

Customer Portal – Reporting a Problem

A Customer Portal user should create a Case to request assistance when Florida PALM is not operating as intended.

1 Report a Problem

From the Customer Portal main page, click on **Report a Problem** to create a Case (CS).



Report a Problem

Click here to create a Case (CS) if Florida PALM isn't working as expected.

2 Requested for

The **Requested for** field is auto-populated with the name of the logged in user (i.e., the person creating the ticket). To select a different user, click on the drop-down to search and choose from the list.

Note: Only individuals that have registered to use the Customer Portal or that have opened a ticket previously will display.

*Requested for:

3 Organization, Email, Location, Phone Number

These fields are auto-populated with the information of the **Requested for** user.

Note: If any information is incorrect, the information must be changed on the user profile in the header.

Organization

Email

Location

Phone Number

4 Environment

Select the **Environment** in which the issue is occurring.

Note: Non-Production should be selected for a problem in the Sandbox environment.

*Environment

▲
-- None --

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-- None --

Production

Non-Production

Customer Portal – Reporting a Problem

5 Summary of your Problem

Provide a brief description (160 characters) of the concern or issue.

* Summary of your Problem

6 Impact

Select the extent of **Impact** the issue has on the organization.

- Site – When an entire location is having the issue
- Multiple Users – When more than one but not all users at a site are having the issue
- Single User – When only one user is known to be having the issue

* Impact

- None --
- Site
- Multiple Users
- Single User

7 Urgency

Select the **Urgency** that reflects the criticality of the affected service or Florida PALM function and how quickly a resolution of the issue is required.

- Work Stopped – When there is no ability to complete work
- Work Impaired – When there is reduced ability to complete work
- Workaround – When there are alternatives to completing the work
- Cosmetic – When the problem is not impacting work but needs to be addressed

* Urgency

- None --
- Work Stopped
- Work Impaired
- Workaround
- Cosmetic

Customer Portal – Reporting a Problem

8 Description of the problem

Provide a more comprehensive explanation of the issue, including steps to reproduce, error messages, screenshots, steps taken towards resolving the issue.

*Description of the problem

9 Additional Information

To add screenshots, copy and paste the image into the text field. Attachments can also be added by clicking **Add attachments** and selecting the relevant images.

Note:

Allowable File Types

The types of files that can be attached to documents are the following:

bmp, csv, doc, docx, err, gif, jpeg, jpg, log, pdf, png, ppt, pptx, rtf, stdout, tif, tiff, txt, xls, xlsx, xml, xslb

Size Limit


Maximum size is 1024 M for each file attachment

Additional Information ⓘ

To help us better resolve your issue, please include screenshots in your submission. ✕

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 Add attachments

10 Submit

Click the **Submit** button to send your request to the Florida PALM Solution Center. The **Requested for** individual and the individual submitting the ticket will receive a confirmation email.

Submit