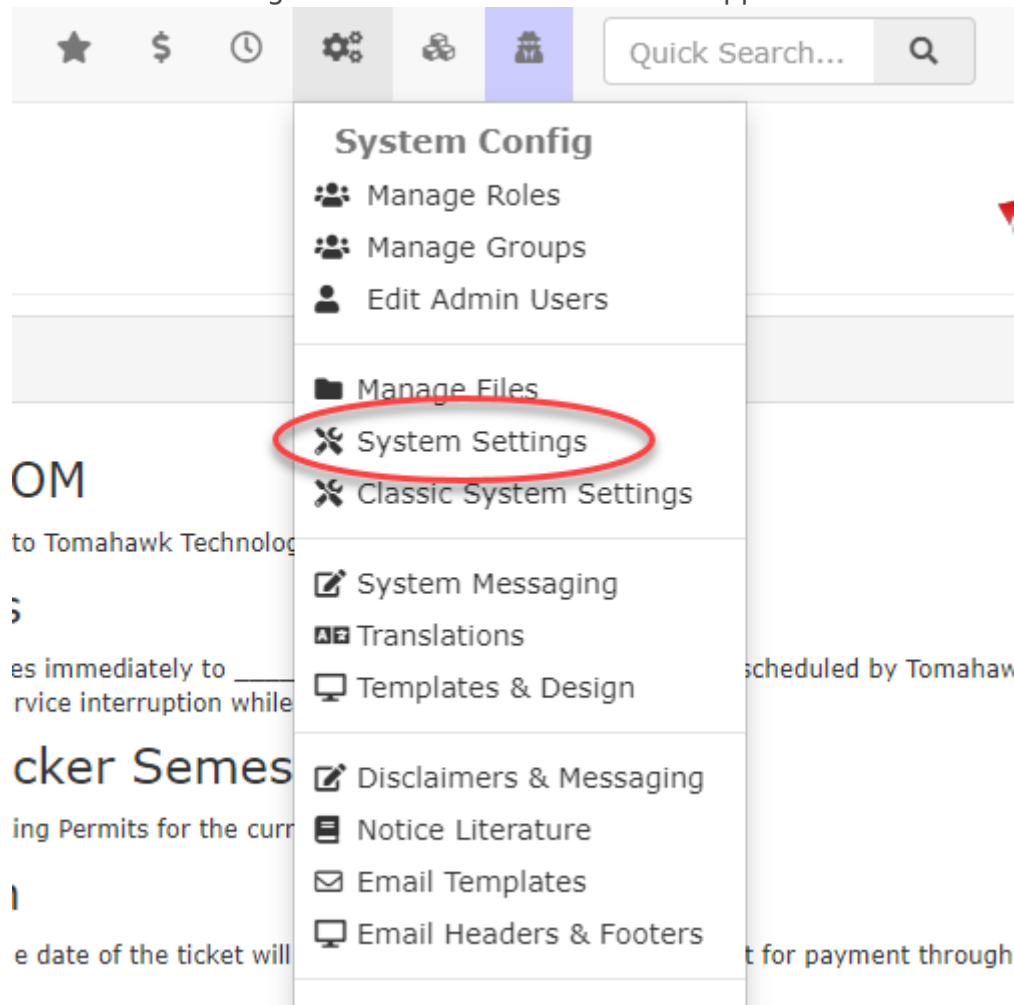


# Guide to System Settings

1. To access the system settings, go to System Config and click on System Settings. In most cases these settings affect the admin side of the application.



## System Settings Grid

General System Component		
Setting Name	Definition	Notes
Default Notification Email	The address you wish all notifications from OPS-COM be sent to	

Organization Name: Website	Set the name of the Organization	
Organization Name: Handheld	Set the name of the Organization that appears on the handheld	
Country	Set the country where the system is located	
Company Address	Set your primary street address here	
Time zone	Set the time zone based on your closest major city	
System Timeout	Set how long the system can be idle before timeout (can be up to 6 hours)	
From Email	This address will be the return address that appears in emails sent from OPS-COM	
Time offset (mins)	This represents your time offset from Greenwich mean time	
Using daylight savings	Used to toggle whether or not you are subject to daylight savings time	
System Timeout	Set length of time before the admin user is automatically logged out of OPS-COM	
Run the Task Scheduler	Used to toggle whether or not your system uses the Task Scheduler	
Template Editor	Choose between RAW HTML Editor and a WYSIWYG Visual Editor	
Select how to show dates	Used to set the date format	

## Alarms Component

Setting Name	Definition	Notes
Use Alarms System	Controls if the Client can use Alarms module	Admins can see, only OPS-COM Team can change.
Alarm Duration		
Generic Alarm Append Threshold	<p>Picklist that allows you to determine the type of alarm you want to issue, and what Action you want taken. In addition you choose the Dispatch Sub Category that should be associated with this Alarm.</p> <p>For example, People Alarms should generate a System Alert with a Sub-Category of Personal Safety Reports.</p>	

People Alarm Append Threshold	Same as above	
Vehicle Alarm Append Threshold		
Stolen Device Append Threshold		
Email Address	Email Address that an alert is sent to	
Generic Alarm	Same as above	
People Alarm		
Plate Alarm		

## Collections Component

Setting Name	Definition	Notes
Days before CRC is eligible	Set the length of time before a ticket is sent to court	
MTO Lookups on all records	Perform an MTO Lookup on all records even if a user profile exists	
Include All Unpaid Violations	When Toggled on: Includes all unpaid Violations when sending violation notices When Toggled off: Only the violation in question will be included in the letter	
Prevent Violation Payment	Prevents violations from being paid through OPS-COM if they have been sent to collections	
Prevent Purchases	Prevents Users from making any permit purchases if this is enabled and a violation has been sent to collections	
Send Letter To All	When Toggled on: Send collections letter to all users even if they have been emailed a copy	

### Deposits Component

Setting Name	Definition	Notes
Use Deposits	Toggle the use of deposits on or off	
Enable Deposits For Permits		

## Forms Component

Setting Name	Definition	Notes
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Default email for sending form entries	These settings are used to control the Forms Module	
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# Global Component

Setting Name	Definition	Notes
Email Image Header	Select an image to appear in the header of all emails	
Default Site Logo	Select a logo that appears on the mobile app, Text2ParkMe and the QR code interface	
Default Site Header	Select a background image that appears in the header of the mobile app, Text2ParkMe and the QR code interface	
Disable nightly email notifications	Disable auto-emails during system maintenance	
Symbol before the dollar value	Which currency symbol to use before a dollar value	Accommodates the English format of the dollar value \$100.00
Symbol after currency value	Which currency symbol to use after a dollar value	Accommodates the French format of the dollar value 100,00\$

# Handheld Device

Setting Name	Definition	Notes
Network Communication Model	Select Standard or Volley	
Setting Name	Definition	Notes
Usage Limit		
Enable Megdgate nightly script.		

# Lightweight Directory Access Protocol Component

Setting Name	Definition	Notes
Log Failed Attempts		
Use SSL		
Servers		

BaseDN		
Account Suffix		
LDAP username		
LDAP password		
Student Group Name		
Staff Group Name		

# Licensing Component

Setting Name	Definition	Notes
Permits per year	Indicate the number of permits eligible to be used yearly (Usage Limit)	
Violations per year	Indicate the number of violations eligible to be written yearly (Usage Limit)	
Temp Permits per year	Indicate the number of temp permits eligible to be used yearly (Usage Limit)	
Number of Handhelds	Indicate the number of OPS-COM for Android Licenses to be used (Usage Limit)	
Mobile PL8RDR Cameras	Indicate the number of Mobile Cameras in use by client	
Static LPR Cameras	Indicate the number of Static Cameras in use by client	
Lockers per year	Indicate the number of lockers eligible to be used yearly (Usage Limit)	
Validation Records per year	Indicate the number of validation records eligible to be used yearly (Usage Limit)	
Dispatch Logs per year	Indicate the number of dispatch logs eligible to be used yearly (Usage Limit)	
Incidents per year	Indicate the number of incidents records eligible to be used yearly (Usage Limit)	

# Lockers Component

Setting Name	Definition	Notes
Enable Lockers Module	Toggles the use of the Lockers Module	Admins can see, only OPS-COM Team can change.
Tax %	Percentage of tax to charge for lockers	
Map of Lockers	Used to enter a path to a diagram or map image	
Receipt Reply To Address	Reply to address on receipts if only a locker was purchased	

## License Plate Recognition Component

Setting Name	Definition	Notes
Possible plate prefixes	Indicates the prefix of what typical plate reads in your region start with. (ie: 123 for Numbers, ABC for Alpha Characters)	
Using Mobile LPR	This checkbox will toggle on or off the use of the LPR functionality on handheld devices	

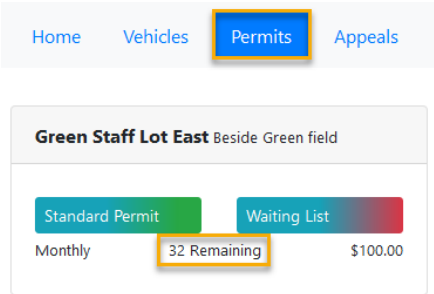
## Parking Component

Setting Name	Definition	Notes
Validation deletion cutoff minutes	Indicate how long a validation record is editable by an admin before it is locked into the system	

## Payments Component

Setting Name	Definition	Notes
Gateway Online	Toggle to set the status of your payment gateway (Online or Offline)	
Invoice Number	An incremental number for invoices. This can be set the first time you want to issue them	
EFT Settings	This is used if you are set up to accept EFT payments through OPS-COM. You must be set up by OPS-COM Team first, before you can change anything	Admins can see, only OPS-COM Team can change.

# Permits Component

Setting Name	Definition	Notes
Receipt Reply To Address	Reply to address for receipts that contain permits	
Multiple Plate Validator	Allow multiple plates in parking validator	
Require Payment for Rollovers	If enabled, only permits that are paid for and processed can be rolled over	
Show remaining permits	<p>If enabled, the number of remaining permits in a lot will be shown to site users. e.g. "32 Remaining"</p> <p>If disabled, the number of remaining permits will be replaced with "On Sale" (which hides how many permits are left from users)</p>	<p>Screenshot:</p> 
Enable User Permit Printing		
Show Total Spots Taken		
Show Waiting List Rank		
Show Only Visible Lots		
Waitlist Email Managers	Enter the email address of the admin who will be managing the waitlists	
Waitlist Reservation Duration	Enter a timeframe for how long a waitlist reservation will be held before being released	
Receipt Reply To Address		
Allow Credit Card Processing	Allows credit card payments for rollovers	Admins can see, only OPS-COM Team can change.
Personal Information on Permit Print	Include personal information on hang tag printing	
Require Mailing Address	Require a mailing address to be completed fully to purchase permits	
Show Permit Lots on Landing Page	Show parking permit lots on the landing page	
Show Only Visible Lots	Only show lots with an active visibility flag to the end user	
Show Waiting List Rank	Allow users to see their rank on the waiting list	

Show Total Spots Taken	When being added to a waiting list, show the number of spots that exist within the lot	
Enable User Permit Printing	Allow users to print their own permits, this requires you to have a permit PDF message under System Messaging to work	
Map of Permit Areas	This is the image of your parking map	

## Security Component

Setting Name	Definition	Notes
Hash and Salt	Enable the hashing of passwords. Once set, it should not be turned off	Admins can see, only OPS-COM Team can change.
Require Password Update	Require password resets after an admin changes the password	Admins can see, only OPS-COM Team can change.
Toggle Password Expiry	Enable the use of password expiry	Admins can see, only OPS-COM Team can change.
Password Expiry in days	Number of days before administrator must change their password	
Enable Password History	Prevent passwords from being reused up to X days	Admins can see, only OPS-COM Team can change.
How long to remember old passwords	The number of days the system will remember old passwords to prevent re-use	
Minimum password length	The minimum password length for administrator passwords	
Enable password strength requirements	Used to set standards in password creation based on password security strength	Admins can see, only OPS-COM Team can change.
Numerical Characters	The minimum number of numbers required	
Lower Case Characters	The minimum number of lower cases needed	
Upper Case Characters	The minimum number of upper cases needed	
Non-Alpha Numeric	The minimum of a Non-Alpha required	
Enable Admin Lockouts	Enable admin lockouts after X invalid attempts within Y minutes	Admins can see, only OPS-COM Team can change.
Lockout after X Attempts	Sets the number of retries with a wrong password before the system will lock you out	



Login attempt timeframe	Sets the timeframe for wrong entries. For example, if you fail 3 times within 5 minutes the system will lock out this admin	
Lock the admin out for X minutes	Sets the length of time in minutes that the admin will be locked out. Set at 120 minutes would mean the admin would be locked out for 2 hours before another attempt at logging in would be allowed	

## Third Party Component

Setting Name	Definition	Notes
Twilio Account Number		Admins can see, only OPS-COM Team can change.
Twilio Auth Token		Admins can see, only OPS-COM Team can change.
T2 API Last Successful Fetch		Admins can see, only OPS-COM Team can change.

## User Profile Component

Setting Name	Definition	Notes
Enable Public Registration	If disabled, the Admins control the new account registration. Existing users can log in, but no one can create a profile	
Profile Field Visibility	This controls the fields for the User Profile page	
Max Student Number Digits	The maximum number of digits allowed in a student number. This can be useful if your organization requires student numbers that follow a specific min and max count.	
Min Student Number Digits	The minimum number of digits allowed in a student numbers. This can be useful if your organization requires student numbers that follow a specific min and max count.	
Max Employee Number Digits	The maximum number of digits in an employee number. This can be useful if your organization requires employee numbers that follow a specific maximum digit count.	

# Vehicles Component

Enable VIN	Toggles the use of VIN on and off	Only seen and edited by OPS-COM Team
Require Vehicle Year	If enabled will require the vehicle year when users are adding a new vehicle.	

## Violations Component

Setting Name	Definition	Notes
Enable Violations Module	Toggles the Violations Module on or off, this effects the web application and handhelds If this is toggled off, clients can chalk vehicles but cannot issue violations	
Hide Zero Dollar Fines	When enabled, this prevents \$0.00 violations, that are not warnings, from being displayed on the user side. These violations will still show up on the Admin side and will show on the Report by Officer and the Violation Summary by Officer report	
Days until due	Indicates the number of days from the issue date that a user has to pay a ticket before it becomes overdue	
Include Random Pin on Handheld Tickets	Select this item if you wish your users to have the ability to pay violations OPS-COM Quick Pay/Guest Payments. The PIN number is required in order to pay OPS-COM Quick Pay/Guest Payments	Admins can see, only OPS-COM Team can change.
Handheld Footer	This is the message that will be applied to the end of each ticket that gets printed from the handheld	This footer is for violations only. Admins have the ability to change these settings on their own.
Clear Violation Payments		
Appeal days	Indicates the number of days a user has to launch an appeal	
Enable OPS-COM Quick Pay/Guest Payments Payments for Violations		
Link Violations to users	When enabled allows violations to be the user instead of a vehicle	Admins can see, only OPS-COM Team can change.

Appeal Notification Email	The admin email(s) the system will send notifications to for new appeal requests. Leave blank if you don't want to receive these emails.	
Automated Notification Email	The system will send notifications to this email for automated violation reports like "send overdue violations".	
The prefix to go in front of the ticket number	These characters will appear before the ticket number on the printed ticket	Admins can see, only OPS-COM Team can change.
The next number for printing tickets from the web	Sets the next sequential number to be on tickets printed from the web tool	Admins can see, only OPS-COM Team can change.
Show Driver's License on Tickets	When selected, shows License number and Province of issuance on ticket	
Show Ticket # as barcode on ticket	When selected, will print a bar code representing the ticket number on the ticket	

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