

## Customer Portal – Requesting Help

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



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



### Request Help

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

## **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.



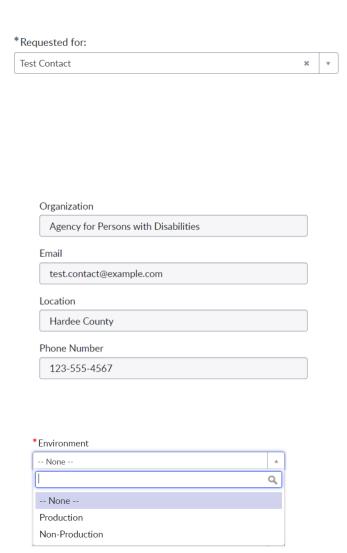
These fields are auto-populated with the information of the **Requested for** user.

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

## **Environment**

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

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



October 25, 2024



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**Summary of your Request** 

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

**Description of your request** 

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

7	Additional	Information
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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

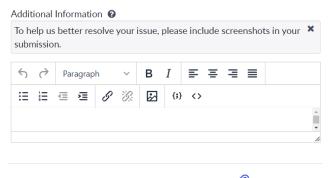
### Size Limit

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.

Summary	of your Request		
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Description o	of your request:		
Description o	of your request:		



Add attachments

Submit

October 25, 2024