System Messaging Checklist

> This article provides OperationsCommander (OPSCOM) administrators with a comprehensive checklist for configuring and customizing system messaging, portal design, and email communications to ensure a cohesive user experience.

Overview of System Messaging

The OPSCOM platform allows administrators to tailor the content and appearance of user portals and outgoing communications. While the system automatically generates functional page elements (such as login fields), many areas require or benefit from custom branding and instructional text.

> Many configuration areas include a **Toggle template** button. Clicking this will display a list of available templates for that section, allowing you to select and edit the desired component.

Portal Templates and Design

To create a consistent look and feel across your user portal, you must configure the global header and footer.

- **Header**: Customize this to include your organization’s branding, navigation, or contact information. This appears on all user portal pages.

- **Footer**: Use this space for additional links, copyright notices, or secondary contact information.

To configure these, navigate to **System Messaging** and click **Toggle template** to access and edit the **Header** and **Footer** files.

Configuring Pages and Messages

The **System Messaging** area is divided into tabs that control the content between your configured Header and Footer.

The Pages Tab

These pages occupy the central content area of the user portal.

- **User Dashboard**: Customize this page to provide relevant information or instructions for users upon login.
- **Login Screen**: Tailor this to include welcoming text or specific login instructions.
- **Payments Page**: Optional. Add text here to appear above the functional payment interface.
- **Permits**: Highly recommended for customization. This is an ideal location for a campus map and specific permit application instructions.
- **User Registration**: Optional.
- **My Vehicles**: Optional.

The Messages Tab

These items handle specific system notifications and document outputs.

- **Dashboard Message**: Configure content for the admin dashboard.

- **noPaymentOptions**: A standard message displayed when no payment options are available.
- **permitPDF** and **permitTempPDF**: Templates for printing standard and temporary permits.
- **tempPermitText**: Optional text for temporary permit notifications.

Popup Disclaimers

You can implement popup disclaimers that trigger based on page navigation or button interactions. Ensure your legal or administrative requirements are met by configuring the following:

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

Email Communications

Email configurations ensure that all system-generated correspondence maintains your organizational branding and tone.

Headers and Footers

Similar to the portal design, you must configure **Header** and **Footer** templates for outgoing emails. It is common practice to include your organization's logo in the email header, though the footer can also be utilized for this purpose.

Templates and Notices

Access these via the **Email Templates** and **Notice Literature** sections:

- **Email Templates**: Includes **Appeal Decision**, **Appeal Submitted**, **Lost Password**, **Create Password**, **User Receipt**, and **Waitlist Selected**. Most are standard; review these to determine if customization is needed to match your organization’s voice.
- **Notice Literature**: These are critical automated emails sent to users regarding violations. You should customize:
  - **Overdue Notice Literature**: Sent when a user has an overdue violation.
  - **New Notice Literature**: Sent when a user receives a new violation.

Disclaimers and Messaging

Review the following for specific communication requirements:

- **Payment Footer**
- **Receipt Header**

Best Practices and Considerations

- **Review Standard Content**: While the system provides default messaging for many items, always review "Standard" labeled templates to ensure they align with your specific business rules.
- **Keep Instructions Clear**: When customizing pages like **Permits**, provide concise, actionable instructions to reduce support inquiries.
- **Maintain Branding**: Ensure your logo and contact information are consistent across both the web portal and email communications.

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