

User Manual

The user manual will guide you through the daily operations of the OperationsCommander (OPS-COM) software. The user manual is broken into three segments, Clients, Staff and Enforcement.

for Administrators (Staff)

Tools / Miscellaneous

- Editing the Home Page Admin Communication Page Message
- Quick Search Tool Functionality
- System Dashboard

User Management

- Registering a New User
- User Search and Edit User Profile
- Bulk User Type Change Tool
- Merge Users
- Generating a Mail Merge from OPS-COM
- Email Users
- Forms Admin
- Vehicles

Locker Management

- Locker Search
- Locker Switch
- Awaiting Payment (Lockers)
- Single Allocate (Lockers)
- Allocate (Lockers)
- Building Area - Locker
- Midnight List (Lockers)
- Locker Troubleshooting
- Lockers with User Types & Prefix Options
- Locker Sales Windows and Active Allocations
- Non Returning Users Report

ParkAdmin - Parking Management

- Lot Administration
- Sales Window Management
- Performing Permit Rollovers
- Parking Management Reports
- Permit Search
- Permit Switch
- Releasing a Permit
- Temporary Permit Printing
- Hang Tag Printing
- Access Cards - Search
- Using Refundable Parking Deposits
- Text2ParkMe - Usage
- Text2ParkMe - Active Permits
- Viewing and Editing LPR Events
- Applying a Temporary Permit to all User Vehicles
- Parking Validation Utility
- Using FinanceAdmin to Setup Companies and Issue Invoices

ViolationAdmin and Appeals

- Sample Ticket/Warning with Explanations
- The PIN - How is it used
- Manual Violation Entry by Administrator

for Enforcement (Android)

Device is in Preview Mode

Search Vehicles

- Search Vehicle Results
- Using Permit Misuse Functionality

Violations and Chalking

- Issuing a Violation
- Virtual Chalking

Reprint Violation

Permits Search

LPR Scanning

System Settings

- Setting Device to Auto-Update
- Reset Settings for OPS-COM for Android
- Displaying Towing Charges on a Violation

Replication Status

- Send Log to Tomahawk

Message Alerts

OPS-COM on the Web

Dispatch Log

Application Logout

Best Practices

- How weak Wi-Fi can affect OPS-COM
- Working in Low and Bright Light

Setup Installation and Maintenance

- First Time Installation
- Manual Update or Installation
- Reinstalling OPS-COM for Android
- Uninstalling the Application
- Install Bluetooth Printer
- Retrieve Local Tablet Backups
- Google Account

for Users (Clients)

Registering as a New User

Recovering a Lost Password

Edit User Profile

Text2ParkMe

User Credit Card Management

View User Profile History

Company Manager Functionality

Registering and Editing Vehicles

Purchasing a Locker

Purchase a Parking Permit

Join a Waiting List

Appealing Parking Violations

Make Payments

- Guest Payments
- Hosted Payment Process
- User Side Payment
- An Authorize Net Payment

Forms

Subscription Settings

- Setting up to Issue Violations to a Person
- Search for a Violation as an Administrator
- Paying a Violation from the Admin Side. (Paying in person at a kiosk or office)
- Edit a Violation as an Administrator
- Reviewing Appeals as an Administrator
- Using OffenceAdmin
- Accessing the Handhelds Common Settings
- Municipal Violations and Collections
- ViolationAdmin - Reporting
- Hiding Zero Dollar Violations
- Cancelling a Violation

IncidentAdmin

- IncidentAdmin Workflow
- Configuring Incidents
- Search Incidents
- Incident Entry
- Editing Incidents
- Incident Reports
- View Open Incidents
- Dispatch Logs
- Related Occurrences
- View Cameras
- My Tasks
- Incident Checklist
- Filling out the Incident Form (WIP)

Payments and Transaction Flow

- Payment Processing Models
- Types of Reimbursement
- Collections Module
- Hosted Payments
- Permit Purchase by an Admin
- Paying a Violation Anonymously on the Administrator Interface
- Sending Invoices in Advance of Payment
- Permit Invoicing
- Electronic Fund Transfer Configurations
- Payment Adjustments
- Mark Items as Paid
- Failed Payments Report
- Admin Side Payments
- Payroll Deduction Workflow

System Configuration

- Setting Up Roles and Permissions
- Managing Admin User Accounts
- Editing a Username
- Selecting User Profile Items
- Email Headers and Footers
- Guide to System Settings
- OPS-COM Shortcodes
- System Messaging
- Templates and Design
- Email Templates

Setting up Admin Options

- User Setup
- Vehicles Setup
- Parking Setup
- Access Card Setup
- Barcode Setup
- Location Setup
- Violations Setup
- Incidents Setup
- Alarms Setup
- Dispatch Setup

- [Distribution Setup](#)
- [Using the Resolve Duplicate Report](#)
- [Admin Options - History Search](#)
- [What Does Purge Old Data Do?](#)
- [Purging Incidents from OPS-COM](#)
- [System Task Log](#)