Section 5 - Setup of OPS-COM Config and Admin Options

Setting up the Look and Feel of the User Portal

The User Portal is the site you will send your clients to. From there they will purchase permits and lockers, join waiting lists, and appeal and pay for violations. Your staff can customize the look and feel of this portal by editing the standard templates that come with OPS-COM. Your trainer will go over how to use the Templates and System Messages.

Please refer to the System Messaging Checklist for very detailed information.

Uploading Images for Use in Templates

To place images in the different templates, you must upload them to the File Manager.

Priority to Apply to Message Editing Upon Launching a New

OPS-COM Site

There are several messages and elements that should be a priority when setting up a system initially. Here is a list of what should be reviewed and updated.

System Messages/Pages:
Login
Permits
User Registration
Appeals Message

System Messages/Messages:
Appeal Disclaimer
Admin Dashboard
The Vehicle Disclaimer
The Permit Disclaimer

Email Headers and Footers:
Header
Footer

Email Templates:
Appeal Submitted
Lost Password
User Receipt

Template Design

OPS-COM offers powerful flexibility to allow your team to customize the look and feel of your User Portal system. This is done by designing the site template. You will require your graphics and any messaging you would like to see on the pages.

System Messaging

System messages allow information to be shared across multiple pages through the use of short code tokens and they also deliver the content to your clients that is important to you.

Email Template Setup

Default email templates are used when clients receive receipts/messaging for payments, password resets, incident reports, permit invoice, and appeals submitted by users. By editing these templates you are adjusting these messages to include the desired text and images you prefer.

Invoice Template Setup

An admin has the ability to edit the look and feel of the invoice email template.

User Setup

Your Account Executive will help you determine what user types may be useful for you to set up and what the rules appropriate to those users may be. For example, you may want to allow Full-Time Students to park in different lots than Part-Time students. User Types will lay the groundwork for you to do this.

You will also need to decide what information you will require when a new user creates a profile on your system.

You will also need to set up the Vehicle description information and your locations.

ParkAdmin Setup

A powerful aspect of OPS-COM is the ability to set up Virtual Parking lots and segregate them into Lot Groups and Zones. You will also have to give consideration to the types of permits and the rules for each permit type that you would like to use. For example, you may want to allow for permits that are sold daily or monthly.

Your Training Coordinator will discuss this in detail with you.

ViolationAdmin Setup

ViolationAdmin uses innovative mobile technology to efficiently track, manage and record violations to support your parking environment. To set up this module, you will be required to complete a number of tasks. These tasks are listed below.

Proof and order your Violations stock

Your Account Executive will be in contact to ensure you are getting the correct tickets and that you approve the design. This can have a long lead time and should be done quickly. If you are sourcing your own Violation stock please ensure you allow yourself 4-6 weeks to have them printed and shipped to you.

Input your Offences

OffenceAdmin allows Administrators to add, remove and edit the offences that are used to issue Violations. Fine amounts are set and the discount for each offence is administered here. You must populate your Ticket Type groups and your corresponding offenses.

Set up your Handhelds and Printers

If you have purchased the hardware through the OPS-COM team, we will ship them directly to you with the software pre-loaded and the printer's paired. If you have sourced them yourself, you will need to follow the instructions in the wiki articles to complete the setup of your Android handheld units. You will also need to use the instructions in the wiki articles below to set up and pair your printers.

- Setting Up your Handheld Units for the First Time
- Setting your Android for Auto-Updates
- Printer Setup

Your Training Coordinator will go through using the handhelds but it is beneficial to work through the Android Handheld Wiki to make the training more meaningful for you. In particular, it is important to familiarize yourself with the Best Practices for OPS-COM Android.

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