

Florida PALM Solution Center Customer Portal – Registration and Log In

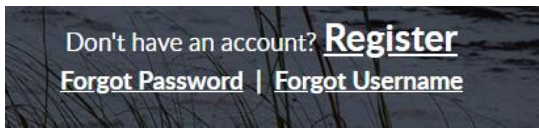
1 Navigate to the Customer Portal

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



2 Access the Registration Form

Select the Register button.



3 Complete the Registration Form

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

* Location

Sign Up

4 Confirmation of submission

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

Your agency's Access Security Managers (SAM) 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.

Florida PALM Solution Center Customer Portal – Registration and Log In

5 SAMs Registration Review

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.

6 Florida PALM Registration – Account Creation

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.

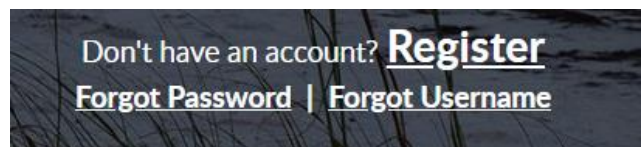
***Note:** Your assigned Username will be confirmed in this email. It’s typically the email provided in your registration request.*

Account Creation Notification
 Hello << Insert Contact Name >>
 Your registration request has been processed, and your **FPSC Customer Portal** account has been created.
 Create your Password by visiting the **FPSC Customer Portal** <<Hyperlink to the Customer Portal>> and select **Forgot Password**.
 User ID: << insert Contact email Address >>

7 Set a Password

From the Customer Portal login page, click on **Forgot Password** and follow the on-screen prompts.

***Note:** To complete the password reset process, you will need to have your Username, which can be found in the “Account Creation”.*



Florida PALM Solution Center Customer Portal – Registration and Log In

8 Login to the Customer Portal

From the Customer Portal login page, enter your Username, your Password, and click **Log In**.

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

Log in

User name

Password

Log in

9 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

10 Access the Customer Portal

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

