

Printing Your Parking Permits Made Easy!

The User Portal Permit Printing feature allows end-users to generate and download PDF copies of their active, historical, and temporary parking permits directly from their dashboard. Its primary purpose is to provide self-service permit management, reducing the need for administrative staff to manually print and distribute physical tags. This article is intended for OPSCOM administrators to help them understand and support the user-facing permit printing workflow.

Setup and Configuration

This feature is a standard component of the user portal.

Admin Side: Administrators must ensure that printable permit templates are correctly configured and assigned to the relevant lot types within the system settings. If a template is missing or corrupted, the user will be unable to generate the PDF.

User Side: Users access the printing capabilities directly from their portal dashboard or their historical payment records.

Using this Feature

Administrators can use the following instructions to guide users through printing their various types of parking permits.

Printing Active Permits

1. Log in to the User Portal and click **Home**.
2. Click the specific permit number under the Permits section to open the Permit Information window.
3. Click the **Print** button.
4. Open the downloaded PDF file to print the hard copy of the permit.

Printing Historical Permits

1. Log in to the User Portal and click the user profile name in the top corner of the screen.
2. Click **History** from the drop-down menu.
3. Click the specific confirmation code for the payment associated with the permit.
4. Click the permit details on the receipt page to open the Permit Information window.
5. Click the **Print** button to download the permit PDF.

Printing Temporary Permits

The process for printing temporary, short-term permits is identical to printing active permits from the dashboard.

Temporary permits can only be printed one time to prevent abuse and unauthorized duplication. If a user has already printed their temporary permit, the **Print** button will be disabled, and the system will instead display the exact date and time the permit was last printed.

Best Practices and Considerations

- **Communicate print limits for temporary parking: Ensure users are aware that temporary permits can only be printed once.** If a user loses their printed temporary permit or experiences a printer error during their single attempt, they will need to contact the parking office so an administrator can manually regenerate the file from the backend.
- **Test permit templates regularly: Administrators should routinely verify that PDF permit templates are correctly formatted.** Whenever adjustments are made to standard permit layouts, test the changes using a test user account to ensure the resulting PDF downloads cleanly without broken formatting.

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