Appealing Your Parking Violation

> The Parking Violation Appeals process allows OperationsCommander (OPSCOM)-Go! users to contest parking tickets directly through the User Portal. Its primary purpose is to provide a streamlined, self-service channel for users to submit appeal reasons and supporting evidence, reducing manual data entry for administrative staff. This article is intended for OPSCOM administrators to help them understand and support the user-facing appeals workflow.

Setup and Configuration

This feature is a core component of the violations module.

Admin Side: Administrators must configure the allowable appeal timeframe (e.g., 14 days from issuance) within the global system settings. Additionally, administrators determine whether users are permitted to upload evidence files (such as photos or PDFs) during the appeal process.

User Side: Users must have an active portal account. If a user wishes to appeal a ticket for a vehicle not currently registered to their profile, they must temporarily associate that vehicle with their account during the process.

Using this Feature

Administrators can use the following instructions to guide users through appealing a ticket for their own vehicle, or appealing a ticket on behalf of a

third party.

Appealing a Linked Vehicle Ticket

1. Log in to the User Portal and click **Appeals**.
2. Search for a specific violation using the **Search my Tickets** field, or locate the ticket in the displayed list.
3. Click **Details** on the desired ticket, then click the **More Info** button to open the ticket information window.
4. Click the **Request Appeal** button.
5. Enter the justification in the **Reason for Appeal** text box.
6. Click **Select Files to Upload** to attach supporting evidence from your device, if this feature is enabled by the parking office.
7. Click the **Submit Appeal** button to finalize the request.

> Users can upload multiple files as evidence. Supported file types include JPG, PNG, and PDF, with a maximum file size of 12MB per document. Users can review their uploaded files as thumbnails and remove any incorrect files prior to submission.

Appealing an Unlinked Vehicle Ticket

1. Click **Lookup All Tickets** on the portal navigation.
2. Enter the citation number in the **Search Plate or Ticket** field to locate the violation.
3. Click the **Request Appeal** button to initiate the process.
4. Click the **Associate** button when prompted by the system message. This links the vehicle to the user's profile to manage the appeal.

5. Click the **Request Appeal** button again and complete the standard appeal steps described above to submit the justification and evidence.

Available Actions and Buttons

- **More Info:** Click this button to open detailed information about a specific violation.
- **Show Appeal Information:** Click this button on an already submitted appeal to view the user's submitted reasoning and the administrator's final response once a decision has been made.
- **Associate:** Click this button to link a third-party vehicle to the active user profile for the purpose of managing an appeal.

Best Practices and Considerations

- **Communicate appeal deadlines clearly: Ensure users understand that appeals must be submitted within the allowable timeframe.** Once a ticket passes the deadline or becomes overdue, the system will automatically hide the appeal options and prevent the user from submitting a request.
- **Understand vehicle association implications: Administrators should be aware that when a user appeals a ticket for someone else's vehicle, that vehicle becomes associated with the user's profile.** This means future violations or permit actions for that specific license plate may appear under this user's account until the vehicle is manually disassociated or marked as inactive.

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