

Self-Release Boot System: OPSCOM-Go! User Portal

The Self Release Boot System allows vehicle owners to pay for a parking violation associated with a vehicle boot and instantly receive a release code to remove the device themselves. Its primary purpose is to offer a fast, self-service resolution for parking violations, getting vehicles back in service quickly while reducing the manual dispatch burden on parking enforcement staff. This article is intended for OPSCOM administrators to help them understand and support the end-user self-release workflow.

Setup and Configuration

This feature requires the booting and violations modules to be active and properly configured within your environment.

Admin Side: Administrators must configure the booting device policies, determining whether a user is required to pay only for the single violation the boot is attached to, or if they must pay all outstanding account violations before the system generates a release code. Additionally, administrators must ensure that the automated release emails contain accurate removal instructions and clearly defined boot drop-off locations.

User Side: Users must have a valid email address to receive their unique release code. If choosing to pay through an existing account rather than as a guest, the user must have the booted vehicle's license plate actively registered to their profile.

Using this Feature

Administrators can use the following instructions to guide users through paying for their violation and removing the booting device.

Paying via QR Code or Guest Payment

1. Scan the QR code sticker located on the booting device to access the quick pay portal.
2. Navigate to the online payment portal and use the guest payment option if the boot lacks a QR code. Detailed instructions can be found on the *Quick & Easy Guest Payments* page.
3. Enter the specific violation code found on the windshield ticket.
4. Complete the required payment for the violation.

Paying via an Existing Account

1. Log in to the User Portal.
2. Add the vehicle's license plate to the user profile if it is not already registered.
3. Navigate to the cart to view outstanding items.
4. Locate the violation marked with the **Boot Applied** status.
5. Complete the required payment.

Removing and Returning the Boot

1. Check the provided email inbox for two separate automated emails: a payment receipt and a release code email.
2. Follow the detailed instructions in the release code email to safely unlock and remove the boot from the vehicle.

3. Return the boot to the specified drop-off location outlined in the instructions.

It is crucial that users return the boot promptly according to the provided instructions. Failure to return the boot within the allotted time frame may trigger automated secondary fines or prevent the user from appealing future violations until the equipment is recovered.

Visual Cues and Status Indicators

- **Grey Lock Icon:** Violations in the user's cart that currently have a physical boot applied will display a grey lock icon alongside the text **Boot Applied**. This indicates to the user that payment is mandatory to release the vehicle.

Best Practices and Considerations

- **Communicate email requirements: Ensure users understand that a valid email address is strictly required during checkout.** The unique boot release code and return instructions are dispatched exclusively via email upon successful payment.
- **Establish deposit policies: If your organization charges a refundable boot deposit, ensure the refund conditions are clearly communicated.** Deposits are typically refunded to the original payment method only after the device has been returned within the specified timeframe and is confirmed to be in good condition.
- **Enforce return deadlines: Organizations should establish strict business rules for unreturned boots.** Remind users to keep their instruction email until the device has been successfully dropped off, as

failure to return the boot promptly may result in additional system fines or the complete forfeiture of their deposit.

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