

# FPSC Customer Portal Registration Security Access Manager Review

Agency Security Access Managers (SAM) are responsible for reviewing agency user Customer Portal registration requests to confirm the user should be assigned to their agency profile group. New Customer Portal account requests will be routed, via email, to that agency's SAMs and require review and approval (or denial) of the request before the Florida PALM Solution Center (FPSC) will complete the registration request.

The FPSC Customer Portal is where the users, including SAMs, can submit requests for assistance with Florida PALM functionality. Below are steps the SAM should take to complete their portion of the Customer Portal registration request.

## 1 Review Requestor's Information

The SAM will receive an email containing the end user's request for a Customer Portal account.

Upon receipt of the request, the SAM will:

- Validate the user requesting access is a valid agency user and determine whether they should be given Customer Portal access
- Provide approval or denial, which can be completed in either of the following ways:
  - Via the **links in the email** (see steps 2 & 3)
  - Via the **customer portal** (see step 4)

**FloridaPALM**  
 Planning, Accounting, and Ledger Management

*You are receiving this email because of your role as a Security Access Manager in your agency.*

Hello,

The requestor below is asking for a Florida PALM Customer Portal account. The FPSC Customer Portal is where Florida PALM users submit tickets to the Solution Center, review ticket status in real-time, and search the Solution Center Knowledge Base for information about Florida PALM.

Please confirm that this user is associated with your entity and should be granted access to the Customer Portal.

**Requestor Information**

First Name: Test  
 Last Name: User  
 Business Email: [Test@FLPALMexample.com](mailto:Test@FLPALMexample.com)  
 Location: Leon County

Your confirmation of this request gives the user access to the Florida PALM Customer Portal as a representative of your entity. If this user should not have access to the Customer Portal, please select the deny link and provide a denial reason.

[Click here to approve.](#)  
[Click here to reject](#)

Or Click [HERE](#) to view this registration request in the customer portal.

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## Registration Approval/Denial Via the Email Links

### 2 Using “approve” or “reject” email links to provide response

If a registration request will be **approved**, the SAM can select the “**Click here to approve**” link within their email.

If a registration request will be **denied**, the SAM can select the “**Click here to reject**” link within their email.

Based on your selection, an email will auto-generated to the Florida PALM IT Service Desk mailbox with the subject line of “approve” or “reject”.

For denied registration requests, the SAM must include a denial reason. No additional text is required for approvals.

The SAM will click the Send button to forward the request to the FPSC for final review.

### 3 Using the Customer Portal link to provide response

The SAM can view a registration request in the Customer Portal by selecting the **HERE** link in the email. This takes the SAM directly to the User’s Registration Request in the customer portal. The SAM can then validate the submitted information and approve or deny the request .

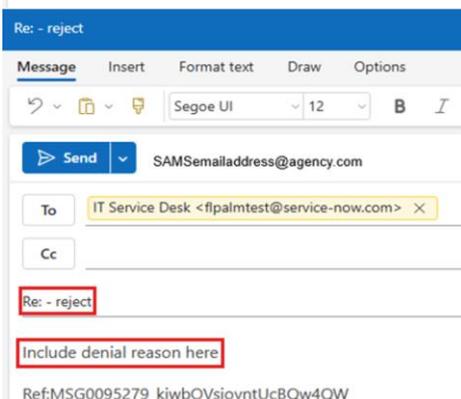
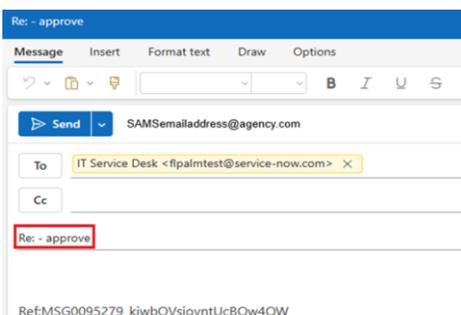
**Note:** The SAM must include a denial reason.

Your confirmation of this request gives the user access to the Florida PALM Customer Portal as a representative of your entity. If this user should not have access to the Customer Portal, please select the reject link and provide a denial reason.

[Click here to approve.](#)

[Click here to reject.](#)

Or Click [HERE](#) to view this registration request in the customer portal.

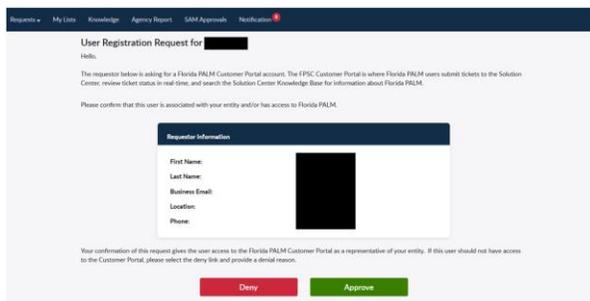


Your confirmation of this request gives the user access to the Florida PALM Customer Portal as a representative of your entity. If this user should not have access to the Customer Portal, please select the reject link and provide a denial reason.

[Click here to approve.](#)

[Click here to reject.](#)

Or Click [HERE](#) to view this registration request in the customer portal.

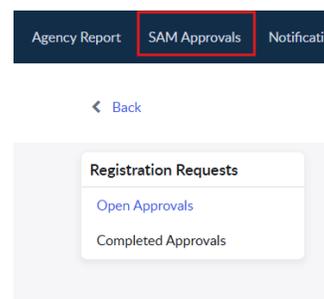


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## Viewing a Registration Request in the Customer Portal

SAMs can also view a consolidated list of user registration requests in the Customer Portal by logging directly into the Florida PALM Customer Portal.

- 4** The SAM will select the **SAM Approvals** link to view open and completed registration requests:
- **Open Approvals** - Contains submitted registration requests awaiting SAM review.
    - Selecting the **Requested** link opens the User's Registration Request where the SAM can review the user request and approve or deny.



Registration Requests		Open Approvals			
Open Approvals	Completed Approvals	State	Approving	Approver	Updated
		Requested	User Registration Request: ha@gmail.com	[Redacted]	2025-06-02 11:24:29
		Requested	User Registration Request: hcva@gmail.co...	[Redacted]	2025-06-02 11:29:09

- **Completed Approvals** - Lists all registration requests that have been approved or denied
  - Selecting the **Rejected or Approved** link routes the SAM to the Requestor's Information and Approval History to show whether the registration was approved or denied by the SAM.

Registration Requests		Completed Approvals			
Open Approvals	Completed Approvals	State	Approving	Approver	Updated
		Rejected	User Registration Request: ttjackson50@o...	[Redacted]	2025-05-13 11:55:48
		Approved	User Registration Request: sassysweets29...	[Redacted]	2025-05-30 12:07:13

Requestor Information

First Name: [Redacted]

Last Name: [Redacted]

Business Email: [Redacted]

Location: [Redacted]

Phone: [Redacted]

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Approval History

Status: Approved

Approver: [Redacted]

Updated On: Friday, May 30, 2025 12:07:13

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## 5 **FPSC Review and Action (Approval or Denial)**

Once the SAM has confirmed and completed the Customer Portal registration review, the FPSC is notified.

Upon notification of the SAM approval, the FPSC will complete and finalize the registration request. The requestor will receive an “Account Creation” notification with instructions for creating an account password .

**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 >>

If FPSC rejects the registration request, a communication will be sent back to the SAM and requestor via email including the denial reason.