

User - Vehicles Tab

The **Vehicles tab** on the **Edit User Profile screen** allows administrators to add, edit and remove vehicles associated to user. This is also where administrators would add/remove **DNTT** (Do Not Ticket or Tow) information to a vehicle.

Quick Steps:

1. Click on the **User Management tab** and click **User Search**.
2. Search for the user using either a **name, username, email** or **account number**.
3. Click on that user's **username** to enter that user's **Profile Page**.
4. Click on **Vehicles** to enter that user's **Vehicle Information page**.
5. **Add Vehicle:** Click **Add New Vehicle**.
6. Fill out details and click **Add New Vehicle** to save.
7. **Edit Vehicle:** Click the **Plate** link.
8. Edit details and click **Update Vehicle**.
9. **Activate/Deactivate Vehicle:** Click **Active** to toggle the vehicle as active or inactive.

Step-by-Step Instructions:

1. **Locate user search:** Click on the **User Management tab** and click **User Search**.
2. **Search for a user:** Search for the user using either a **name, username, email** or **account number**.
3. **Locate the user profile page:** Click on that user's **username** to enter that user's **Profile Page**.
4. **Locate the vehicle information page:** Click on **Vehicles** to enter that user's **Vehicle Information page**.
5. **Adding a new vehicle:** Click the **Add New Vehicle** button.
6. **Fill in vehicle information:** The **Add New Vehicle Information** screen will appear. Fill in all the required vehicle details.
7. **Save your new vehicle:** Once you've entered all the information, click the **Add New Vehicle** button to save.
8. **Confirm that the vehicle is added:** The **Vehicle Information** screen will display again with the new vehicle added.
9. **Editing a vehicle:** Click the **Plate** link to open the **Vehicle Information** window.
10. **Make your changes:** Make any necessary changes.
11. **Save your changes:** Click **Update Vehicle** to save your changes.

If the information you entered didn't appear when adding a new vehicle, it's likely because the vehicle is already registered in our system. Certain details can only be updated once the

vehicle is correctly associated with the intended user. Once this association is complete, you'll be able to make the necessary changes.

12. **Activating or Deactivating a Vehicle:** In the **Status** section of the vehicle details, click the **Active** or **Inactive** link to change the vehicle's status.

13. **Removing a Vehicle:** In the user's profile, locate the vehicle and click the **X** button next to the vehicle's record to start the removal process.

A vehicle can be removed from a user's profile, but not completely deleted from the system. Use this option if:

- The vehicle changes ownership.
- The vehicle was mistakenly assigned to the wrong user.
- A vehicle with only one user will be archived after removal.
- A vehicle with multiple users will be removed from the profile you're working on, but remain under the second user's profile.

14. **Finalize removal:** Once you click **OK**, the vehicle will be removed from the profile. It will still exist in the system but no longer be associated with the user.

Important: Before removing a vehicle, make sure to clear any outstanding balances if there's only one user.

15. **Record DNTT Link:** This option allows you to add, remove, or edit the **Do Not Ticket or Tow (DNTT)** notation for a vehicle. This notation prevents a vehicle from receiving violations in certain conditions (e.g., a specific lot or time).

Revision #10

Created 30 April 2024 08:40:18

Updated 25 June 2025 14:36:20 by Cedar Boulianne