

**From:** Florida PALM <floridapalm@myfloridacfo.com>  
**Sent:** Monday, June 28, 2021  
**To:** Florida PALM  
**Subject:** Action: MRW Task TRNG38 - Share and Review Guidance for User Support Lab Registration



Hello,

Beginning July 13, Florida PALM will offer User Support Labs (USLs) to end users and members of their Tier 0 Support Team for to support completing specific non-critical work (e.g., creating query or using the disinvestment spreadsheet). This is **not** training, but an opportunity to receive hands-on assistance using Florida PALM in production. USL sessions will be held in-person at the Florida PALM Project site in Tallahassee. Virtual USL will be offered for those outside of Tallahassee.

Before attending a USL, end users should review relevant training and work with their agency's Tier 0 Support Team for better understanding of Florida PALM functionality. If additional assistance is still needed, the Tier 0 Support Team should submit a USL Request Form on behalf of their end users **at least two business days** in advanced of the requested USL session. Both the end user needing assistance and a Tier 0 Support person should attend the session to get assistance needed and increase the Tier 0 support capability for their agency.

Share the [USL Request Form](#) and the [USL Session Schedule](#) (available on the User Support Page on the Florida PALM website) with your end users and Tier 0 Support Team. MRW Task TRNG40 Register and Monitor Participation in User Support Labs task instructions will further share how to register for USL.

For assistance requiring immediate attention after launch, end users or Tier 0 Support Team may contact the Florida PALM Solution Center for real-time support.

Please email [FloridaPALM@MyFloridaCFO.com](mailto:FloridaPALM@MyFloridaCFO.com) if you have any questions.

Sincerely,

*Florida PALM Project*

**Florida Department of Financial Services**

Website: [www.myfloridacfo.com/FloridaPALM](http://www.myfloridacfo.com/FloridaPALM)



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