

Village of Royal Palm Beach Citizen Support Center

Welcome to our 24-hour question and answer Citizen Support Center. The Citizen Support Center gives Village residents the ability to find answers to common questions, ask questions that are not yet answered, and request services from the Village.

The Support Center can be used without a login however, some of the components may require a user name and password. If prompted for a login and you have not already created an account, select **Create Account** on the lower part of the login page. Fill in the account form and press the submit button. Creating an account gives you the ability to track your requests. We will not use your login information for any other purpose.

The system can be used in four ways:



- 1. Find Answers** to previously asked questions. You can make the search as general or broad as you like by selecting the category, sub category and/or using the "Search for" feature. For example, if you want to learn more about Code Enforcement, you can select just "Code Enforcement" from the list of categories. To further narrow the search, select a sub category. All of the questions in our database related to Code Enforcement will be displayed. If you add a "Search for" keyword, such as "Garage Sale", it will narrow the responses to only those questions or answers that specifically include the word "Garage Sale".



- 2. Make a Request**
If you would like to report a problem, register a complaint or request a service, select the **Make a Request** button. You can select from a list of Request Types which can be narrowed by selecting the category type or by entering a keyword.

We encourage you to create a login so you can track your requests. You can however create an anonymous request by selecting the "Anonymous Request" type. You are not required to enter an email address.



- 3. Track existing requests** (requires login)
To track the progress of all your requests select **My Support Center**. If you have not already created an account, click on "create Account". The system will automatically generate a password and email it to you. Once you have logged in to My Support Center, you can view all your questions or requests along with their status. You can also manage your account information from this area such as changing your password.



- 4. Ask a question**
Select the **Ask a Question** button to enter your own question. We will provide you an answer as quickly as possible. In order to track the answer to your question, you will need to create a login.

Our Citizen Support Center is one of many ways that we share information. It provides a way for residents and other visitors to our website to ask a question about the Village of Royal Palm Beach, at any time, even if the Village offices are not open. We hope that you will find it useful and that you will tell us how we can make it even better by using the feedback feature included on every answer screen.