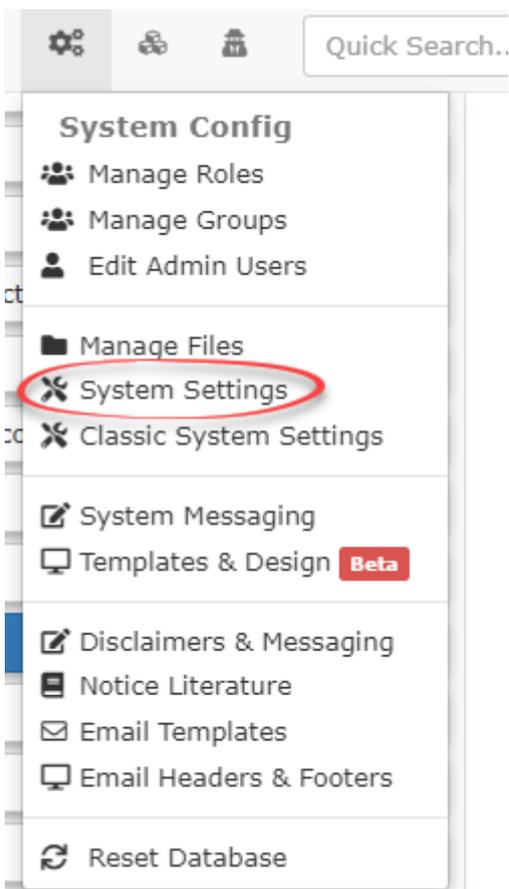


Managed Wait List

Set Up

To set up the system to be able to use this you need to set up 3 settings

1. Select the cog menu item, then System Settings



2. Select Permits

Manage System Settings

Components	
General System Settings	14
Alarms	5
Deposits	2
autoLogin	1
Collections	5
Forms	1
global	7
Incidents	2
Lightweight Directory Access Protocol	9
Lockers	8
License Plate Recognition	1
parking	1
Payments	5
Permits	18
Security	17
Temp Permits	1
Third Party	9
User Profile	25
vehicles	1
Violations	16

3. To enable this functionality, enable the 'Enable Managed Waitlist' checkbox, enter admin emails into the Waitlist Email Managers field, then enter the amount of time that is being given to users to purchase permits in the Waitlist Reservation Duration box.

Manage System Settings

Editing Settings: Permits **18**

These settings are used to control the Permits Module.

Usage Limit

User side settings

- Enable User Permit Printing
- Show total spots taken
- Show waiting list rank
- Show Only Visible Lots

Receipt Reply To Address

- Multiple Plate Validator
- Allow Permit Move
- Require Payment for Rollovers
- Show remaining permits

Map of Permit Areas [Select Image](#)

- Allow Credit Card Processing
- Personal information on permit print
- Require Mailing Address
- Show Permit Lots on Landing Page
- Enable Managed Waitlist

Waitlist Email Managers

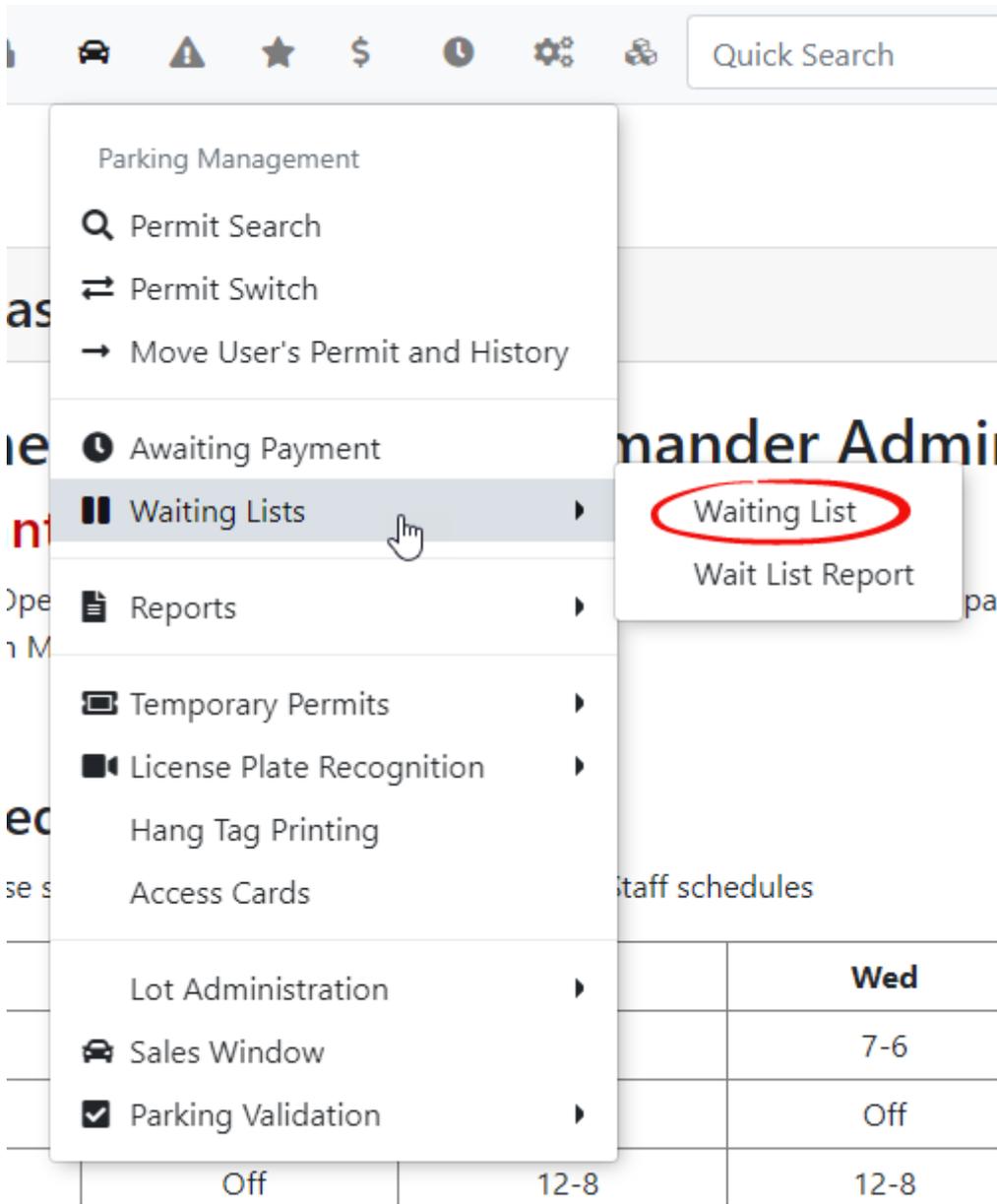
Waitlist Reservation Duration

[Save Settings](#)

Assigning a User a Permit from the Wait list

When a permit becomes available in a lot with a wait list admin will be notified and the permit will be reserved for the people on the wait list. The admin can then go into the OPS-COM system and assign the permit to a person who is on the wait list.

1. Open the Parking Management menu option, then select Waiting Lists. Select Student or Non-Student Wait List depending on which user types you are managing the wait lists for.



2. The Waiting List screen opens.

Waiting List

Username

User Type

- Public
- Staff
- Students
- Athletics

Toggle All

Lot: Red Student Lot West

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot		
<input type="checkbox"/>	1	2022-05-04 @ 11:19 am	Assign		Callaghan, Joseph	Public User	Manotick	6135555978	Add	Red Student Lot West

Lot: The Bicycle Lot 1

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot		
<input type="checkbox"/>	1	2016-07-07 @ 10:35 am	1500	2022-Apr-26	Jamieson, Steph	Part Time Student	Ottawa	test	Edit	The Bicycle Lot 1

Lot: General Monthly Lot 1

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot	
<input type="checkbox"/>	1	2016-11-25 @ 2:39 pm	No Permits Available	Campana, James	Full Time Student	Carleton Place	6136013946	Add	General Monthly Lot 1

Lot: Residential Building 1

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot		
<input type="checkbox"/>	1	2017-10-25 @ 12:09 pm	2001	2022-Apr-25	Dufresne, Andy	Company Staff	Carleton Place	6132664949	Add	Residential Building 1

[Remove Selected Records](#)

[Email All Listed Users](#)

[Email All Selected Users](#)

[Export](#)

3. Select **Assign** to associate the selected user to the permit you wish them to have.

Waiting List

Username

User Type

- Public
- Staff
- Students
- Athletics

Toggle All

Lot: Red Student Lot West

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/> 1	2022-05-04 @ 11:19 am	Assign	Callaghan, Joseph	Public User	Manotick	6135555978	Add	Red Student L

Lot: The Bicycle Lot 1

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/> 1	2016-07-07 @ 10:35 am	1500	2022-Apr-26	Jamieson, Steph	Part Time Student	Ottawa	test Edit	The Bicycle Lo

Releasing an Assigned Permit

When a user passes the allocated amount of time to pay for the permit they have been assigned the admin will be sent an email.

The admin then has the option to release the permit, so that it can be assigned again or to Extend the users time to pay for the permit.

1. From the Waiting List page, select the permit icon beside the username.

Waiting List

Username

User Type

- Public
- Staff
- Students
- Athletics

Toggle All

Lot: Red Student Lot West

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/> 1	2022-05-04 @ 11:19 am	Assign	  Callaghan, Joseph	Public User	Manotick	6135555978	Add	Red Student L

Lot: The Bicycle Lot 1

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/> 1	2016-07-07 @ 10:35 am	1500  2022-Apr-26	Jamieson, Steph	Part Time Student	Ottawa		test Edit	The Bicycle Lo

2. From the Parking Permit Information page, select Release Permit

Quick Search... Client Time: Aug 7, 2019 @ 10:30:11

OperationsCommander [OPS-COM] - Complete parking and security... tomahawku-rc.preview.parkadmin.com/admin/parking/permitInfo.aro?p...

Parking Permit Information

Permit Number:	2
Lot Name:	Full Lot to be Waitlisted
Require Access Card:	No
Allowed as 2nd Permit:	Yes
Cost:	\$50.00 + \$6.50 tx.
Current Status:	Requested (awaiting payment)
Permit State:	Good
Renter:	Rockwood, James jrockwood

User was assigned this permit via the waiting list.

Permit assigned:	2019-Aug-07 10:25
Date user must pay:	2019-Aug-17 06:25

[Extend \(Add 10 days\)](#) [Release Permit](#)

Payment Amount:	\$56.50 (incl. tax)
Payment Method:	Make Payment
Rollover State:	Renewable

[Update Permit](#)

[Close Window](#)

Extending a Users Time to Purchase the Permit

1. From the Wait List page, select the information icon beside the permit number

Waiting List

Username

User Type

- Public
- Staff
- Students
- Athletics

Toggle All

Lot: Red Student Lot West

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/> 1	2022-05-04 @ 11:19 am	Assign	  Callaghan, Joseph	Public User	Manotick	6135555978	Add	Red Student L

Lot: The Bicycle Lot 1

Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/> 1	2016-07-07 @ 10:35 am	1500  2022-Apr-26	Jamieson, Steph	Part Time Student	Ottawa		test Edit	The Bicycle Lo

2. From the Parking Permit Information page, select Extend.

Quick Search... Client Time: Aug 7, 2019 @ 11:54:29

OperationsCommander [OPS-COM] - Complete parking and security... tomahawku-rc.preview.parkadmin.com/admin/parking/permitInfo.aro?p...

Parking Permit Information

Permit Number: 2
Lot Name: Full Lot to be Waitlisted
Require Access Card: No
Allowed as 2nd Permit: Yes
Cost: \$50.00 + \$6.50 tx.
Current Status: Requested (awaiting payment)
Permit State: Good
Renter: Rockwood, James jrockwood

User was assigned this permit via the waiting list.

Permit assigned: 2019-Aug-07 11:53
Date user must pay: 2019-Aug-17 11:54

Extend (Add 10 days) Release Permit

Payment Amount: \$56.50 (incl. tax)
Payment Method: Make Payment
Rollover State: Renewable

Update Permit
Close Window

Revision #3

Created 7 May 2024 08:43:23

Updated 10 April 2025 14:06:50 by Cedar Boulianne