Standard Rollout

- Phase 1 - Learning the Basics
- Phase 2 - Hosted Payment Setup
- Phase 3 - Config and Admin Options
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Phase 1 - Learning the Basics

Admin and Client Domains

There are two aspects of the OPS-COM system; the Admin Portal and the User Portal. After setup, you will be able to access your **OperationsCommander** 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 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. Users can be assigned multiple roles.

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. To get your other users in the system

you will need to follow the steps in Creating an Admin Account.

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.

Related Pages and Videos

- Roles and Permissions Video

- Roles and Permissions

- Creating Administrator Accounts Video

- Admin User Accounts

- User Profile Landing Page

- Training Agenda

Phase 2 - Hosted Payment Setup

Standard Hosted Payment Setup

Hosted Payments is the recommended way to handle most of your payments in the OPS-COM system. With Hosted Payments, the payment processor directly handles the payment method details and provides the end result to the client's service implementation. This provides you an additional layer of security because at no time is the credit card information presented to any other system than the payment processor. This also reduces the amount of data being passed from client software to the payment processor, as only the result of the transaction is communicated to OPS-COM.

Currently, for Standard clients, we have integrated hosted solutions for the following payment providers:

- Paypal
- Bambora
- EdgeExpress

There are wiki articles that explain the details you need to provide us to set up your payment system.

Visible Payment Types

In OPS-COM you can make certain payment types available to Users and other payment types available to your Admins only. You must send a list to support@ops-com.com outlining what types you wish to be available to which users.

Related Pages

- Paypal

- Bambora

- OpenEdge

Phase 3 - Config and Admin Options

In Phase 1 you set up your:

- Roles and Permissions
- Administrator Accounts
- Landing Pages for Administrators

Now we will move on to other customizations that will allow you to unlock the power of Operations Commander.

User Setup

You must consider which 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 Staff to park in different lots than Visitors. 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.

System Settings Customization

Setup and customize System Settings.

Setting up the Look and Feel of the User Portal

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.

Uploading Images for Use in Templates

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

Email Template Setup

Email Templates that are created for communications with your clients are stored in this area in OPS-COM. Currently, you can edit the look and feel. In the future, you will be able to set up your own email templates.

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.

The User Portal is the site you will send your clients to. From there they will create an account, manage their vehicles, and purchase temporary and standard permits. Your staff can customize the look and feel of this portal by editing the standard templates that come with OPS-COM.

Priority Message Editing when 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

System Messages/Messages:
Admin Dashboard
The Vehicle Disclaimer

The Permit Disclaimer

Email Headers and Footers:
Header
Footer

Email Templates:
Lost Password
User Receipt

Final Preparations Before Go Live

Now that the system is set up and you are familiar with OPS-COM, it is important to do a final review of the User Portal to ensure you are happy with the way it is presented to your customers. You can create a test user on the system and login to have a look around and see what the user experience it like. Make sure you are happy with all messaging that is presented to your clients.

Related Pages

- User Setup

- Vehicle Setup

- Location Setup

- Guide to System Settings

- Templates and Design

- Email Templates

- System Messaging

Phase 4 - Learning to Use OperationsCommander

> " Now that you have OPS-COM setup you can learn how to use it! The self-guided training is divided into modules to help break it down. You can view all modules of the training agenda here.
>
> Paid training is available for clients who wish a more in-depth view of using OPS-COM.
>
> Contact support@ops-com.com for some direction if you are getting confused and they will point you in the right direction or hook you up with paid training.

https://docs.google.com/presentation/d/14K6vizfO_2F_FyCTzD-hf2QP-0uVSQNvN-oHOgqgz8A/embed