

User Profile Overview

The User Profile Landing Page in OPS-COM serves as an administrator's central dashboard for a user's comprehensive information and current activity. This page offers a quick reference view, enabling efficient access and management of user details, associated vehicles, violations, permits, and other crucial historical data.

Using this Feature

1. To navigate quickly to a user's profile, you can use the **Quick Search** function or hover over **User Management**, and click **User Search**.
2. Locate and select a user, and the **User Profile Overview** page will be displayed. This page provides various sections and actions for managing user data and viewing their history.

Editing a User's Basic Profile

1. Click the **Edit** button on the **Basic Profile Information** section.
2. The full user profile editing form will display, allowing you to update various account details.
 - The **Edit User Profile** form is structured into three main categories: **Personal Information**, **Student Information**, and **Staff/Faculty Information**. Each category contains various fields that can be individually set to **Hidden**, **Visible**, or **Required** ([as defined in your System Settings for User Profiles](#)).

Logging in as a User

This feature allows administrators to view the system from an end-user's perspective.

1. Click the **Login as user** button.
2. A new browser window will open, automatically logging you into the OPS-COM end-user portal as the selected user, with all their associated functionalities.

You may encounter an error if the Auto Login setting is not configured correctly in System Settings. If this occurs, please contact OPS-COM Support for assistance.

Viewing a User's Waitlist Position

If the user is on any waitlists, you will see the lots and their ranks listed in this section.

Adding or Editing Vehicles

1. In the **Vehicles** section, click **Edit**.
2. You will be directed to the [Vehicle Information screen](#), where you can:
 - **Add new vehicles** to the user's profile.
 - **Edit or remove** existing associated vehicles.
 - **Apply a DNTT (Do Not Ticket Tag)** to a specific vehicle.

Viewing Additional Information

The User Profile Landing Page provides immediate access to a wealth of additional user-specific data:

1. The dashboard sections offer direct access to information regarding **Alarms, Deposits, Violations, User Notes** and **Permit details**.
 2. Any active alerts or warnings associated with the user's profile will be prominently displayed at the **top of the page**.
 3. Active Deposits on the user account will be displayed if any exist.
 4. Private, user notes will be displayed and you can also add additional notes here.
 5. **For Violations:**
 - View detailed violation information by clicking the **ticket number** within the **Violations** section.
 - If available, view photos related to a violation by clicking the **camera icon** next to the ticket number.
 6. **For Permits:**
 - Access detailed permit information by clicking the **permit number** in the **Active Permits** section.
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Best Practices & Considerations

- **Centralized Management:** Utilize the User Profile Landing Page as your primary hub for managing all aspects of a user's interaction with the OPS-COM system.
 - **Efficient Troubleshooting:** When a user reports an issue, navigating to their profile landing page allows for a quick overview of their status, active permits, and recent violations, which can greatly aid in troubleshooting.
 - **Testing User Experience:** The "Login as user" feature is invaluable for testing new configurations, verifying user access, or replicating user-reported issues directly from their perspective.
 - **Comprehensive History:** Leverage the integrated views of alarms, violations, and permit details to understand a user's complete history within the system, informing decisions related to appeals, permit renewals, or enforcement actions.
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