

OPS-COM User Portal

Your OPS-COM journey starts here! The User Portal is where you manage your profile, payments, and vehicles. Buy parking, handle infractions, and view your history—all with just a few clicks. Let's get started!

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Registering as a User

New to OPS-COM? Let's get you set up! To unlock all the cool features like buying parking and managing your stuff, you'll need to register. Depending on your parking provider's setup, you may be asked to register as auto login (when enabled, users are automatically logged in after signup without requiring them to verify their account first) or as email verification required (when enabled, users will need to create their account using email verification). We will review both setups here.

Quick Steps:

1. Choose your language and click **Continue**.
2. Click **Create Account** to start.
3. Complete the profile registration questions.
4. Click **Create Account** to submit.
5. Important Next Step (this depends on how your parking office has configured Registration):
 - If Auto Login: You'll be automatically logged in.
 - If Email Verification Required: You'll see a message to check your email for an activation link. Proceed to Step 6.
6. Check your email for an activation/confirmation link.
 - If Auto Login: This link will help you create a password if you haven't already.
 - If Email Verification Required: Click this link to create a password and **Confirm** it to save.
7. Log in (if you weren't auto-logged in, or after setting your password).
8. You'll be directed to your profile page. Add any remaining profile info.
9. Click **Save Changes** to lock it in.

Just so you know: You'll need to finish your profile before exploring. If you run into any issues, contact your Parking Provider.

Detailed Instructions:

1. Choose your language and click **Continue**.
2. On the login page, click the **Create Account** button and complete the initial profile registration questions.
3. Click the **Create Account** button to submit your details.
4. At this point, your experience will depend on your parking provider's setup:

1. If Auto Login is Enabled: You will be automatically logged in and directed to your user profile page. You will also see a green message that says "**Please check your email for an activation link.**"
2. If Email Verification is Required: You will not be logged in automatically. Instead, you will see a message indicating that an email has been sent for validation (e.g., "**An e-mail has been sent for validation, please click on the link**").
5. Check your email and locate the confirmation or activation email from OPS-COM. Look for the **Create Password** link within this email.
 1. If Auto Login: This link is for setting your password after you've already accessed the site.
 2. If Email Verification Required: Clicking this link is a mandatory step to create your password and gain access.
6. Click on the password creation link in the email. This will take you to a page where you can create your password.
7. Create your password by entering it into the provided fields, and then **Confirm** it to save it in the system.
8. Log in to your account:
 1. If Auto Login: If you haven't been prompted for a password yet, use this new password. If you were already logged in, you can continue.
 2. If Email Verification Required: You will be redirected to the login page. Log in with your newly created password.
9. Once logged in, you will be directed to your user profile page. You must fill out any missing Profile details to continue, as these are required by your parking provider.
10. Click **Save Changes**. You will now have full access to your account and can begin exploring and using OPS-COM features.


Your OPS-COM Dashboard: Your Parking Central!



Think of your User Dashboard as your go-to starting point in OPS-COM! It's designed to give you a quick overview of your parking situation and easy access to all the important features. Let's take a look around!



Quick Steps (Navigating Your Dashboard):


- Log in to the '**User Portal**'.
- You'll automatically land on your '**Home**' dashboard.
- Here you'll find sections like '**Unpaid Violations**', '**Active Permits**', '**Vehicles**', and '**Active Lockers**'. The information you see on your dashboard is personalized to your account and it provides a snapshot of your current parking status laid out on cards like the picture below.
- You can click on the Permit card to see more information about that permit and print a copy!




 Home 


 James Rockwood 

 Permits 


 Vehicles


 Appeals

 Lockers

 News Items

 Cart 3

 Disclaimers

 Feedback


 Logout



Permits

TEMP PERMIT

#46

 ADA Temp Lot

May 15, 2025,
3:15 PM - 8:15 PM


\$4.43

Vehicles

ONTARIO | PASSENGER

JROCK


Mini Van
2010
Make
Black

Active 

Active Lockers

MEN'S LOCKER ROOM

#MLR1001

 Main Street

Test Annual
January 01, 2015 - January 01, 2045

\$100.00

Condition: Good

Manage your Account

Want to tweak your profile? Super easy! Here's how to change your details, update your address, or switch up your password:

Quick Steps:

1. Log in.
2. Click your name, then 'Your Profile'.
3. Edit what you need, and 'Save Changes'.
4. For your address, click 'Addresses', then 'Edit', fill it in, and 'Save Changes'.
5. For your password, click 'Security', then 'Change Password', enter your old and new passwords, and 'Change Password'.
6. If your parking provider supports this, you may be able to store your credit cards to pay for purchases. Check out the documentation [here](#).
7. [For your User History](#), click History.
8. You can also access [Forms](#) and [Upload Documents](#) if your Parking Provider supports this!

Easy Peasy! Just remember, some fields are required to save. This is determined by your Parking Provider.

Detailed Instructions:

1. Log in to the 'User Portal' and click on your name in the top left corner of the page.
2. Select 'Your Profile' from the drop-down menu.
3. On your 'Profile Page', you can make changes to any fields that are not greyed out. After making your changes, click the 'Save Changes' button.
4. To update your address, click on 'Address' which is located below 'Your Profile'. Click 'Edit' to begin editing your profile.
5. Under 'Edit Address', fill in the necessary fields. When you're done, click the 'Save Changes' button to save your new address.
6. You can change your password by going to the 'Security' tab which is located below 'Addresses'.
7. Click on 'Change Password' to begin. Enter your 'Current Password' and create a new password for your account. Re-enter your new password under 'Confirm Password'.
8. Save your changes by clicking 'Change Password'.

Recovering a Password

Locked out? Let's get that sorted! Here's how to reset your password and get back into OPS-COM.

Quick Steps:

1. Head to the Login page and click 'Forgot Password'.
2. Type in your email and hit 'Send Reminder'.
3. Keep an eye on your inbox for the password reset link.
4. Click the link to open the 'Reset Password' page.
5. Enter your email and your new password, then click 'Reset Password'.
6. Confirm the reset, and click the link to return to the 'Login Page'.
7. Log back in with your shiny new password.

Pro Tip: If you can't find the email, give your spam or junk folder a quick look.

Detailed Instructions:

1. Go to the 'Login Page' of the OPS-COM User Portal.
2. Click 'Forgot Password' to start the password recovery process.
3. Enter 'Your Email Address' in the 'Forgot Password' dialog box. Make sure the email is correct and that you can receive emails from it. If you don't see the email in your inbox, check your 'Spam Folder'.
4. Click 'Send Reminder' to request the reset link.
5. You will receive an email with a link to reset your password. Click the link in the email to go to the 'Reset Password' screen.
6. On the 'Update Password' screen, enter a new password in the provided fields and click 'Reset Password'.
7. Once your password is reset, you'll see a confirmation message. Click the link provided to return to the 'Login Page'.
8. Login with 'Your New Password'.

Multi-Factor Authentication

Some parking providers support Multi-Factor Authentication (MFA). To enable MFA, and start using one-time passwords, follow these steps:

Quick Steps:

1. Login then click on your name. In the dropdown click 'Security'.
2. Click the 'Change Multifactor Authentication Settings' to open the 'Multi-Factor Authentication' settings page.
3. Choose to 'Disable MFA' or 'Enable One-Time Passwords'.
4. Click on 'Send One-Time Password To Email' then go into your email and copy your one time password.
5. Enter your one-time password as well as your current password then click 'Submit'.

The **one-time password** is only valid for 15 minutes. If the password has expired, a new one will be generated.

Step-by-Step Instructions:

1. **Log In to the System:** Login then click on your name. In the dropdown click 'Security'.
2. **Access Security Settings:** Find the 'Multi-Factor Authentication' section. This section shows the current MFA status and includes a button to manage the settings.
3. **Manage MFA Settings:** Click the 'Change Multifactor Authentication Settings' button at the bottom of the page to open the 'Multi-Factor Authentication' settings.
4. **Access MFA Settings Page:** On the 'Multi-Factor Authentication' settings page, you can either: 'Disable MFA', or 'Enable One-Time Passwords'.
5. **Save Your Changes:** To save your changes, click on the 'Send One-Time Password To Email' then enter: Your current password, and A one-time password (OTP).
6. **Send a One-Time Password (OTP):** To receive a OTP, click the button to send it to your registered email address.
The OTP will be sent to you by email and is valid for 15 minutes.
7. **Select your OTP option:** Select your OTP option from the picklist below the current password field. Press 'Submit' to confirm your changes and update your MFA settings. These are your choices:
 - **OTP Expiry:** Any unused OTPs will be invalidated if a new OTP is generated, even if they haven't expired yet.

- **OTP Email Format:** The OTP email will follow the template set for your account.
 - **Session Storage:** Once you enter an OTP, it is stored in your session data. If you clear your browser's local storage, you'll need to enter a new OTP.
 - **Different Devices:** OTPs do not persist across different browsers or devices. If you log in from another device, you'll be prompted to enter a new OTP.
8. **Logging In with MFA:** Login by entering your username and password as normal.
 9. **OTP Prompt:** After logging in, you'll be prompted to enter a one-time password.
 10. **Accessing Other Pages:** You will be redirected to the OTP screen when accessing any page other than:
 - `/login` - Login page
 - `/logout` - Logout page
 - `/one_time_password` - OTP entry screen
 - `/account/send_email` - Send OTP email
 - `/account/multiauth` - Multi-auth settings page
 11. **Complete OTP Entry:** Enter your OTP, submit it, and you'll be able to access the rest of the site.

Manage your Payment Methods & Subscriptions

Ready to add a credit card? The following guide will walk you through that!

Please note: Not all parking providers support this feature. If you don't see the **Manage Credit Cards** option, you might want to reach out to your parking provider to request they enable this functionality.

Quick Steps:

1. Log in and go to your **Profile**.
2. Click **Manage Credit Cards**.
3. Click **Add Payment Method** and choose your **Payment Subscription** type.
4. Follow the prompts to add your credit card details.
5. You'll see your card and a "Credit Card successfully stored" message.
6. You can remove a card by clicking the trash can.

Heads up: If your parking provider allows it, you can setup your card to pay for items like temporary parking. **If they don't allow this**, your card can only be used for subscription term parking payments.

Detailed Steps

1. Log in to your user account on the OPS-COM portal and click on your **Profile**.
2. Click **Add Payment Method**.
3. Choose your subscription type and follow the instructions on the screen and click **Add Payment Method**.
4. The stored credit card will appear in the **Stored Subscription Payment Methods** area and you will see "Credit Card successfully stored" in green.

Subscription Setup

Some payment methods, such as Payroll Deduction and EFT cannot be setup by a user. Contact your parking provider to find out about setting these options up.

If you want to enable your card to pay for monthly permits that recur, toggle on **Permit Rollover**.

Viewing your History

Curious about your parking activity? Let's take a peek! You can view your lockers, permits, payments and more right here:

Quick Steps:

1. Log in.
2. Click your name, then 'History'.
3. Check out your history summary.
4. Need more? Contact your parking provider; they have all your details.

Detailed Instructions:

1. Log into the 'User Portal'.
2. Click your name in the top left corner of your screen.
3. From the dropdown menu, select 'History'.
4. This will open the 'User History' page, where you'll see a summary of your account's activity. If you need to see more history, you can contact your parking provider.

Add, Edit, and Activate Your Vehicles

Buying permits? You'll add your vehicle here! Edit existing ones, and manage active vehicles—quick and easy. Let's get rolling!

Quick Steps:

1. Log in, click 'Vehicles'.
2. 'Add New Vehicle', agree to the disclaimer.
3. Enter plate, state, year, plate type. 'Save Changes'.
4. To edit: click 'Edit', make changes, 'Save'.
5. To activate/deactivate: toggle 'Active' button.

Step-by-Step Instructions:

1. Log in to your profile and click 'Vehicles'.
2. Click 'Add New Vehicle', and read the Disclaimer. Click 'I Agree' to continue.
3. Enter your plate, state/province, plate type, and vehicle year. Click 'Save Changes'.
4. To Edit your vehicle, find it and click 'Edit'. Make your changes and click 'Save'.
5. To Activate/Deactivate, find your vehicle and toggle the 'Active' button.

Please note: Not all parking providers support deleting or removing a vehicle after it has been added. Mark your vehicle as 'inactive' before adding a new one. Contact your parking provider to delete the inactive vehicle if it will no longer be used.

Purchase a Parking Permit

Time to buy parking! You can purchase a standard permit that usually covers a specific time period like one month or more, or you can purchase a Temp permit for short term parking.

Quick Steps:

1. Log in to the portal and click **Permits**.
2. Read and **Agree** to the **Permit Disclaimer**, if applicable.
3. Choose a **Permit Type**: Standard, Temporary, or Waiting List.
4. Click **Reserve Permit** for Standard and Temporary permits or **Join Waiting List** for the Waitlist option.

Step-by-Step Instructions:

1. Log in to the **User Portal**. Click on **Permits**.
2. If you haven't registered a vehicle, the **Vehicles** screen will appear.
3. Carefully read over the **Permit Disclaimer** then, click "I Agree" to accept the terms and proceed to the **Permits** screen.
4. On the **Permits** screen, you can select either: a Regular Parking Permit, a Temporary Parking Permit, or join a Waiting List, if applicable.
 - **Purchase a Standard Permit:** Click on Standard Permit. View the details and click the **Reserve Permit** button.
 - Finalize purchase: Proceed to **Payments** and complete the purchase.
 - **Purchase a Temporary Permit:** Find the Temporary Permit you wish to purchase then click **Get Temp Permit**.
 - Choose the time and vehicle for the permit: Choose the start and end dates or choose the number of hours for your permit and select the vehicle you will be using.
 - Click on **Check Availability**.
 - Click on **Reserve Permit** and proceed to payment.
 - **Join a Waitlist:** From the **Permits** screen, expand the **Waiting List** option on the lot card of your choice.
 - Follow the instructions [on this page to see your rank](#) if this is allowed by your parking organization.

Note: Temporary permits are only valid for up to 30 days. If you need a permit for longer than 30 days, you'll need to buy a regular permit.

Printing Your Parking Permits Made Easy!

Print Permit from the User Portal

Need a hard copy of your parking permit? No problem! You can easily print your active and even past permits directly from the OPS-COM User Portal. Here's how:

Quick Steps:

- **For Active Permits:**

- Log in to the '**User Portal**' and click the '**Home**' button.
- Under '**Permits**', click on the **permit number** you want to print.
- In the 'Permit Information' window, click the '**Print**' button.
- Your permit will download as a PDF, ready for printing!

- **For Permits in User History:**

- Log in and go to your '**Profile**'.
- Navigate to the '**User History**' section.
- Click on the **confirmation code** for the payment you made for the permit.
- On the receipt page, click on the **permit details** to open the 'Permit Information' window.
- Click the '**Print**' button to download your permit PDF.

- **For Temporary Permits:** The process is the same as printing active or past permits!

You can only print this once. If you have already printed it, you will see a last printed date and time.

Viewing Your Waitlist Position

Ever wonder where you stand on a waitlist? OPS-COM makes it easy to keep track! You can see your position for any waitlist directly from the Permits page. Please note, this must be enabled by your Parking organization.

Quick Steps:

- Go to the **Permits** page.
- Expand the waitlist menu to see your current position.
- After joining, watch the indicator update with your live position.

The screenshot displays three panels for different parking locations. The first panel, 'LGAR (P1) - LEVEL 3', shows a 'Waiting List' status of 'Not On'. The second panel, 'LOT P3', is expanded and shows a 'Waiting List' status of 'Not On' with a date range from 2025-05-01 to 2026-04-30. A green arrow points to a message box that says 'You are not on this waiting list. You would be ranked #36 if added.' Below this message is a red 'Join Waiting List' button. The third panel, 'LOT P5', also shows a 'Waiting List' status of 'Not On'.

Details:

- When you're on the **Permits** page, you'll see your waitlist information.
- Expanding the menu for a specific waitlist gives you more details. Before you even join, it will show you the position you'd have if you were to add yourself to that waitlist. This is super helpful for making an informed decision!
- Once you **add yourself to the waitlist**, the indicator will automatically update to show your current, live position. The expanded message will also reflect this change, always keeping you informed.

Appealing Your Parking Violation

Think a parking ticket might have landed on your windshield unfairly? No worries, we're here to help! This page will guide you through the easy steps to submit an appeal for a parking violation right here in OPS-COM. Let's get that looked into! ☐

Quick Steps:

Make sure to submit your appeal within the allowable timeframe for the violation or you won't be able to see it.

1. Log in to the **User Portal** and click on the **Appeals** tab.
2. The **Appeals** page displays any violations.
3. Click **Details** on the **Ticket number** you wish to appeal and then click **More Info**.
4. After clicking **Request Appeal**, enter your reason for appeal in the **Reason for Appeal** text box.
5. If your parking office allows it, **upload your appeal evidence**. You can upload multiple PDF, JPG or PNG files. The max file size is 12MB per file. You will be able to see your files as thumbnails.
6. Click **Submit Appeal**.
7. Keep an eye on your email for confirmation and the appeal decision.

Appeal a ticket for a vehicle owned by someone else

1. Click on **Lookup All Tickets** then search for the violation using the **Search Plate or Ticket** field.
2. Click **Request Appeal**.
3. Confirm vehicle association by clicking **Associate**.
4. Click **Request Appeal** again to finish.

When you associate the vehicle with your profile, it will show up under your profile as the vehicle being linked to you. For example, if Patricia Birch submits an appeal, the vehicle will be associated with her profile after the appeal is made.

Step-by-Step Instructions:

1. First things first, log in to your OPS-COM user profile. Once you're in, click on the **Appeals** tab located in the navigation bar. This page will display all the parking violations currently linked to your account.
2. If you're looking for a specific violation, you can use the **Search my Tickets** field. Just enter the ticket number you want to appeal, and it will pop right up.
3. If the violation is still within the allowed appeal period, click on the **More Info** button on the ticket you wish to appeal. This will open the ticket information window.
4. After clicking **Request Appeal**, in the **Reason for Appeal** text box, carefully type out the reasons why you believe the violation should be reconsidered. Be clear and provide any relevant details.
5. If your Parking office allows this, look for the **Select Files to Upload** option.
 - o Click this button to browse and select the image or text files you want to attach from your device or take a photo.
 - o You can upload multiple files.
 - o Supported file types include JPG, PNG, and PDF.
 - o The maximum file size is 12MB per file.
6. **Review Uploaded Files:** Once selected, your files will be displayed in the appeal form, often as thumbnails for images or icons for documents. If you need to remove a file before submitting, there is an option to do so.
7. Once you've explained your reasoning, click the **Submit Appeal** button. If you have a valid email address associated with your account, you'll receive an email confirming that your appeal has been successfully submitted.
8. Your Parking Office will review your submission. You'll receive another email notification with their decision.
9. To check the status and details of your appeal after you've submitted it, simply click on **More Info** and then **Show Appeal Information**. This will display the reason you provided for the appeal and the Administrator's response once a decision has been made.

Appeal a Ticket for a Vehicle Owned by Someone Else

1. Click on **Lookup All Tickets** then use the **Search Plate or Ticket** field to find the ticket you want to appeal by entering the **Ticket Number**.
2. Click **Request Appeal** to start the process.
3. A message will appear to let you know that the vehicle will be associated with your profile temporarily during the appeal. This allows you to manage the appeal and see any future violations for that vehicle. Click **Associate** to confirm.
4. With the vehicle now associated, the violation will be listed on the page. Click **Request Appeal** again to complete the appeal process as described in steps 4 and 5 above.

Unable to Appeal

- If you are past the appeal deadline or the violation is overdue, you will not be able to submit an appeal.

Easy Payments Through Your User Profile!

Ready to pay for your parking or other services? Awesome! This page will guide you through the simple steps to make payments using your OPS-COM user profile. Let's get started! ☐

Please note: Keep in mind that not all parking providers accept Cash or Cheque. Always double-check with your specific provider to see what payment options they offer.

Quick Steps:

Paying with Cash or Cheque (Promise to Pay)

This option lets you select items you want to pay for and then complete the payment in person at your parking provider's office.

1. Log in to your '**User Profile**' and click on the '**Payments**' tab.
2. Check only the items you're paying for now. **Heads up!** If you have a Violation under review, **leave it unchecked** until the review is finished.
3. Click the '**Continue to Checkout**' button.
4. On the 'Payment Method' screen, choose '**Cash or Cheque**' (if it's an option).
5. Click the '**Submit Payment**' button.
6. Your items will show as '**Paid but not Processed**'.
7. **You'll need to visit your parking provider's office to complete the payment.**

Paying with Credit Cards

1. Follow the steps above to get to the 'Payment Method' selection.
2. Choose '**Credit Card**' or a similar option.
3. You'll be taken to the secure payment page of our payment provider.
4. Enter all your credit card details.
5. Click the '**Process Transaction**' button (the name might vary).
6. Once your payment goes through, you'll see a receipt page, and your payment is complete!

Step-by-Step Instructions:

Paying with Cash or Cheque (Promise to Pay)

1. Once you've logged into your OPS-COM user profile, find and click on the '**Payments**' tab. This will take you to a page that lists your expenses and payment history. You'll also see this page as the final step when you're buying parking permits or renting lockers.
2. On this page, you'll see a list of items with checkboxes next to them. **Carefully check only the boxes next to the items you intend to pay for right now.**
3. **Important!** If you have any parking Violations that are currently being reviewed, make sure you **do not check** the box next to them. You should only pay for these after the review process is complete. You can use **Shift+Click** to quickly select or deselect all items if needed.
4. After you've selected all the items you want to pay for, click the '**Continue to Checkout**' button, usually located on the side or bottom of the page.
5. This will take you to the 'Payment Method' selection screen. If your parking provider accepts cash or cheque payments, you'll see an option for '**Cash or Cheque**'. Select this option.
6. Once you've chosen 'Cash or Cheque', click the '**Submit Payment**' button. The system will now note that you intend to pay using this method.
7. Your selected items will be marked as '**Paid but not Processed**'. **To finalize your payment, you must physically go to your parking provider's office and complete the transaction with cash or a cheque.** They will then update the payment status in the system.

Paying with Credit Cards

1. Follow the same steps as in the "Paying with Cash or Cheque (Promise to Pay)" section until you reach the '**Payment Method**' selection screen.
2. On the 'Payment Method' screen, choose the option that says '**Credit Card**' or something similar (like Visa, MasterCard, etc.).
3. You'll be securely redirected to the website of our trusted payment provider. This is where you'll enter your credit card information safely.
4. On the payment provider's page, fill in all the required fields, such as your credit card number, expiration date, CVV/CVC code, and billing address.
5. Once you've entered all your information, click the button to process the transaction. Keep in mind that the exact wording of this button might be different depending on the payment provider your parking provider uses (for example, it might say 'Pay Now', 'Submit', or 'Process').
6. After your payment is successfully processed, you'll be automatically returned to a receipt page within OPS-COM. This page will confirm that your payment is complete, and the status of your items will be updated.

Quick & Easy Guest Payments

Just got a parking violation and want to take care of it without creating an account? No problem at all! OPS-COM offers a handy "Quick Pay" option that lets you pay your ticket without needing to register or enter personal info. Here's how it works: [\[1\]](#)

Quick Steps:

1. Go to the '**Login Page**' and click '**Pay your Ticket**'.
2. Enter your '**Ticket Number**' and the **last two characters of the Ticket Number** in the field (e.g., for ticket TT-10133-3K, enter TT-10133-3K).
3. Click '**Search**'.
4. Click '**Guest Payment**'.
5. Choose your payment method and enter your email address. Click '**Submit Payment**'.
6. Enter your card and billing details (if applicable).
7. Click '**Pay Now**' and confirm your payment! [\[2\]](#)

Step-by-Step Instructions:

1. Go to the 'Login Page' and click on 'Pay your Ticket'.
2. In the field, enter your 'Ticket Number' along with the 'Security PIN'. The PIN is the last two digits of the ticket number (e.g. TT-10133-**3K**, where '**3K**' is the PIN).
3. This will take you to the 'Violation Ticket Login' screen.
4. This opens the 'Payment' window.
5. Select your preferred payment method and enter your email address. Then, click 'Submit Payment'.
6. Based on your chosen payment method, you'll be prompted to enter the required payment details. If using a hosted payment method, enter your card and billing information.
7. Click 'Pay Now'. You'll see a confirmation screen once the payment is processed.

Using Forms on the User Portal

Need to communicate a special request to your parking provider? You're in the right place! If enabled, the Forms module in OPS-COM lets you easily submit requests for things like move-in/move-out assistance, special parking arrangements, event parking needs, and more. Let's get those requests rolling! ☐

Quick Steps:

1. Log in to the '**User Portal**'.
2. Click '**Forms**' to see what's available.
3. Click '**Open Form**' to get started.
4. Fill out all the necessary information.
5. Click '**Submit**' to send it off.
6. Look for a green confirmation message on the page.
7. Keep an eye on your email for an approval update from your parking provider.

Step-by-Step Instructions:

1. Log in to the 'User Portal'.
2. Click on 'Forms'. This will take you to the 'Forms' page, where all available forms are listed.
3. Click the 'Open Form' button to open the form.
4. Complete the form as needed.
5. Once done, click the 'Submit' button. Your completed form will be sent to your parking provider.
6. After submission, the admin will receive a confirmation email. On the page, you will see a green confirmation message (as shown in the image below).
7. Once your form is approved, you will receive an email from your parking provider.

If you can't find a form for your specific request, don't hesitate to contact your parking provider directly!

Uploading Files

This article will walk users through how they can upload files through the user portal.

Quick Steps:

1. Login to the 'User Portal' then go to your 'Profile' menu and click 'Upload Documents'.
2. Click 'Select Files to Upload' and select your file.
3. Click 'Upload File'.

Step-by-Step Instructions:

1. **Access Your Profile Menu:** After logging into the 'User Portal', click on your name to access your profile menu and click on 'Upload Documents'.
2. **Go to the Account Uploads Screen:** After selecting 'Upload Documents', you'll be directed to the 'Account Uploads' screen.
3. **Choose Your File:** On the 'Account Uploads' screen, click the 'Select Files to Upload' button and select the file you want to upload.
4. **Save Your Changes:** Once you've selected the file, click 'Upload File' to save your changes.
5. **Confirmation:** You should now be able to your file under 'Uploaded Documents' on the 'Account Uploads' screen.

Only the following file types are currently supported for upload: .pdf, .png, .jpg, .jpeg. If you try to upload unsupported files (such as videos or Excel files), you will receive an error message.

Purchasing a Locker

Some parking providers allow you to purchase a Locker in addition permits. If you see the option, follow the instructions below.

Quick Steps:

1. Click the 'Lockers' tab.
2. Read and agree to the 'Locker Disclaimer'.
3. Select your desired locker location.
4. Click 'Get Locker'.
5. Choose a locker number and click 'Reserve Locker'.
6. Proceed to the 'Payments Due' page.

Step-by-Step Instructions:

1. Sign into the User Portal and click on the 'Lockers' tab.
2. If your organization has set one up, the 'Locker Disclaimer' will appear. Take time to read it carefully, and then click "I Agree" to proceed.
3. Select the location where you wish to rent a locker. For example: "Women's Locker Room at the Main Street Arena".
4. Click on 'Get Locker' to see available lockers.
5. Click the locker number you wish to reserve. Then, click 'Reserve Locker'.
6. You will be taken to your 'Cart'. Click 'Next' and proceed to payment.

Managing Company Users (for Company Managers)

Getting to Company Users

Welcome, Company Managers! ☐☐ This guide will show you how to easily access and manage the accounts of your associated users within OPS-COM. This powerful tool allows you to help your team with things like updating their profiles, purchasing permits, and handling violations. Let's dive in! ☐☐

Quick Steps:

- Log in to OPS-COM as a **Company Manager**.
- Click on the '**Company Manager**' menu item.
- You'll see a list of your associated users.
- To manage a user's account, click the **login icon** next to their name.
- A pop-up will confirm which user's account you're now accessing.
- You can now perform actions on their behalf.

Step-by-Step Instructions:

1. First, log in to your OPS-COM account using your Company Manager credentials. You will only be able to do this if you have been granted the correct permissions in OPS-COM.
2. Once you're logged in, you'll notice an additional menu item in the navigation bar labeled '**Company Manager**'. Click on this link.
3. Clicking 'Company Manager' will take you to a page displaying a list of all the users associated with your company. You'll see their names and potentially other identifying information.
4. Next to each staff member's name in the list, you'll find a **login icon**. To access and manage a specific staff member's account, click on this icon next to their name.
5. After clicking the login icon, a pop-up message will appear on your screen. This message will clearly indicate the name of the staff member whose account you are now logged in as.
6. Once you've confirmed the login, you'll be taken to the home menu screen of the selected staff member. From this interface, as the Company Manager, you have the ability to perform all the actions that the staff member themselves can do within their profile. This includes:

- Updating their profile information.
 - Buying parking permits on their behalf.
 - Paying any parking violations associated with their account.
 - Adding or managing their registered vehicles.
 - And essentially any other function available to a regular user.
7. Navigate through the staff member's profile and perform the necessary actions on their behalf, just as if you were logged into their account directly.

Getting Started with Text2ParkMe!

User Setup (One-Time Thing!)

Not all parking providers support Text2ParkMe. Always confirm with your Parking provider before attempting to set this up.

Before you can text your way to parking, there are a few quick things to set up in your OPS-COM user profile. Don't worry, you only need to do this once!

Quick Steps (User Setup):

- If you're new, create your profile on the **User Portal**.
- Log in and click '**Your Profile**' to add your info.
- Enter your mobile phone number in the '**Personal Information**' section.
- Find these in the '**Users Settings**' section.
- Under '**Parking Expiry Reminder**', choose how you'd like to be reminded before your parking expires via SMS (or select 'No reminder').
- If you haven't already, '**Register a Credit Card**' and ensure your Text2ParkMe subscription is active.
- If you haven't added your vehicle(s) yet, do so in the '**Register the Vehicle(s)**' section.

Detailed Instructions (User Setup):

1. If you haven't used the User Portal before, click the '**Register**' button and follow the steps to create your account.
2. Once logged in, click on '**Your Profile**' in the navigation menu.
3. In the first section, labeled '**Personal Information**', locate the field for your mobile phone number and enter it. Make sure it's accurate!
4. Scroll down to the '**Users Settings**' section. Here, you'll find the options for Text2ParkMe.
5. Look for '**Parking Expiry Reminder**'. You can choose to receive an SMS reminder 5, 10, 15, 20, 25, or 30 minutes before your parking booking expires. If you don't want reminders, select '**No reminder**'.
6. If you haven't already, navigate to the section for managing payment methods (this might be a separate tab or within your profile settings). Follow the instructions to '**Register a Credit Card**' as your primary payment method and ensure that the Text2ParkMe

subscription is active.

7. If you haven't done so, find the section for '**Register the Vehicle(s)**' and add the license plate number(s) of the vehicle(s) you'll be parking.

Using Text2ParkMe (Once Setup is Complete!)

Now for the fun part – texting to park! Here's how it works:

Quick Steps (Using Text2ParkMe):

- Using your registered phone, text **ParkMe** to the Text2ParkMe phone number provided by your organization.
- Text **P** to start parking or **Q** to quit.
- Text the **number** corresponding to the parking lot you want.
- Text the **number of minutes** you want to park.
- If the time is correct, text **C** to continue or **L** to go back to lot selection.
- Text the **number** for your license plate or the **plate number** if unregistered.
- Text **C** to confirm your purchase or **L** to go back to options.
- You'll get a confirmation text and email with your expiry time.
- **To extend:** Text **E** and follow the prompts.

Just so you know (Using Text2ParkMe):

- Every time you text the access number, the system will reply with instructions for the next step.
- You'll receive a text reminder 5 minutes before your parking expires (if you set it up).
- You can text **STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, or QUIT** to stop messages.
- Text **START, YES, or UNSTOP** to opt back in.
- Text **HELP** or **INFO** for information on controlling messages.