

Viewing your History in OPSCOM-Go! Portal

The OPSCOM-Go! User Portal History feature allows end-users to view a summary of their past parking activity, including permit purchases, locker rentals, and payment transactions. Its primary purpose is to provide users with self-service access to their account records, reducing basic administrative support inquiries. This article is intended for OPSCOM administrators to help them understand and support the end-user experience.

Setup and Configuration

This feature is a core component of the user portal and requires no specialized administrative setup to enable.

Admin Side: Administrators have access to complete, detailed user histories on the backend system to assist with inquiries that go beyond the user's summarized portal view.

User Side: Users access their history summary directly from their profile menu on the user portal dashboard.

Using this Feature

Administrators can use the following instructions to guide users through accessing their account history.

Accessing the History Page

1. Log in to the User Portal.
2. Click the user profile name in the top left corner of the screen.
3. Click **History** from the drop-down menu.
4. Review the summary of the account's activity on the **User History** page.

Key Information Displayed

The **User History** page displays a personalized summary of the user's past portal interactions. Depending on the modules your organization utilizes, this may include:

- **Permits:** A historical record of parking permits purchased or registered to the account.
- **Payments:** A log of past financial transactions and receipt summaries.
- **Lockers:** A history of locker rentals associated with the user.

The history displayed on the user portal is a high-level summary. If a user requires a highly detailed or comprehensive historical audit of their account, they are instructed to contact their parking provider directly.

Best Practices and Considerations

- **Be prepared for detailed inquiries: Administrators should be prepared to pull comprehensive user history reports from the admin backend when requested.** Because the user portal only provides a summarized view of past activity, users auditing their own long-term finances or appealing historical citations may require staff assistance to retrieve complete records.
-

Revision #25

Created 23 April 2024 08:11:48

Updated 25 August 2026 14:09:38