Module 2 - User Management

> Users and their profile information form the backbone of the OperationsCommander (OPSCOM) software. This module links all other system areas, providing a complete history of user activity, permits, vehicles, and financial transactions. This article is for OPSCOM administrators who need to create, manage, and communicate with user accounts.

Setup and Configuration

Administrators can add users manually or facilitate self-registration.

Manual Registration

1. Navigate to the **Quick Registration** area.
2. Input all required user information, ensuring you assign the appropriate **User Type** to define the rules applicable to that user.
3. Click **Save** to create the account.

User Portal Registration

For information on how users create their own accounts via the portal, refer to the *Registering as a New User* wiki page.

Using this Feature

You must search for a user to access their account details. Once located, click the **Username** in the search results to open the **User Profile Landing Page**, which serves as a quick-reference dashboard for the user's information and history.

User Profile Landing Page

From this dashboard, you can perform the following actions:

- **Edit user profile**: Update personal details, configure **Tax Exemption** information, add or edit **Stored Credit Cards**, and manage **Payment Subscriptions**.
- **View and edit associated vehicles**: Add, edit, or remove vehicles. This area is also used to toggle **DNTT** (Do Not Ticket or Tow) status for a vehicle.
- **View outstanding Violations**: Quickly identify any unpaid or active citations.
- **View active Permits**: Access a summary of the user's current parking permissions.

User Profile Tabs

Use the tabs located across the top of the profile to manage specific aspects of the account:

- **Manage Lockers**: Purchase or manage locker assignments for the user.
- **Purchase Permits**: Issue parking permits, including temporary permits and access cards. You may also **Sell Prorated Permits** from this tab.
- **Manage Payments**: Process payments for all due items, including lockers, permits, and violations. This tab also displays financial adjustments made to the account.
- **View User History**: Review all transactions, including reservations, payments, appeals, **DNTT** records, and email logs. You can also access a complete system log of user transactions. If your organization uses the **IncidentAdmin** module, you may also view or edit incident history here.

Merging Users and Vehicles

If you encounter duplicate profiles or data errors, use the merge tools to consolidate information:

- **Merge Users**: Combine two profiles for the same person. This is often necessary if a user created a profile in error, underwent a name change, or if a manual admin-created profile duplicates a user-created one.
- **Merge Vehicles**: Combine two vehicle records. This is particularly useful when a vehicle with existing violations is added to a user account, as it associates the violation history directly with that user.

Communication and Custom Forms

Bulk Email

To target communications to specific user groups, use the **More...** menu to access email filtering options. You can also export the **Consented Report** to identify all users who have opted into email communications.

Forms Module

If your organization has purchased the **Forms** module, you can create custom forms for user requests, such as parking exceptions or move-in/move-out coordination.

> Regularly review your **Consented Report** to ensure your bulk email communications comply with your organization's messaging policies and local privacy regulations.

Best Practices and Considerations

- **Data Integrity**: **Always use the Merge tools when you identify duplicate user or vehicle records.** Maintaining a single, accurate profile for each user ensures that history, violations, and permit data

remain correctly linked.

- **Verification**: When manually adding a user, verify the **User Type** carefully, as this determines the parking rules and permissions that will apply to that individual.

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