

Florida PALM Solution Center Testing Customer Portal– Registration

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

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



Florida PALM Testing
Customer Portal

User name:

Password:

[Log in](#)

Don't have an account? [Register](#)
[Forgot Password](#) | [Forgot Username](#)

2. **Select** the Register button.

Don't have an account? [Register](#)
[Forgot Password](#) | [Forgot Username](#)

3. When the Registration form opens, complete the fields (all are required) and click **Sign Up**.

State Issued Email Address: For contractors that do not have a State-issued email address, provide the appropriate alternative email address for correspondence. State employees should not use their personal email address.

Entity: If you are a contractor or non-state employee, select the appropriate agency within the Entity field the aligns with the organization to which you would like your tickets to be tracked.

Florida PALM Solution Center Customer Registration

* Indicates required

* First name

* Last name

* Phone number

* State Issued Email Address

* Entity

-- None --

* Location

-- None --

Sign Up

- After submitting the registration request, you will receive a notification confirming the request has been received.

Your agency's Security Access Managers (SAMs) and the FPSC will review the registration request.

Thank you for signing up!
Please check your registered email for login instructions.

Hello,

Thank you for requesting a Florida PALM Customer Portal account.

Your Agency Security Access Manager (SAM) and the Florida PALM Solution Center (FPSC) have received your registration request. Upon approval, you will receive an email containing your Customer Portal Account credentials.

If you did not send this request, please contact the Florida PALM Solution Center immediately.

- If your agency SAM **approves** the registration request, an approval notification is emailed to the Florida PALM Solution Center for final review/approval.

Note: No action is required from you until the FPSC has completed their review.

If your agency SAM **rejects** the registration request, a notification is emailed to the FPSC for awareness and the SAM will follow up with you directly.

Upon receipt of your agency SAM's approval notification, the FPSC will conduct a final review of the registration request. If **approved** by the FPSC, you will receive an "Account Creation" notification with instructions for creating an account password. If **rejected** by the FPSC, the request will be returned to you with a denial reason.

Note: Your assigned Username will be confirmed in this email. It's typically the email provided in your registration request.

Preview Email
Hi (Customer's Name), Your user account has been successfully created. Your user name is: Businessemail@address.com Please set your password to access your user account by clicking on the link below. Set a new Password. Note: This link will expire in 1 hours. Unsubscribe Notification Preferences Ref:MSG0096108_0zjU9nbCQrHBSmvHraha

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