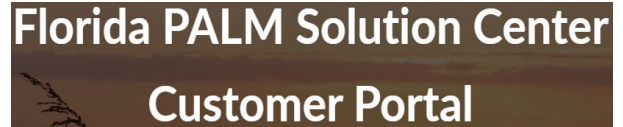


Customer Portal – Registering and Logging In

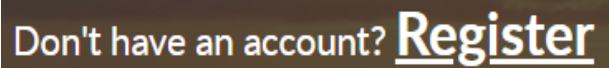
1 Navigate to the Customer Portal

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



2 Register an Account

Select the **Register** button which will open a new email, fill in the required fields, and select **Send**. You will receive an email confirming your account has been created with steps to set your 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

Log in

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

XXX - XXX

[Resend code](#)

Verify

5 Access the Customer Portal

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

