

City of Palm Beach Gardens

Civic Access Guide – Requesting Associate Access

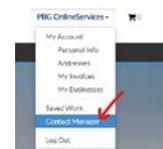


The city’s online portal will allow contacts to request access to another account’s records. A prime example of this scenario would be a business that wishes to allow staff within their organization to act on behalf of their company to manage permit records using their own login. In this guide, we will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

1. Sign into Civic Access by clicking on the Login or Register link and then using credentials you previously setup (see appropriate guide for setting up your username and password)



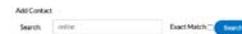
2. Once logged in, click your account name in the upper right corner and select Contact Manager from the drop-down



3. Select the My Associations tab



4. Under the Add Contact header, type in a portion of the business name you wish to be linked to and click Search



5. If the business is registered within our system, the results section will display the business name

Contact ID	Fid Name	Last Name	Company	Email
01-00000001	PBG	Online Services	Online PBC Services, LLC	online@pbcgardens.com

Results per page: 10 | 1-1 of 1

6. Click Request Access



7. 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

Request Access Form

To: Online PBC Services, LLC

Subject: Online Services Request

Message: I am requesting to be added as an associate with Online PBC Services and need to be added.

8. Click Send
<<At this point, you must wait for the company contact to approve the request>>



9. 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

