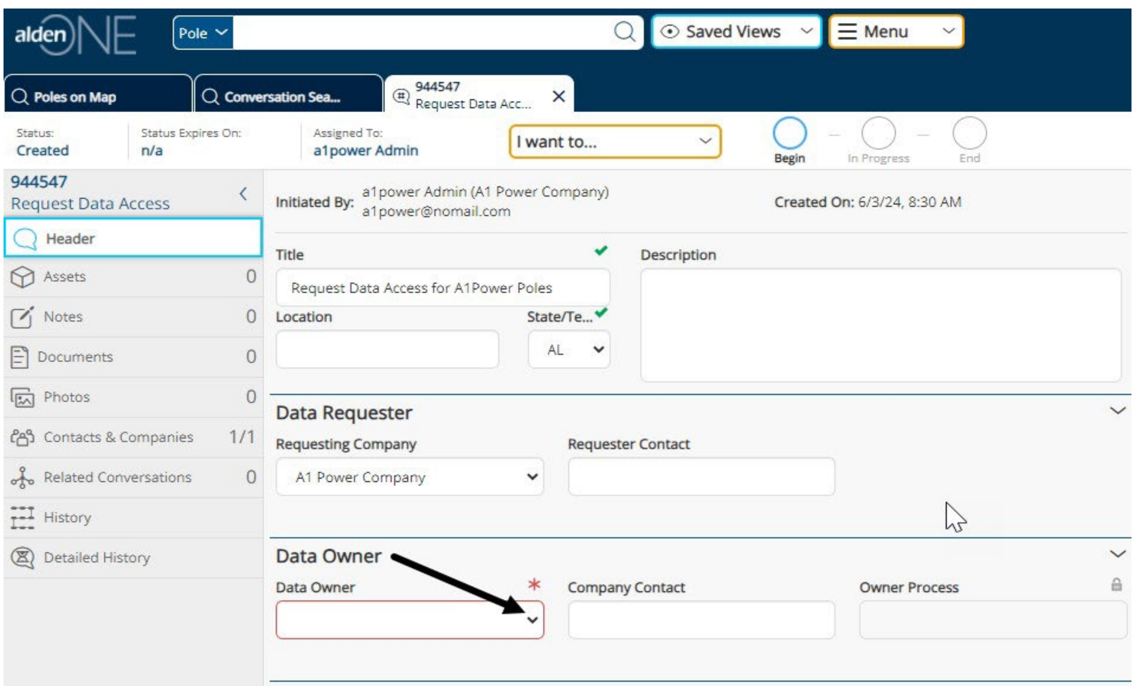
Fill in the “Create A New Conversation Window”

The attacher adds a title for the conversation (1) and selects a state or territory (2). If they wish, they can also enter a description (3), but this is not required. Finally, the attacher clicks the **Create** button (4).

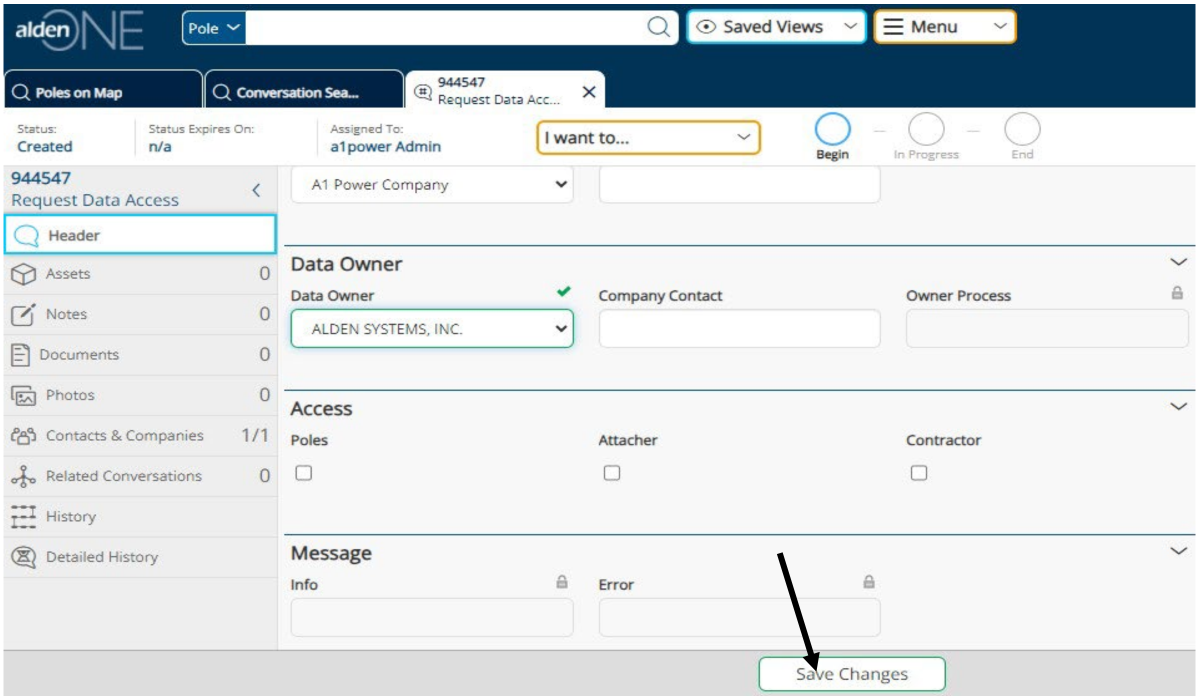


Fill in the "Request Data Access Form"

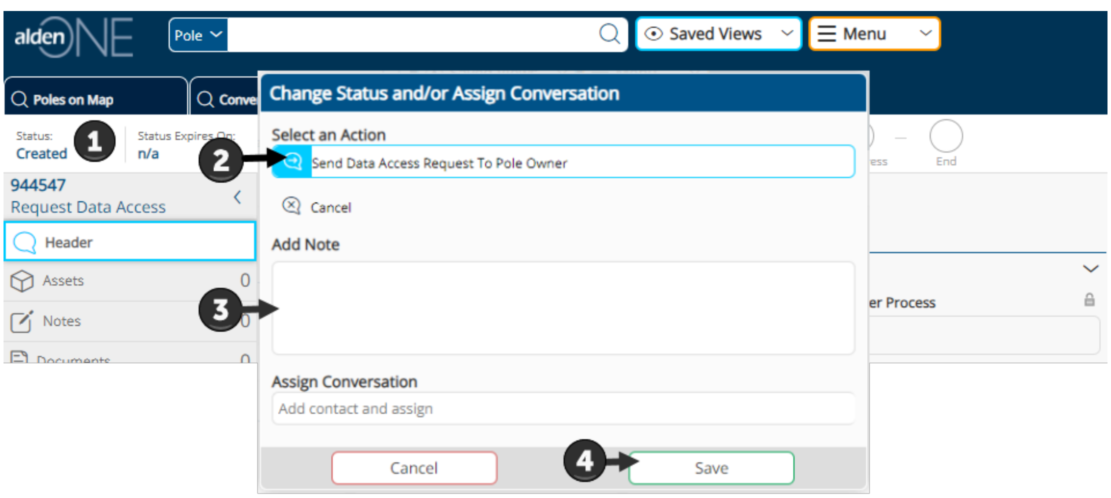
The attacher can now fill in the editable fields at the top of the RDA form, but only the **Data Owner** selection is required.



Scrolling down, the attacher has additional non-required fields they can select from or use to enter information that may help the asset owner understand the need for data access. Once the form is completed, they will need to click the **Save Changes** button.



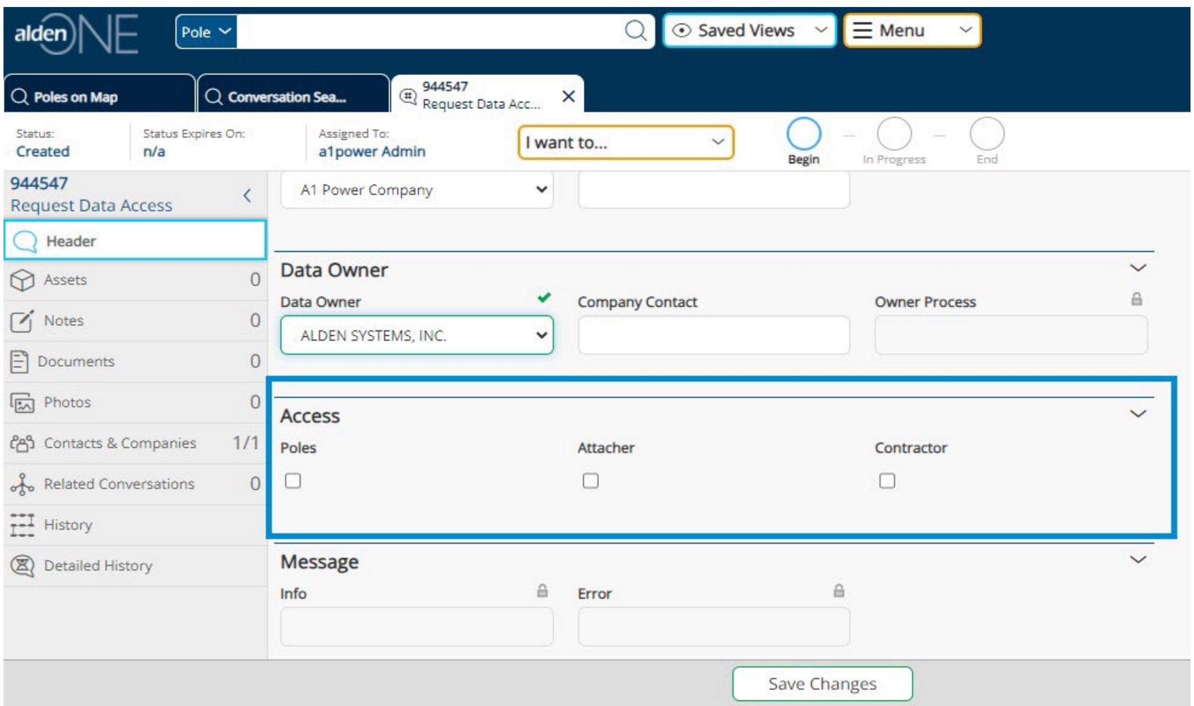
To submit the request, attachers can click on the **Status** (1) and in the *Change Status and/or Assign Conversation* window, select the **Send Data Access Request To Pole Owner** option (2). The attacher can enter a **Description** as needed (3), then click **Save** (4).



What should I consider when approving RDA Requests?

As an Alden ONE Pro Client/User or Pole Owner, if you have already approved a prior RDA conversation for a customer, generally you do **NOT** want to approve additional access requests from the same customer.

When the RDA Conversation status is in *Pole Owner Review*, before you approve the request for shared data access, review the checkboxes under *Access* and check or uncheck the checkboxes so only the roles you are approving apply.



3 Checkboxes

You should train your attacher(s) on the checkboxes below, so they select the correct box(es) before submitting the request.

Poles Checkbox

- If a customer needs access to your pole data, check this box. This checkbox gives the requestor your company's Shared Poles role, and a note is added to the conversation that the Shared Poles role has been shared.

Attacher Checkbox

- This checkbox should *only* be checked if the applicant does NOT already have an account or contract with your company in Alden ONE. If you want Alden ONE to create a placeholder Account and Contract for the customer, then check this box. If checked and approved, a placeholder Account and Contract is created for the requesting customer and notes are added to the Conversation to indicate account and contract creation.
  Recommendation: Review and update the placeholder account and contract!

Contractor Checkbox

- If your company is not using the Task Agent mobile application, this box should never be checked. When checked and approved, the Task Agent role is assigned to the requestor.

Support

For any question or support needs, please contact AldenONESupport@aldensys.com.