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OPSCOM-Go! - Uploading Files

The OPSCOM-Go! User Portal File Uploads feature allows end-users to securely attach and submit necessary documents—such as vehicle registrations, medical notes, or identity proofs—directly to their account. Its primary purpose is to centralize document collection, streamlining the verification process and reducing the need for users to email sensitive attachments to administrative staff. This article is intended for OPSCOM administrators to help them understand and support the user-facing file upload workflow.

Setup and Configuration

This feature is a standard component of the user portal account management system.

Admin Side: Administrators must ensure that users are aware of when they need to provide supporting documentation for permits or appeals. Depending on your organization's workflow, administrators may need to routinely monitor user profiles for newly uploaded files.

User Side: Users access the document upload utility directly from their personal profile menu on the user portal dashboard.

Using this Feature

Administrators can use the following instructions to guide users through selecting and uploading a document to their account.

Uploading a Document

1. Log in to the User Portal and click the user profile name in the top corner of the screen.
2. Click **Upload Documents** from the drop-down menu to navigate to the **Account Uploads** screen.
3. Click the **Select Files to Upload** button to open your device's file browser.
4. Select the specific file you wish to upload from your local device.
5. Click the **Upload File** button to save the changes and initiate the upload.
6. Verify that the file now appears in the list under the **Uploaded Documents** section on the screen.

The system strictly restricts file uploads to the following supported formats: .pdf, .png, .jpg, and .jpeg. If a user attempts to upload an unsupported file type, such as an Excel spreadsheet or a video file, the system will reject the upload and display an error message.

Available Actions and Buttons

- **Select Files to Upload:** Click this button to trigger your device's native file explorer and browse for a document.
 - **Upload File:** Click this button to finalize the selection and push the file to the system server for storage.
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Best Practices and Considerations

- **Communicate accepted file formats: Ensure users are clearly informed about the accepted file types (.pdf, .png, .jpg, .jpeg) before they attempt an upload.** This proactive communication prevents user frustration and reduces unnecessary support inquiries regarding failed file uploads.
- **Establish a verification protocol: Administrators should establish a clear internal routine for reviewing and verifying the documents that users upload.** Because users can upload files autonomously, having a schedule to verify pending documentation ensures that waitlist approvals and permit validations are not delayed.

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