

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.

Search our support documentation

for Administrators (Staff)

Tools / Miscellaneous

- Disable Browser Auto-fill and Auto-Complete
- Editing the Landing Page Messages
- Quick Search Tool Functionality
- System Dashboard

User Management

- Registering a New User
- User Search
- Unlink User and Vehicle
- Bulk User Type Change
- Merge User
- Bulk Email Users
- Generate Mail Merge
- Vehicles
- Forms Admin

Locker Management

- Locker Search
- Locker Switch
- Awaiting Payment (Lockers)
- Allocate Lockers
- Midnight List (Lockers)
- Locker Troubleshooting
- Locker User Types
- Locker Sales Windows
- Non Returning Users Report

ParkAdmin - Parking Management

- Lot Administration
- Sales Window Management
- Using Permit Proration
- Performing Permit Rollovers
- Parking Management Reports
- Managed Wait List
- Permit Search
- Permit Switch
- Releasing a Permit
- Temporary Permit Printing
- Hang Tag Printing
- Access Cards - Search
- Refundable Parking Deposits
- Text2ParkMe - Usage
- Text2ParkMe - Active Permits
- Improve LPR Read Rates
- Viewing and Editing LPR Events
- Applying a Temporary Permit to all User Vehicles
- Parking Validation Utility
- Printing Permit from Home Setup

for Enforcement (Android)

Locate Application Version

Handheld Training

Device is in Preview Mode

Testing Your WIFI Connection

Search Vehicles

- Search Vehicle Results
- Permit Misuse Notification

Violations and Chalking

- Issuing a Person Violation
- Issuing a Plate Violation
- Virtual Chalking

Plate Capture Using Handheld

Reprint Violation

Permits Search

LPR Scanning

Updating Incorrect LPR Reads

System Settings

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

Replication Status

Handheld Operation Log

Message Alerts

OPS-COM on the Web

Dispatch Log

Application Logout

Best Practices

for Users (Clients)

Registering as a New User

Recovering a Lost Password

Edit User Profile

View User Profile History

Credit Card Management and Subscriptions

Registering and Editing Vehicles

Purchasing a Locker

Purchase a Parking Permit

Appealing Parking Violations

Make Payments with a User Profile

- Guest Payments

Text2ParkMe Settings and Use

Company Manager

Using Forms on the User Portal

Printing Permits from the User Portal

Uploading Files

- Zebra Sticker Printers
- Active Deposit Report
- Pay Station Status
- Parking Logix - Parking Sensor Integration

FinanceAdmin - Companies and Invoices

- Company Setup and Invoices
- Sending Invoices in Advance of Payment
- Permit Invoicing

ViolationAdmin and Appeals

- Ticket Warnings Explained
- Security PIN on Violations - How is it used
- Manual Violation Entry
- Configure Violations to a Person
- Search for a Violation
- Paying a Violation
- Edit a Violation
- Appeals Report
- Handhelds Common Settings
- Municipal Violations and Collections
- ViolationAdmin - Reporting
- Hiding Zero Dollar Violations
- Cancelling a Violation
- Spoiling 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 Incident 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
- Electronic Fund Transfer Configurations
- Payment Adjustments
- Mark Items as Paid
- Failed Payments Report
- Admin Portal Payments with Credit Card
- Payroll Deduction Workflow
- Setting Payment Types by User Type
- Payroll Deduction Report
- Flex Payments
- Banner Report
- Search Payments
- Payment Data Export via Banner SFTP
- Paying for a Violation from the Admin Portal

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

Setup Installation and Maintenance

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

System Configuration

- Roles and Permissions
- Admin User Accounts
- Editing a Username
- Selecting User Profile Items
- Email Headers and Footers
- Guide to System Settings
- Shortcodes for Use on the User Portal
- System Messaging
- Templates and Design
- Email Templates
- Classic System Settings
- Manage Files
- Administrator Groups
- The Invoice Template
- Translations and Languages
- System Messaging Checklist
- Email Server Communication Errors

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
- Resolve Duplicate Report
- History Search
- What Does Purge Old Data Do?
- Purging Incidents from OPS-COM
- Deposit Options
- View System Task Logs

Editing Notice Literature

Plate and Vehicle Alarms

Reports Overview

People Alarms

Generic Alarms

Retrieving Uploaded Files

Active Vehicle Report

Athletics Module

Public Facing Lot Pages