

# Customer Portal – Using the Customer Portal

## 1 Login to the Customer Portal

Copy and paste the following URL into your browser: [flpalmprd.service-now.com/csm](https://flpalmprd.service-now.com/csm)  
 Log in with your User name (your registered email) and Password, then authenticate your login.

Log in

User name

Password

Log in

## 2 Submit a Case

Select the **Report a Problem** icon or header link to submit a Case (CS) from the Customer Portal.

**Note:** See the Customer Portal User Aid to report a problem.



## Report a Problem

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

## 3 Submit a Service Request

Select the **Request Help** icon or header link to submit a Service Request (SVR).

**Note:** See the Customer Portal User Aid to request help.



## Request Help

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

## 4 Track your Requests

Use the **My Lists** link in the header, or the **My Cases** widget to view the status of your requests after submittal.

My Lists

My Cases