Using Forms on the OPSCOM-Go! User Portal

> The Forms module allows end-users to submit special requests and applications, such as move-in assistance or event parking needs, directly through the User Portal. Its primary purpose is to centralize communication and streamline the review and approval process for custom parking arrangements. This article is intended for OperationsCommander (OPSCOM) administrators to help them understand and support the user-facing forms workflow.

Setup and Configuration

This feature requires the Forms module to be active and properly configured within your environment.

Admin Side: Administrators must create, configure, and enable custom forms on the backend for them to be visible to users on the portal. Ensure that notification routing is configured so the appropriate staff members receive alerts when a new form is submitted.

User Side: Users access all available and enabled forms directly from their portal dashboard upon logging in.

Using this Feature

Administrators can use the following instructions to guide users through accessing, completing, and submitting a form.

Submitting a Form

1. Log in to the User Portal and click **Forms** to view the list of all available forms.
2. Click the **Open Form** button next to the relevant request type to get started.
3. Enter all required information into the provided fields.
4. Click the **Submit** button to send the completed form to the parking provider.
5. Review the page for a green confirmation message to verify the submission was successful.

> Once a user successfully submits a form, an automated confirmation email is immediately sent to the system administrator. After the administrator reviews and approves the form on the backend, the user will receive a separate follow-up email containing their approval update.

Available Actions and Buttons

- **Open Form:** Click this button next to a specific item in the forms list to open the data entry fields.
- **Submit:** Click this button at the bottom of the form to finalize the request and send the data to the administrative team for review.

Best Practices and Considerations

- **Monitor incoming requests: Administrators should actively monitor their email inboxes for new form submission notifications.** Promptly reviewing and approving these requests ensures a smooth operation and prevents delays for time-sensitive

needs like event parking or move-in access.

- **Provide clear alternatives: If a user cannot find a form for their specific request, ensure they know how to contact the parking provider directly.** Not every unique situation will have a dedicated form, so maintaining a clear alternative communication channel is essential for good customer service.

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