Selling Permits Using Tablet Kiosks with OperationsCommander (OPSCOM)

> The tablet kiosk feature allows organizations to configure a tablet as a dedicated self-service kiosk for selling temporary guest permits. Its primary purpose is to provide a streamlined way for visitors to purchase parking without staff assistance or the need for a personal user account. This article is intended for OPSCOM administrators responsible for facility setup and temporary permit management.

Setup and Configuration

Setting up a kiosk involves three main parts: obtaining the unique booking link for the desired parking lot, enabling Kiosk Compatible Mode within the system, and configuring the physical tablet device to lock it to the booking page.

Part One: Obtain the Guest Permit Link

Each lot configured for temporary permits has a unique URL for guest bookings. You will need this link to set up the kiosk.

1. Hover over **Parking Management**, hover over **Lot Administration**, and click **Pricing & Lot Admin**.
2. Click the name of the lot you want to feature on the kiosk.
3. Click the **Temporary Permits** tab.
4. Locate the QR code section and copy the guest permit booking link displayed directly below the code to use in the tablet configuration

step.

> The lot must be properly configured to sell temporary permits. Detailed instructions can be found on the Pricing & Lot Admin page. You must set prices in the temporary permit section of the lot editor. If left blank, they will be disabled, and users will not be able to pick it as an option (e.g., setting permits available for free for 2 hours, $5 for 3 hours, $8 for 12 hours, and $10 for 24 hours/1 day).

Part Two: Enable Kiosk Compatible Mode in OPSCOM

This system-wide setting optimizes the guest permit workflow for a kiosk environment.

1. Hover over **System Configuration** and click **System Settings**.
2. Click the **General System Settings** tab.
3. Enable the **Enable Kiosk Compatible Mode** toggle.
4. Click the **Save Settings** button.

> Enabling this mode makes the following changes only to guest booking pages: After a successful transaction, the user is returned to the initial booking page instead of a receipt page, making it ready for the next user. The main navigation menu, header, and footer are hidden to prevent users from navigating away or attempting to log in on a public device.

> Enabling Kiosk Compatible Mode affects all guest permit transactions, not just those from a kiosk. Users purchasing a guest permit via a QR code on

> their personal device will also be redirected to the start page after payment. We recommend enabling this setting only if you intend to use physical kiosks.

Part Three: Configure the Tablet Device (Android)

To function as a kiosk, the tablet must be locked to the guest permit URL using third-party apps and built-in operating system features. The following steps provide one example of how to achieve this on an Android device.

Step A: Install and Configure a Kiosk Browser App

1. Open the Google Play Store on your Android tablet and install a kiosk browser application (e.g., Fully Kiosk Browser & Lockdown).
2. Tap the app to open it and configure its initial settings.
3. Paste the guest permit link from Part One into the **Start URL** field.
4. Enable **Fullscreen Mode**.
5. Disable the **Show Action Bar** and **Show Address Bar** options.

> Explore the app's advanced settings, such as navigating to **Web Auto Reload** and configuring **Auto Reload on Idle**. Setting this to 30 or 60 seconds will automatically reset the page for the next user after a period of inactivity.

Step B: Pin the Kiosk App

Pinning the app prevents users from closing it and accessing other tablet functions. You can do this in the device settings.

1. Ensure the tablet has a security PIN or password enabled in the device's **Settings** app, typically under the Lock screen settings.
2. Navigate to **Settings**, tap **Security and privacy**, and tap **More security settings**.
3. Enable the **Pin app** option.
4. Open the kiosk browser app you just configured.
5. Tap the **recent apps** button (on most devices, this is an icon with three vertical bars at the bottom of the screen).
6. Tap the icon appearing above the kiosk app's window and select **Pin this app**.

The device is now securely locked into the kiosk browser, and the device's PIN will be required to exit the app.

Using this Feature

Once fully configured, the tablet functions strictly as a locked-down, single-purpose device for guest purchases.

End-User Workflow

1. Approach the tablet, which will already display the permit booking page for the designated lot.
2. Enter plate information and complete the payment process. The user cannot navigate to other apps, web pages, or system settings during this flow.
3. View the confirmation message upon successful payment.
4. Wait for the page to automatically reset to the start of the booking process for the next user in line.

Best Practices and Considerations

- **Physically secure the device: Use a commercial-grade tablet enclosure or stand to protect the device from theft and damage in a public environment.**
- **Adapt to device variations: The specific menu names and steps for configuring a tablet can differ based on the device manufacturer, OS version, or the specific kiosk app used.** The instructions provided should be treated as a general guide.
- **Test the entire user flow: Before deploying the kiosk publicly, perform several test transactions.** This ensures the process is smooth, payment is successful, and the page resets correctly for the next user.

Revision #14
Created 8 May 2024 07:52:48
Updated 5 November 2026 13:46:53