Using the Alden Support Portal

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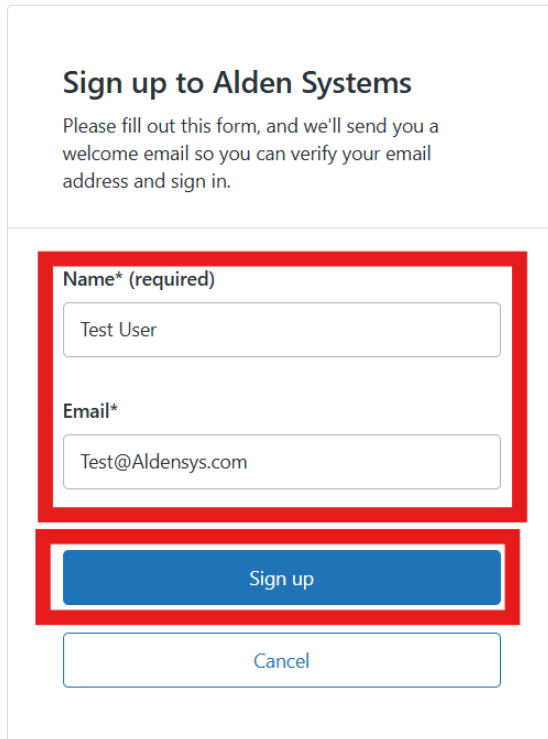
3. Enter your first and last name, and email address as prompted. The email you enter is how you will receive ticket updates and responses from Alden Support. When you are done entering your information, click "Sign up".

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).

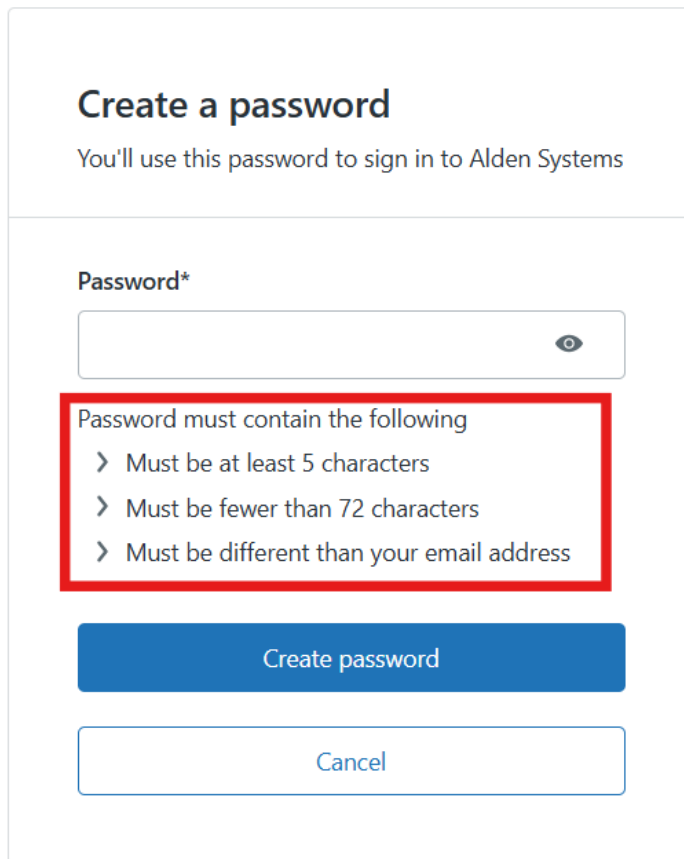5. Once you have clicked the link that was sent to your email as shown above, you will be prompted to create a password. Choose a password, then click the "Create password" button. Keep in mind the password requirements as outlined below.

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.


When to Create a Support Ticket

1. Create a support ticket for technical issues, questions about existing functionality, bugs, or problems with data or reports.

    For new requests, project planning, pricing, or contractual questions, please reach out to your Customer Success Manager.

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.
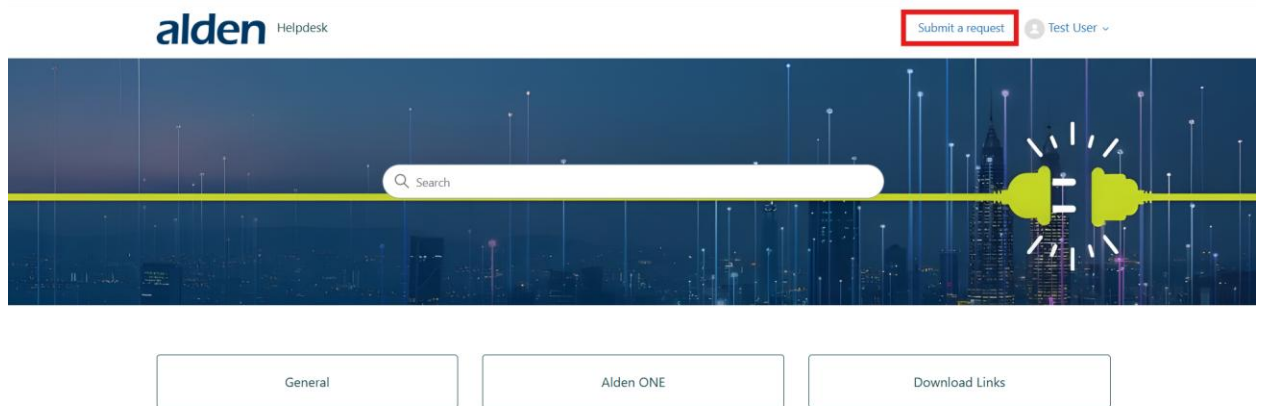
4. Fill out the fields in the form, and submit.
   - Fields marked with an asterisk (*) are required.
   - Fill in the "Scope of Issue", "Work Impact", and "Users Impacted" according to your needs.
   - Be sure to include **as many details about your issue as possible**, including any steps to reproduce your issue.
     - **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"

alden Helpdesk   Submit a request   Test User ⌄

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