

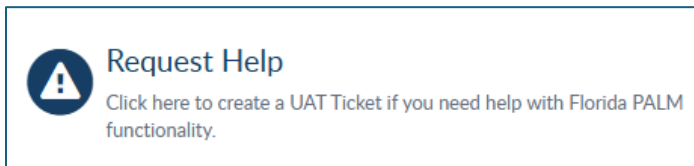
Florida PALM Testing Customer Portal – Submitting a Ticket

The Florida PALM Testing Customer Portal is where Florida PALM users participating in User Acceptance Testing (UAT) can submit tickets to the Solution Center and review ticket status in real-time. To submit a ticket, follow the below steps.

1. Copy and paste the following URL into your browser:
2. <https://flpalmprd.service-now.com/uat>



3. **Log in** using your business email as the Username, and the Password created at registration.
4. Select **Request Help**, found at the bottom of the page. The UAT Ticket form will display.



5. Your registered information will auto-populate in the following fields:
 - a. Name, in the **Requested For** field,
 - b. Email,
 - c. Location,
 - d. Organization,
 - e. Phone Number.

Note: Check the **On Behalf Of** box if you are submitting a ticket for someone else. Enter their Name (first and last) and Email.

* Requested For	
Your Name	
☒ On Behalf Of	
Name	Email
Other User's Name	Other User's Email
Email	
Your Email	
Location	
Your Location (County)	
Organization	
Your Organization	
Phone Number	
Your Phone Number	

6. Select which Implementation the issue was **Identified From**

* Identified From
-- None --
-- None --
Data Warehouse / Business Intelligence (DW/BI)
Financials
Payroll

7. If the ticket is related to Interface Testing, check the box and select the applicable testing folder.

☐ Is this a ticket related to Interface Testing?

* Folder:
-- None --
-- None --
INT2
UAT2

8. Select the **Business Process Grouping** related to your request.

To which Florida PALM Business Process Grouping is your request related?
Account Management and Financial Reporting (AMFR)
Accounts Receivable (AR)
Asset Accounting and Management (AAM)
Banking
Budget Management and Cash Control (BMCC)
Contracts Management (CT)

9. Select the **Topic** that represents the function to be performed in Florida PALM.

To which Topic within the Florida PALM Business Process Grouping is your request related?
Accessing and Navigating Data Warehouse
Accounting Errors (WorkCenter)
ACH Notifications of Change Report
Acquire and Set Up Assets
Adding and Deleting Pages in the Dashboard
Adding or Modifying a Grant - FACTS Exempt

10. Enter a brief overview of the issue or request in the **Summary of the Issue** field.

11. Enter a detailed description of the issue or request in the **Issue Description** field.

* Summary of the Issue
* Issue Description

* Does this ticket contain confidential information?

-- None --

-- None --

Yes

No

*Steps to Reproduce

 Add attachments

Submit