## City of West Palm Beach

Civic Access Guide – Requesting Associate Access

The city's Civic Access Online Portal will allow contacts to request access to another account's records. A prime example of this scenario would be a business that wishes to allow staff within their organization to act on behalf of their company to manage permit records using their own login. In this guide, we will cover how to request access from the parent contact account.

<ol> <li>Sign into Civic Access by clicking on the Login or Register link and then using credentials you previously setup. See appropriate guide or video for setting up your username and password on our EPL site (<u>Enterprise Permitting &amp; Licensing (EPL)   West Palm</u> <u>Beach, FL (wpb.org)</u>)</li> </ol>	Login or Register
2. Once logged in, click your account name in the upper right corner and select Contact Manager from the drop-down	PBC Onlinedservices - Tern Maximum Constraints Addresses Syndychnologies Constraint Manager Lag Dat
3. Select the My Associations tab	MY ASSOCIATIONS
4. Under the Add Contact header, type in a portion of the business name you wish to be linked to and click Search	AddContect Search: Search Exact Match (Content
5. If the business is registered within our system, the results section will display the business name	Control D:         Packnew         Let Nom         Control: ULL         Data           © 00000001         RpG         Orderdreiting         uttace         uttace         uttace           Mankharange         1.3 at 1         11         1         1         1         1
6. Click Request Access	Request Access
<ol> <li>In the Request Access Form window, edit the Subject and Message fields to include the message you wish to relay to the company's contact email address on file</li> </ol>	Negati Assa Ron .
8. Click Send < <at company="" contact="" for="" must="" point,="" the="" this="" to<br="" wait="" you="">approve the request&gt;&gt;</at>	Send
<ol> <li>A contact will display under the Pending contacts section of the Contact Manager. Clicking Resend will again display the Request Access Form if you wish to send the company contact another email</li> </ol>	Pending Contacts Online PBG Services, LLC. Cuncel Reserved

