

OperationsCommander - <https://opscom.wiki>

System Messaging Checklist

What Needs Your Attention

Here is the list of all the major pages and messaging you will want to review. There are some that are standard messages and probably don't need customization. These items are listed but marked as optional.

Functional page elements are displayed on the page automatically by the system based on which page you are currently on. For example, the Sign In page boxes that appear for username and password are automatically generated on the page. Therefore, you need not worry about editing these items. However, if you want to add additional content on these pages you may do so.

Templates and Designs

Click on Toggle template to get a list.

You will want to edit the following:

- Header - You will want to customize this content. This is the common header on all user portal pages.
- Footer - You will want to customize this content. This is the common footer on all user portal pages.

Go into System Messaging and update the following System Messaging:

(These are the actual pages that occupy the content area between the header and footer that you configured above)

The Pages Tab

- User Dashboard - Currently the generic page. You will want to customize this content.
- Login Screen - You will want to customize this content.
- Payments Page - Optional. This content will appear on the Payments page above the functional part of the page.
- Permits - Most clients customize this message. A good place to put a Campus Map and Messaging about permits.
- User Registration- Optional.
- My Vehicles - Optional.

The Messages Tab

- Dashboard Message - Admin Dashboard.
- noPaymentOptions - Currently a standard generic message. Edits Optional.
- permitPDF - Set for printing a standard permit.
- permitTempPDF - Set for printing a temporary permit.
- tempPermitText - Optional.

Popup Disclaimers

You may opt to place popup disclaimers throughout the system. These popup windows can be triggered to appear based on navigation to a page or associated with a button on a page.

- Appeals Disclaimer
- Locker Disclaimer
- Permit Disclaimer
- Vehicle Disclaimer

Email Headers and Footers Configuration

These are the common elements that will be used for all outgoing emails.

You will probably want to customize the messages as well as add your logo to the header, although there are no rules here you can decide, for example, to put the logo in the footer.

Click on toggle templates and have a look at:

- Header - You will want to customize this content.
- Footer - You will want to customize this content.

Email Templates

These are the ones I believe you will be using at this point.

- Appeal Decision
- Appeal Submitted - Standard. Edits Optional.
- Lost Password - Standard. Edits Optional.
- Create Password registration email. - Standard. Edits Optional.
- User Receipt - Standard. Edits Optional.
- Waitlist Selected - Standard. Edits Optional.

Disclaimers & Messaging

There are only 2 that would be of concern.

- Payment Footer
- Receipt Header

Notice Literature

These are notices that get sent out to end users as an email. They would use the Headers and Footers you configured above.

- Overdue Notice Literature - sent to a user when they have an overdue violation. You will want to customize this message.
- New Notice Literature - sent to a user when they have received a violation. You will want to customize this message.

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