Setup Guides for Clients

- Configuration Checklist
- Set Up Your OperationsCommander (OPSCOM) Device

Configuration Checklist

Some System Configuration that Must be Done

> **PAYMENT PROVIDER:**
> **It is crucial to have a payment provider set up as soon as possible.**

> **SSO consideration**
> Early in the process establish if you will be using SSO

> **An important note about Production vs Preview:**
> A preview site can be used for testing but keep in mind you can pull data down to preview from production but you can **NOT** push date from preview to production. Testing setups on preview is fine but large scale configuration should always be done on production.

Initial log in

- Bigpark sign in: Temporary first time sign in.
- Use it to create individual admin accounts. It's good practice for Admins to have their own individual log in credentials. Sharing Bigpark is not recommended.

System settings:

- Check **General System Settings** to ensure Date and Time settings are correct for your location
- Check **Lockers** settings to set Tax rate, upload a locker map, and set a Receipt Reply To Address
- Check **Payments** if EFT (Electronic Funds Transfer) is configured
- Check **Permits** to ensure it is configured correctly:
  - Enter a **Receipt Reply To Address**
  - Upload a permit map
  - If using the **Managed Waitlist,** configure the **Waitlist Email Managers,** as well as the **Waitlist Reservation Duration**
- Check **Violations** to configure the following:
  - Days until violation payment is due
  - Number of days to appeal violation before the option to appeal is removed

Classic System Settings:

- Check System Identification settings
  - System Name
  - Reply-to Admin Email Address
  - Reply-to Security Email Address
  - Mailing Address
  - Safety Address

Template Design

OperationsCommander (OPSCOM) 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.

Uploading Images for Use in Templates

- In order to place images in the different templates, you must upload them to the File Manager. Please refer to this wiki article for more information
- Upload background images for landing page
- Upload your company Logo
- Upload your parking map

Once you have your graphics uploaded:

Setting up the Look and Feel of the User Portal

- Setting up the common header
- Setting up the common footer
- Optional use of content header and footer

System Messaging

- Set up your Vehicle Disclaimer
- Set up your Permit Disclaimer

Email Template Setup

- Appeal Submitted by user
- Appeal Decision
- One Time Password

- Lost Password
- Invoice
- User Receipt
- Waitlist Selected
- Overdue violation
- New Violation Notification

User Setup

- Determine what User Types are required
- Determine what fields of the user profile are required, optional or hidden

System Setup

- You will need to set up the Vehicle description information
- Are there any vehicle types missing?

You will also need to set up your locations.

- Determine what locations you wish to use as descriptors for enforcement
- If you have Incidents you will need sublocations as well

ParkAdmin Setup

- Create Lots
- Create and designate Lot Groups and Zones
- Permits type: Monthly, Daily or Temp

ViolationAdmin Setup

- Create Offence Categories
- Populate the offence types
- Configure days to pay and overdue time frame

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
- If you are sourcing your own Violation stock, please ensure you allow yourself 4-6 weeks to have them printed and shipped to you

Set up your Handhelds and Printers

If you have purchased the hardware through the OPSCOM team, we will ship them directly to you with the software pre-loaded and the printers 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
- Ticket Creation Settings
- Setting up your Ticket Footer

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.

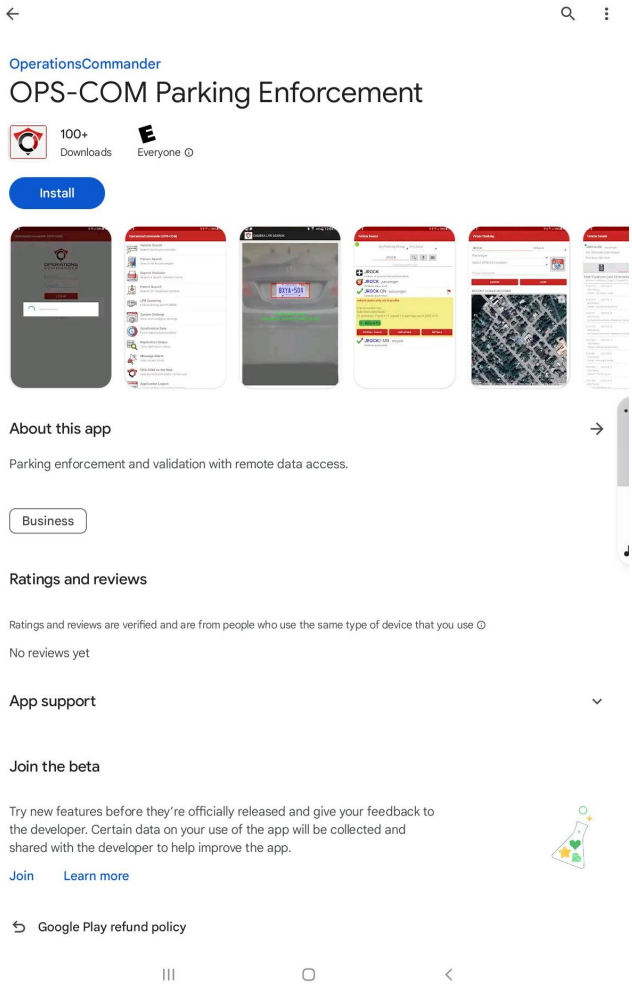
In particular, it is important to familiarize yourself with the Best Practices for OPSCOM Android wiki article.

Things to consider

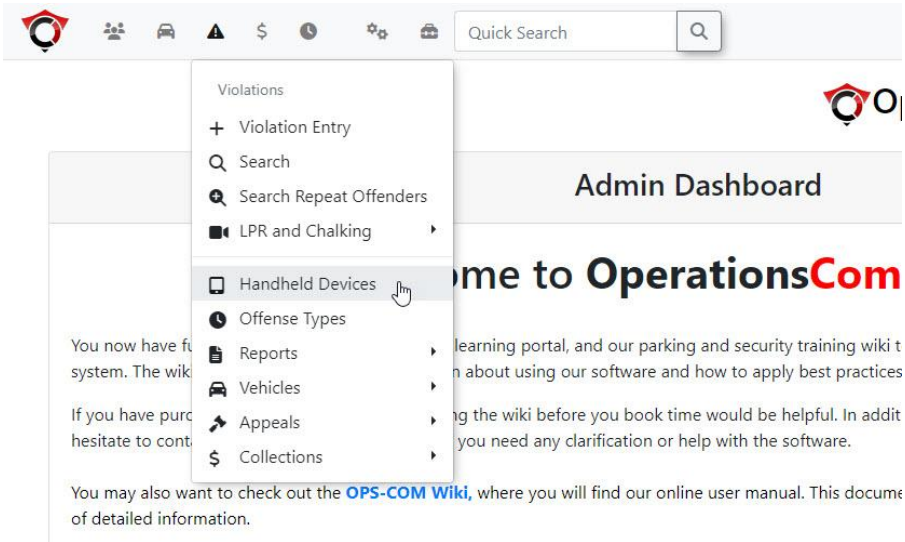
- Will you need to import data from an existing system
- Will you need to set up SSO (crucial to get setup asap)

Set Up Your OperationsCommander (OPSCOM) Device

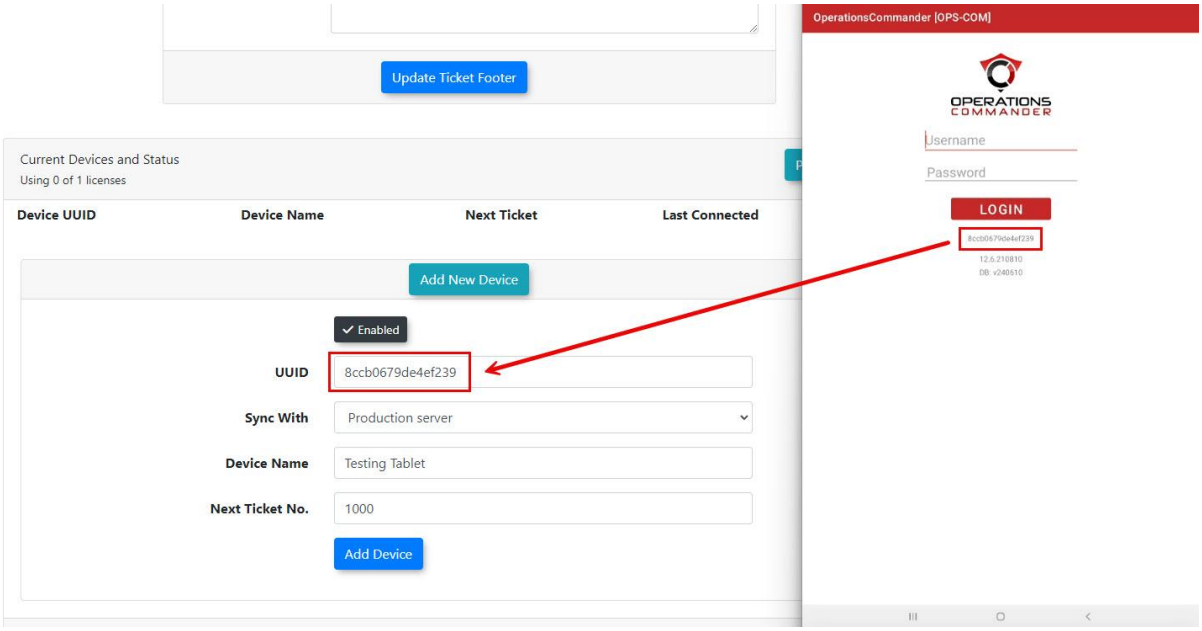
1. Install "OPSCOM Parking Enforcement" from the Google Play Store.



2. On a computer, log in to your OPSCOM admin website. Navigate to *Violations → Handheld Devices*.



3. Click "Add New Device". Open the app to find the UUID on the login screen; set Device Name to be whatever you choose; leave everything else as default. Click "Add Device".



4. Finally, you'll need to **uninstall and reinstall** "OPSCOM Parking Enforcement". After that, you are good to go! Log in to the app using the same credentials you use for the admin website to start enforcing.
5. Need help with anything? Send an email to support@ops-com.com and our team will be happy to assist you.