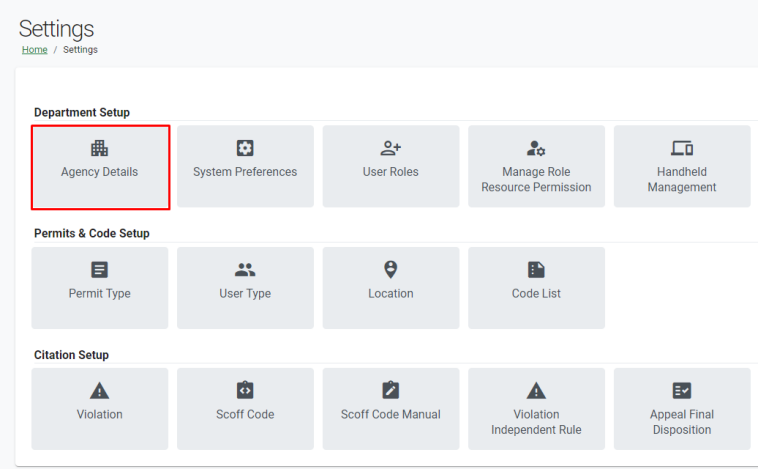
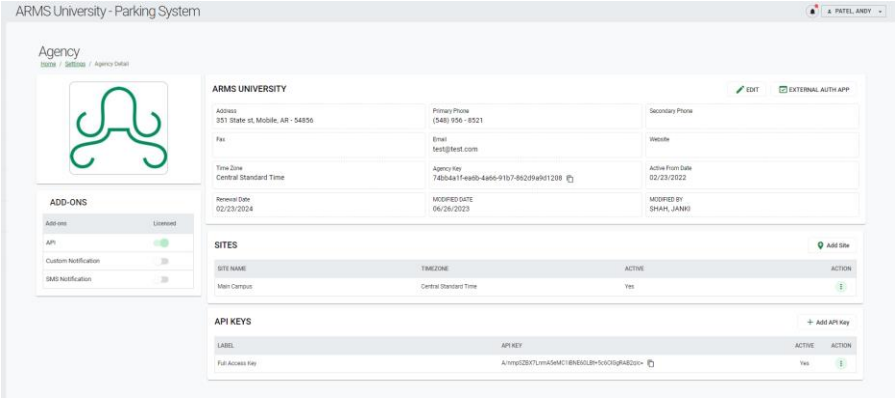
Parking

Setup

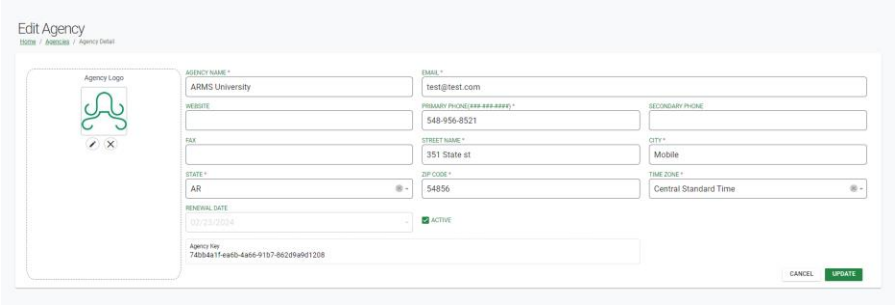
Agency Details



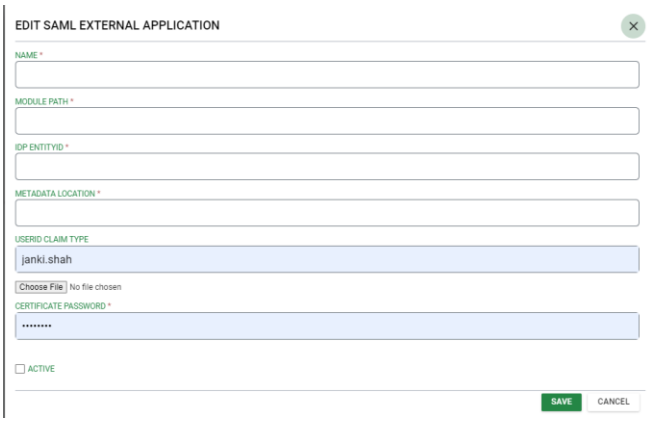
This displays department details like Agency Name, Address, Primary Phone Number, Email, Time zone, Agency Key, Active from date, Renewal Date, Modified date, Modified by, Sites, API Keys and Add Ons.



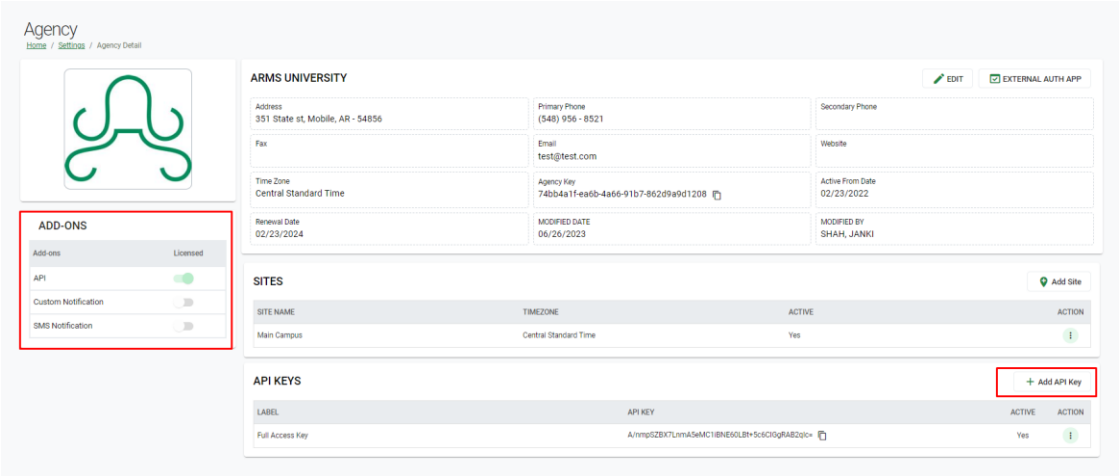
Edit – Selecting Edit will allow an Admin to update any of their Agency's details, like, Agency Name, Email, et cetera. The Agency Logo can be updated by selecting the pencil icon under the current logo.



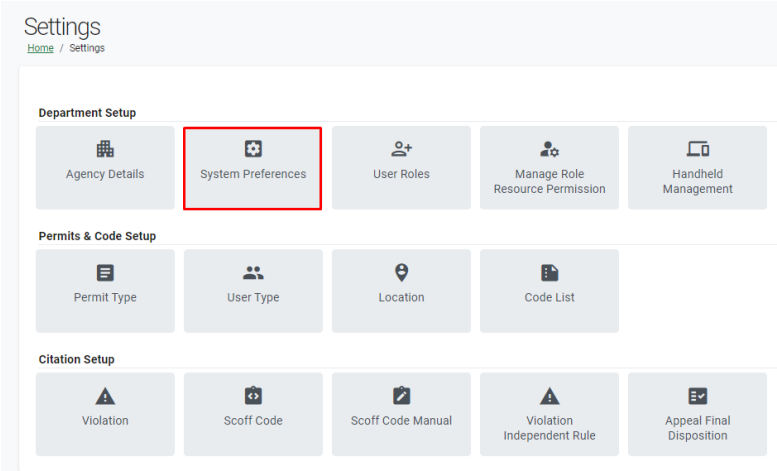
External Auth App – Selecting this option displays all setup information for your agency's SSO (Single Sign-On). These details are handled jointly by your local IT and our staff.



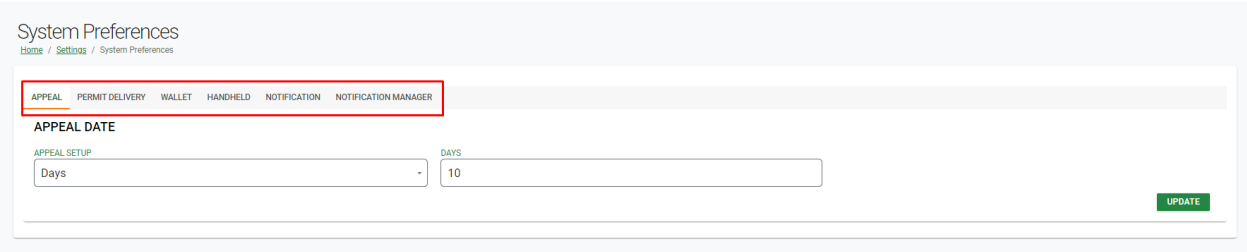
Add Ons – This option will be displayed to all the users with settings permission. If the agency has Add-Ons enabled, for example if API is enabled, then the agency will have access to that feature.



System Preferences



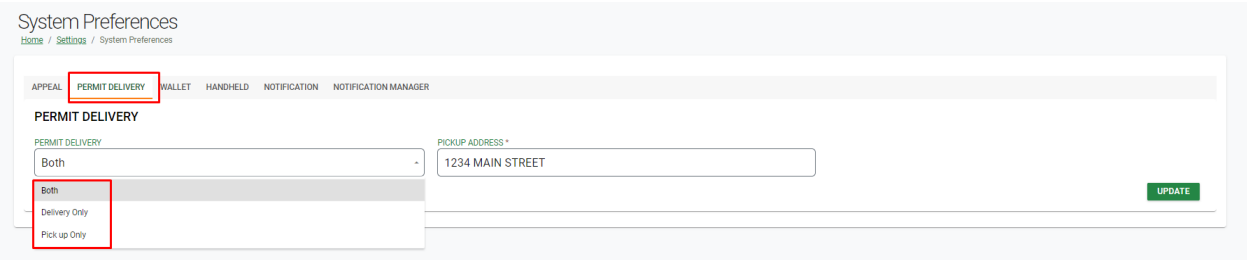
Agency-wide settings regarding Appeal Date, Permit Delivery Address, Wallet, Handheld formats, Notification and Notification Manager can be configured through this tab.



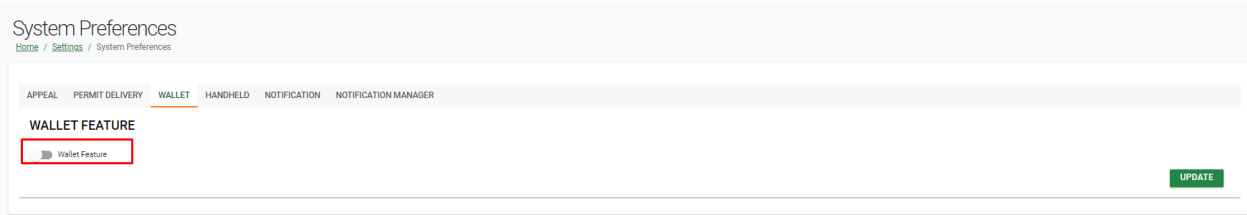
Appeal – This tab allows the admin to configure Appeal Date. The end-users can appeal for the citations at the specific time as defined in this tab. The admin can also change it from here whenever needed.

The appeal date can be configured as a fixed date or a specific number of days.

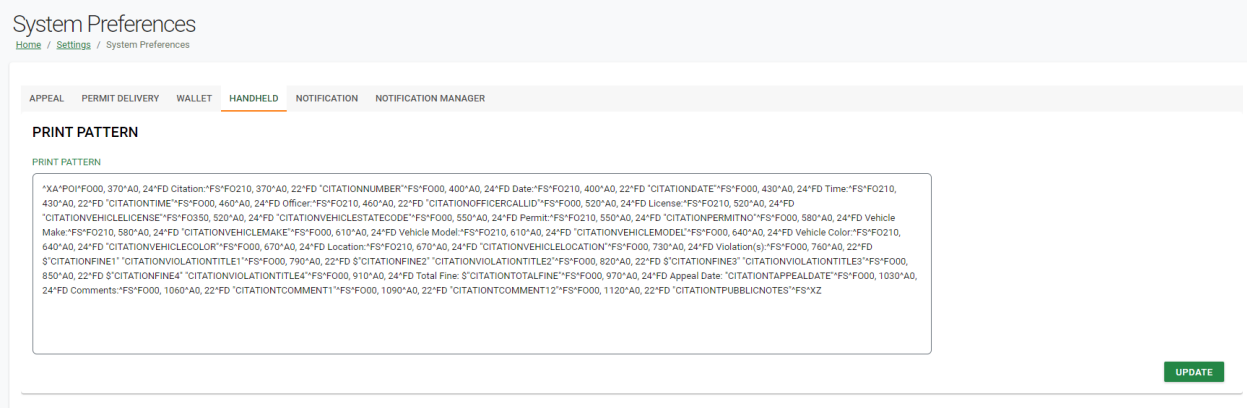
Permit Delivery – This tab allows the Admin to set the Permit Delivery and the Pickup Address. Permit Delivery can be set for delivery only, pickup only, or both. The Pickup Address can also be entered if that option, or both, is selected. This configuration is required before a permit can be requested.



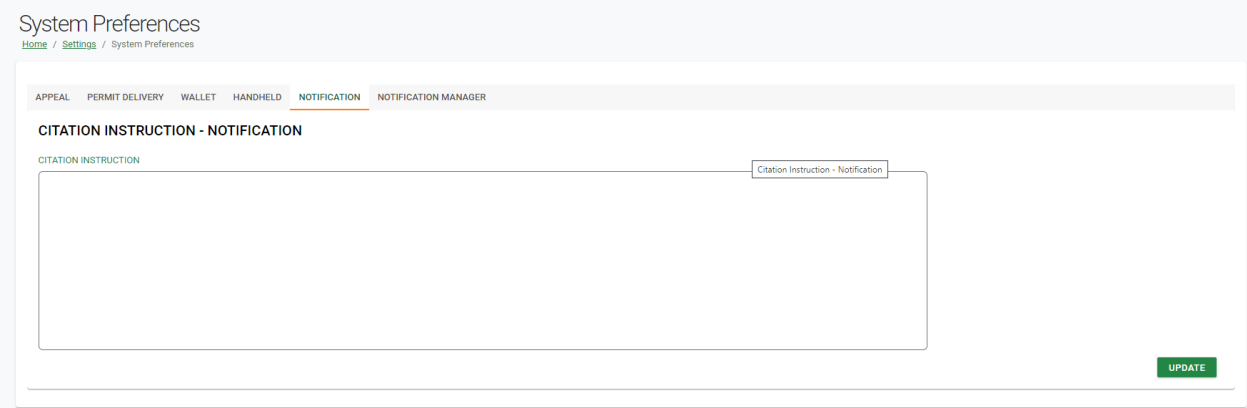
Wallet – If any agency requires a wallet feature, then it needs to inform ARMS team and then they can be enabled from this tab.



Handheld – This section allows the admin to configure printing patterns for Citations printed from handheld devices.



Notification – In this section, the administrator can set citation instructions. A user receives an email every time a citation is created with all the necessary details; if the agency chooses to include any further instructions, they may do so in this section.



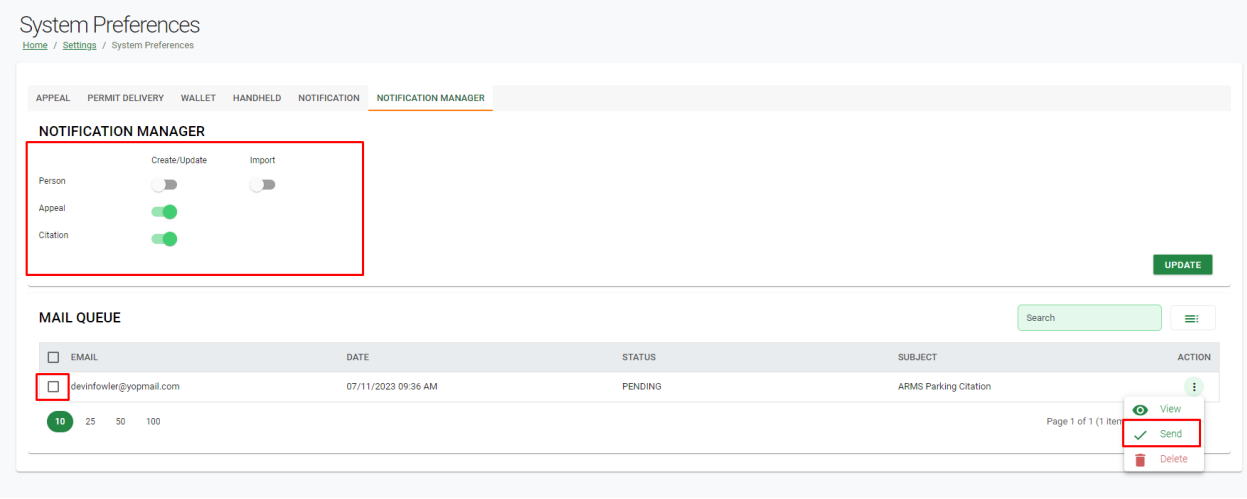
Notification Manager – The agency can set when consumers will receive emails under this section. Administrators have a variety of toggle options to turn on and off notifications.

1. Upon Importing and Creating a Person - When a new person is added, either in bulk or as a single entry, an email containing the password and account information is sent to the person.

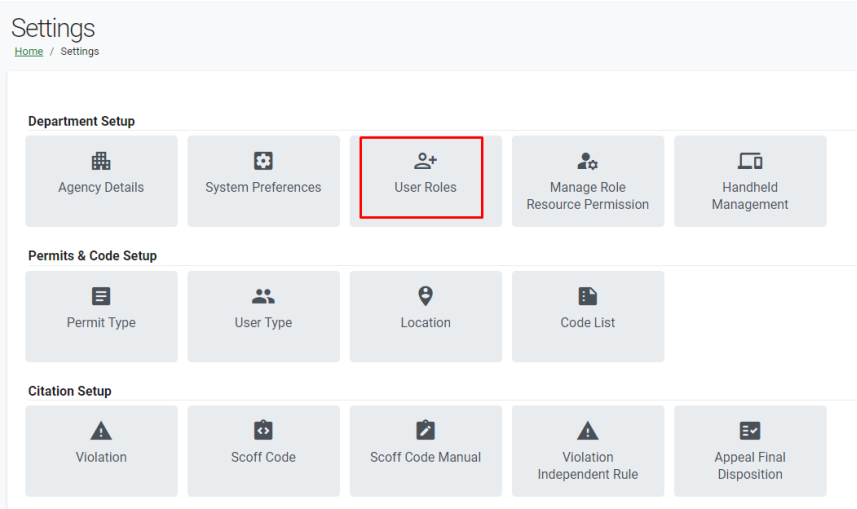
2. Upon creation of an appeal, a user is notified via email of the appeal's outcome.

3. Email sent when a citation is generated or updated - A user receives an email when a citation is created or updated.

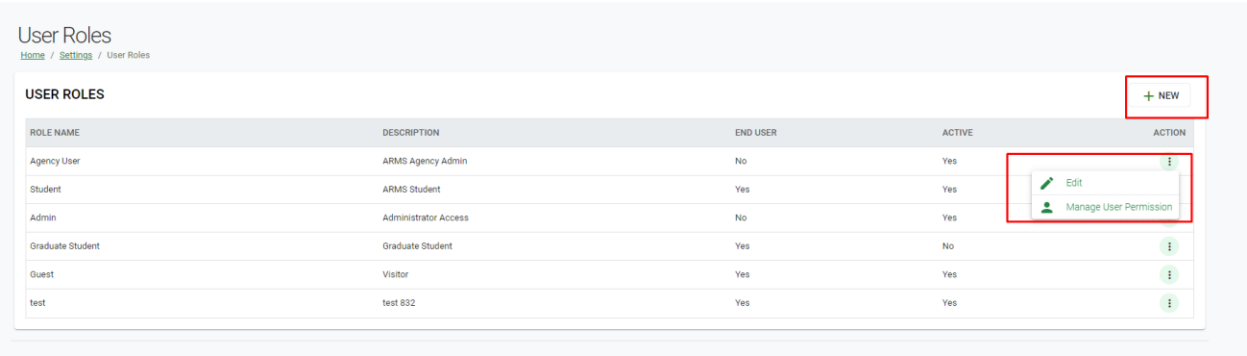
Additionally, the Mail Queue may be viewed in this part, and if for some reason emails are not being sent, they can be sent from here.



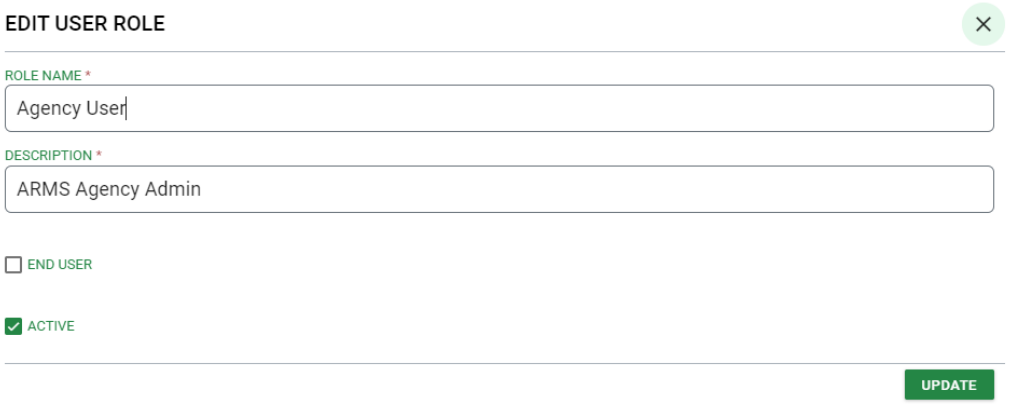
User Roles



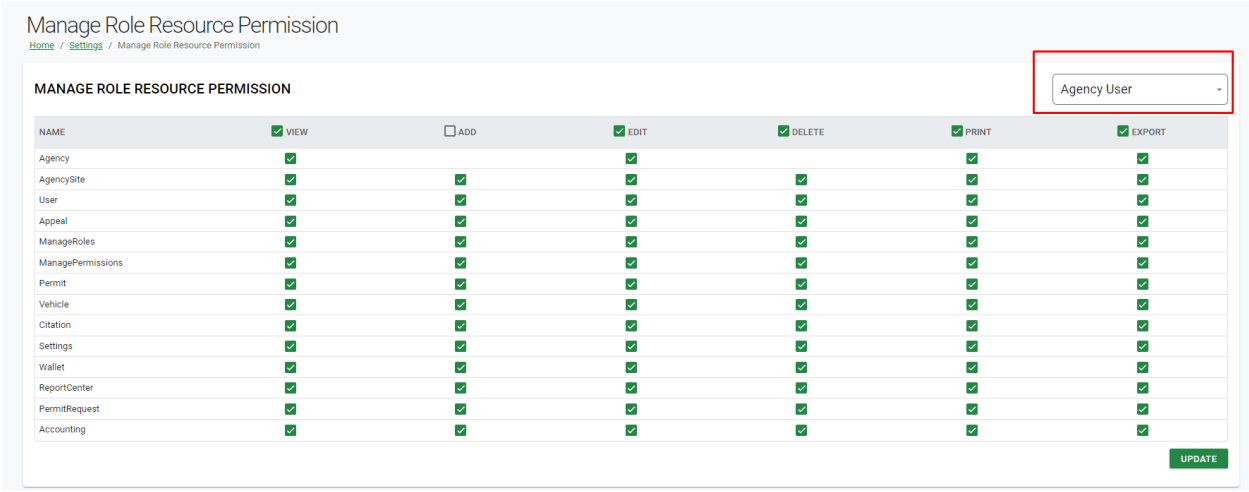
This section allows the Admin to create new role based access profiles for all user types, as well as update/delete current ones.



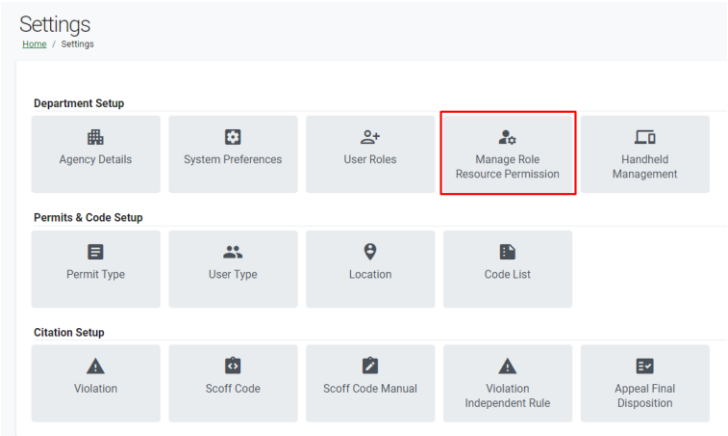
Edit/Add New Roles – The Admin can add or edit roles. When editing roles, they can be marked for end-users, as well as checked Active.



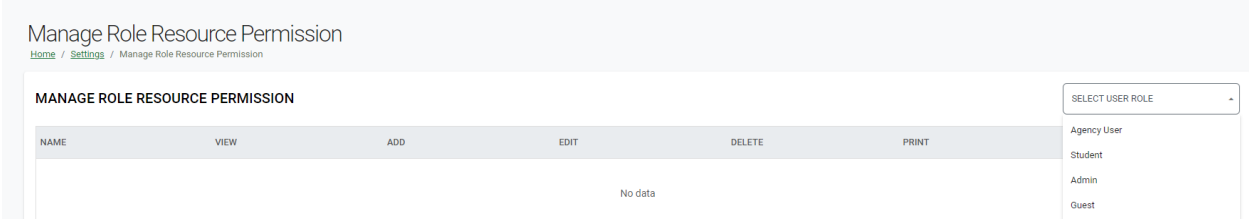
Manage User Permission- This will redirect admin to Manage role resource permission page with selected user.



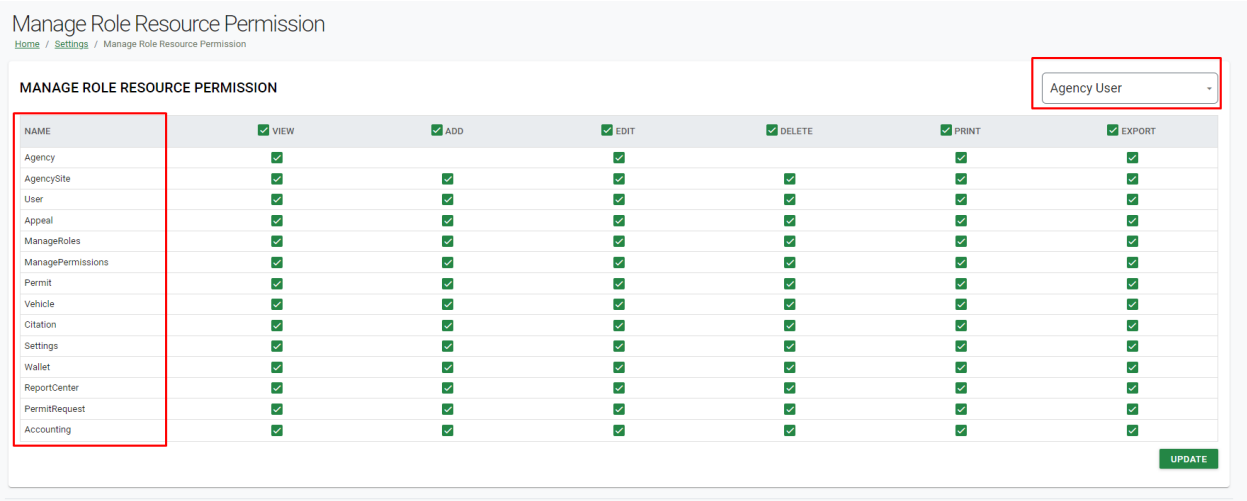
Manage Role Resource Permission



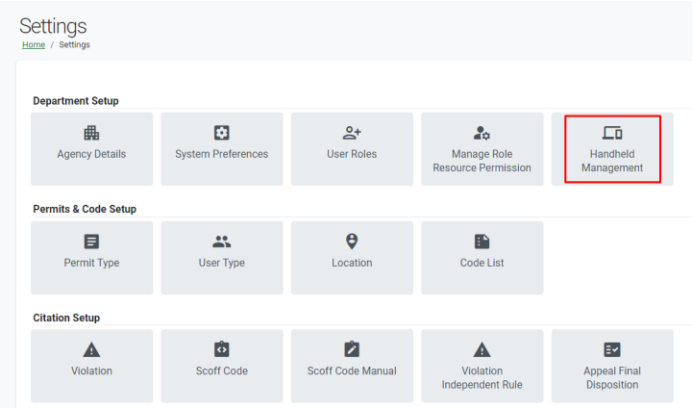
This section allows the admin to set access permissions for all user roles for an agency.



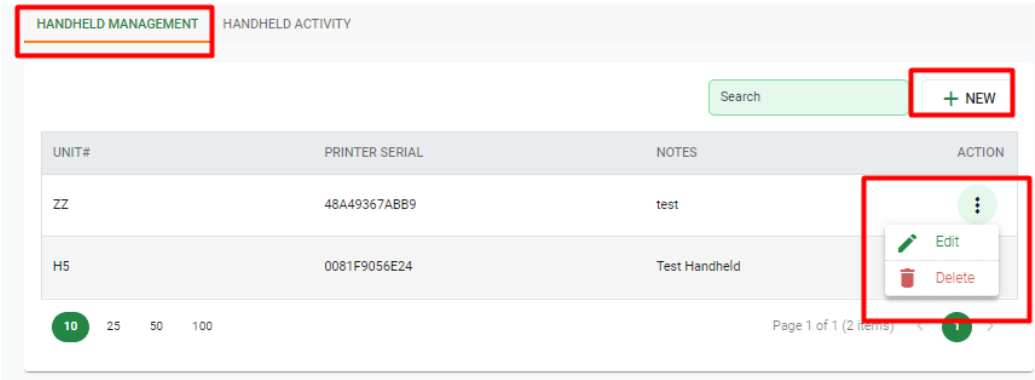
Permissions for all ARMS Parking modules can be assigned, and/or modified, for each user role within the agency via checking or unchecking the respective permission box.



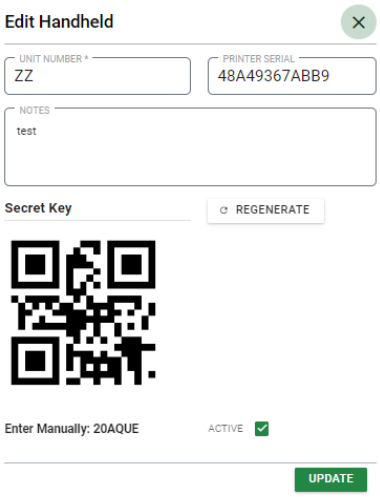
Handheld Management



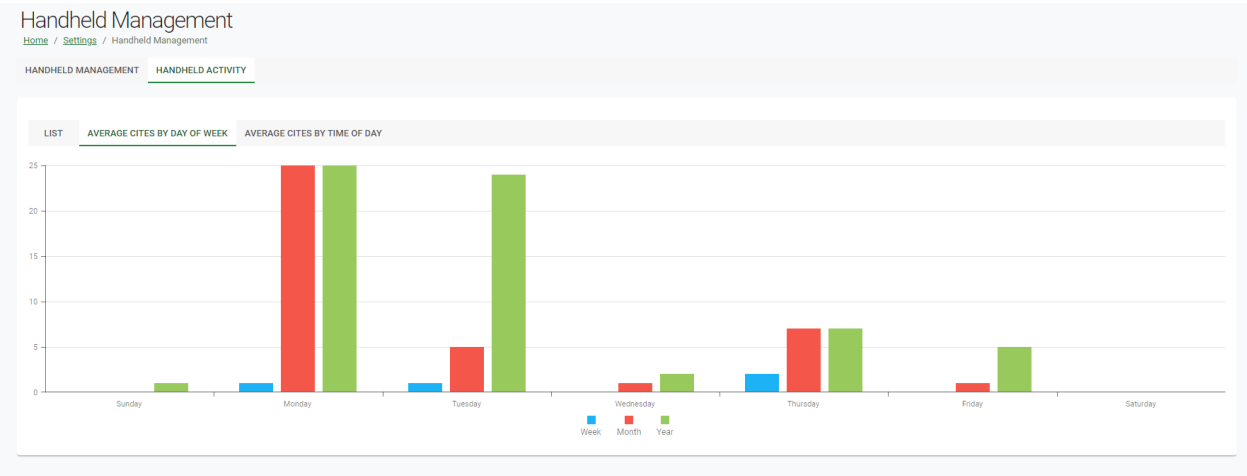
From this tab, an admin can add or manage agency handheld devices.



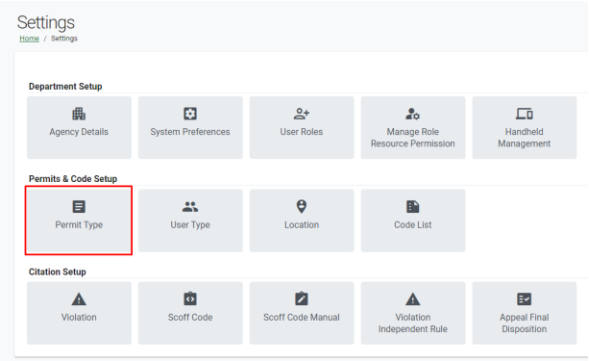
Add/Edit Handheld – Selecting New allows the Admin to add a new handheld device to their system, setting its Unit Number, Printer Serial, and inputting Notes. Once the handheld has been added to the system, the Admin can select the Edit Action, where they can get the Secret Key needed to input into the physical handheld device, which can be entered manually with the displayed code, or by scanning the QR code with the handheld itself. Once finished, the handheld is ready for use by the department.



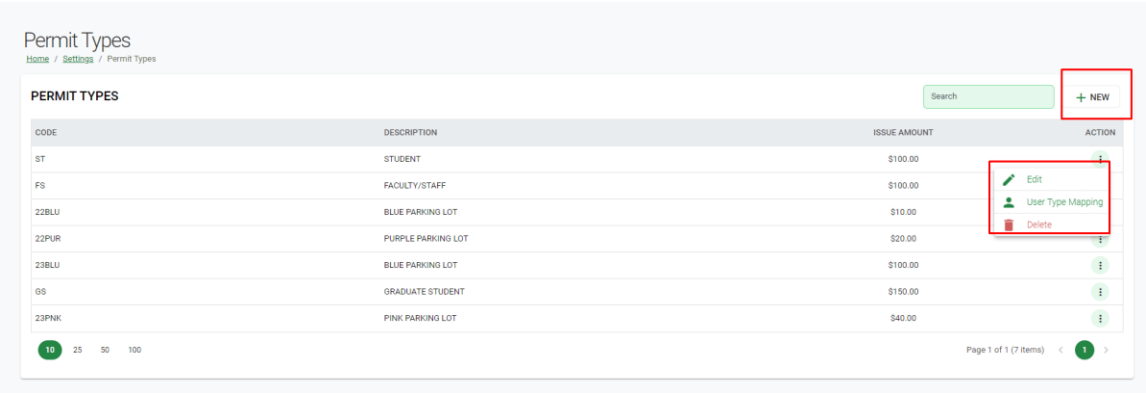
Handheld Activity – This tab displays citation statistics for all agency handhelds. The default List shows all handhelds, their Current Cite#, and the total number of citations issued, broken down for each handheld by Week, Month, and Year. Average Cites By Day Of Week displays citation statistics in a bar chart for each day. Average Cites By Time Of Day displays citation statistics in a line chart for each hour of the day.



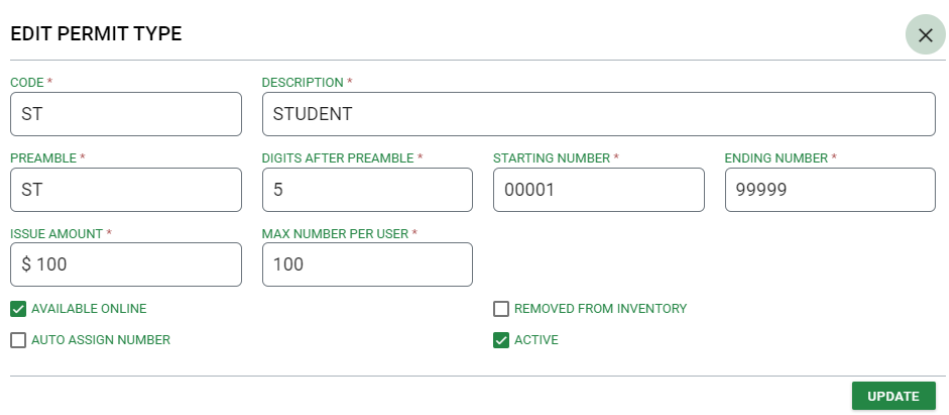
Permit Type



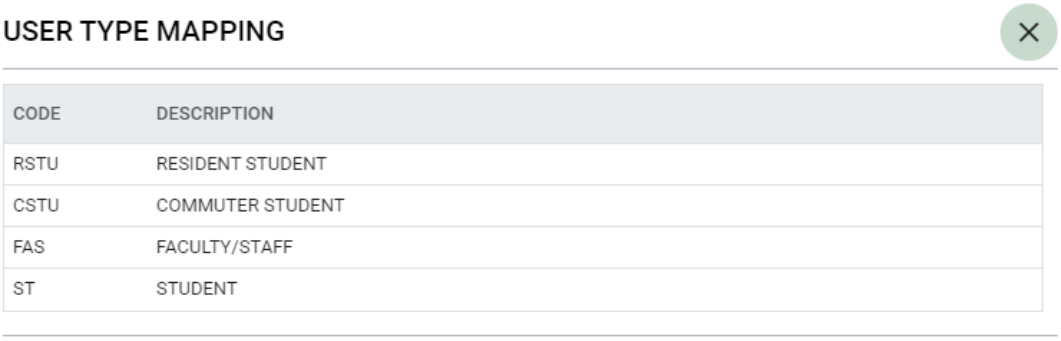
This tab helps admins to set different permit types and navigate to user type mapping of permits.



Add/Edit Permit - For each Permit Type the Admin can set Code, Description, Preamble, Digits after Preamble, Starting Number, Ending Number, Issue Amount, and Max Number Per User. The admin can also set permits as Available Online, Auto Assign Number, Remove From Inventory, and Active.

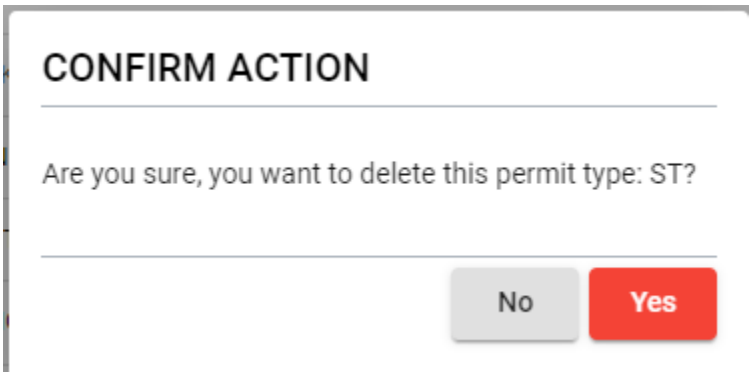


User Type Mapping – It shows all user types associated with the permit type.

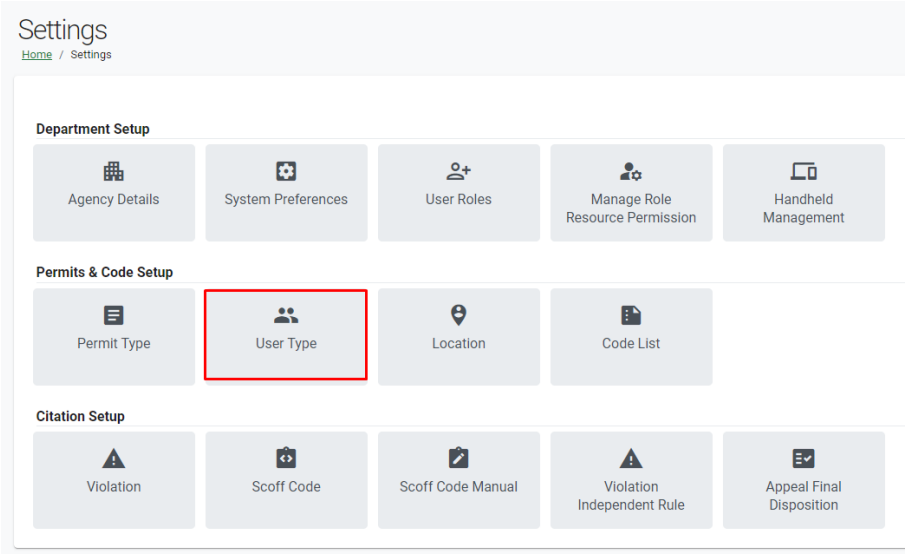


CODE	DESCRIPTION
RSTU	RESIDENT STUDENT
CSTU	COMMUTER STUDENT
FAS	FACULTY/STAFF
ST	STUDENT

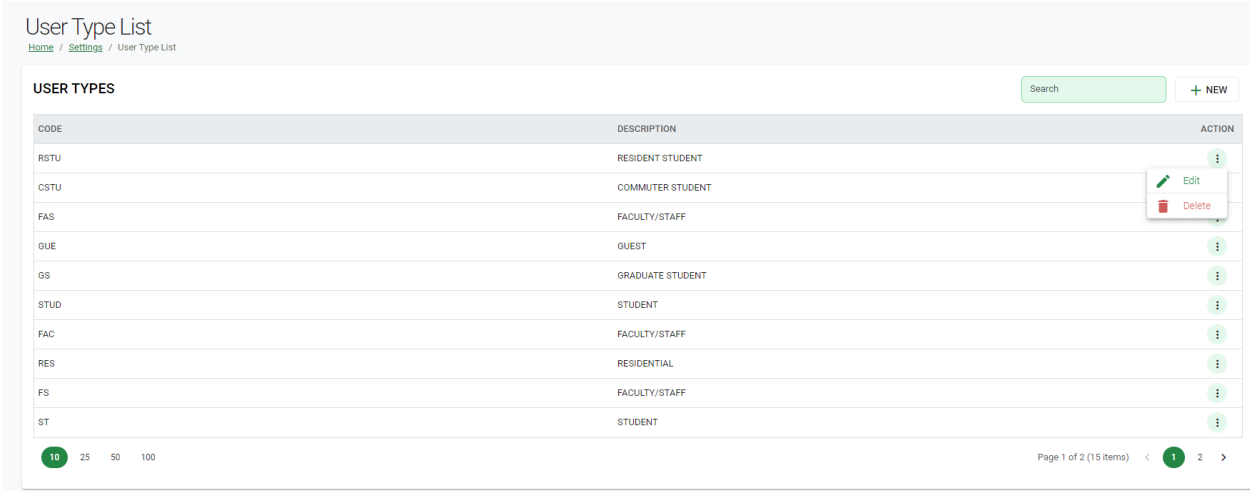
Delete – It allows to delete selected Permit Type.



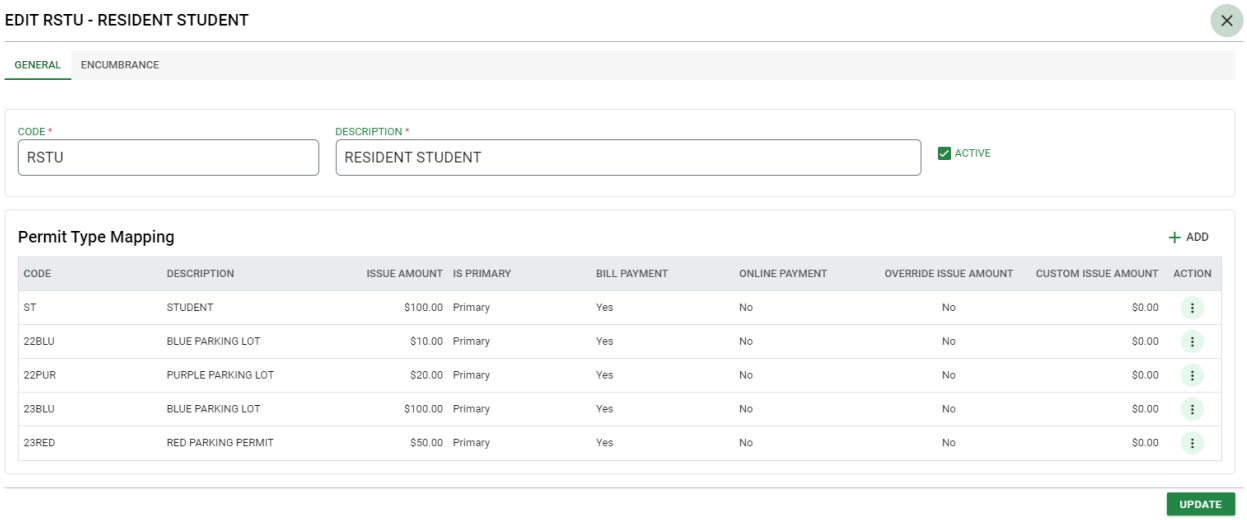
User Type



This tab allows admins to configure different user types. map them to permit type(s) and set their encumbrance details.



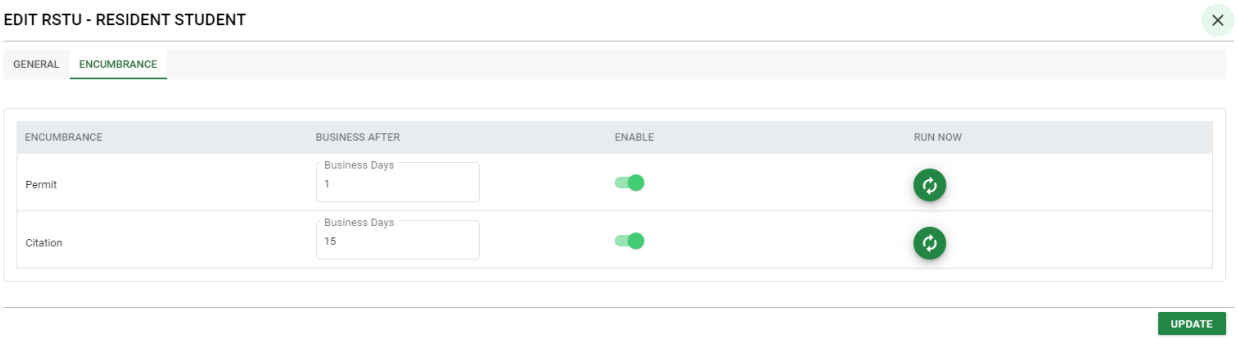
General - The General tab allows the Admin to create/edit all needed Permit Type Mapping(s) for the selected user type. This includes selecting the Permit Type, Overriding the set Issue Amount and specifying the Custom Issue Amount, setting whether it is Primary or Secondary, inputting Expiration information, as well as marking it for Bill Payment and/or Online Payment.



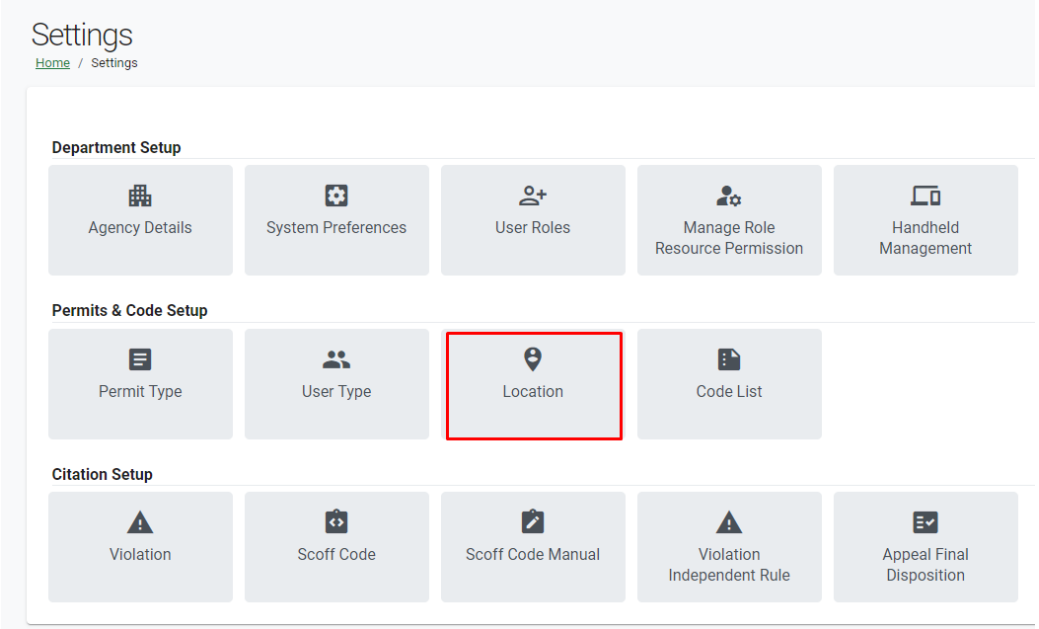
Encumbrance – The majority of university accounting office's prefer that all departments route all charges through their payroll/accounting or bursar office. Students' diplomas may be held by the bursar's office if all fees have not been paid. Additionally, the

accounting/payroll department has the authority to take any fees from an employee's account. To that end, the ARMS Parking generates an Encumbrance file by User Type.

The encumbrance process can be generated in two ways Manually or Automatically. When the Admin clicks Run Now it will generate encumbrance for the selected type i.e., permit or citation for that user type. It will also run automatically based on the days entered in the “Business After” field. For example, if business days are set to 15 for Permit, then it will encumber those charges after 15 business days.

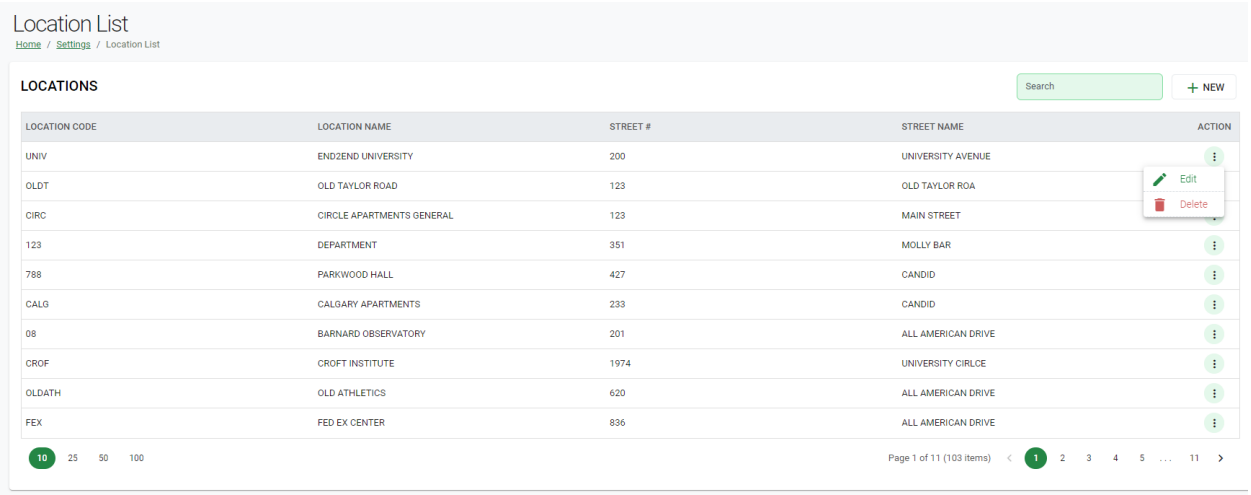


Location

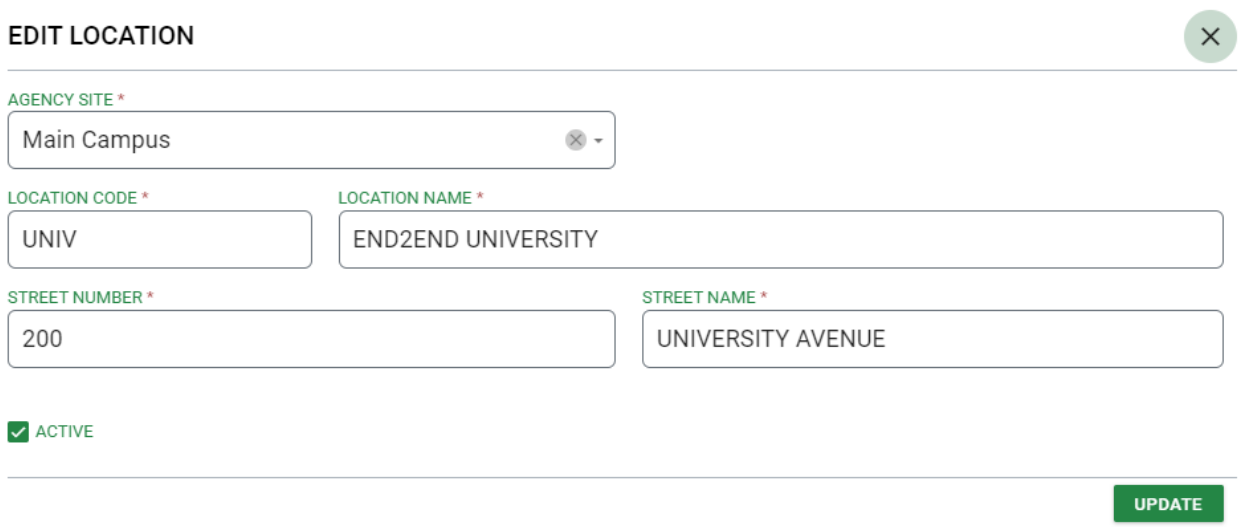


This tab allows the admin to create and manage different locations for the agency.

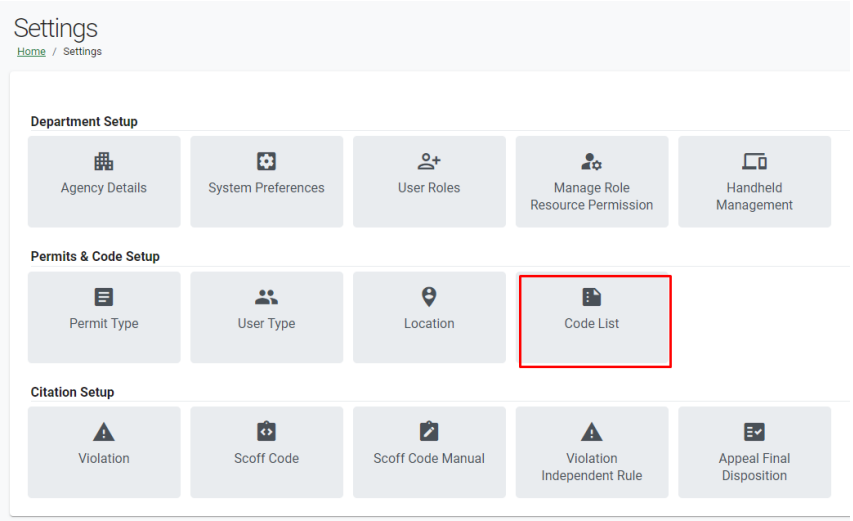
ARMS
Automated Records Management System



Add/Edit Locations – Locations can be added, and edited, with each requiring information for Agency Site, Location Code, Location Name, Street Number, and Street Name. They can also be marked Active or Inactive, as needed.

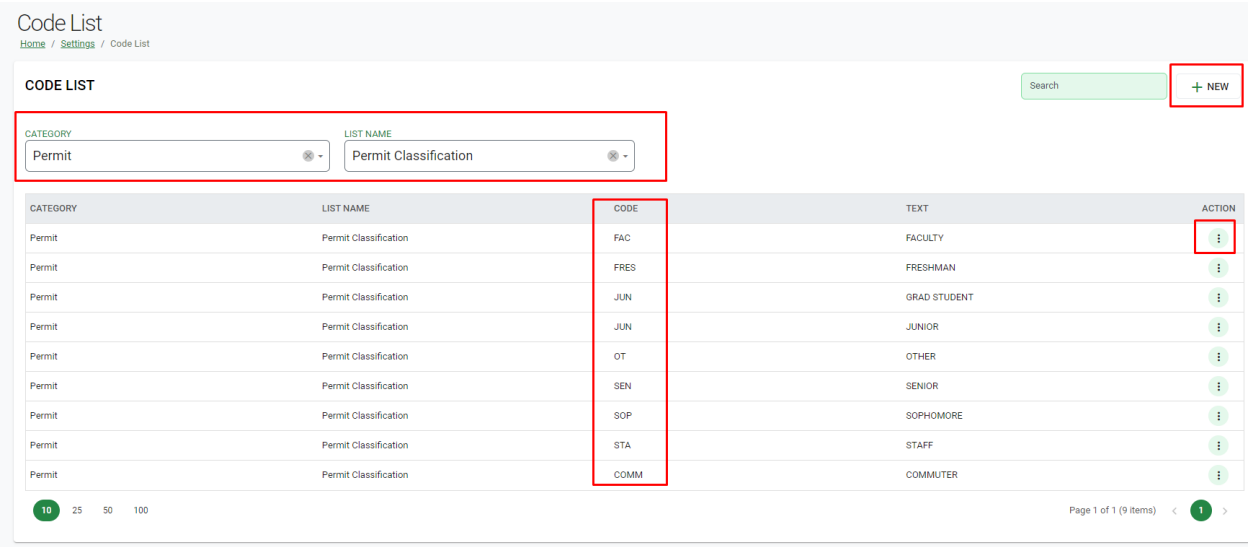


Code List

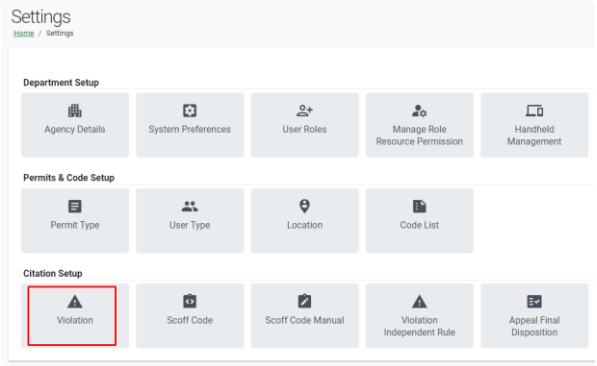


This section allows the Admin to add/edit entries that populate most of the drop-down menus within ARMS Parking. All codes are organized by Category and located in Lists within its Category.

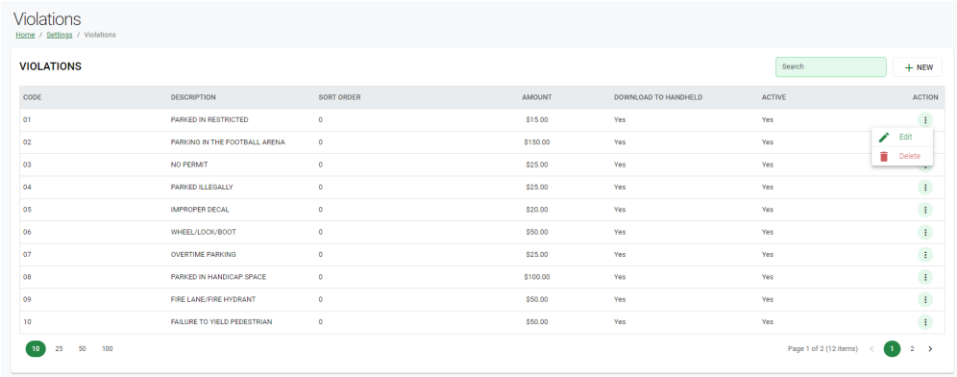
For example, all persons entered in ARMS Parking require a User Classification. If an agency wanted a new User Classification of Non-Degree Seeking, then they would navigate to the Code List, select a Category of Person, and a List Name of Classification. Once this is selected, they can click New, and add in the needed code and save it. Now the new User Classification will display in the corresponding drop-down menu in Person Detail options. The same process can be followed for almost all needed codes within ARMS Parking.



Violation

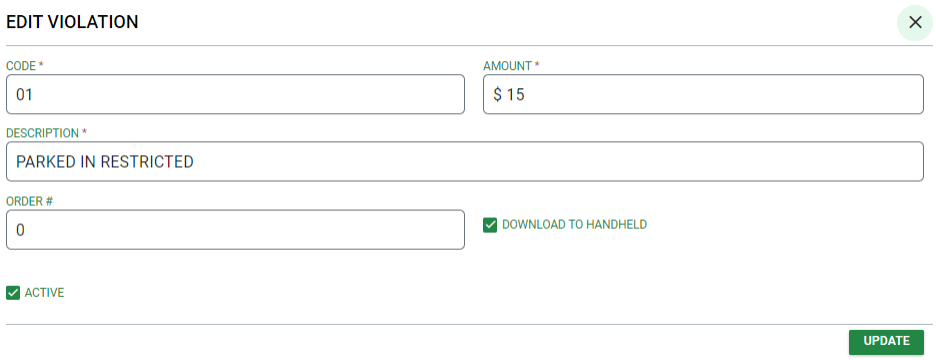


This section contains all violations that can be attached to citations. The admin(s) can edit the current violations, or add new ones as needed.

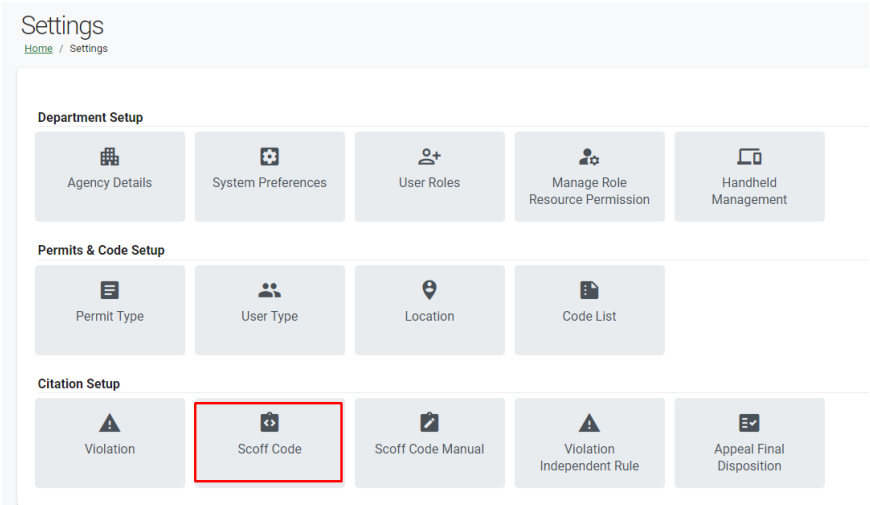


Add/Edit Violations – Configuration for new violations requires information entered for Code, Amount, and Description. Sort Order # is optional. Active must be marked for the violation to be selectable. The admin can edit any existing violation needed for as well.

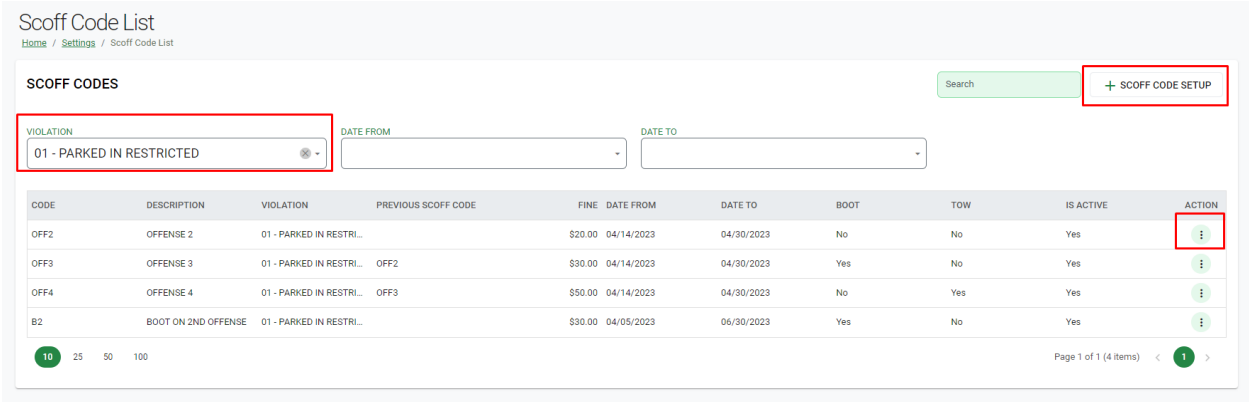
The box for Download to Handheld must be checked for if an agency wants the violation(s) selectable for handhelds in the field.



Scoff Code

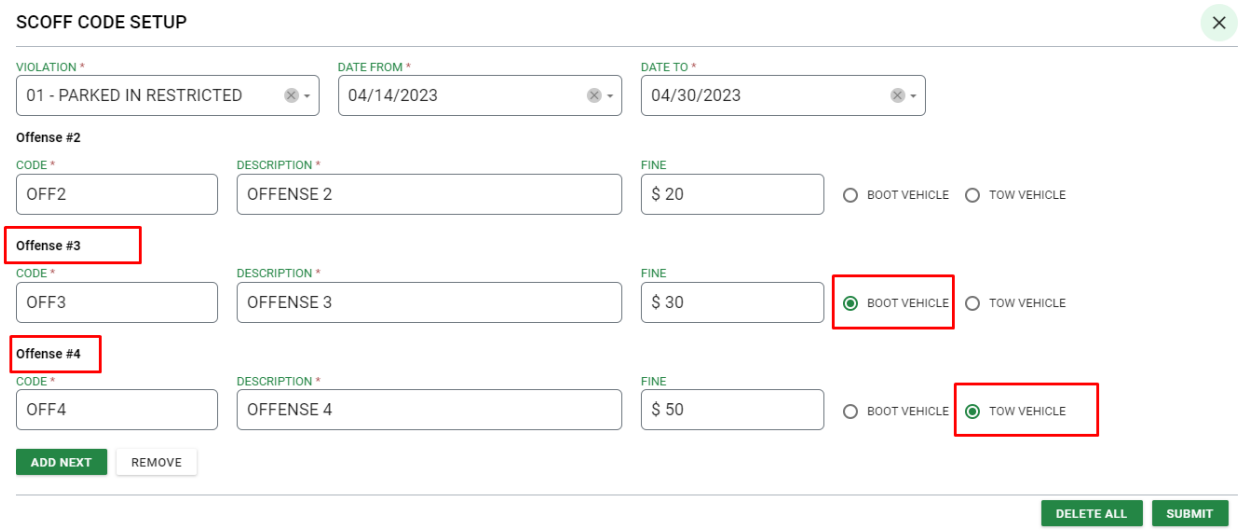


Scoff Codes allow ARMS Parking to automatically track the number of citations a person has received for a specific violation type and increase the fine as desired. From this tab, the admin can search, view, and add/edit scoff codes.



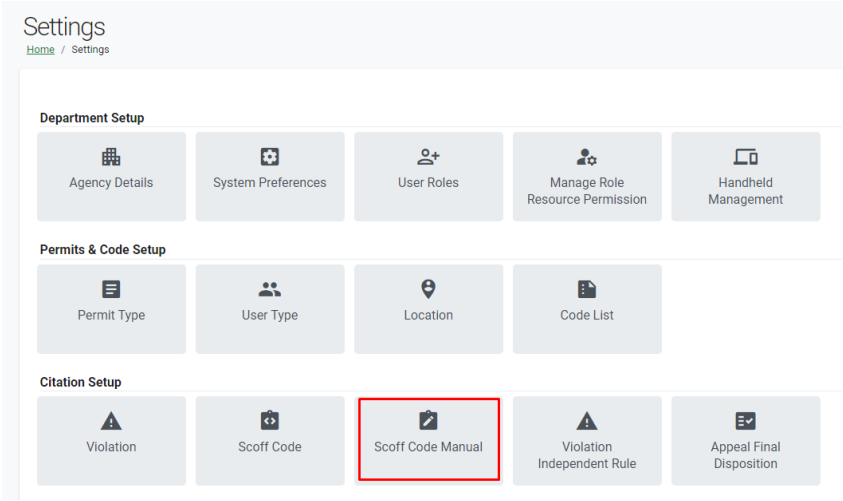
To add a scoff code, click on “Scoff Code Setup”, a dialog will pop up in which the admin needs to select the violation and date range for the scoff code. After selecting the violation and date range, the Admin can set all details for each subsequent violation infraction, including Fine, and whether to Boot/Tow the vehicle.

For example, a second violation of PARKED IN RESTRICTED can be set for a $100 Fine, a third violation set for a $200 Fine with the vehicle marked to be Booted, and a fourth violation set for a $500 Fine with the vehicle marked to be Towed. Admin might also configure to Boot vehicle or Tow Vehicle.



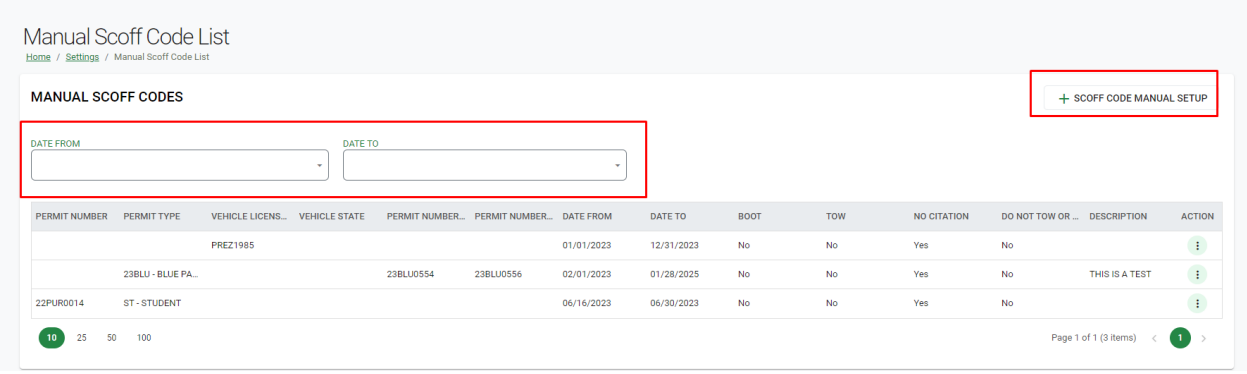
As per the above example in the image, the officer will get a boot vehicle alert on the third citation and a Tow vehicle alert on the fourth citation.

Scoff Code Manual

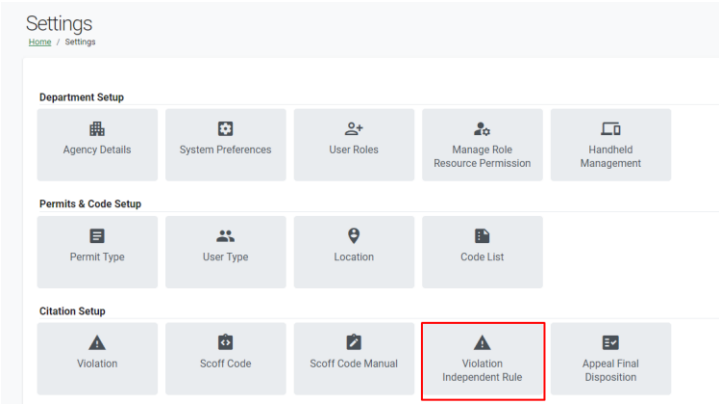


Manual Scoff Codes are meant for your department to be able to fully customize alerts or information for a specific permit, a range of permit numbers, a permit type, or a specific vehicle.

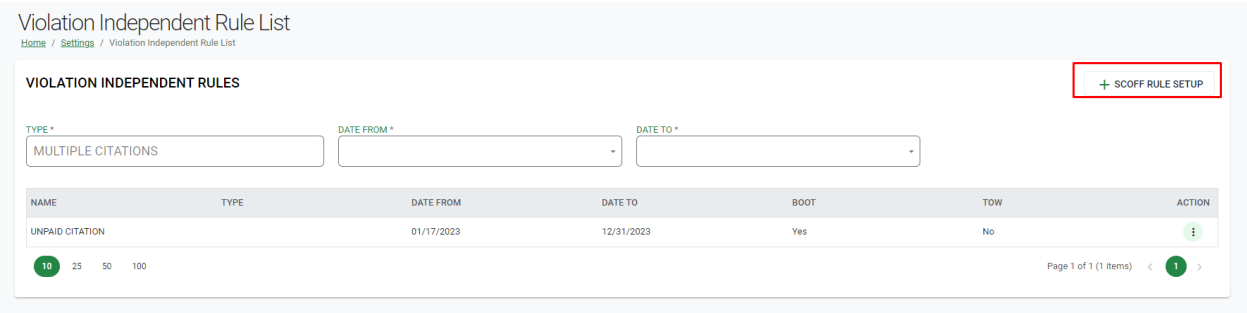
The Admin can choose to have an alert anytime a citation is created for a permit or vehicle that meets their desired criteria for Boot Vehicle, Tow Vehicle, Do Not Tow or Boot, Do Not Issue a Citation, or just display Information Only. Information Only will show the description typed into the Manual Scoff Code when you are using the Parking Handhelds

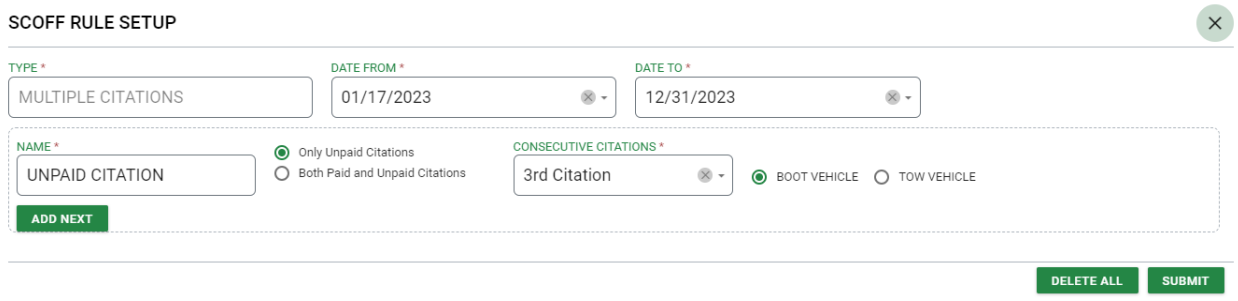


Violation Independent Rule



Violation Independent Rules are like Scoff Codes, but they count the citation regardless of their violation. For example, if someone has 2 unpaid citations, upon receiving a 3rd citation, the officer will be alerted to boot the vehicle if an independent rule violation has been created for that circumstance. This can be set for both Paid and Unpaid Citations.





As soon as the officer enters the permit number to create a citation it will display an alert with the message “Boot the Vehicle.” This alert appears due to the configuration of the violation independent rule. If the end-user pays all the previous citations, then this rule will not apply, and the alert will not show.