

Manage your Account

The OPSCOM-Go! User Profile Management feature allows end-users to update their personal details, addresses, and account passwords directly from the user portal. Its primary purpose is to empower users to maintain accurate account information autonomously, reducing the administrative burden on parking staff. This article is intended for OPSCOM administrators to help them understand the user experience and assist with profile troubleshooting.

Setup and Configuration

This feature is a core component of the user portal and requires no specialized setup to enable.

Admin Side: Administrators determine which profile fields are mandatory for users to complete before they can successfully save their profile and access other portal features.

User Side: Users access these management features directly from their portal dashboard upon logging in.

Using this Feature

Administrators can use the following instructions to guide users through updating their profile details, address, or password.

Editing Profile Details

1. Log in to the User Portal and click the user's name in the top left corner of the page.
2. Click **Your Profile** from the drop-down menu.
3. Modify any editable fields on the **Profile Page**. Fields that are greyed out cannot be changed by the user.
4. Click the **Save Changes** button to apply the updates.

Users must complete all required fields determined by your organization before the system will allow them to save their changes and navigate to other areas of the portal.

Updating the Address

1. Click **Address** located below the main profile information.
2. Click **Edit** to open the address input fields.
3. Enter the updated address information into the necessary fields.
4. Click the **Save Changes** button to save the new address.

Changing the Password

1. Click **Security** located below the address section.
2. Click **Change Password** to begin.
3. Enter the current password in the **Current Password** field.
4. Enter a new password and re-enter it in the **Confirm Password** field.
5. Click the **Change Password** button to save the new security credentials.

Additional Profile Actions

Users may also have access to the following features from their profile menu, depending on your organization's configuration:

- **Payment Methods:** Allows users to store credit cards for seamless future purchases. Detailed instructions can be found on the [Manage your Payment Methods & Subscriptions](#) page.
 - **User History:** Click **History** to view past transactions, citations, and permit records. Detailed instructions can be found on the [Viewing your History in OPSCOM-Go! Portal](#) page.
 - **Forms and Documents:** Access custom forms and file uploads, if supported by the parking provider. Detailed instructions can be found on the [Using Forms on the OPSCOM-Go! User Portal](#) and [OPSCOM-Go! - Uploading Files](#) pages.
-

Best Practices and Considerations

- **Communicate mandatory fields:** Organizations should ensure that all mandatory fields are clearly communicated to users. Users cannot save their profile or proceed to purchase permits if required fields are left blank, which can cause confusion during peak registration periods.
 - **Lock specific data fields:** If your organization requires strict control over certain user data (such as student ID numbers or primary email addresses), ensure these fields are configured as **read-only**. This ensures they appear greyed out on the user side, preventing unauthorized modifications that could disrupt integrations with single sign-on (SSO) or external student information systems.
-

Revision #35

Created 23 April 2024 08:10:00

Updated 25 August 2026 14:16:28