User Profile Overview

> The User Profile Overview page serves as a central dashboard for a user's comprehensive system information and current activity. Its primary purpose is to provide administrators with a quick reference view, enabling efficient access and management of user details, associated vehicles, violations, permits, and historical data. This article is intended for OperationsCommander (OPSCOM) administrators responsible for managing user accounts and troubleshooting issues.

Setup and Configuration

This feature is a core administrative dashboard and does not require extensive initial configuration to function.

Admin Side: Administrators must have the appropriate system role permissions enabled to view and edit user profiles within the administrative portal.

Using this Feature

Administrators can use the following instructions to navigate to a user's profile and utilize the available management sections.

Accessing a User Profile

1. Utilize the Quick Search field in the main menu, or hover over **User Management** and click **User Search** to locate a specific account.

2. Click the specific username from your search results to open the User Profile Overview page.

Editing a User's Basic Profile

1. Click the **Edit** button located within the Basic Profile Information section.
2. Modify the necessary account details within the Personal Information, Student Information, or Staff/Faculty Information categories.
3. Click the **Submit Profile Information** button to save your changes.

> The fields displayed within the profile categories can be individually set to Hidden, Visible, or Required as defined in your System Settings for User Profiles.

Logging in as a User

Administrators can view the system exactly as the end-user sees it.

1. Click the **Login as user** button.
2. Review the new browser window that opens, which will automatically log you into the OPSCOM end-user portal as the selected user.

> You may encounter an error if the Auto Login setting is not configured correctly in your system settings. If this occurs, contact OPSCOM Support for assistance.

Adding or Editing Vehicles

1. Click the **Edit** button within the Vehicles section.

2. Click the necessary buttons to add new vehicles, edit existing vehicles, or apply a Do Not Ticket Tag (DNTT) to a specific vehicle on the resulting Vehicle Information screen.

Viewing Additional Information

The landing page provides immediate, direct access to a wealth of additional user-specific data through various dashboard sections:

- **Active Alerts:** Any active alerts or warnings associated with the user's profile will be prominently displayed at the top of the page.
- **Waitlist Position:** If the user is on any waitlists, the requested lots and their current ranks will be listed.
- **Violations:** View detailed violation information by clicking the specific ticket number link. If available, view photos related to a violation by clicking the **Camera** icon next to the ticket number.
- **Permits:** Access detailed permit information by clicking the specific permit number link in the Active Permits section.
- **Deposits and Notes:** View any active deposits on the user account, read private user notes, and add new administrative notes directly from the dashboard.

Best Practices and Considerations

- **Utilize centralized management: Utilize the User Profile Overview as your primary hub for managing all aspects of a user's interaction with the system.** Starting your workflows here ensures you have the complete context of the user's account before making changes.

- **Streamline efficient troubleshooting: Navigate to the user's profile landing page when they report an issue for a quick overview of their status.** Reviewing their active permits, recent violations, and active alerts can greatly aid in rapid troubleshooting.
- **Test the user experience: Leverage the Login as user feature to test new configurations.** This is invaluable for verifying specific user access or replicating user-reported issues directly from their perspective.
- **Review comprehensive history: Leverage the integrated views of alarms, violations, and permit details to understand a user's complete history.** This comprehensive data is critical for informing decisions related to appeals, permit renewals, or strict enforcement actions.

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