

Task Instructions

Task ID: TRNG40

Wave: CMS

Audience: All Agencies

Task Name: Register and Monitor Participation in User Support Labs

Task Type: Training

Task Due Date: 9/10/2021

Task Overview

Beginning **July 13**, Florida PALM will offer User Support Labs (USLs) to end users and Tier 0 Support Team members to support completing specific non-critical work (e.g., creating a query or using the disinvestment spreadsheet).

This is not intended to be training, but an opportunity to receive hands-on assistance using Florida PALM in production. For assistance requiring immediate attention after launch, end users or your Tier 0 Support Team should contact the Florida PALM Solution Center for real-time support.

Before attending a USL, an end user should:

1. Review relevant training and work with the Tier 0 Support Team for better understanding of Florida PALM functionality.
2. Review the [USL Session Schedule](#) with the Tier 0 Support Team to determine preferred sessions dates and times.
3. Complete the [USL Request Form](#), requesting a USL session and documenting the details of the transaction and assistance needed.
4. Submit a USL Request Form to FloridaPALM@myfloridacfo.com **at least two business days** in advanced of the requested USL session.

USL sessions will be held in-person at the Florida PALM Project site in Tallahassee. Virtual USLs will be offered for those outside of Tallahassee.

What will the Florida PALM Team do with this Information?

Once your request has been received, reviewed, and confirmed, the identified agency participants will receive a meeting invitation with the details of the requested USL session.

Task Instructions

Please work with your Tier 0 Support Team to coordinate who will be completing each of the items involved with this task.

| Instructions |
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| <p>1) Review the USL Session Schedule for available sessions. Choose three dates and times and rank them by preference on the USL Request Form.</p> |
| <p>2) Fill out the first page of the USL Request Form detailing:</p> <ul style="list-style-type: none"> • The topic needing assistance • Training completed relating to the transaction • Related open tickets with the Solution Center, if applicable |

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| <ul style="list-style-type: none">• <i>Explanation of the challenge including specific details and screenshots, if applicable</i> |
| <p>3) <i>Fill out the second page of the USL Request Form detailing:</i></p> <ul style="list-style-type: none">• <i>Three choices for the USL Session dates and times, ranked by preference</i>• <i>The Tier 0 Support Team participant's contact information</i>• <i>The end user(s) contact information</i> |
| <p>4) <i>Submit the USL Request Form to FloridaPALM@myfloridacfo.com at least two business days in advance of requested session.</i></p> |

Supporting Materials and Resources:

- [USL Session Schedule](#)
- [USL Request Form](#)
- [Should I Register for a USL Graphic](#)