

Admin User Accounts

Creating an Admin Account

Hover over **System Config** and click **Edit Admin Users**.

The **Manage Administrator Users** screen displays. Select **Insert New User** from the drop-down menu, then click **Retrieve**.

On the left, you will enter the user information, and on the right, you will select the admin role(s) this person will be responsible for.

Manage Administrator Users

Insert New User

Retrieve

Creating New User

☐ Activate this account and allow system login

Username

Password

Setting the password will require the admin to update their password again upon their next login.

Passwords are case sensitive.

Email

Display Name

Admin Groups ?

Cadre No.

Task Group ?

Redirect To

Allowed IP Addresses ?

IP addresses in full or in part, separated on new lines.

Good:

. A single period to match all IP's
10.32 A partial IP to match a specific network
10.32.1.144 A full IP to match a specific computer

Bad:

10.* Wildcards like this will not work
parkadmin.com Domain names will not work

Hour limit for searching dispatch records

Leave blank to allow searching dispatch logs indefinitely. Otherwise, put in the number of hours you wish this administrator to be allowed to search within.

Active Roles

☐ Administrator

Administrators are the highest role under Owners. but may not have all the permissions

☐ Appeals Officer

Manage Appeals, granting, Upholding or Canceling tickets

☐ Counter Admin

Front facing Admin, customer contact, accepts payments and hands out permits

☐ Dispatcher

Dispatcher enters dispatches and can assign to an Incident

☐ Financial Admin

Ability to manage payments, refunds and all reporting

☐ Incident Manager Admin

Manages all aspects of Incidents that are not available to other Incident Admins

☐ Kayako Support

Kayako Support

☐ Locker Admin

Manages all aspects of lockers

☐ Parking Manager Admin

Ability to set up lots, allocations and pricing

☐ Patrol Officer

Issues Violations and Citations

☐ Primary Admin

Primary Admins always have access to manage other roles.

☐ test roll

Test

☐ Tomahawk

Tomahawk users are hidden from clients

Parking Validation Lot Zones ?

Centrum
Day Care
Garage L1
Garage L2

Comment

Insert New User

Enter the admin's information into the **Creating New User** form

In the **Active Roles** form select the role(s) the Admin User will be granted.

We suggest you view the video demo to fully understand how the Roles and Permissions in OPS-COM function.

Click **Insert New User** when complete to add the admin user to the system.

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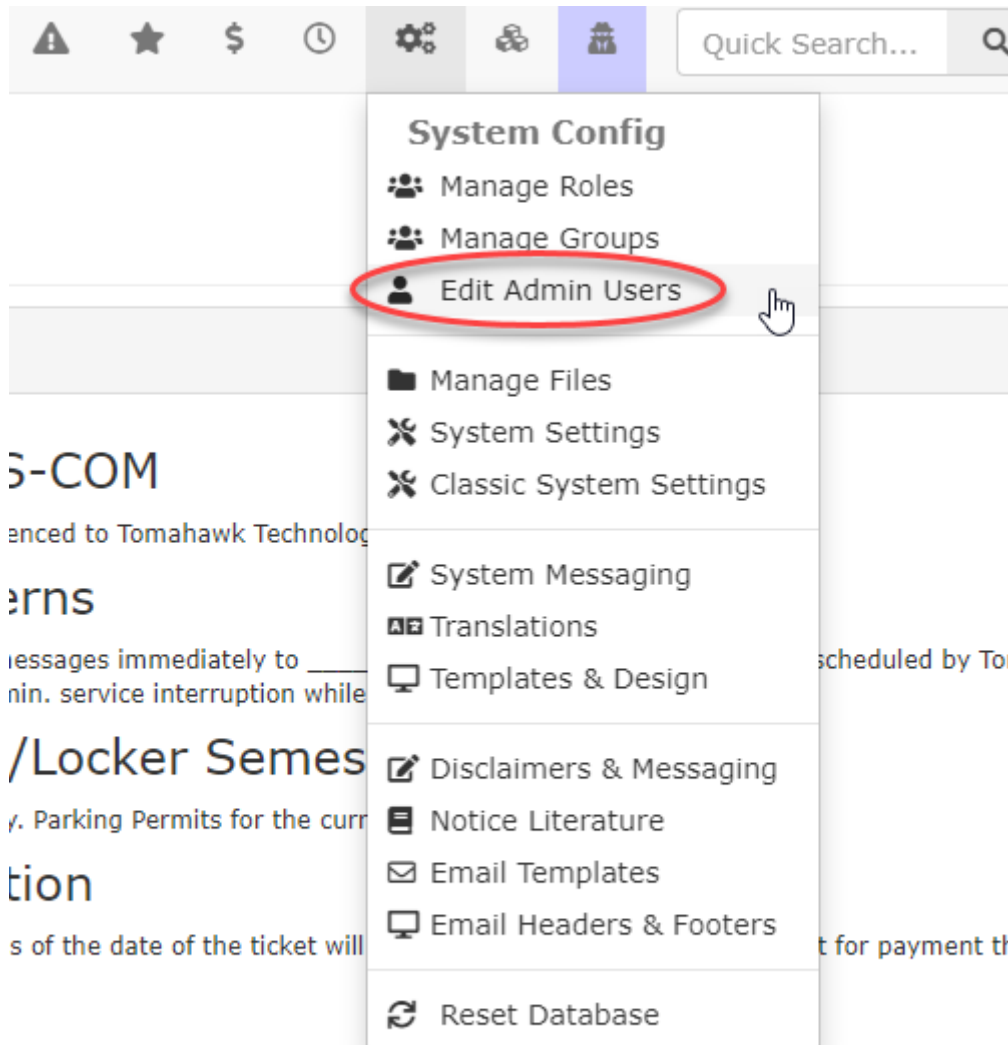
Comment

New User Created August 27, 2020
Officer Clancy Wiggum

Insert New User

Editing an Existing Admin Account

To manage Administrator Users, select the **System Config** menu, then click on **Edit Admin Users**.



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The **Manage Administrator Users** page will display. To change a user, select the user from the drop-down menu and click **Retrieve**. You can now change the options for that selected user.

Edit Administrator: (admin) Admin

[Back](#)[Login Activity](#)[Login As Admin](#)

✓ Activate this account and allow system login

Username

admin

Password

Leave blank to keep existing password.

Setting the password will require the admin to update their password again upon their next login.

Passwords are case sensitive.

Email

support@tomahawk.ca

Display Name

Admin

Admin Groups



Cadre No.

Task Group

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☐ Kayako Support

Kayako Support

☐ demo

Autogenerated role for demo

☒ admin

Autogenerated role for admin

☐ patrol

Autogenerated role for patrol

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You can also click on the **Login Activity** button to see when the admin logged into the OPS-COM system or a handheld device.

Resetting an Admin's Password

To reset an admin's password go to the specific user's account and enter a temporary password into the Password field. The password is hidden but you can simply type over the existing symbols "*****".

Inform the admin of the temporary password. When they login with the temporary password they will be prompted to update their password and they will have the opportunity to make it more secure.

Edit Administrator: (House of Sew) hos

[Back](#)

Login Activity Login As Admin

✓ Activate this account and allow system login

Username House of Sew

Password *****

Leave blank to keep existing password.

Setting the password will require the admin to update their password again upon their next login.

Passwords are case sensitive.

Email Houseofsewyeg@gmail.com

Display Name hos

Admin Groups House of Sew

Active Roles

<input type="checkbox"/> Administrator	Administrators are the highest role under Owners. but may not have all the permissions
<input type="checkbox"/> Appeals Officer	Manage Appeals, granting, Upholding or Canceling tickets
<input type="checkbox"/> Counter Admin	Front facing Admin, customer contact, accepts payments and hands out permits
<input type="checkbox"/> Dispatcher	Dispatcher enters dispatches and can assign to an Incident
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<input type="checkbox"/> Incident Manager Admin	Manages all aspects of Incidents that are not available to other Incident Admins
<input type="checkbox"/> Locker Admin	Manages all aspects of lockers

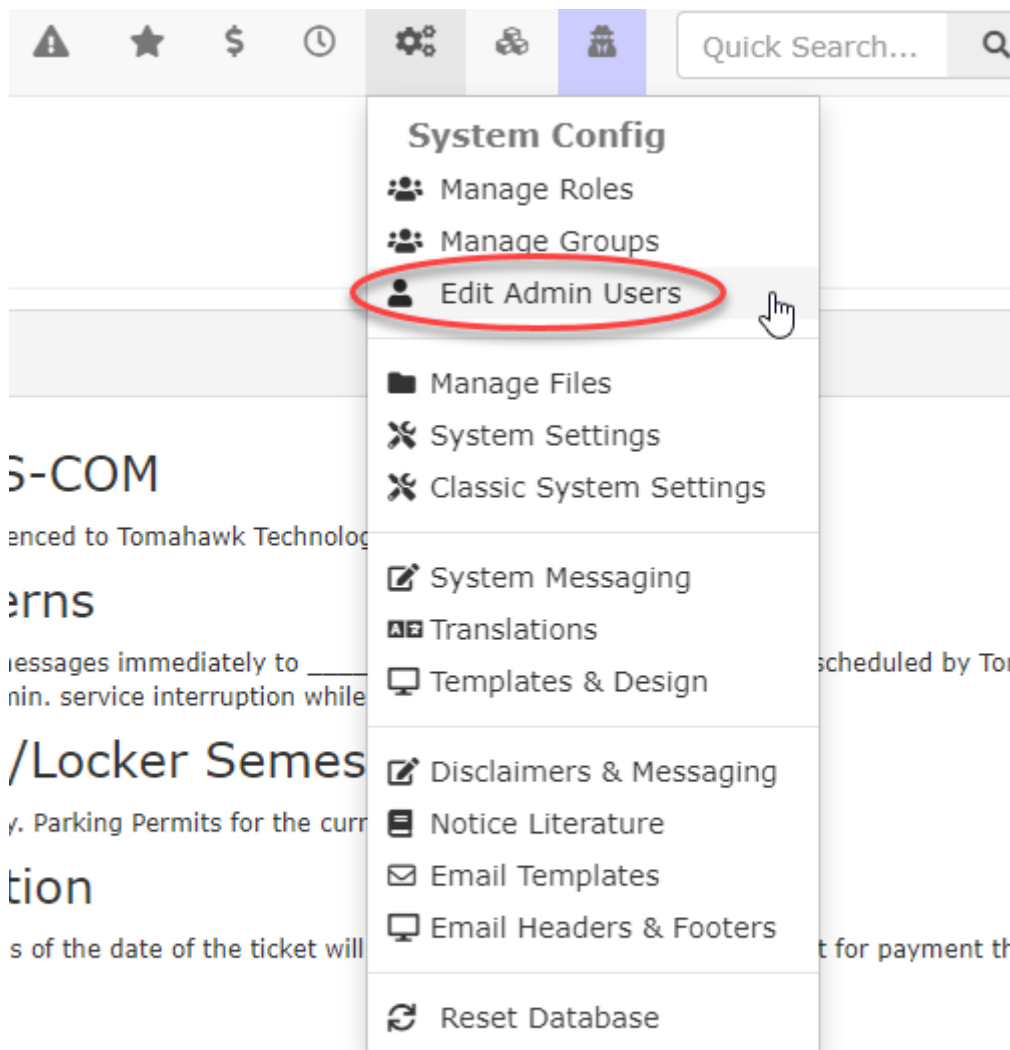
Disabling an Admin Account

When do we use this?

Admin users cannot be deleted as they have data attached to their accounts. If an admin user changes roles or leaves the organization the best practice is to disable their account.

NOTE: It is very important to leave the admin users permissions in place as the permissions will affect reporting. Obviously, once the account is disabled any permissions existing cannot be actioned and will only be used for reporting purposes.

Click on the **System Config** menu and choose **Edit Admin Users**.



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Click on the field labeled **Insert New User** to see a drop-down list of active users.

Manage Administrator Users

Insert New User ▼

Retrieve

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Insert New User

Click on the user being removed from the drop down list, in this example *jim_daniels* will be used.

The user is in an active state at this point. Uncheck the box titled **Activate this account and allow system login.**

Click **Update User** to apply the change.

Manage Administrator Users

jim_daniels - JDaniels

Retrieve

Editing User: (jim_daniels) JDaniels

[View Login History](#)

[Login as Admin](#)

☐ Activate this account and allow system login

Username jim_daniels

Password *****

Leave blank to keep existing password.

Setting the password will require the admin to update their password again upon their next login.

Passwords are case sensitive.

Email jim.daniels@gmail.ca

Display Name JDaniels

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Update User

Notice how, when you go back to the list of Admin Users, the account is now listed under the **Disabled Accounts** listing.

Note: This action can be reversed at any time by **editing** the user account and checking **Activate this account and allow system login**.

Related Video

<https://www.youtube.com/embed/pKpDFhMcTXA?wmode=opaque>

<https://www.youtube.com/embed/VDg5pjzDc28?wmode=opaque>

Revision #3

Created 15 May 2024 08:04:18

Updated 5 May 2025 09:49:14 by Cedar Boulianne