Section 2 - Learning the Basics
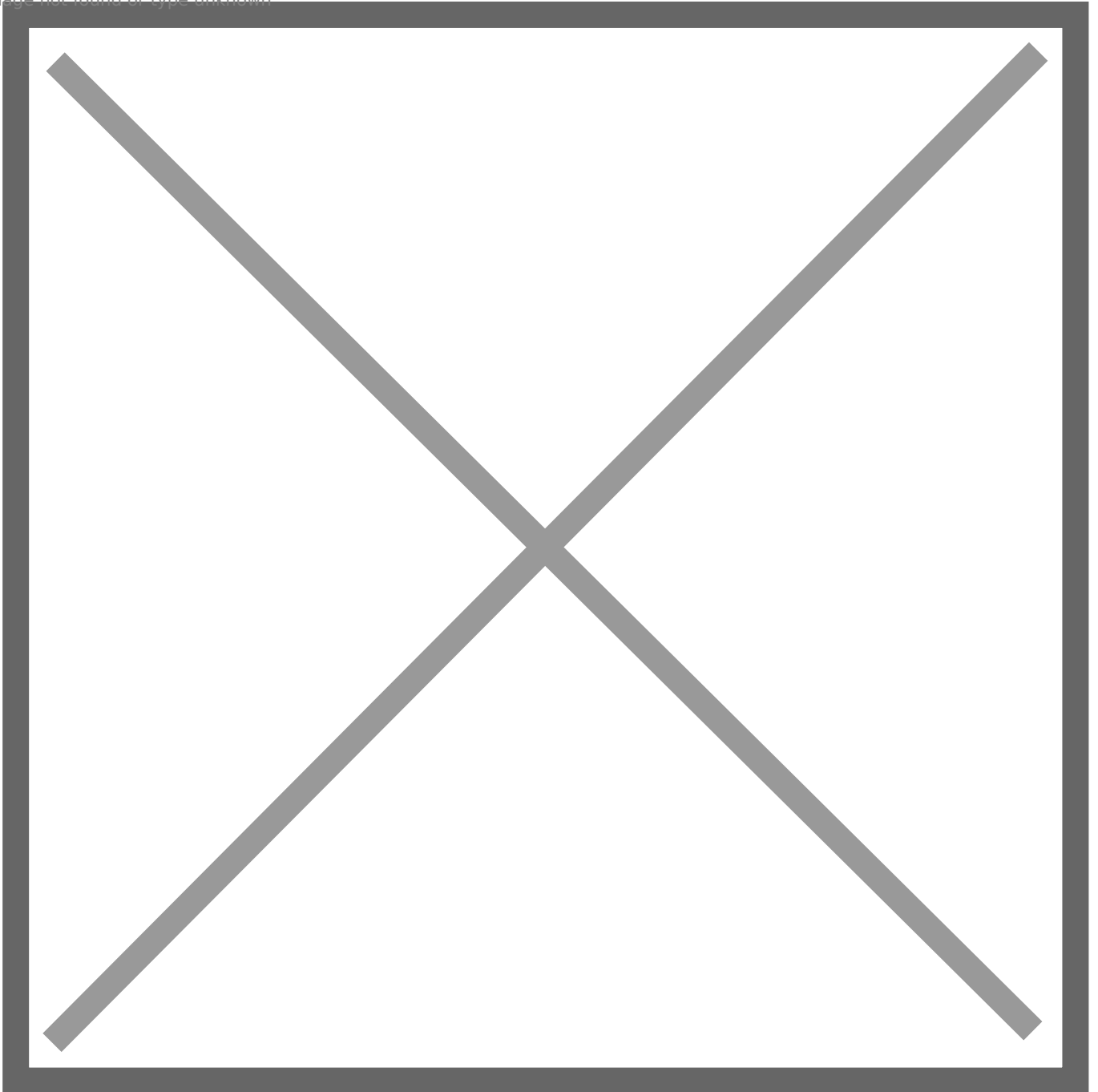
Setup of OPS-COM Preview and Production Spaces

Production spaces are generally available to you within 1 week of contract sign off. Your OPS-COM domain will be agreed upon during setup. An example of this domain may be yourdomain.ops-com.com. Please note, www. is not required as part of the domain name.

Clients who have paid for this service get a testing/preview space as part of their installation. The preview spaces exist to allow clients to test or stage changes to their system. The preview spaces are secured in the same manner as our production/live systems though they exist in a testing environment. As an OperationsCommander client, you can access your preview space by simply adding the "-preview" suffix to your subdomain name. Using the example above your preview space would be

yourdomain-preview.ops-com.com

You will be given the links and login details for both the Preview and Production spaces once they are live. Preview Spaces are denoted with an orange warning banner as seen below in the screenshot.

The Preview spaces are very useful for testing and training. They allow you work with a copy of the live database so that you will have real data to work with without affecting your production system. The database can be manually reset at any time by following the instructions in the Preview Spaces. This will allow you to "erase" your training data and start testing again.

This is generally the part where the second billing occurs for the Preview/Production Go Live. An invoice will be sent for the second milestone payment, if it is set up this way in your contract.

Admin and Client Domains

There are two aspects of the OPS-COM system; the Admin Portal and the End-User interface. We refer to them as the Admin and User Portals. After setup, you will be able to access your Operations Commander Admin console at yourdomain.ops-com.com/admin and your clients can access OPS-COM at yourdomain.ops-com.com.

You will need to reference the URL for the User Portal on your tickets and any communications you have with your clients. This site can be branded as yours with your company logo and colors. The design of the system is up to you and the expertise of your staff. *Please note, www. should not be communicated as part of the domain name.*

Determining Access to OPS-COM

There are two components to this process, you must determine your roles and permissions and then you must add Administrators and assign Roles to them.

Determining your Roles and Permissions

OPS-COM allows System Owners and Administrators the ability to set up roles that will restrict access to information and features in OPS-COM. **Roles** are a group of permissions that are bundled and assigned to a set of users. For example, you may wish to create a role for Patrol Officer. You will set the permissions for this role and assign users the role of Patrol Officer when you would like to grant them permissions that match that job.

Creating Administrator Accounts

When the system is set up for the first time there will only be one Administrator. The OPS-COM team will have set it up and provided the login details to you.

Setting up a Landing Page for your Administrators

When you sign in to OPS-COM initially, you are presented with a landing page. This message is referred to as the **Admin Dashboard**. This landing page can be modified or edited to allow organizations to display important information to System Administrators and staff.

Initially, it is a good place to direct your Admins to the training and support information as you navigate the system. Here are some ideas for what to put on this page once you go live:

- Pricing Information
- Contact Information
- Scheduling Information
- Organizational Information
- Legal Notices
- General Information

OPS-COM Wiki and Training

The OperationsCommander parking and security wiki is a growing wealth of information about using our software and how to apply best practices in a busy security office. Before you schedule training, it would be very helpful to review the wiki. To assist with your transition to an improved operational model or to see how parking management can be made easy, we have organized this wiki into Training Modules that users can go through at their own pace. Contact your Training Coordinator by emailing support@ops-com.com if you have any questions.