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

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