

User - History Tab

This article explains how OPS-COM administrators can access and manage a user's complete transaction and activity history. The **History** tab provides a detailed log of all financial transactions, permit activity, and system-recorded events associated with a user's account, allowing for audits, adjustments, and user support. This guide is intended for all administrators who manage user accounts.

Setup & Configuration

This is a core feature within the **User Profile Page** and does not require any special setup or configuration.

Using this Feature

The **History** tab is the central location for viewing and interacting with a user's historical data.

Accessing the User History Tab

1. From the main menu, hover over **User Management** and click **User Search**.
2. Search for the desired user using their **name**, **username**, **email**, or **account number**.
3. Click on the user's **username** in the search results to open their **Profile Page**.
4. Hover over the **History** tab.
5. Click on **Recent History** to view the user's activity log.

The **Recent History** view displays the most recent 100 records for the selected user. This list includes records for items such as **Locker**, **Parking**, **Enforcement Adjustment**, **Address**, and **Mail Records**.

Available Actions & Buttons

The **History** tab provides several options for managing user data and transactions.

- **Adjust:** Click the **Adjust** link next to a processed transaction to modify it. After making changes, click the **Add Adjustment** button to save.
 - **Item Number:** Click the link in the **Item Number** column (which may be a permit number, violation ticket number, or appeals record number) to view or edit the details of that specific item. Remember to click **Update/Save Changes** after making any edits on the item's detail page.
 - **send email:** Click the **send email** button located next to the 'Current Renter' label to compose and send an email directly to the user associated with that record.
 - **Make Payment** or **Processed:** Click this button next to a transaction to view its detailed payment processing information.
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Best Practices & Considerations

- **Document all adjustments:** When using the **Adjust** feature, always provide a clear and detailed reason for the modification. This is crucial for maintaining a transparent and accurate audit trail.
 - **Review item details before acting:** Before emailing a user or making an adjustment related to a specific item, click the **Item Number** to review its full details. This ensures you have all the necessary context to take appropriate action.
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