Setting Up A Lot To Be Visible and Available To The End User

This article outlines the six critical factors that determine a lot's visibility and availability to end-users when they are purchasing permits in OPS-COM. Understanding and configuring these settings correctly is essential for OPS-COM administrators to ensure that parking lots are accessible to the intended user groups.

Setup & Configuration

System-Wide Visibility Setting

1. Hover over **System Configuration** and click **System Settings**.
2. Click on the **Permits** tab.
3. Locate the **Show Only Visible lots** setting.
   - **Enable** this checkbox to only view lots marked as "Visible" across the system.
   - **Disable** this checkbox to view both visible and non-visible lots in administrative views.

Lot Visibility and User Type Settings

1. Hover over **Parking Management**, **Lot Administration** and click **Pricing & Lot Admin**.
2. Click **Add New Lot** (or click an existing **Lot Name** to edit).
3. On the **General** tab:
   - Enable the **Visible** radio button in the **Visibility to User** setting.
   - In the **Lot Access** section, select the appropriate **User Types** that are allowed to see and purchase permits for this lot. Hold the **Ctrl** key to select multiple user types.
   - Click **Update Lot**.
4. On the **Temporary Permits** tab:
   - Disable the T**his lot is for temporary parking only** checkbox.

Allocate Permits to the Lot

1. Follow the steps [in this wiki article](#) to add and verify your permits.

Set Up a Permit Sales Window

1. Follow the steps [in this wiki article](#) to setup your Sales Window.

Test with a User

1. Hover over **User Management** and click on **User Registration** (to create a new test user) or **User Search** (to find an existing one).
2. Ensure that the test user's **User Type** (e.g., Full Time Staff) matches one of the user types you allowed to access the lot you setup.
3. Click **Login as User** for your test user.
4. On the User-Side Dashboard, navigate to **Permits**.
5. Check if the lot you created is available to be reserved. If the user type you are testing does not match the lot's allowed user types, the lot will not be visible on the user side.

Best Practices & Considerations

- **Test Thoroughly**: Always perform a **Login as User** test with various user types after configuring a new lot or modifying its settings. This ensures that visibility and availability match your intentions.
- **User Type Alignment**: The most common reason a lot isn't visible is a mismatch between the lot's **User Types** setting and the logged-in user's actual user type. Double-check this setting carefully.
- **Sales Window Dates**: Ensure your permit sales windows are always current. An expired sales window will make the lot unavailable, even if all other settings are correct.
- **Permit Allocation**: A lot without allocated permits, even if visible, will not allow users to purchase permits, as there's nothing to sell. Always allocate permits after lot creation.
- **Clear Naming Conventions**: Use descriptive **Lot Names** and **Lot Short Names** that clearly indicate the lot's purpose or location to users.

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