# Phase 4 - Learning to Use OperationsCommander

> This article provides OPSCOM administrators with an organized curriculum for mastering the OperationsCommander platform. The self-guided training modules listed below are designed to help you efficiently navigate administrative tasks, enforcement workflows, and financial management.

## Setup and Configuration

Ensure the initial system setup is complete before beginning your training journey. If you require more in-depth guidance beyond this self-guided curriculum, paid training sessions are available. Please email support@ops-com.com to coordinate a specialized training session for your team.

## Using this Feature

Click on any of the module links below to begin learning about specific system capabilities.

### User Management

This module covers the lifecycle of user accounts, including registration, profile management, and communication.

- Registering as a User with OPSCOM-Go! (User Portal)
- Registering a New User (Admin Portal)
- User Profile Overview

- Manage your Payment Methods & Subscriptions (User Portal)
- How to Make a Payment in Your OPSCOM-Go! User Profile (Or as a guest)
- Managing Payment Type Subscriptions (Admin Portal)
- Electronic Funds Transfer (EFT) Subscriptions
- Using Tax Exemption
- Selecting User Profile Items
- User Types
- User Departments
- User Company Editor
- Limiting Active Vehicles
- Archiving or Disabling a User
- Merge User
- Bulk Email Users

## Permit & Lot Management

Master the administration of parking lots, permit sales, and automated renewal workflows.

- Lot Groups
- Planning Lot Groups and Lot Zones
- Pricing and Lot Admin
- Setting Up A Lot To Be Visible and Available To The End User
- Sales Window Management
- Permit Search
- Permit Switch
- Releasing a Permit

- Temporary Permit Printing
- Using Permit Proration
- Enabling Permit Rollovers without Previous Payment
- Preventing Permit Rollover after Cancellation
- Rollover: Auto Selection and Automatically Processing Payments
- Managed Waitlist
- Refundable Parking Deposits
- Applying a Temporary Permit to all User Vehicles

## Violations & Enforcement

Learn to effectively manage parking enforcement, citation issuance, and license plate recognition technology.

- Search Vehicles
- Search Vehicle Results
- Permit Misuse Notification
- Violations and Chalking
  - Issuing a Plate Violation
  - Issuing a Person Violation
  - Virtual Chalking
- Reprint Violation
- Permits Search
- LPR Scanning
- Displaying Towing Charges on a Violation
- Replication Status (Legacy)
- Replication Status (Enforce)
- Reset Settings for OPSCOM Parking Enforcement

## Payments

Navigate the financial side of the system, including transaction flows, refunds, and payroll deduction reporting.

- Payments and Transaction Flow
- Setting Payment Types by User Type
- Payment Processing Models
- Permit Purchase by an Admin
- Paying a Violation Anonymously on the Administrator Interface
- Admin Portal Payments
- Automatic Violation Notice
- Types of Reimbursement
- Adjusting a violation to zero dollars
- Adjustments
- Cancel Transaction
- What does a refund look like in the system?
- Collections Module
- Hosted Payments
- Electronic Fund Transfer Configurations
- Payment Adjustments
- Mark Items as Paid
- Failed Payments Report
- Payroll Deduction Workflow
- Payroll Deduction Report

> **Hands-on Experience:** Apply the concepts learned in each module directly to your Preview System to reinforce your understanding without

> affecting live production data.

## Best Practices and Considerations

- **Self-Paced Learning**: Progress through these modules at a speed that suits your team's operational needs.
- **Hands-on Experience**: **Apply the concepts learned in each module directly to your Preview System to reinforce your understanding without affecting live production data.**
- **Support**: Keep **support@ops-com.com** as a primary contact for technical questions or to request additional training resources as you gain proficiency.



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