User - Parking Tab

> The User Profile Parking Tab allows administrators to manually purchase both standard and temporary parking permits on behalf of a specific user. Its primary purpose is to serve as a centralized hub for managing a user's parking permissions, overriding lot allocations when necessary, and facilitating direct administrative sales. This article is intended for OperationsCommander (OPSCOM) administrators responsible for permit allocation and user profile management.

Setup and Configuration

Before permits can be assigned to users, your overarching lot parameters must be established in the system.

Admin Side: Before permits can be sold from a user's profile, all parking lots, permit types (e.g., yearly, monthly, temporary), and associated costs must be configured in the system. Instructions for configuring these foundational settings can be found on the *Pricing & Lot Admin* page.

User Side: Users can also purchase standard and temporary permits for themselves directly through the public-facing user portal, provided the lot is visible to their assigned user type and there is available inventory.

Using this Feature

Administrators can use the following instructions to navigate to a user's parking profile and manually process a permit purchase.

Navigating to the Parking Tab

1. Hover over **User Management** and click **User Search**.
2. Enter the search criteria (such as name, username, email, or account number) to find the desired user.
3. Click the user's **Username** from the search results to open their profile page.
4. Click the **Parking** tab to navigate to the Manage Lots screen for that user.

Purchasing a Standard Permit

1. Locate the desired parking lot on the Manage Lots screen.
2. Click the **Standard Permit** button associated with that specific lot.
3. Review the details on the Confirm Parking Permit Registration screen, including the location, permit type, and cost. You may have the option to manually edit the permit number and permit cost on this screen.
4. Click the **Purchase this Permit** button to proceed to the payment process and finalize the registration.

> If you attempt to purchase a standard permit for a lot that has no available inventory, the system will prevent the transaction. You can instead click the **Waitlist** link next to the lot to immediately add the user to the queue.

Purchasing a Temporary Permit

1. Click the **Temporary Parking Permit** button on the Manage Lots screen.
2. Click the **Select a lot** drop-down menu and choose the appropriate lot on the Temp. Parking Permit Registration screen.
3. Enter the start and end dates for the permit.
4. Choose the temporary permit type (e.g., all day or hourly).
5. Select the vehicle the permit will be assigned to.
6. Confirm the generated **Permit Number**.
7. Enable the **DNTT (Do Not Ticket or Tow)** checkbox if this temporary permit should prevent violation issuance.
8. Click the **Confirm this Permit** button.
9. Review all the details one final time on the Confirm Parking Permit Registration screen.
10. Click the **Purchase this Permit** button and proceed with the payment process.

Best Practices and Considerations

- **Utilize Do Not Ticket or Tow for special circumstances: The DNTT checkbox on temporary permits is a powerful tool to prevent accidental enforcement.** It is typically used for special circumstances, such as for guest speakers, VIPs, or short-term contractors, where you want to ensure their vehicle is absolutely not ticketed for the duration of their temporary permit.
- **Verify inventory rules: Organizations should develop a business rule for when to utilize the waitlist versus overriding a sold-out lot.** While the system prevents standard purchases on full lots,

administrators should clearly understand when it is appropriate to add a user to the waitlist queue to maintain fair allocation policies.

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