Phase 3 - Configuration and Admin Options

> This article provides OPSCOM administrators with a roadmap for Phase 3 of the system implementation. During this phase, you will configure core operational settings, customize user-facing portals, and prepare your enforcement modules for deployment.

Setup and Configuration

Phase 3 focuses on tailoring the system to your organization's specific business processes. Administrators should focus on the following key areas:

- **User Types**: Categorize your users (e.g., **Student**, **Staff**, **Public**) to define distinct parking rules, permissions, and system functionalities.
- **User Profile Settings**: Adjust the visibility and requirements of profile fields to collect necessary information from users during registration.
- **Vehicle Configuration**: Define the vehicle description parameters your organization needs to track for enforcement and permitting purposes.
- **System Settings Customization**: Utilize the centralized **System Settings** area to fine-tune core functionalities, including general parameters, security protocols, and module-specific behavior for parking, violations, and payments.
- **User Portal Branding**: Configure your **Default Site Logo** and **Default Site Header** to ensure your branding remains consistent across all user-facing interfaces.

- **Email Templates**: Use the smart editor to customize automated email notifications, ensuring communication with your users is clear and professionally branded.
- **System Messaging**: Review and update priority messages and elements across the **User Portal**, including:
  - **System Messages/Pages**: **Login**, **Permits**, and **User Registration**.
  - **System Messages/Messages**: **Admin Dashboard**, **The Vehicle Disclaimer**, and **The Permit Disclaimer**.
  - **Email Headers and Footers**: Customize your **Header** and **Footer** templates.
  - **Email Templates**: Review **Lost Password** and **User Receipt** templates.

Module-Specific Setup

ViolationAdmin Setup

To configure the **ViolationAdmin** module, you must complete the following mandatory tasks:

1. Setup **Ticket Categories**.
2. Setup **Offence Items**.
3. Setup **Locations**.

Violation Stock Management

If your organization uses printed tickets, coordinate with your **Account Executive** to approve the ticket design.

- If sourcing your own stock, allow **4–6 weeks** for printing and shipping.

- Order your stock early to avoid deployment delays.

Handheld Enforcement

Review the **Handheld Training** documentation before meeting with your **Training Coordinator** to ensure you are prepared for practical instruction.

Data Imports

If you are transitioning data from a legacy system, ensure your data is cleaned and formatted correctly. Refer to the Preparing to Import your Data wiki article for detailed requirements.

Best Practices and Considerations

- **System Integrity**: Before proceeding to live payments, run a **Penny Test** to verify that your transaction flow and payment processing are functioning correctly.
- **Standardization**: **Ensure all System Messaging and Email Templates are thoroughly reviewed for tone and accuracy before your go-live date.**
- **Advanced Configuration**: While this article provides a high-level overview, refer to the full *Setup and Configuration* section of the wiki for granular instructions on each module.

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