

Preparing for Model Office for Super Users

Logging into to Florida PALM to participate in Model Office for Super Users is a two-step process. First, you login to the Florida PALM Management Dashboard and then Florida PALM. Information on how to login to both the Florida PALM Management Dashboard and Florida PALM is provided below.

Please note, you will be unable to login to Florida PALM until your Model Office for Super Users facilitator provides you with a username and password during your session.

Prior to your Model Office for Super Users Session

Access the Florida PALM Management Dashboard

To access the Florida PALM Management Dashboard, open a new internet browser window and navigate to the following link: <https://go.flpalm.myfloridacfo.gov>

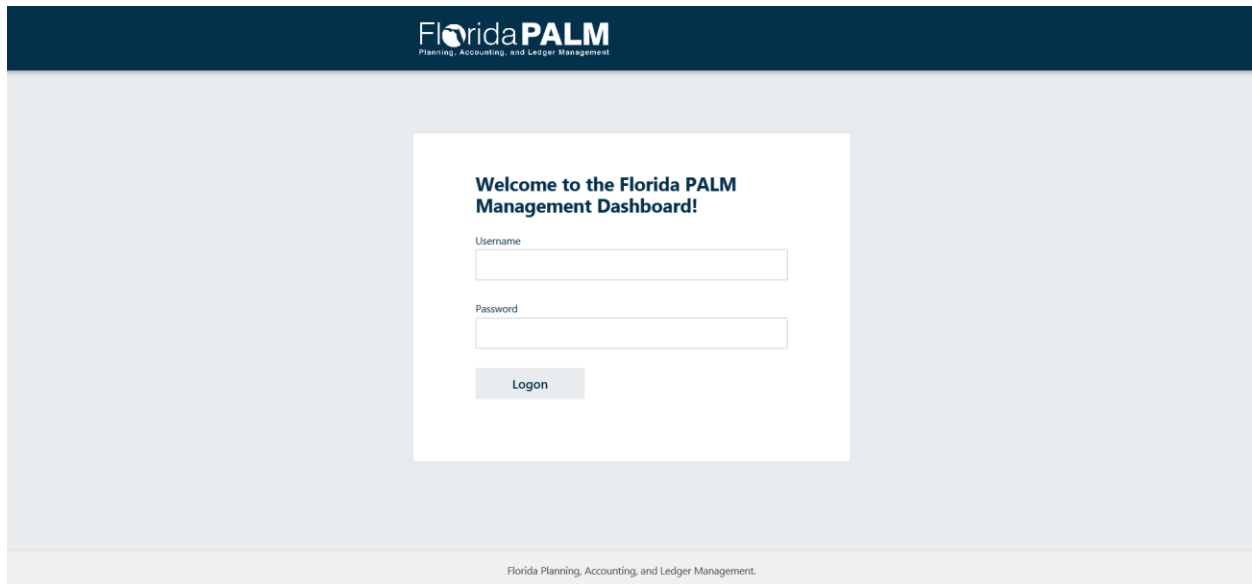


Figure 1: Florida PALM Management Dashboard

Enter your Florida PALM Management Dashboard **Username** and **Password** as shown in Figure 1:

- Your username was sent to you in a sperate email with the subject line: **Action: Model Office for Super Users (RDNS223) Username (2 of 4)**
- Your password was sent to you in a sperate email with the subject line: **Action: Model Office for Super Users (RDNS223) Password (3 of 4)**

The email will come from the following address: **FLPALM_Alert@myfloridacfo.gov**

When you login for the first time, your password will need to be reset. Be sure your updated password meets the following complexity requirements:

- Must be at least **12 characters** in length

- Contain characters from **three of the four** following categories:
 - English uppercase characters (**A through Z**)
 - English lowercase characters (**a through z**)
 - Numbers (**0 through 9**)
 - **Special Characters** (e.g., \$, #, %)
- Must **NOT** contain your account name or parts of your full name that exceed two consecutive characters

Take note of this new password. Once it is reset, the one that was emailed to you will not be valid.

One-time Passcode

Once you have entered your username and password, you will be asked to enter a one-time use passcode sent to your agency email (i.e., @myfloridacfo.com) as show in Figure 2:

- The email will come from the following address: **OTP@flpalm.myfloridacfo.gov**
- The passcode is valid for 15 minutes
- If you cannot find the email in your inbox, please check your “Junk” or “Other” folder

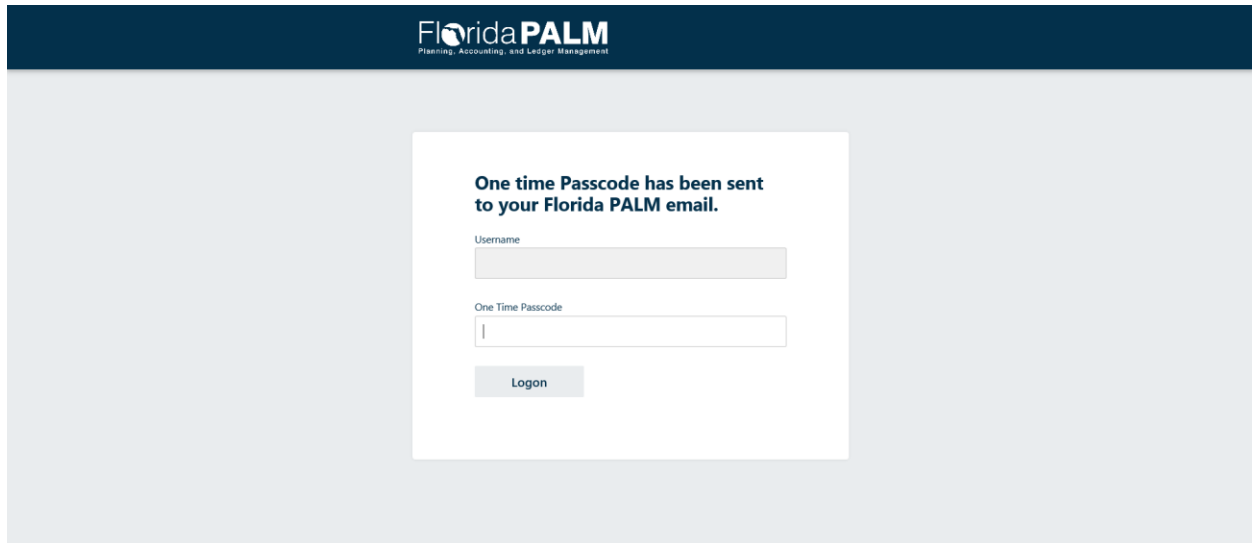


Figure 2: One-Time Passcode Page

Florida PALM Login Page

Once you have successfully logged into the Florida PALM Dashboard, you will see a page to access the PeopleSoft links as show in Figure 3.



Figure 3: PeopleSoft Links

Select the Training link (highlighted in green on Figure 3) and you will be redirected to the Florida PALM Login page as shown in Figure 4.

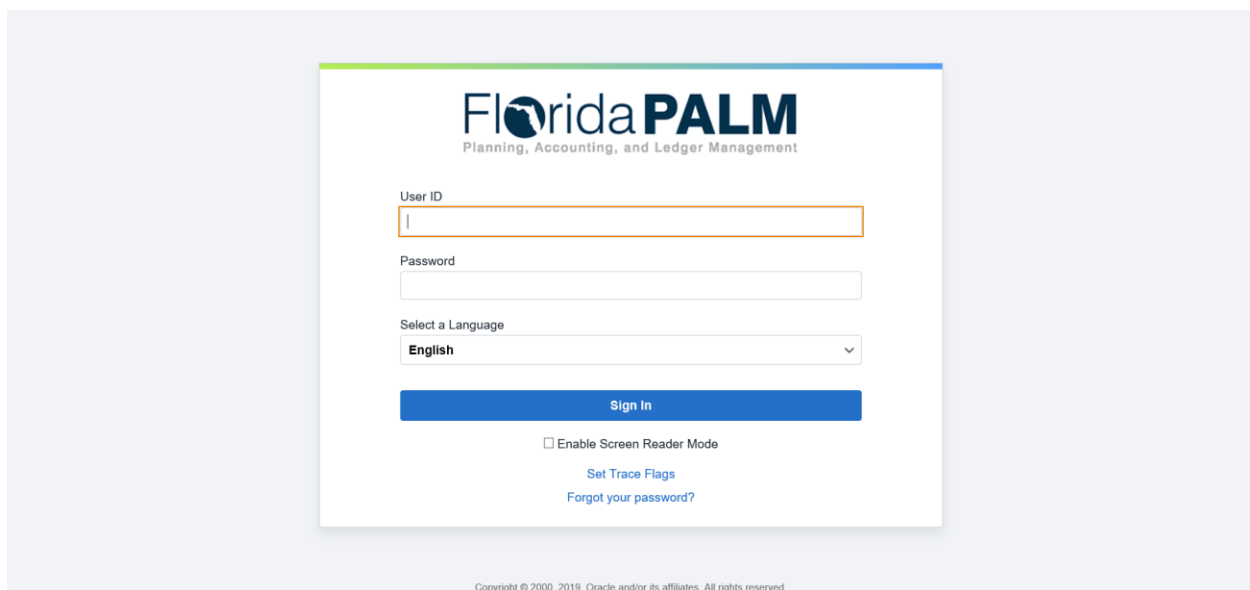


Figure 4: Florida PALM Login Page

If you are unable to login to the Dashboard or access the Florida PALM login page, please email the Florida PALM Inbox (floridapalm@myfloridacfo.com) prior to the day of your session.

Day of Your Model Office for Super Users Session

Approximately ten minutes prior to your scheduled session, please log in to the Florida PALM Dashboard like you did previously and access the Florida PALM login page. **During your Model Office for Super Users session, you will be provided the Username and Password to log into Florida PALM through the Florida PALM Login Page.**

Once you have successfully logged in, the Florida PALM Homepage should display.

Support

If you need support logging in or have questions, please email the Florida PALM Inbox (floridapalm@myfloridacfo.com).

Unlocking Account

If you enter your username and password incorrectly three times, your account will be locked. If your account has been locked, please email the Florida PALM Inbox (floridapalm@myfloridacfo.com).

A member of the Florida PALM project will email you with a new password.

When you login with your new password, your account will be unlocked and your password will need to be reset. Be sure your updated password meets the following complexity requirements provided above.