

# OPSCOM FAQs, Tips & Tricks

OperationsCommander works hard to maintain an up to date product wiki! If you have any questions or if you feel something is missing, [post about it in the community.](#)

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# Quick Search Tool Functionality

The **Quick Search** tool allows you to quickly find information in OPSCOM by searching specific fields. To perform a search, you must enter at least 3 characters.



## Quick Steps:

1. Enter a minimum of **3 characters** in the **Quick Search** field in the main menu.
2. Review the search results.

Types of searchable items are:

- License plate
- VIN number
- Username
- Last name
- Email address
- Student number
- Employee number
- Ticket number
- License plate of the vehicle involved
- Incident number
- Payment Confirmation code



# Disable Browser Auto-Fill and Auto-Complete

When using OperationsCommander to complete a User Profile, the browser's auto-complete feature can cause problems by automatically filling in fields with incorrect or unwanted information. This can lead to errors if unnoticed data is saved by mistake. To avoid this issue, you should turn off the auto-complete feature in your browser.

Some browser plug-ins, such as password managers, may also act as auto-complete utilities and cause similar issues. If disabling auto-complete doesn't resolve the problem, review your installed plug-ins and disable them as needed.

## Configuration

1. Identify your browser below.
2. Follow the instructions to disable auto-fill for that browser.
3. If issues persist, check and disable browser plug-ins like password managers.
4. Save your changes and test the system to confirm the issue is resolved.

## Internet Explorer

1. Click the **Tools** menu icon.
2. Select **Internet Options**, then go to the **Content** tab.
3. Under **Auto Complete**, click **Settings**.
4. Uncheck **Forms** and **User Names and Passwords on Forms**.

## Microsoft Edge

1. Open **Edge** and click the **More** icon (three dots) at the top right.
2. Go to **Settings** and scroll to **Advanced Settings**.

3. Find **Save Form Entries** and toggle it **off**.

## **Chrome**

1. Open **Chrome**.
2. Click **More > Settings** at the top right.
3. Scroll to the bottom and click **Show advanced settings**.
4. Under **Passwords and forms**, uncheck **Enable Autofill to fill out web forms in a single click**.

## **Firefox**

1. Open **Firefox**.
2. In the address bar, type **about:config** and press Enter.
3. Click **I'll be careful, I promise**.
4. Search for **dom.forms.requestAutocomplete** and double-click to set its value to **False**.

## **Safari**

1. Open **Safari** and go to **Preferences**.
2. Click **AutoFill**.
3. Deselect all types of information you don't want Safari to auto-fill.
4. To edit or delete saved information, click **Edit** next to the relevant category.

# Rebranding the OPSCOM User Portal with Custom Colors

This article explains how OperationsCommander administrators can customize the primary and secondary colors of the User Side interface. This feature allows you to align the User Side's appearance with your organization's branding.

## Setup & Configuration

1. Hover over **System Settings, Content & Designs**, and click **Templates & Design**.
2. Click **Toggle Templates**.
3. Under the **Styles** section, click **Edit**.
4. Add the following code snippet to the very top of the editor, directly under the `<style>` tag:

### CSS

```
:root{
  --ion-color-primary: purple;
  --ion-color-secondary: orange;
}
```

5. Replace `purple` and `orange` with your desired standard color names (e.g., `blue`, `green`, `red`).

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## Best Practices and Considerations

- For more precise branding control, you can use hexadecimal (hex) color codes instead of standard color names!

- Use a browser extension (such as ColorZilla) or an online tool to find the hex code for your organization's specific color (e.g., #6F42C1).
- In the code snippet, replace the standard color name with your hex code. Example:

```
:root{  
  --ion-color-primary: #6F42C1;  
  --ion-color-secondary: #FFA500;  
}
```

# Why Are My Violation/Warning Notification Emails Not Going Out?

If your new violation and warning notification emails are not going out, please check the following:

1. Confirm that the user is the primary driver and has a valid email address in the system. Emails are sent automatically to the primary driver with an email. Users without an email are flagged for letter reports.
2. Confirm email templates for violation notices are configured properly under System Configuration > Content & Designs > Email Templates.
3. Verify that the "New Violation Notices" system task is enabled and running (scheduled or manual) in Tools > View System Task Logs.
4. If sending warnings, ensure "Send Notices For Warnings" is enabled under System Configuration > System Settings > Violations.
5. Check notice-related settings:
  - Violation days until due in Tomahawk Options > System Settings.
  - Collections > Include All Unpaid Violations setting.
6. Inspect the letter report (Violations > Letter report) for users without email addresses or unsent notices.
7. Keep in mind that only new violations (issued the same day) trigger initial emails. Older violations may not automatically send a notification email.

Reviewing and correcting these settings and running the relevant system task should help resolve issues with violation notification emails not being sent.

# Unsubscribe Option for Email Notifications-Opt-Out

This article describes the feature that allows users to unsubscribe from non-essential email communications. This feature aims to improve user experience, ensure compliance with data privacy regulations, and reduce the volume of manual unsubscribe requests.

## Setup & Configuration

### Admin Side

To enable and configure the unsubscribe option, an administrator needs to follow these steps:

- A new setting will control if users are able to access email preferences. This setting will be deployed as **off** by default.
- Email categories are pre-defined and cannot be changed. The available categories are:
  - **Important** (Essential)
  - **Promotional Emails** (Non-essential)
  - **Newsletter** (Non-essential)
  - **Product Updates** (Non-essential)
- Admins can assign any category to the email templates on their system.
- Category selection options will be added to the following email setup pages:
  - The **compose email** page.
  - The **email template** page for automated system messages.

**System-related emails** (e.g., receipts, password resets, new account creation) are exempt from the unsubscribe functionality and cannot be disabled by administrators.

## User Side: Managing Email Preferences

When the feature is enabled, users can manage their email preferences through an **Email Preferences** page within their account settings.

Users can access the **Email Preferences** page in two ways:

- By navigating to their account settings.
- By clicking the **Unsubscribe** link in the body or footer of any non-essential email.

On the **Email Preferences** page, users will find the following:

- **Checkboxes for each email category:** Users can select or deselect categories to manage their subscriptions.
- **Popover icon (?):** Clicking this icon next to a checkbox will display the category description.
- **Select/Deselect All:** An option to manage all checkboxes at once.
- **Essential Categories:** A list of essential email categories that cannot be unsubscribed from will be shown at the bottom of the page.

After making changes, the user must click the **Save Changes** button. A confirmation message will be displayed.

You can view the user-facing wiki article [here](#).

## Assigning Email Categories

When composing an email or editing an email template, administrators can assign an email category.

- If a **non-essential** category is selected, a message will clearly display to the admin that the user can opt out of receiving it.
  - If an email is marked with a category that a user has unsubscribed from, the email will not be sent to that user.
  - Emails marked with a category flagged as **essential** are always sent.
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## Best Practices & Considerations

- **Develop a business rule** for what is considered an "essential" vs. a "non-essential" email.
  - **Essential emails** are communications that all users should be made aware of, such as major announcements, road closures, or advisories for lot closures due to heavy snow.
  - **Non-essential emails** are those that a user can decide they don't need, such as event notices for an upcoming open house or a sale at the school store.
- If the unsubscribe functionality is turned off after users have already unsubscribed, **their subscription settings will be ignored**, and they will receive all emails again.