

Registering as a User with OPSCOM-Go!

The User Registration Process outlines how new parkers create an account to access the OPSCOM-Go! user portal, purchase permits, and manage their vehicles. Its primary purpose is to capture essential user data while offering organizations flexible onboarding through either immediate access or email validation workflows. This article is intended for OPSCOM administrators to help them understand and support the end-user registration experience.

Setup and Configuration

Administrators can dictate how users access the system upon initial sign-up by configuring one of two primary registration workflows:

- **Auto Login:** Users are automatically logged in immediately after signing up, without requiring them to verify their account or email address first.
- **Email Verification Required:** Users are barred from logging in until they have successfully received an email, clicked the validation link, and created their password.

Admin Side: Ensure your portal settings are configured to your organization's preferred registration method (Auto Login vs. Email Verification).

User Side: Users will initiate the setup process directly from the main portal login page.

Using this Feature

Administrators can use the following workflow to guide new users through the portal registration process or troubleshoot onboarding issues.

Step-by-Step Instructions

1. Choose the preferred language and click **Continue**.
2. Click the **Create Account** button located on the login page.
3. Complete the initial profile registration questions.
4. Click the **Create Account** button to submit the details.
5. Review the on-screen prompt, which varies based on the system configuration:
 - If Auto Login is enabled, the user is automatically logged in, directed to their user profile page, and shown a green message prompting them to check their email for an activation link.
 - If Email Verification is required, the user is not logged in and is shown a message indicating that an email has been sent for validation.
6. Check the associated email inbox and locate the activation email from OPSCOM.
7. Click the **Create Password** link within the email.
8. Enter a new password into the provided fields and click **Confirm** to save the credentials to the system.
9. Log in to the account using the newly created password (if redirected to the login page).
10. Fill out any missing or mandatory details on the user profile page.
11. Click the **Save Changes** button to lock in the profile information and gain full access to the portal.

If Auto Login is enabled, clicking the **Create Password** link in the email simply allows the user to establish a permanent password for future sessions, as they are already temporarily logged in. If Email Verification is required, clicking this link is a mandatory step to gain any access to the system.

Best Practices and Considerations

- **Mandate profile completion: Users must finish completing their profile before they can explore other features of the portal.**
Administrators should communicate this requirement clearly, as users cannot purchase permits or appeal violations until their mandatory profile fields are saved.
- **Determine the best workflow for your operations:**
Organizations should establish a clear business rule regarding portal security. Use Auto Login to reduce onboarding friction for new users, or use Email Verification Required to prevent spam accounts and ensure all registered email addresses are accurate and deliverable.
- **Provide support contacts:** Ensure your parking office contact information is easily accessible on the portal login page in case users fail to receive their activation emails or encounter errors during the password creation step.