Florida PALM Solution Center
Ticket Request Form Instructions

Overview

These instructions provide Florida PALM end users with the steps to submit a Ticket Request Form to the Florida PALM Solution Center (FPSC). This will help the FPSC better diagnose, resolve and respond to issues or requests you have with Florida PALM. The Ticket Request Form is a fillable online form.

If you contact FPSC for support and have not completed the Ticket Request Form, you will be asked to do so before the FPSC can work on the issue or request.

Locating the Ticket Request form

From the Florida PALM homepage, select the User Support dropdown, and select the **Operations** link. On the **Operations** page under Agency Support, click the **Ticket Request Form** link. The Ticket Request Form will display in a new window.
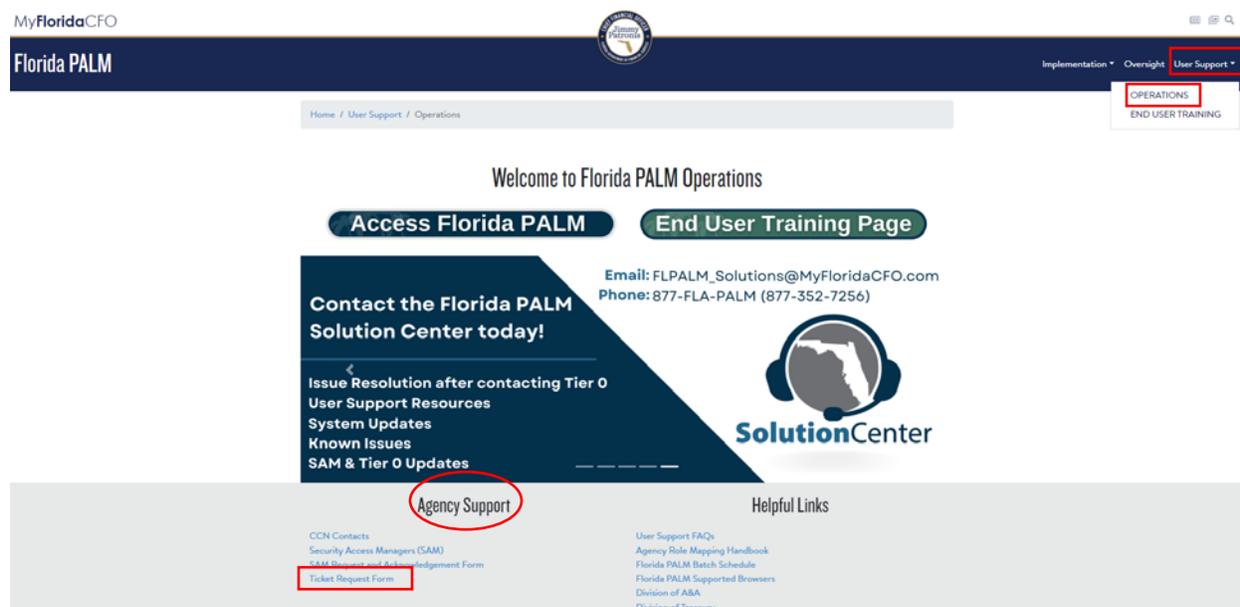

Figure 1: Florida PALM Website

Completing the Ticket Request Form

All fields are required when submitting a Ticket Request Form for the Florida PALM Production environment. If this is a Ticket Request Form for the Sandbox environment, complete the form only through the "Description of Issues" field.

Below is the information needed when completing the Ticket Request Form:

Step 1: Enter the **Name**. Enter the first and last name of the impacted user.

Step 2*:* Enter the **Agency Acronym**. Enter a text value, e.g., "DFS, DOR, etc.".

Step 3: Enter the **Business Unit (BU)**. Enter a 5-digit numeric value e.g., "43000".

Step 4: Enter the **User Email.** Enter an email value e.g., "First.Last@ myfloridacfo.com".

Step 5: Enter **End User's Phone Number**. Enter a number value e.g., "850-222-2222".

Step 6: Select one **Preferred Method of Contact**.

Step 7: Select one **Availability** checkbox(s) for the best time to contact.

Step 8: Enter **Additional Email Addresses.** Include additional email addresses of staff that need to be kept informed on the progress of the ticket.

Step 9: Select Yes or No if **any of your information changed**? e.g., "Has any of the above information changed since the last time you submitted this form"?

Step 10: Select which **Environment**, choose one option.

Step 11: Enter the **Subject of Request.** e.g., How do I navigate to the Debit Memo Report in PALM?

Step 12: Enter a detailed **Description of the Issue**. Include the following: navigation path, report name, and replication of steps taken e.g., "Main Menu > Florida PALM > Reports > CM > CRA Activity Statement Report"

Step 13: File Upload -Attach any relevant Screenshots, Relevant Files (Voucher Spreadsheet Upload, Reconciliation Reports, etc.) to the Form.

Step 14: Select **Module**. Select a value e.g., "General Ledger"

Step 15: Select **Business Impact**, choose one option. e.g., "Some Users"

Step 16: Select **Urgency**, choose one option. e.g., "No immediate urgency"

Step 17: Enter any **Related Tickets**.

Step 18: Select the **Send me a copy of my responses** checkbox to receive a copy of the Ticket Request Form by email. Enter an email address once the checkbox is selected.

Step 19: Select the Submit button.

You will be contacted once you submit a form. For multiple issues or requests, fill out and submit multiple forms. If you have questions, contact the Florida PALM Solution Center.

Solution Center Contact Information
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