

Security PIN on Violations - How is it used

The Ticket PIN

The **additional dash** and **2 digits** at the end of the violations are known as a "**Ticket Security PIN**".

It may look like it's part of the ticket number, but it's not. It's only used as a password for the ticket when appealing it.




OPERATIONS COMMANDER
PARKING VIOLATION NOTICE
Tomahawk University
Notice of Violation

Ticket: 2-001017-12
Date: Apr 4, 2017 12:37:43 PM
Ticket Type: Private Property
License Plate: SJAM
Province: Ontario
Offence: Parked - Expired Parking Permit
Location: Administration Building
Writer: 2574141
Fine: \$50.00
Towing: \$0.00

Comment:
This parking ticket is due within 14 days. Failure to settle this parking ticket will result in the account becoming delinquent and subject your vehicle to collections and/or towing.



OPERATIONS COMMANDER
92 Bridge Street
Carleton Place, Ontario, Canada, K7C 2V3
Telephone: (855) 410-4141
<https://demo-review.parkadmin.com>

As an example when creating a violation, it appeared as **TT-10016-8T** The actual internal ticket number is TT-10016-8T, same format as it has always been. If you search violation TT-10016 in violation search it will appear as TT-10016.

Additionally, if someone did type in the ticket number and PIN (TT-10016-8T) it would return the same ticket.

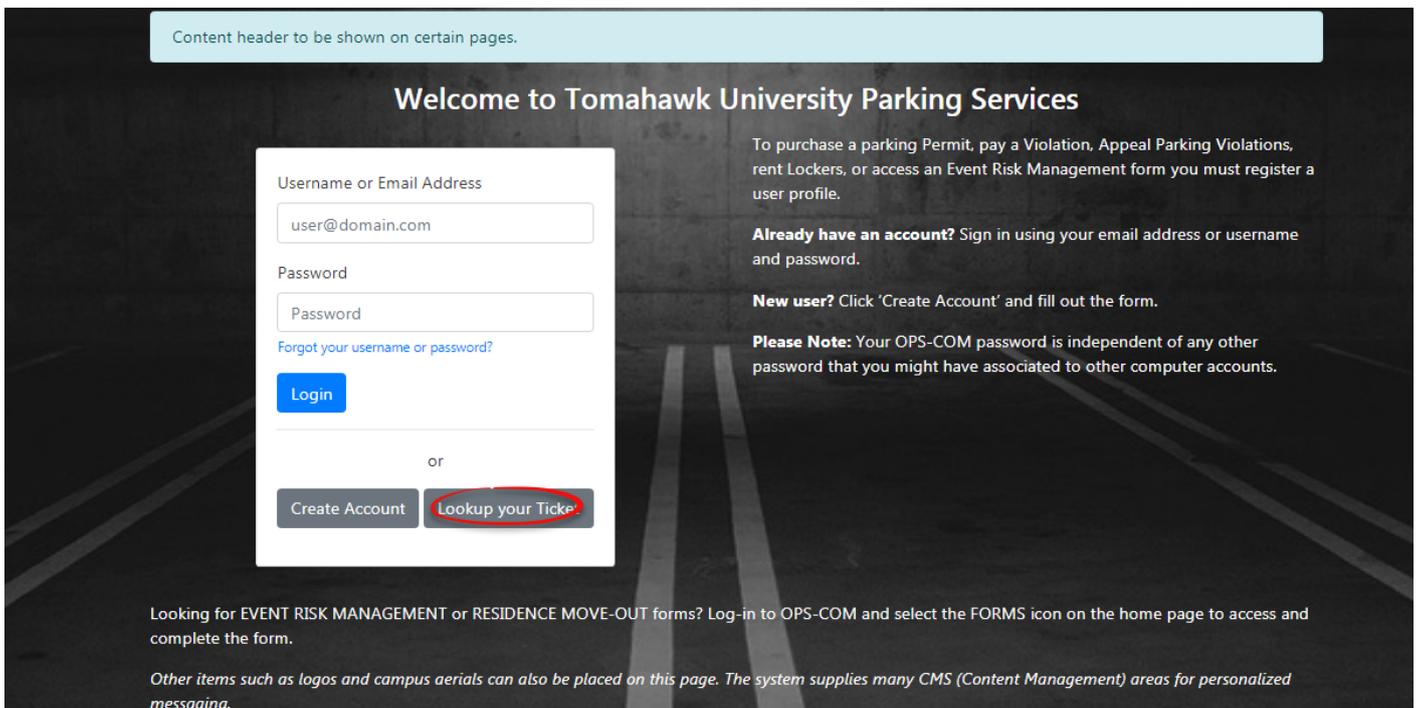
This means the reports in the FTP file, for example, will only reference TT-10016 as the ticket number, not the additional -8T.

Additionally, the code that generates the FTP files isn't going to change/add the pin.

FTP reports will remain unchanged by the addition of the violation PIN. No PIN will be shown in the mailed out the violation.

The PIN is only used when appealing tickets if the user isn't logged in. As an example, you can see the "**Lookup your Ticket**" box on the login screen here.

The PIN is used in that box to give some protection from public users just looking up sequential ticket numbers.



Click on the box that says "**Lookup your Ticket**". You should now see the following screen. Enter in the ticket number and PIN.



English ▾ [Login](#)

Appeal or Pay a Ticket

TT-10016-8T

[Search](#)

Once you click check you will be presented with a screen that allows you to appeal or pay the ticket.

Notice when the record of the ticket is found it does not include the PIN.



English ▾ [Login](#)

Appeal or Pay a Ticket

TT-10016-8T

[Search](#)

Violation TT-10016 has been found.

You can pay this violation with an [anonymous payment](#).

This ticket can be appealed.

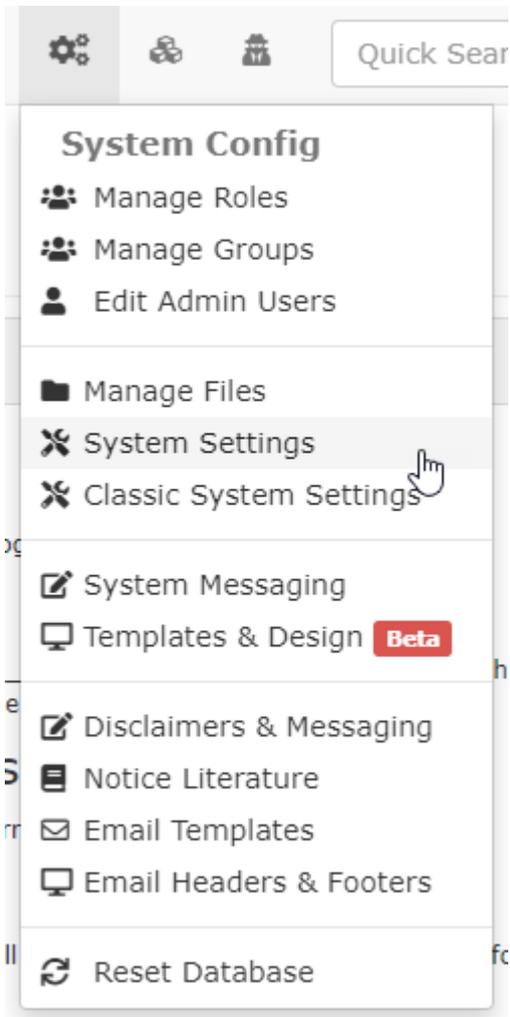
[Login](#)

or

[Create Account](#)

Removing the Pin

1. If you wish to remove the **PIN** from the printed ticket, this can be done from the **System Settings** located under the **System Config** tab.



2. Look for **Violations** in the list of components on the left:

Manage System Settings

Components	
General System Settings	14
Alarms	5
Deposits	2
Automatic Login	1
Collections	5
Forms	1
Global	7
Incidents	2
Lightweight Directory Access Protocol	9
Licensing	6
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. Click on **Violations** to view and edit the settings. By default the setting for including a random PIN number to the ticket number when printed is enabled. To remove the PIN, ensure that the **Include Random PIN on Handheld Tickets** box is toggled off.

Manage System Settings

- System Settings **14**
- 5
- 2
- Login **1**
- 5
- 1
- 7
- 2
- Light Directory Access Protocol **9**
- 6
- 8
- Plate Recognition **1**
- 1
- 5
- 18
- 17
- imits **1**
- ty **9**
- ile **25**
- 1
- 16**

Editing Settings: Violations **16**

These settings are used to control the Violations Module.

Enable Violations Module

Usage Limit

Days until due

Appeal days

Printing Tickets via Laptops

Link violations to users

The prefix to go in front of the ticket number.

The next number for printing tickets from the web

Show Driver's License on Tickets

Show Ticket # as barcode on Ticket

Printable Area for Tickets via Laptop

Maximum width in pixels	<input type="text" value="265"/>
Top padding in pixels	<input type="text" value="95"/>
Maximum printing height	<input type="text" value="385"/>
Padding below printing area	<input type="text" value="35"/>

Hide Zero Dollar Fines

Include Random PIN on Handheld Tickets

Enable anonymous payments for violations.

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