

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.

1. After a ticket has been submitted for processing, a ticket number generates and displays at the top of the page along with ticket details.

Number	Created	Updated	State
UAT00012345	🕒 2025-10-09 12:35:42	🕒 2025-10-09 12:35:42	New

Short Description

Testing submitting and viewing a ticket

Impact: 3 - Moderate/Limi... Urgency: 3 - Medium

[Actions](#)

2. The **Activity** tab allows users to view the communication between the ticket reporter and the Florida PALM team.

If the User has questions/comments after their ticket has been submitted, they can enter a message in the box and click Post to begin communicating with the Florida PALM team.

Activity Attachments Additional Information



FP

Florida PALM Agent

just now · Additional comments

Hello Test (CSM) User, How are you today?

TU

Test (CSM) User

3m ago · Additional comments

Hello, Florida PALM

TU

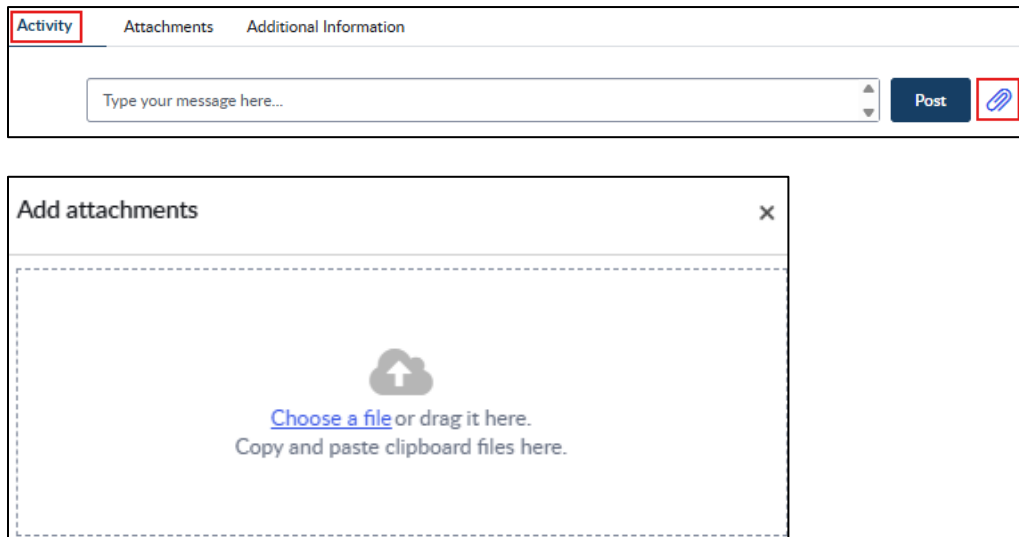
Test (CSM) User

about an hour ago

PALM0002293 Created

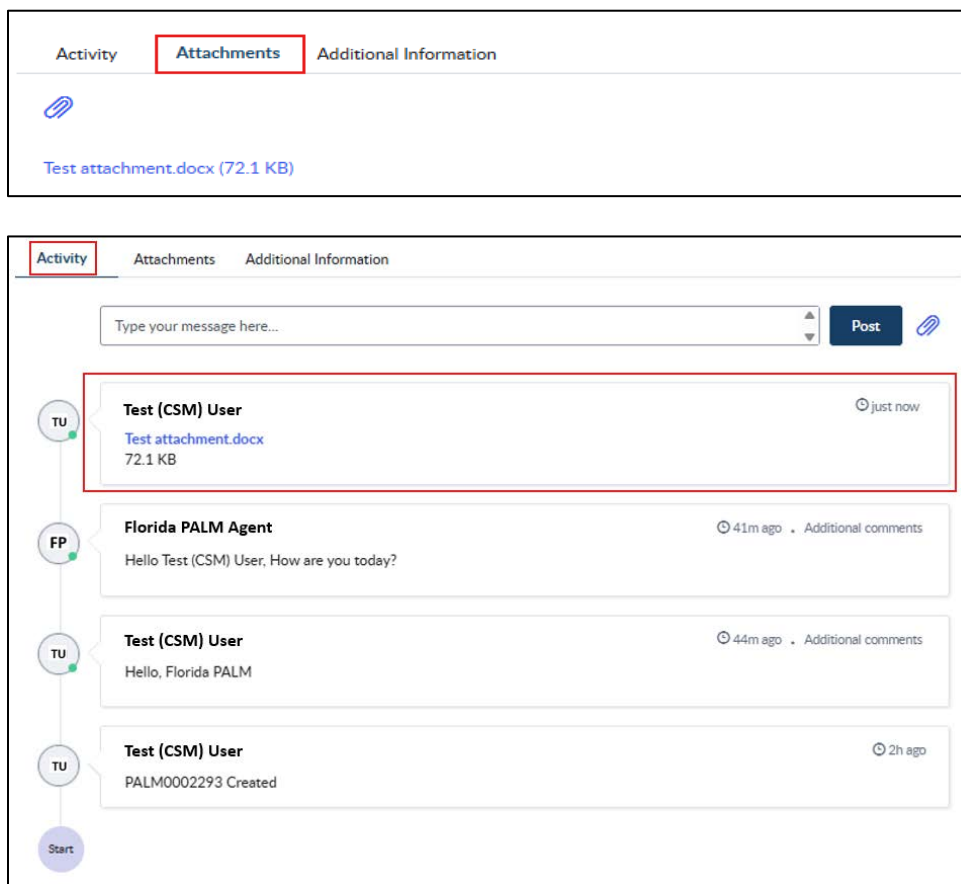
Start

- Users can add attachments by clicking the paper clip and choosing the file to upload.



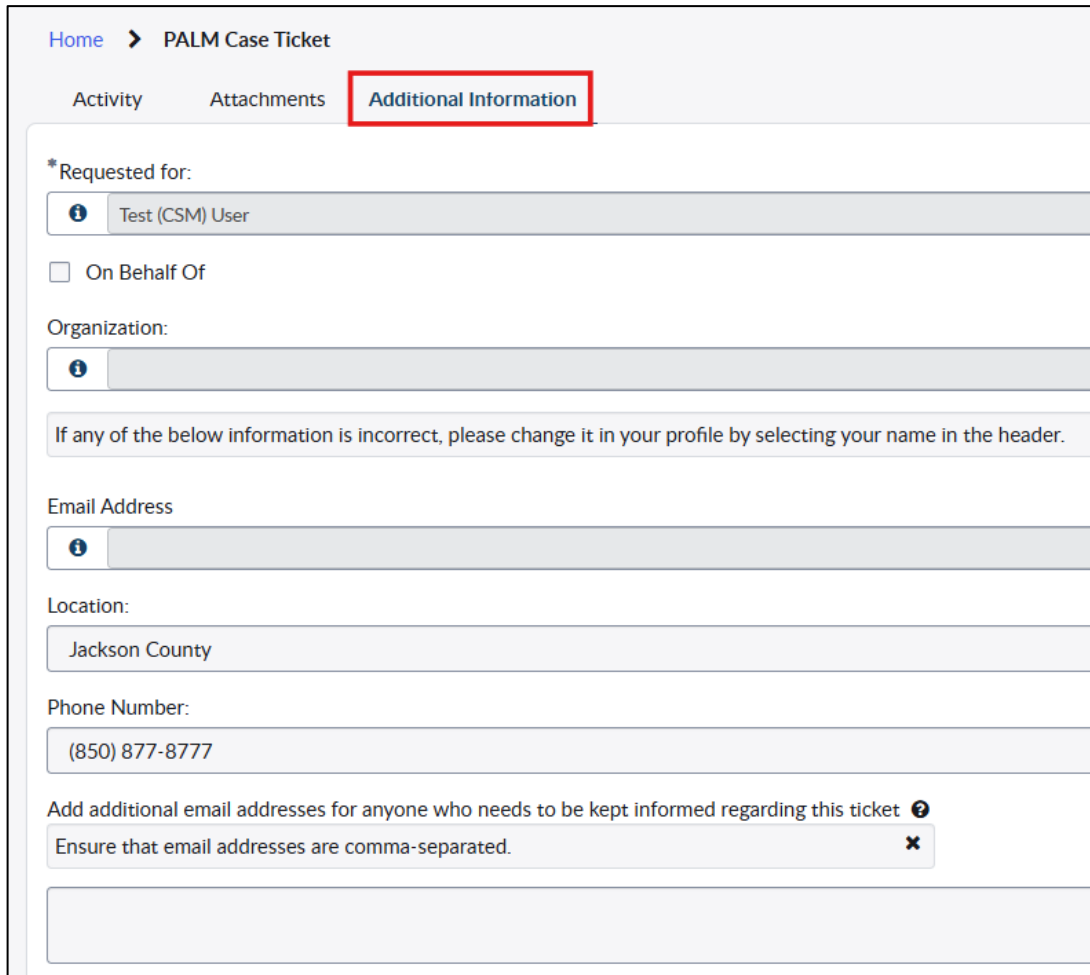
The screenshot shows the 'Activity' tab selected in the ticket interface. Below the tab is a text input field labeled 'Type your message here...' and a 'Post' button. A paper clip icon is highlighted with a red box. Below this, an 'Add attachments' dialog box is open, showing a dashed border for file placement and a cloud upload icon. The dialog text says: 'Choose a file or drag it here. Copy and paste clipboard files here.'

- Once added, the attached file(s) display on the **Attachments** tab as well as the **Activity** tab.



The first screenshot shows the 'Attachments' tab selected, displaying a paper clip icon and the text 'Test attachment.docx (72.1 KB)'. The second screenshot shows the 'Activity' tab selected, displaying a list of messages. The first message, from 'Test (CSM) User', is highlighted with a red box and shows the attachment 'Test attachment.docx (72.1 KB)' with a paper clip icon. The message history includes a 'Start' button at the bottom and a 'Post' button at the top right of the message list.

5. The **Additional Information** tab displays details entered when the ticket was submitted.



Home > PALM Case Ticket

Activity Attachments **Additional Information**

*Requested for:

Test (CSM) User

☐ On Behalf Of

Organization:

[Dropdown]

If any of the below information is incorrect, please change it in your profile by selecting your name in the header.

Email Address

[Dropdown]

Location:

Jackson County

Phone Number:

(850) 877-8777

Add additional email addresses for anyone who needs to be kept informed regarding this ticket ?

Ensure that email addresses are comma-separated.

[Text Area]

6. To view all submitted tickets, select the **My Lists** tab at the top of the screen. My Lists will display all cases opened/submitted by the user.



If you have questions or need additional assistance, please contact the Solution Center
FLPALM_Solutions@myFloridaCFO.com