Extend Your Parking

> The **Extend Your Parking** feature allows end-users to receive automated alerts before their temporary parking permits expire, giving them time to extend their stay directly through the user portal. Its primary purpose is to enable self-service parking management, reducing accidental parking infractions and minimizing administrative support calls. This article is intended for OperationsCommander (OPSCOM) administrators to help them understand and support the user-facing permit expiration workflow.

Setup and Configuration

This feature is integrated into the user portal profile settings.

- **Admin Side:** Administrators must ensure the default notification lead time is configured under **System Settings** > **Temp Permits**. This serves as the system fallback for users who do not set custom preferences.
- **User Side:** Users must have an active portal account and be signed in when purchasing a temporary permit to receive notifications and process self-serve extensions.

Using this Feature

Administrators can use the following instructions to guide users through configuring their personal expiry reminders within the user portal.

Configuring Expiry Reminders

1. Log in to the User Portal and click **Your Profile** in the left navigation menu.
2. Select the **User Settings** tab on the **Profile Information** page.
3. Click the **Parking Expiry Reminder** drop-down menu and choose the preferred advance notification time (e.g., *10 minutes*).
4. Click **Save Changes** to apply the updated reminder window.

Available Actions and Drop-Downs

- **Parking Expiry Reminder:** Use this drop-down menu to set how many minutes prior to permit expiration the system will trigger a notification to the account holder.
- **Save Changes:** Click this button to persist the selected reminder preference to the user's profile.

Best Practices and Considerations

- **Signed-In Purchases Only:** Emphasize to users that expiry notifications and self-serve extensions are strictly available to registered, signed-in users. Guest checkouts cannot receive reminders or process extensions.
- **Supported Purchase Channels:** Reminders apply when registered users purchase temporary permits through the **User Side App**, the **Real-Time Parking Map**, or via **QR Code** express checkout.
- **Optimal Lead Times:** Recommend that users set a lead time of 10 to 15 minutes to allow sufficient time to open the portal and process an extension payment before their active permit expires.

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