

How to Make a Payment in Your User Profile (Or as a guest)

This guide provides step-by-step instructions on how to pay for permits, violations, or other services through your OPSCOM user profile.

Getting Started

Before you begin, log in to your **User Profile** and navigate to the **Payments** tab. This page lists all your current expenses and payment history. You will see a list of items, such as permits or violation tickets, with a checkbox next to each one.

1. Select the checkboxes next to the items you intend to pay for. To select or deselect all items at once, you can hold the **Shift** key and click.
2. Click the **Continue to Checkout** button to proceed to the payment method screen.

Violations Under Review: If you have a violation that is currently under appeal or review, **do not** select the checkbox for it. You should only pay for a violation after the review process is complete.

After clicking **Continue to Checkout**, follow the instructions below for your chosen payment method.

Paying with a Credit Card

Experiencing issues with payments? If you're having trouble with payments on the OPSCOM web version, it's likely because your Safari browser's pop-up blocker is preventing the payment window from opening. This is a known issue with certain payment providers. To fix this, simply go to your Safari settings and turn off "Block Pop-ups."

This method allows you to complete your payment online immediately.

1. On the **Payment Method** screen, select the **Credit Card** option.
2. You will be securely redirected to our payment provider's website to enter your payment details safely.
3. On the payment provider's page, fill in all required fields, including your credit card number, expiration date, CVV code, and billing address.
4. Click the button to process the payment (e.g., **Process Transaction** or **Pay Now**).
5. Once the payment is successful, you will be brought back to a receipt page in OPSCOM, confirming your transaction is complete.

Paying with Cash or Cheque (Promise to Pay)

This method allows you to indicate your intent to pay in person at the parking services office.

Please Note: This payment method is not available from all service providers. If you do not see this option, you will need to pay by credit card.

1. On the **Payment Method** screen, select the **Cash or Cheque** option.

2. Click the **Submit Payment** button.
 3. Your selected items will now be marked with a status of **Paid but not Processed**.
 4. To finalize your payment, you must visit your parking provider's office to pay with physical cash or a cheque. The office staff will then update the transaction status in the system to complete the process.
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