OPSCOM-Go! - Quick & Easy Guest Payments

> The Guest Payment process allows individuals to pay parking violations without creating or logging into a user account. Its primary purpose is to provide a streamlined quick-pay option that reduces friction for temporary visitors and minimizes unnecessary account creation overhead. This article is intended for OperationsCommander (OPSCOM) administrators to help them understand and support the guest payment workflow.

Setup and Configuration

This feature is a core component of the violations and payment modules.

Admin Side: Administrators must ensure that guest payment functionality and supported hosted payment gateways (e.g., credit card processing) are enabled within the global system settings.

User Side: Users do not need a portal account. They only need their physical or digital citation, which contains the ticket number and the required security PIN.

Using this Feature

Administrators can use the following instructions to guide visitors through paying a citation without registering for an account.

Submitting a Guest Payment

1. Navigate to the main portal login page and click **Pay your Ticket**.
2. Enter the full ticket number along with the security PIN in the provided field.
3. Click the **Search** button to proceed to the ticket lookup screen.
4. Click the **Guest Payment** button to open the payment window.
5. Select the preferred payment method and enter a valid email address.
6. Click the **Submit Payment** button.
7. Enter the required credit card and billing information on the hosted payment gateway screen.
8. Click the **Pay Now** button to process the transaction and view the final confirmation screen.

> The security PIN required for the ticket lookup is simply the last two characters of the citation number. For example, if the ticket number is TT-10133-3K, the user must enter the entire string TT-10133-3K, where 3K acts as the PIN.

Available Actions and Buttons

- **Pay your Ticket:** Click this link on the main login screen to bypass the user registration process and access the guest portal.
- **Guest Payment:** Click this button after locating the citation to proceed directly to checkout without logging in.

Best Practices and Considerations

- **Clarify the Security PIN format: Administrators should remind users that the security PIN is inherently built into their ticket number.** Clarifying that the last two characters act as the PIN can

quickly resolve login issues for guests trying to access the quick-pay system.

- **Emphasize the need for a valid email: Always advise guests to enter a valid email address during the checkout process.** Because guest users do not have a portal profile with a saved history, this email address is their only method for receiving a digital receipt and payment confirmation for their records.

Revision #19
Created 23 April 2024 08:39:56
Updated 5 November 2026 13:41:49