

OperationsCommander - <https://opscom.wiki>

Phase 1 - Learning the Basics

Welcome to OperationsCommander! We are delighted to have you on board as you begin your journey toward seamless parking management. We believe in making every step a delight, and these first steps are designed to be intuitive and efficient. Please click on any of the titles below to discover more information and proceed with your setup.

Admin and Client Domains

Your OperationsCommander platform is made up of two parts: the Admin Portal and the User Portal. After setup, you can access your OperationsCommander Admin console at `yourdomain.OPSCOM.com/admin`. Your clients, or end-users, can access their portal at `yourdomain.OPSCOM.com/u`. This client-facing site can be tailored to fit your brand with your company logo and colors, ensuring a seamless experience for your users.

You will need to reference the URL for the User Portal on any communications you have with your clients. This site can be branded as yours with your company logo and colors. The design of the system is up to you and the expertise of your staff.

First Time Login

You should have received an email with your login credentials. The account for BigPark has already been configured for the highest level of access. This account should be reserved for high-level administrators only.

[Learn Dash Training Materials](#)

Upon your first login, you'll be greeted by your Admin Dashboard. Here, you'll find all the training courses and a helpful Setup Checklist to guide you. The checklist will ensure all important settings are in place before you continue with your setup, allowing you to focus on what matters most.

[Preview & Production Sites](#)

OperationsCommander is designed with flexibility in mind, offering Preview Spaces that provide a secure, isolated testing environment. These spaces mirror your live production system's data, allowing you to test new features, stage changes, or conduct training without impacting your operational system. This is your safe sandbox for development and learning. Click on the title to learn more.

Determining Access to OPSCOM

[Determining your Roles and Permissions](#)

We understand the need for a flexible, tailored system. OperationsCommander allows System Owners and Administrators to set up roles that restrict access to information and features. Roles are a group of permissions that are bundled and assigned to a set of users. For example, you can create a role for a Patrol Officer, define the permissions, and assign admins to that role. Admins can have multiple roles, allowing you to create solutions that fit your unique needs seamlessly.

[Creating Administrator Accounts](#)

The initial system setup includes a single administrator account, with login details provided by the OperationsCommander team. To get your other admins into the system, you can simply follow the steps in the article linked in the title of this paragraph.

[Setting up a Landing Pages and Dashboards for your Administrators](#)

When you sign in to OperationsCommander, the first thing you see is your Admin Dashboard. This landing page can be edited to display important information to your team. We recommend using it to direct your admins to training and support information as you get started. Once you go live, you can use this space for:

- Pricing Information
- Contact Information
- Scheduling Information
- Organizational Information
- Legal Notices
- General Information

[OPSCOM Wiki and Training](#)

Our parking and security wiki is a growing wealth of information about using our software and applying best practices in a busy security office. To assist with your transition to an improved operational model and to see how parking management can be made easy and delightful, we have organized this wiki into Training Modules that users can go through at their own pace.

Revision #13

Created 6 February 2024 08:28:59

Updated 26 March 2026 15:12:55