

Module 1 - OPSCOM System Setup

This article provides an overview of the initial configuration steps required for new OPS-COM administrators to set up their production environment. Following these steps ensures your system is properly structured to manage users, permissions, and operational workflows.

Prerequisites

Before proceeding, review sections 1 through 3 of the **New Client Orientation and Rollout** checklist.

Always perform your final configurations on your **production** system. Data created in the **preview** system is intended for testing purposes only and is **temporary**.

System Configuration

Administrators are responsible for establishing the framework of the system to align with organizational requirements.

Roles and Permissions

OPS-COM uses **Roles** to group permissions, allowing you to control access to specific information and features based on user job functions.

- Users can be assigned multiple roles simultaneously.

- To grant a user specific access, such as a **Patrol Officer**, define the necessary permissions for that role and assign it to the relevant users.

Managing Admin Accounts

Upon initial setup, the system provides one administrator account. You can manage additional accounts by referring to the *Managing Admin User Accounts* article.

Setting Up User Types

User Types define the rules for different groups of individuals within your system, such as distinguishing between **Full-Time Students** and **Part-Time Students**.

- Coordinate with your **Account Executive** to determine the appropriate **User Types** and associated rules for your organization.
- Determine the mandatory fields and profile information required during the **New User** registration process.

Admin Options

Many system settings are controlled through **Admin Options**, which manage the picklists used throughout the platform. Review these options to ensure your dropdown menus and selection lists match your operational needs.

ViolationAdmin Options

If your organization utilizes **ViolationAdmin**, you must configure the following:

- **Ticket Types**: Used to categorize the type of violation or ticket issued.

- **Offence Types:** Used to define specific offences, set fine amounts, and manage discount structures.

Customizing System Settings

Email Template Setup

The **Email Template** area allows you to customize the look and feel of communications sent to your clients. You can edit the branding and layout of these templates to maintain consistent messaging.

Invoicing Template Setup

The **Invoicing** feature streamlines monthly billing and bulk permit purchases. Configuring your invoicing templates ensures that all generated documents contain the required organizational details and branding.

Admin Landing Page

You can customize the message window that appears on the initial landing page when administrators log into **OperationsCommander**.

- Use this space to display important announcements, organizational schedules, or general information relevant to administrative staff.

Best Practices and Considerations

- **Collaboration:** Work closely with your **Account Executive** to ensure that your **User Types** and permissions align with your specific campus or organizational policies.
- **Consistency:** Maintain consistent branding and messaging across all **Email Templates** and **Invoicing Templates** to ensure a professional experience for your users.

- **Security:** Regularly audit your **Roles and Permissions** to ensure that administrators have the appropriate level of access required for their specific responsibilities.
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Revision #5

Created 6 February 2024 09:21:13

Updated 29 June 2026 13:02:13