

# 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.

# Manage Administrator Users

Insert New User

Retrieve

## Creating New User

☐ Activate this account and allow system login

**Username** OfficerWiggum

**Password** .....

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

Passwords are case sensitive.

**Email** clandy.wiggum@springfield.ca

**Display Name** CWiggum

**Admin Groups** ?

**Cadre No.**

**Task Group** ?

**Redirect To**

**Allowed IP Addresses** ?

10.32

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

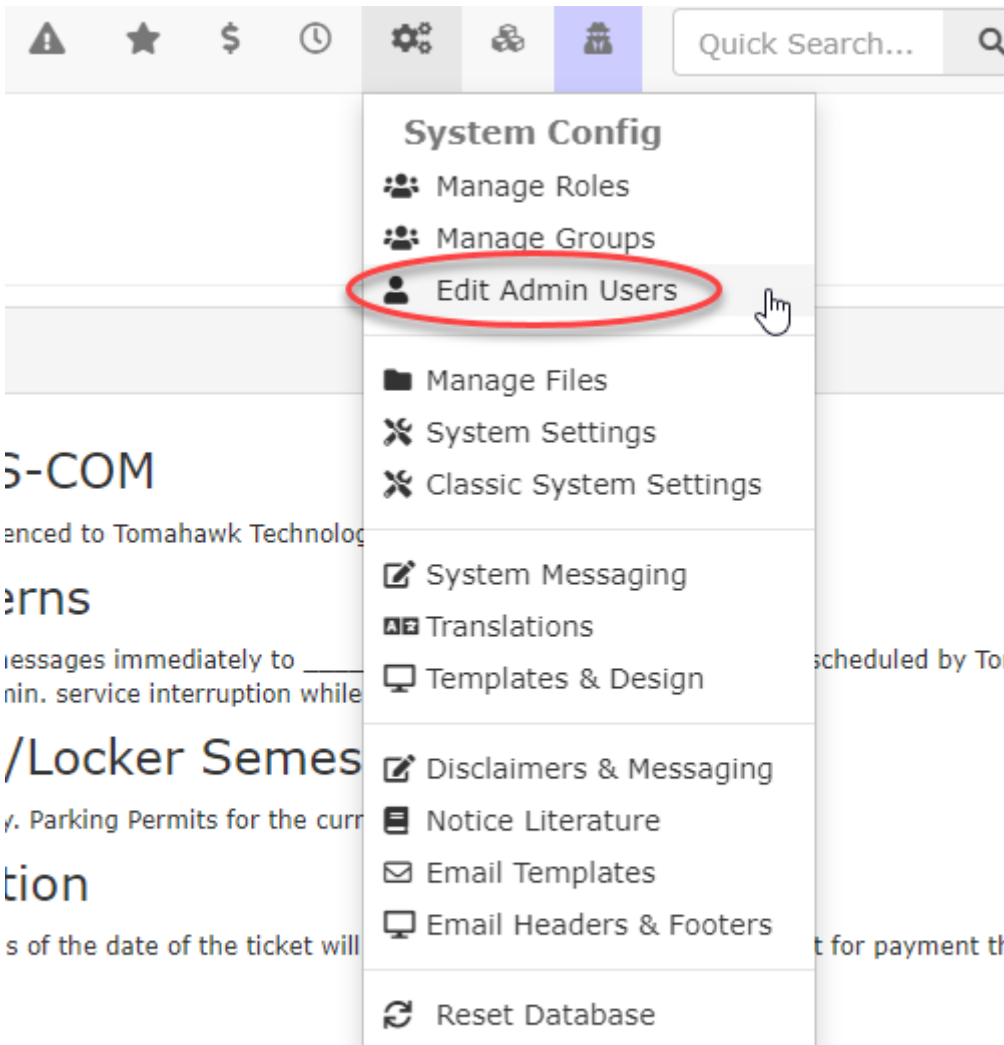
## Comment

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**.



ca

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

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

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  
ops-com.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

- |   |  |
|---|--|
| <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                             |
| <input type="checkbox"/> Financial Admin        | Ability to manage payments, refunds and all reporting                                  |
| <input type="checkbox"/> Incident Manager Admin | Manages all aspects of Incidents that are not available to other Incident Admins       |
| <input type="checkbox"/> Kayako Support         | Kayako Support   |
| <input type="checkbox"/> demo                   | Autogenerated role for demo  |
| ✓ admin   | Autogenerated role for admin   |
| <input type="checkbox"/> patrol                 | Autogenerated role for patrol  |
| <input type="checkbox"/> Locker Admin           | Manages all aspects of lockers   |
| <input type="checkbox"/> Parking Manager Admin  | Ability to set up lots, allocations and pricing  |
| <input type="checkbox"/> Patrol Officer         | Issues Violations and Citations  |
| ✓ Primary Admin                                 | Primary Admins always have access to manage other roles.                               |
| <input type="checkbox"/> test roll              | Test   |
| ✓ Tomahawk                                      | Tomahawk users are hidden from clients   |

### Parking Validation Lot Zones ?

Centrum  
Day Care  
Garage L1  
Garage L2

### Comment

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
<input type="checkbox"/> Financial Admin	Ability to manage payments, refunds and all reporting
<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

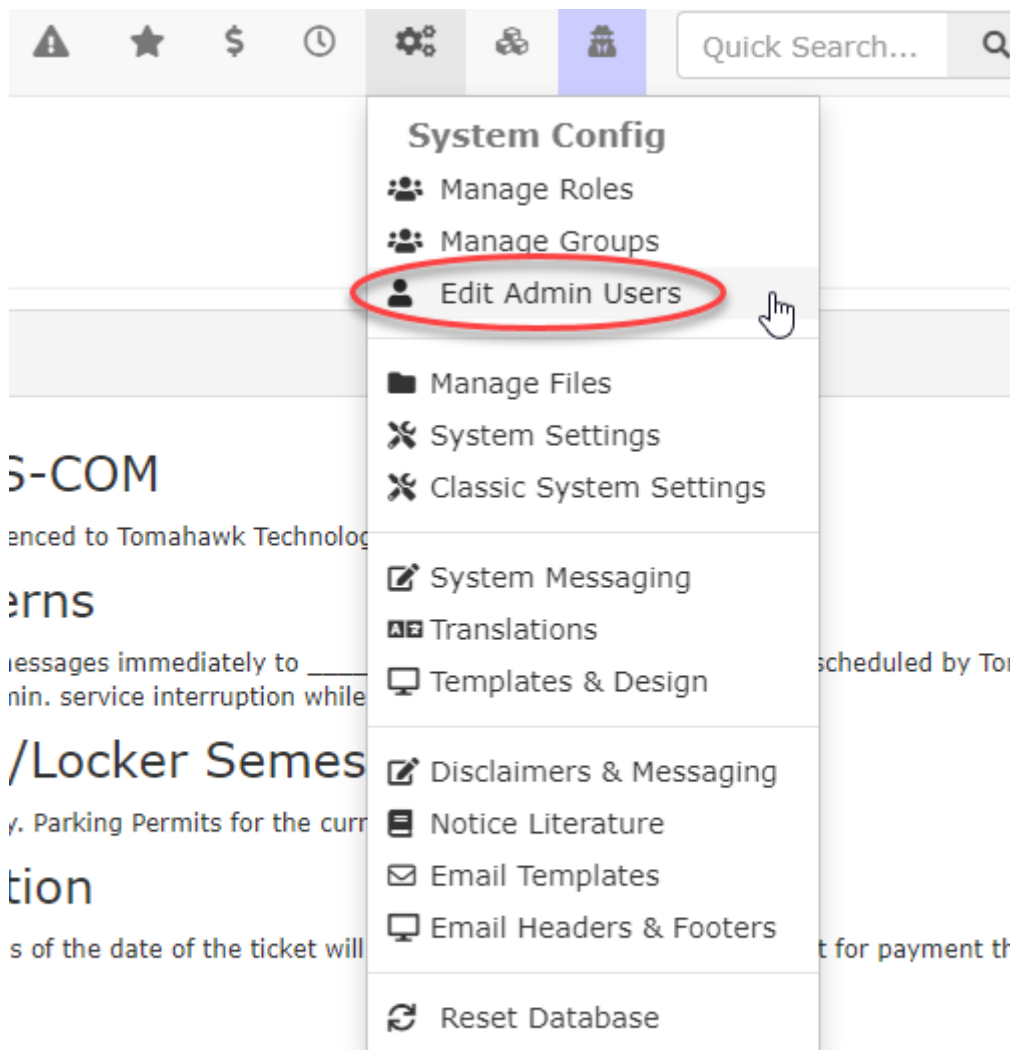
# Disabling an Admin Account

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**.



ca

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

## 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

<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
<input type="checkbox"/> Financial Admin	Ability to manage payments, refunds and all reporting
<input type="checkbox"/> Incident Manager Admin	Manages all aspects of Incidents that are not available to other Incident Admins
<input type="checkbox"/> Kayako Support	Kayako Support
<input type="checkbox"/> Locker Admin	Manages all aspects of lockers
<input type="checkbox"/> Parking Manager Admin	Ability to set up lots, allocations and pricing
<input type="checkbox"/> Patrol Officer	Issues Violations and Citations
<input type="checkbox"/> Primary Admin	Primary Admins always have access to manage other roles.
<input type="checkbox"/> test roll	Test
<input type="checkbox"/> Tomahawk	Tomahawk users are hidden from clients

Parking Validation Lot Zones ?

Centrum

Day Care

Garage L1

Garage L2

Comment

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

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

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

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 11 June 2025 14:18:54 by Cedar Boulianne