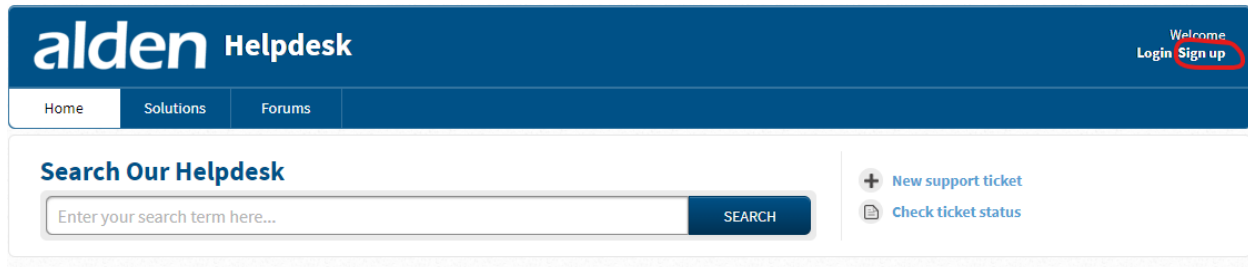


Using the Alden Systems Support System

Creating an Account

1. If you have not yet created an account for our support portal, go to <https://support.aldensys.com>
2. Look in the top-right corner and click "Sign up".



3. Enter your full name and email address as prompted. The email you enter in is how you will receive ticket updates and responses from Support. When you are done entering your name and email, click "Register".
4. An activation link will be sent to your email. Check your email and click on the link to activate your account and select a password (sample email below).

Helpdesk user activation



Alden Systems support@aldensys.com via freshdesk.com
to me ▾

Hi Test User,

A new Helpdesk account has been created for you.

Click the url below to activate your account and select a password!

<https://support.aldensys.com/register/AtDWIYR6yv4wMBaSxDAB>

If the above URL does not work try copying and pasting it into your browser. If you continue to have problems, please feel free to contact us.

Regards,
Helpdesk

5. Once you have clicked on the link that was sent to your email as shown above, you will be prompted to create a password. Choose a password and then click on the "Activate & Log in" button.
6. You should see a display in green informing you that your account has been activated (see image below).

The image shows the top section of the alden Helpdesk interface. It features a dark blue header with the 'alden Helpdesk' logo on the left and a user greeting 'Welcome Test User' with links to 'Edit profile' and 'Sign out' on the right. Below the header is a navigation bar with tabs for 'Home', 'Solutions', 'Forums', and 'Tickets'. The 'Home' tab is active. Below the navigation bar is a white search area with the title 'Search Our Helpdesk'. It contains a search input field with the placeholder text 'Enter your search term here...', a blue 'SEARCH' button, and two links: '+ New support ticket' and 'Check ticket status'. At the bottom of this section is a green notification banner that reads 'Your account has been activated.' with a close button 'x'.

When to Create a Support Ticket

1. You can create support tickets for **issues**, **questions** you may have, software **bugs**, **enhancement requests**, and any **data changes** or **report changes** you may need.

Creating a Support Ticket Through the Portal

1. Go to the Support portal <https://support.aldensys.com>
2. Sign in if you have not already.
3. Click on the "New support ticket" link as shown below:

This image is a screenshot of the same alden Helpdesk interface as above, but with the '+ New support ticket' link highlighted in yellow to indicate it should be clicked.

4. Fill out the fields in the ticket as shown below.
 - a. If you are unable to perform any work until your issue is resolved, please select YES on the "**System Outage**" drop down box.
 - b. **Be sure to include detailed steps to reproduce the issue if possible. Screenshots of any error messages are also extremely helpful.** These things can get your issue resolved more quickly.

Home	Solutions	Forums	Tickets
------	-----------	--------	---------

Submit a ticket

Subject *

Requester *

System Outage *

Productivity Impaired (work is severely limited until resolved) *

Product *

Project (NA if not applicable) *

Description *

B *I* U

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!

[+ Attach a file](#)

5. Click on the "Submit" button
6. 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.
7. Additionally, you can check on the status of your open tickets by clicking on the "Tickets" tab as seen below:

alden Helpdesk Welcome Test User | Edit profile - Sign out

Home Solutions Forums **Tickets**

Search Our Helpdesk

Enter your search term here... **SEARCH**

+ New support ticket
Check ticket status

Open or Pending ▾
Sorted by Date Created ▾
You don't have any tickets in current view

Searching the Helpdesk

When Alden Support notices common error messages or issues that our users have, documentation for dealing with those problems is added to the helpdesk. Before creating a ticket, it would be wise to search through the helpdesk in case the solution to your issue is already posted.

1. Go to the Support portal <https://support.aldensys.com>
2. Click on the "Solutions" tab.
3. Type in some keywords to describe your error or issue.

alden Helpdesk Welcome Test User | Edit profile - Sign out

Home **Solutions** Forums Tickets

Search Our Helpdesk

error 2512 **SEARCH**

+ New support ticket
Check ticket status

Search results for "error 2512"

All Solutions Topics Tickets

2512 Error at Line 1 Position 128 (Invalid Grid Color) COLLECTWEB
Platform CollectWeb Summary 2512 An error has occurred. [Line: 1 Position: 128] ... Description The above error is a result of an invalid color assigned
Thu, Sep 10, 2015 at 3:14 PM

4. If you see a help item that matches your problem, click on it and discover how to resolve the issue.

Creating a Support Ticket via Email

Instead of creating a ticket through the support portal, you can also create one when you email Alden Support directly. We prefer you to create tickets using the support system, but some situations may require direct email ticket creation.

1. Send an email to Support@aldensys.com
 - a. Be sure to include steps to reproduce the issue and as much information as possible. Screenshots of any error messages that come up are extremely helpful as well.
 - b. Below is an example of a poor email that does not include enough information

Send	To	Alden Support
	Cc	
Subject		Issue

Hello,

I am having a problem with the system and need your help. It is not working.

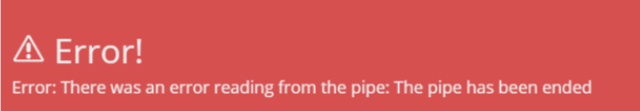
Thanks

- c. Below is an example of a good email that allows Support to quickly resolve the issue

Send	To	Alden Support
	Cc	
Subject		Issue

Hello,

I am having a problem with Alden One. I am receiving an error when trying to move Transfer Notice conversation #12345678 from Initial status to Sent status. I'm only getting the error on this conversation, as I've moved similar Transfer Notices today with no issue. I'm attaching a screen shot of the error to this ticket.



Thanks!