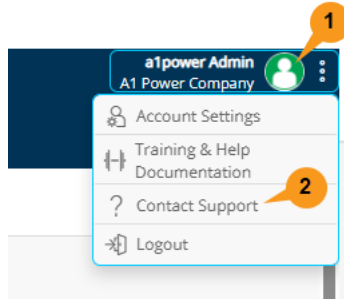




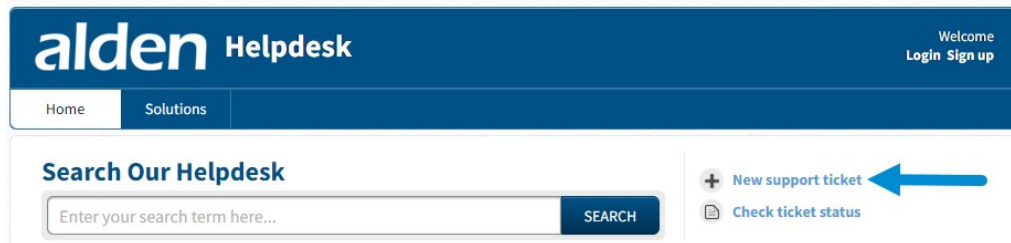
To Create a Support Ticket from Alden One – Quick Reference

To create a support ticket from within Alden One:

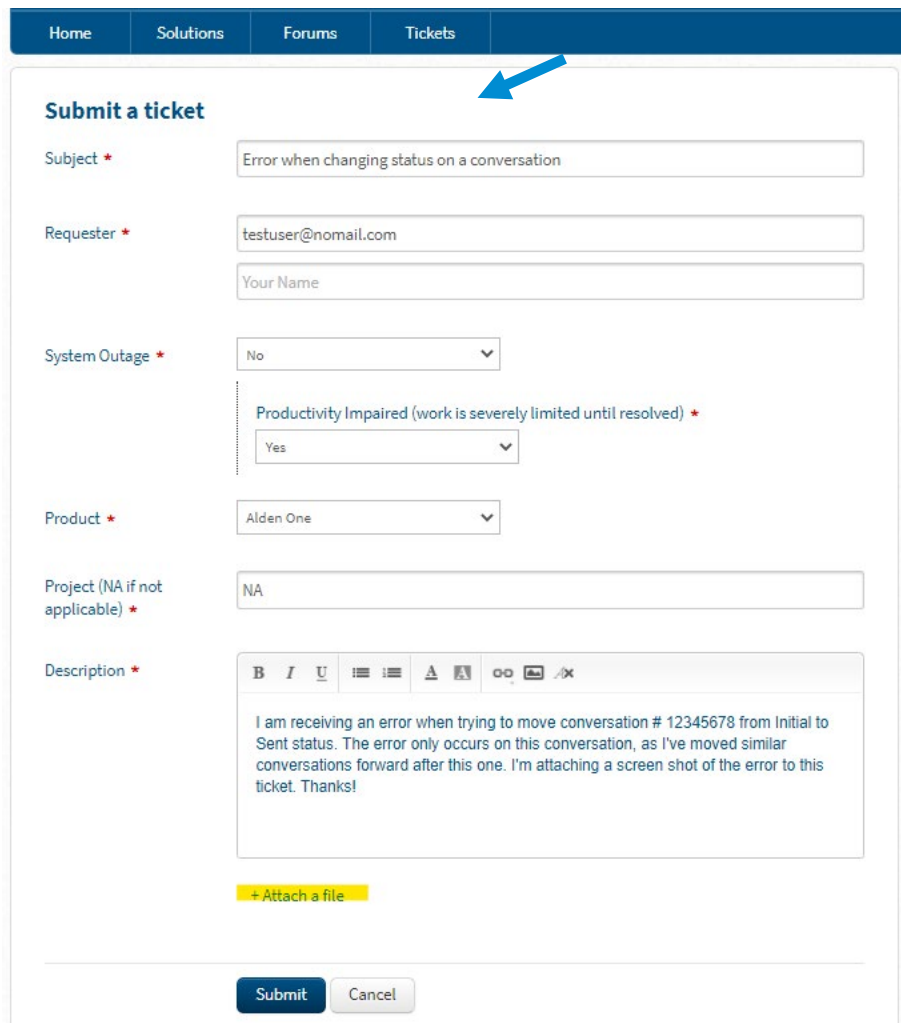
1. Click on your Username (1) and click **Contact Support** (2).



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



3. Fill in the information and click **Submit**:



The screenshot shows the 'Submit a ticket' form in the Alden ONE system. The top navigation bar has tabs for Home, Solutions, Forums, and Tickets. A blue arrow points to the 'Tickets' tab. The form is titled 'Submit a ticket' and contains the following fields:

- Subject ***: Error when changing status on a conversation
- Requester ***: testuser@nomail.com
- Your Name**: (empty field)
- System Outage ***: No (dropdown menu)
- Productivity Impaired (work is severely limited until resolved) ***: Yes (dropdown menu)
- Product ***: Alden One (dropdown menu)
- Project (NA if not applicable) ***: NA
- Description ***: I am receiving an error when trying to move conversation # 12345678 from Initial to Sent status. The error only occurs on this conversation, as I've moved similar conversations forward after this one. I'm attaching a screen shot of the error to this ticket. Thanks!

Below the description field is a yellow button labeled '+ Attach a file'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

NOTE: You will receive an email confirmation that your ticket has been created, and every time an agent responds to your ticket, you will receive an email notification.