

Customer Portal – Requesting Help

A Customer Portal user should create a Service Request when needing assistance navigating or understanding Florida PALM functionality.

1 Request Help

From the Customer Portal main page, click on **Request Help** to create a Service Request (SVR).

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 arrow 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.

3 Organization, Email Address, 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.

4 Environment

Select the **Environment** in which help is needed.

Note: Non-Production should be selected for help needed for the Sandbox environment.



Request Help

Click here to create a Service Request (SVR) if you need help with Florida PALM functionality.

*Requested for:

Organization

Email

Location

Phone Number

*Environment

- None --
- Production
- Non-Production

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5 Summary of your Request

Provide a brief description (160 characters) of the request.

* Summary of your Request

6 Description of your request

Give a detailed explanation for the service request, including steps to reproduce, a navigation path, etc. when applicable.

* Description of your request:

7 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

8 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.

Additional Information ⓘ

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

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