

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 can review ticket status in real-time. To log in, follow the below steps.

1. Copy and paste the following URL into your browser: <https://flpalmprd.service-now.com/uat>
2. Enter your Username, your Password, and click **Log In**.



Note: Signing in to the Testing Customer Portal requires two-factor authentication.

3. Check your email inbox for the 6-digit verification code. Type in the code and select **Verify**.

Verify your identity

Enter the code sent to your email roXXXXXXXX@test.com

6-digit verification code

XXX - XXX

[Resend code](#)

Verify

4. Once the login is authenticated, you will be redirected to the Testing Customer Portal.

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**Request Help**
Click here to create a UAT Ticket if you need help with Florida PALM

**Knowledge Center**
Click here to browse for Florida PALM knowledge articles.

My UAT Tickets
No Records Found

**SolutionCenter**
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Still have questions about Florida PALM? Contact the Florida PALM Solution Center!

Solution Center Contact Information
Phone Number: 877-FLA-PALM (877-352-7256)
Email: FLPALM_Solutions@MyFloridaCFO.com

8:00 a.m. to 5:00 p.m. EST; Monday through Friday (except State of Florida holidays)

Florida PALM End User Support

Florida PALM Knowledge Center

Florida PALM Website

Florida Palm Batch Schedule

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