Registering a New User

> The User Registration feature allows administrators to manually create new user accounts, granting individuals direct access to the public-facing user portal. Its primary purpose is to enable users to utilize core features such as purchasing parking permits, renting lockers, and managing violations, while ensuring a comprehensive administrative record is maintained for your operations. This article is intended for OperationsCommander (OPSCOM) administrators responsible for managing user profiles and system access.

Setup and Configuration

This feature requires specific role permissions to allow administrators to manually generate and manage user accounts.

Admin Side: Administrators who are setting up users as part of their daily role must have the specific viewing and editing permissions enabled on their administrative profile.

1. Hover over **System Configuration**, click **Admin Management**, then **Manage Roles**.
2. Click the **Permissions** button next to the administrative role you want to modify.
3. Click the **User Management** tab.
4. Enable the **Edit Users** checkbox and the **View Users** checkbox.
5. Click the **Save Permissions** button.

User Side: End-users do not participate in manual administrative registration, but they will receive full access to the user portal once their profile is officially activated by the administrator.

Using this Feature

The manual user registration process involves two main stages: entering the initial basic information and then completing the full user profile.

Basic User Information

1. Hover over **User Management** and click **User Registration**.
2. Select the appropriate **User Type** for the new user from the drop-down menu.
3. Enter a **Username** and the required basic user information (such as first name, last name, and email address).
4. Click the **Submit Registration** button to proceed to the next stage of the profile setup.

Completing and Activating the User Profile

1. Enable the **Allow user login and mark account as active** checkbox on the **Edit User Profile** page.
2. Complete all remaining profile information, ensuring all mandatory fields are filled out.
3. Click the **Submit Profile Information** button.
4. Review the **Confirm Registration Information** screen to carefully verify that all displayed information is correct.
5. Click the **Information Correct** button to finalize the account creation, or click the **Back** button if edits are needed.

> Enabling the **Allow user login and mark account as active** setting activates the user's ability to self-manage their account via the user portal. It will automatically prompt them to change their password upon their first successful login.

> Fields marked with a red exclamation mark (!) after a failed submission are mandatory fields that must be completed to save the profile.

Refer to the following related wiki articles for detailed instructions on configuring specific profile fields: *Locker User Types*, *Using Tax Exemption*, *User Company Editor*, and *Manage User Departments*.

Best Practices and Considerations

- **Understand mandatory field management: Administrators with appropriate permissions can adjust which fields are mandatory for user profiles via the System Settings menu.** Review these settings to ensure all necessary data is collected during registration without creating administrative bottlenecks.
- **Inform users of the password prompt: Inform new users that they will be prompted to change their password upon their first login.**
- **Select user types carefully: Accurately select the User Type during registration.** This selection directly impacts the user's access to specific lots, available payment types, and profile field visibility on the portal.

- **Execute post-registration actions: Remember that the system allows immediate actions like adding a vehicle or purchasing a permit after registration.** Guide the user or perform these actions on their behalf as per your specific organizational workflow.
- **Verify email configurations: If your system is configured to require email verification for new accounts, ensure the user knows to check their email for the verification link.** Even if you manually registered them, they may need to verify their address before they can fully log in.

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