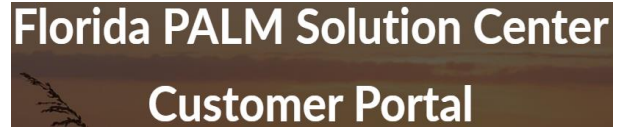


Customer Portal – Registering and Logging In

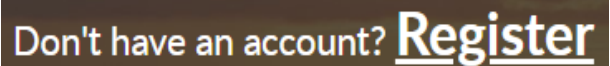
1 Navigate to the Customer Portal

Copy and paste the following URL into your browser: flpalmprd.service-now.com/csm



2 Register an Account

Fill in the required fields and select **Sign Up**. Follow the login instructions to verify your email and set a new password. You will receive two emails: one to verify the email and then another to set the password.



3 Login to the CSM Portal

Type in your registered email address as the User name, and then the Password.

Log in

User name

Password



4 Authenticate your Login

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

[Resend code](#)



5 Access the Customer Portal

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

