Managing Company Users (for Company Managers)

> The Company Manager feature allows designated OperationsCommander (OPSCOM)-Go! users to directly access and manage the portal accounts of their associated staff members. Its primary purpose is to empower corporate administrators to update employee parking profiles, purchase permits, and pay violations on behalf of their team, centralizing organizational parking management. This article is intended for OPSCOM administrators to help them support corporate clients and troubleshoot impersonation workflows.

Setup and Configuration

This feature requires explicit permissions and user associations to be configured before a manager can access their team's profiles.

Admin Side: Administrators must grant the correct role permissions to the designated manager account within the system backend. Additionally, administrators must link the applicable staff members (sub-users) to the manager's corporate account so they populate in the management list.

User Side: Designated managers access these impersonation tools directly from their user portal navigation bar upon logging in.

Using this Feature

Administrators can use the following instructions to guide a Company Manager through accessing and managing a staff member's account.

Accessing a Staff Account

1. Log in to the User Portal using the Company Manager credentials.
2. Click **Company Manager** in the navigation bar to open the list of all associated users.
3. Click the **login icon** located next to the specific staff member's name.
4. Review the pop-up message on the screen, which confirms the name of the staff member whose account is currently being accessed.
5. Navigate through the staff member's profile and perform the necessary actions on their behalf.

> Once logged in as a staff member, the Company Manager has the ability to perform all the actions that the staff member themselves can do within their profile. This includes updating profile information, buying parking permits, paying parking violations, and adding or managing registered vehicles.

Available Actions and Buttons

- **Company Manager:** Click this navigation menu item to view the list of associated corporate users.
- **Login Icon:** Click this icon to initiate the impersonation session and access the selected user's portal dashboard.

Best Practices and Considerations

- **Maintain accurate corporate rosters: Organizations must routinely ensure that corporate user associations are kept up to date.** If an employee leaves the company, administrators should promptly unlink their account from the Company Manager to prevent unauthorized access or accidental permit renewals on the former employee's behalf.
- **Audit corporate actions: Remind Company Managers that any actions taken while impersonating a user are recorded in the system.** Payments made for permits or violations will apply directly to the staff member's account, so managers should carefully verify they have selected the correct employee from the list before completing financial transactions.

Revision #11
Created 23 April 2024 08:57:53
Updated 25 August 2026 14:06:39