# Registering a New User

User Registration allows OPS-COM administrators to manually create new user accounts, granting access to the User Portal. This process enables individuals to utilize features such as purchasing parking permits, renting lockers, and managing violations, ensuring a comprehensive record for each system user.

# Setup & Configuration

There are a number of permissions you can enable that will allow you to have the full compliment of User Management controls. Everyone, does not need this level of access. It makes sense to restrict this to the Primary Admins.  The permissions come standard to the Primary Admin role when OPS-COM is first installed.

Admins who are setting up Users as part of their daily role, will need the **View Users** and the **Edit Users** permission found on the **User Management** tab.

1. Hover over **System Configuration, Admin Management,** and click **Manage Roles.**
2. Click Permissions on the role you want to grant this to.
3. On the  **User Management** tab, enable the **Edit Users** checkbox.
4. Enable the **View Users** checkbox.
5. Click **Save Permissions**.

---

# Using this Feature

The user registration process involves two main stages: initial basic information entry and then full profile completion.

1. Hover over **User Management**, and click **User Registration**.

## Basic User Information

1. Fill out the initial standard information on the **User Registration Form**:

- Select the appropriate **User Type** for the new user.
- Enter a **Username** and the required basic user information (e.g., first name, last name, email).

2. Click **Submit Registration** to proceed to the next stage of profile setup.

## Completing and Activating the User Profile

1. On the **Edit User Profile** page, ensure the checkbox for **Allow user login and mark account as active** is enabled.

   - This setting activates the user's ability to self-manage their account via the **User Portal** and will prompt them to change their password upon their first login.

2. Complete all remaining profile information, ensuring all **mandatory fields** are filled. Refer to the linked wiki articles for each mentioned field below.

   - Locker User Type
   - Tax Exemption Code
   - Company Member/Individual
     - Account number
     - Receives Invoice checkbox
   - Department Name

3. Click **Submit Profile Information**. The **Confirm Registration Information** screen will appear. Carefully verify that all information displayed is correct.
   - If any edits are needed, click **Back** to return to the previous page.
   - When ready to proceed, click **Information Correct**.

   Fields marked with a red exclamation mark (!)* after a failed submission are mandatory fields that must be completed. Administrators with proper permissions can adjust which fields are mandatory.

# Registration Completion

- You will be directed back to the **Edit User Profile** screen, where a pop-up will confirm that the user profile was successfully updated.
- The registration process is now complete. Refer to this wiki article to see what you can do now that you have a User Profile entered.

# Best Practices & Considerations

- **Mandatory Field Management**: Understand that administrators with appropriate permissions can adjust which fields are mandatory for user profiles via **System Settings > User Profile**. Review these settings to ensure all necessary data is collected during registration.
- **Password Prompt**: Inform new users that they will be prompted to change their password upon their first login to the User Portal.
- **User Type Selection**: Accurately select the **User Type** during registration, as this impacts the user's access to lots, payment types, and profile field visibility.
- **Post-Registration Actions**: After registration, the system allows immediate actions like adding a vehicle or purchasing a permit. Guide the user or perform these actions as per your organizational workflow.
- **Email Verification (If Configured)**: If your system is configured to require email verification for new accounts (a setting outside of this specific registration process), ensure the user knows to check their email for the verification link before they can fully log in, even if you manually registered them.

---