User - History Tab

> The **History** tab provides OperationsCommander (OPSCOM) administrators with a comprehensive log of a user's financial transactions, permit activity, and system-recorded events. This feature serves as a central hub for auditing accounts, performing necessary adjustments, and providing effective user support.

Setup & Configuration

The **History** tab is a core component of the User Profile Overview and requires no additional setup or configuration to function.

Using this Feature

The **History** tab allows you to view and interact with a user's historical data. The **Recent History** view displays the 100 most recent records, including entries for **Locker**, **Parking**, **Enforcement Adjustment**, **Address**, and **Mail Records**.

Accessing the User History Tab

1. Hover over **User Management** and click **User Search**.
2. Search for the user using their **name**, **username**, **email**, or **account number**.
3. Click the user's **username** to open their **Profile Page**.
4. Hover over the **History** tab.
5. Click **Recent History** to view the activity log.

Available Actions & Buttons

The **History** tab includes several functional elements to assist in account management:

- **Adjust**: Click this link next to a processed transaction to modify it. After making your changes, click the **Add Adjustment** button to save.
- **Item Number**: Click the link in the **Item Number** column (e.g., permit number, violation ticket number, or appeals record number) to view or edit the specific item's details. Remember to click **Update/Save Changes** after modifying item details.
- **send email**: Click this button next to the **Current Renter** label to compose and send an email directly to the user associated with that record.
- **Make Payment** or **Processed**: Click this button next to a transaction to view its detailed payment processing information.

Best Practices & Considerations

- **Document all adjustments**: When using the **Adjust** feature, always provide a clear and detailed reason for the modification. This is essential for maintaining a transparent and accurate audit trail.
- **Review item details before acting**: Before emailing a user or modifying an item, always click the **Item Number** to review the full details. This ensures you have the necessary context to take appropriate action.

> Periodically reviewing the **History** tab is a recommended best practice for verifying that adjustments and permit changes are accurately

> reflected in the user's account.

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