Phase 5 - Final Preparations before Go Live

> This article serves as a final checklist for OperationsCommander (OPSCOM) administrators prior to the official system launch. Following these steps ensures your production environment is fully configured, tested, and ready for public use.

Pre-Launch Checklist

Before proceeding to go live, perform a comprehensive review of your system settings and user-facing portals.

- **User Portal Review**: Conduct a final walkthrough of the **User Portal** to ensure all branding, messaging, and layout elements are presented exactly as intended for your customers.
- **Experience Testing**: Create a test user account and log in via the portal to experience the platform from the customer's perspective.
- **Payment Verification**: Perform a **Penny Test** to confirm your payment provider integration is active and processing transactions correctly.
- **Violation Module Configuration**: Verify that all **Offences** and **Locations** are correctly set up if you intend to issue citations.
- **Permit and Locker Sales**: Ensure your **Sales Windows** are properly configured for all permits and lockers you intend to offer.
- **Enforcement Readiness**: Confirm that all **Lot Zones** are established if your operations include parking enforcement.

Support and Troubleshooting

If you encounter any issues or have concerns while completing these final preparations:

1. Capture a clear screenshot of the specific error or area of concern.
2. Email the screenshot and a description of the issue to **support@ops-com.com**.

> Thoroughly testing your **Sales Windows** and **Penny Test** is critical. **Do not move to a live launch until you have successfully verified that both your payment processing and permit sales workflows are fully operational.**

Best Practices and Considerations

- **System Familiarity**: Ensure your administrative team is comfortable navigating the system and that they have reviewed the *Phase 1 Learning the Basics* training materials prior to launch.
- **Data Integrity**: Double-check that any imported data from legacy systems is appearing correctly in your production environment.
- **Documentation**: Maintain a list of internal contacts for your **IT**, **Hardware**, and **Financial** departments so you can quickly resolve any issues that may arise immediately following the go-live date.

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