

Unlink a Vehicle from User Profile

This article provides instructions for OPSCOM users on how to remove the association between a vehicle and a user profile. This process is necessary when a user no longer owns a vehicle, or to correct a vehicle that was mistakenly linked to the wrong user account.

Rules to Remember

- In order for a user to remove a vehicle from their profile, these must all be true:
 - The setting to allow users to remove a vehicle must be enabled
 - The vehicle must not have any directly associated active standard or temp permits
 - The vehicle must not be associated to any incidents
 - The vehicle must not have any alerts on it
 - The vehicle must not have any valid violations
 - If the vehicle has a violation that was marked as a warning, the setting to allow this type of removal must be enabled first
- There is no minimum amount of time a vehicle is required to be dormant before it can be removed.
- These restrictions **do not** apply to admins removing vehicles from a user profile.

Important: The **Allow users to delete vehicles** setting must be enabled under **System Configuration > System Settings > Vehicles**

in order for users to delete vehicles from their profile.

Using This Feature

1. Login to your account on the user portal for your organization
2. Click on the Vehicles tab
3. Find the vehicle's plate you wish to remove, and click on the Remove button, with the trash can icon.
4. Click the **Vehicles** tab.

Note: If you have been involved in incidents or the vehicle has outstanding fines and fees associated with it, you will **not** be able to remove it.

Best Practices & Considerations

- **Understanding Vehicle Removal:** Removing a vehicle only disassociates it from the current user's profile; it does **not** delete the vehicle record from the system itself. If the vehicle is associated with only one user, its record will be archived. If it is associated with multiple users, it will simply be removed from the current profile while remaining active on the other associated user profiles.
- **Clear Outstanding Balances First:** Before removing a vehicle that is only associated with a single user, it is critical to ensure all outstanding violations or fees tied to that vehicle have been resolved.