ActivityTracker.net

Administrator's Reference

TABLE OF CONTENTS

General Framework 2
How Does ActivityTracker Help? 2
The Community Home Page 2
Publishing Links for Subscribers 3
Guest Vehicle Registration 5
Case 1: Vehicle License Plate Not in Database 5
Case 2: Vehicle License Plate Found In Database 6
Case 3: Citations Were Found For Vehicle License Plate 8
Authenticated Users and Administrators 9
Vehicle Activity 9
Reports 11
Setup (Authenticated Users) 12
Password 12
Setup (Administrators) 13
Password 13
Site Policies 13
Reason Codes 15
User Accounts 16
Rules Document 16
Mobile PC Support 17
Mobile PC Login Link 17
Mobile PC Vehicle Search 17

General Framework

ActivityTracker is an Internet-based program that promotes enforcement of parking and towing policies for private communities such as Homeowners Associations. Typically, local law enforcement agencies will enforce criminal or city code violations but fall short of enforcing the specific rules and regulations of a private community.

To successfully enforce parking and towing policies in a private community, the following areas must be addressed:

- ✓ Publish and distribute a clear statement of the community's rules and regulations
- ✓ Establish communication channels for members to achieve compliance
- ✓ Maintain databases to track vehicles, citations and eligibility for tow
- ✓ Generate up-to-date reports for security, property management or parking committees

It is up to the Association's Board of Directors to establish a Parking and Towing Policy that is clear, concise and consistent with the CC&Rs (Covenants, Conditions and Restrictions) and Bylaws of the Organization.

How Does ActivityTracker Help?

Once the Association's Parking and Towing Policies are established, **ActivityTracker** facilitates enforcement of those policies in the following ways:

- ➢ **ActivityTracker** will track parking citations issued to vehicles on the property and indicate when those vehicles are eligible for tow
- ➢ **ActivityTracker** will allow residents to register their guest's vehicles (if guest parking is allowed)
- ➢ The **ActivityTracker** server provides 24/7 Internet access to register guests or check the tow eligibility of an improperly parked vehicle
- ➢ Users without Internet access can call the property manager during normal business hours to have their guests registered
- ➢ Security patrols (or parking enforcement committee members) can instantly access the **ActivityTracker** database using a mobile PC to determine tow-eligibility
- ➢ In lieu of a mobile PC, members of the enforcement committee can print **Tow** and **Guest** lists for reference during walk-throughs of the property.
- ➢ Property Managers can generate comprehensive documentation for dispute resolution and/or reporting in monthly board packets.

The Community Home Page

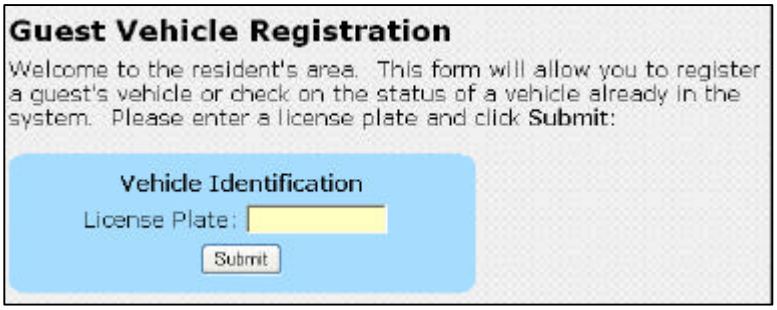
ActivityTracker.net is the host domain that serves Associations subscribing to the **ActivityTracker** program. A **Community Login** area on the main page directs Association members to pages that contain customized content for each community.

Community Login Screen

The community home page is the landing point for both administrators and users. Administrators submit their usernames and passwords to access authenticated pages –the pages that enable administrators to manage databases, view reports and change policy settings.

Administrator and User's Login Page

Anonymous users do not need passwords – they click on the "Register Guests" link (or menu item) to register their guests' vehicles.



Guest Vehicle Registration Page

Publishing Links for Subscribers

Associations can distribute Internet links (also known as bookmarks or URLs) that direct users to their respective community home pages. Appending the "siteid" querystring parameter to the host domain name forms the link. For example, if the subscriber's community name is "MyCommunity", the link to the Association's community home page is:

http://www.activitytracker.net?siteid=mycommunity

As part of the ActivityTracker subscription service, Associations are provided with a sub-domain that also directs users to the their community home page. Using the example community name from above, the link to the Association's sub-domain is:

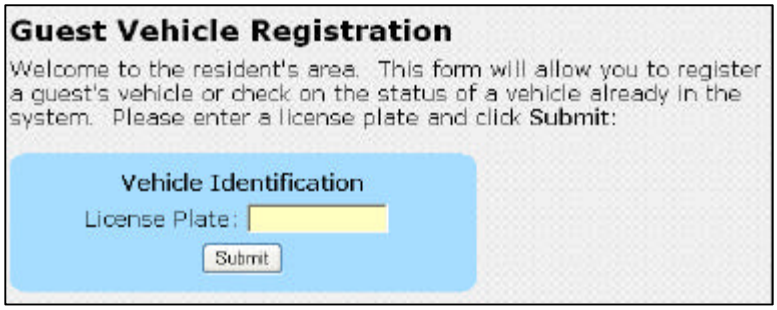
http://www.activitytracker.net/mycommunity

Similarly, Associations may publish links that point their anonymous users directly to the "Guest Vehicle Registration" page. As described above, the links can be formed either by appending the "sideid" querystring parameter or using the sub-domain name as follows:

http://www.activitytracker.net/resident.aspx?siteid=mycommunity
or
http://www.activitytracker.net/mycommunity/resident.aspx

For maximum efficiency, the link using the "siteid" parameter is the preferred choice. The sub-domain version of the link simply redirects the browser to the community's site by generating the querystring version internally. The sub-domain link is easy to remember so it is offered as a convenience.

Guest Vehicle Registration



Guest Vehicle Registration Page

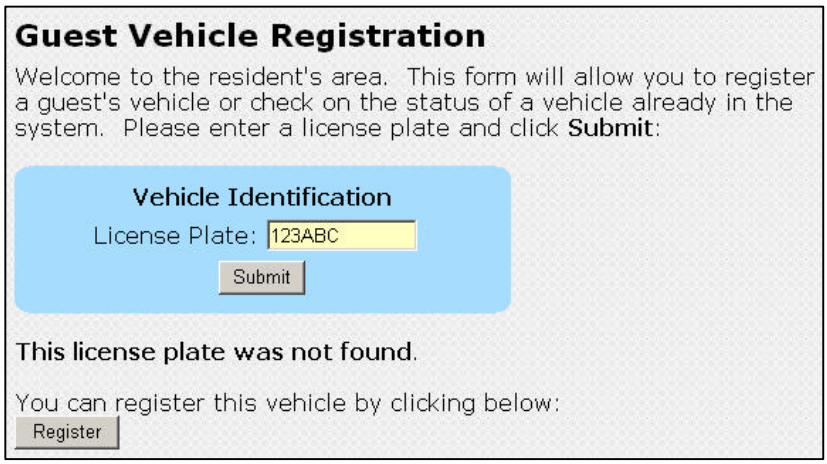
Anonymous users, such as residents, use this screen to register their guest's vehicles. Passwords are not required to access this part of the web site.

Allowing this screen to be accessed anonymously has advantages and disadvantages. The advantage lies in simplicity of use. The user does not have to remember any user names, passwords or special codes to register a vehicle. One of the design goals of **ActivityTracker** is to offer a tool that is actually useful. Usability is enhanced when the requirement for security protocols is kept to a minimum.

The disadvantage of anonymous access is the potential for abuse or denial of service. Without authentication, any user can plug in license plate numbers and potentially fill the database with bogus information. This could conceivably prevent valid license plates from being registered. In practice, this type of abuse is extremely rare. Publication of the links is limited to parties with a vested interest in maintaining compliance.

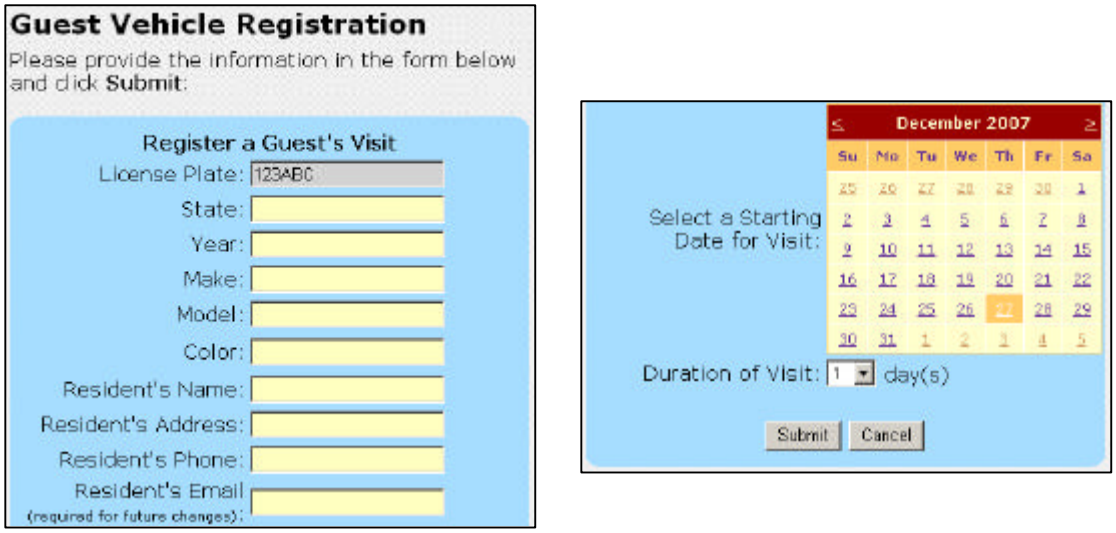
Case 1: Vehicle License Plate Not in Database

When a license plate number is submitted in the Guest Vehicle Registration form, the system first checks to see if the license plate is recognized. If not, the following screen appears:



License Plate Not Found in Database

To continue with the registration process, the **Register** button is clicked and the following screen appears (shown in two parts):



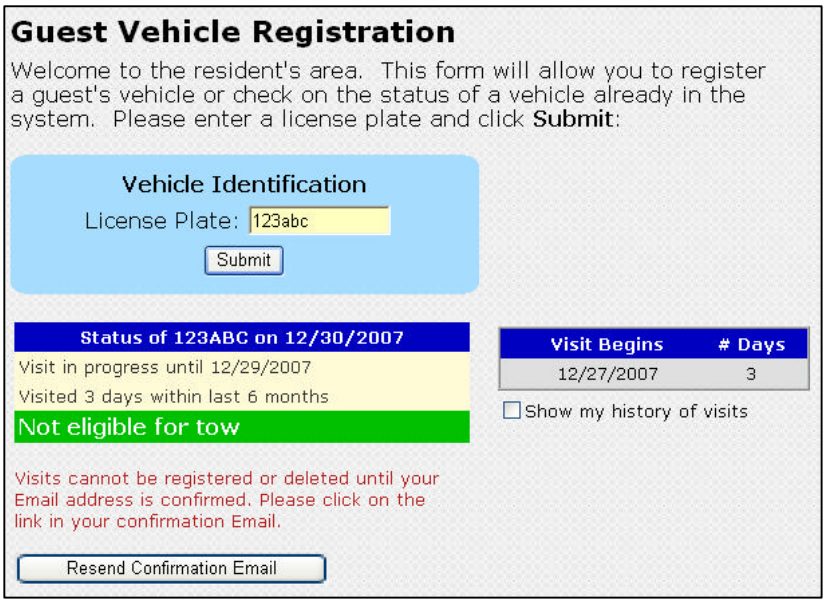
Guest Vehicle Registration Form

When this form is submitted, a special email is automatically sent to the user's email address. The user must click on the confirmation link that is contained in the body of this email to complete the registration process. A summary of these instructions appears as follows:

Registration Confirmation Instructions

Case 2: Vehicle License Plate Found In Database

If the license plate number is recognized, the vehicle's tow status and a summary of its registered visits are displayed:



Vehicle's tow status and summary of visits

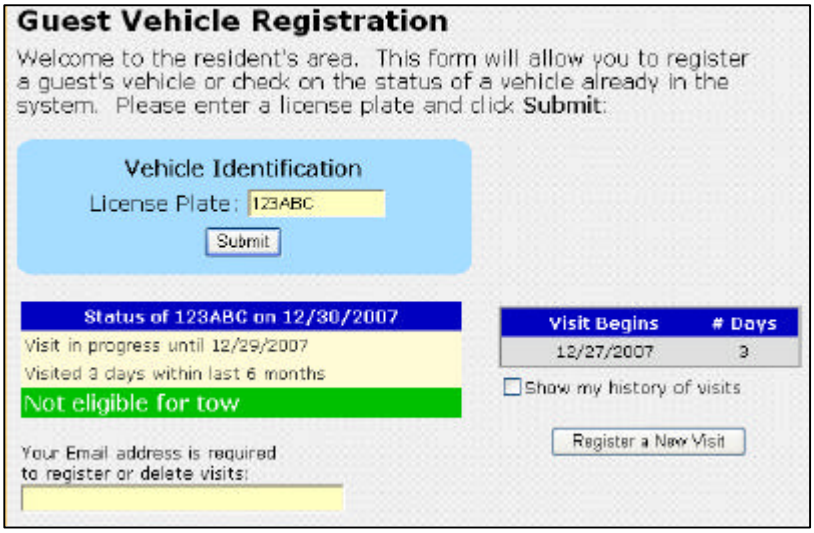
Note the warning message stating the email address has not been confirmed. The user must click a special link enclosed in their confirmation email that was sent at the time of initial registration. Clicking the **Resend** button will resend a duplicate of the confirmation email to the address on file.

When the resident opens the confirmation email and the link is clicked, a browser window will open and display this message:

Confirmation link successfully submitted to complete vehicle registration

If the resident does not have the ability to receive a confirmation email, the resident may contact an administrator (such as the property manager) who can update the vehicle's database manually.

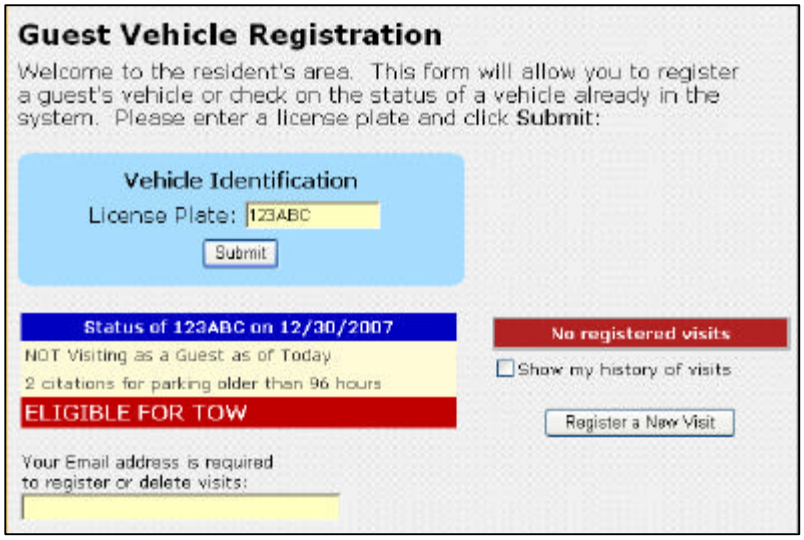
Once vehicle registration is confirmed, submitting a vehicle license plate will display the following status screen:



Vehicle status screen after the registration process has been completed

Residents can return to this screen to register more visits. The Email address used to complete the vehicle registration process becomes a password to authenticate access for making changes.

Case 3: Citations Were Found For Vehicle License Plate

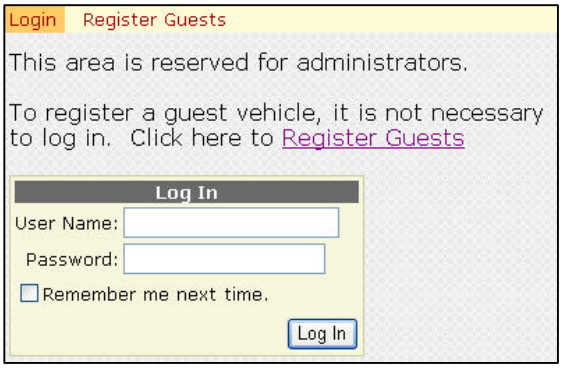


Example illustrating tow eligibility of a vehicle with citations on record

When citations are found for a vehicle, **ActivityTracker** evaluates the site's policies to determine if the vehicle meets the conditions for tow and displays a status message accordingly. Site policies are discussed in another section of this document.

Authenticated Users and Administrators

Authenticated users and administrators have a username and password to log in to **ActivityTracker's** secure pages. Users have permission to edit the vehicle database and view reports but are restricted from changing the site's policies. Administrators have the same privileges as Users but can modify site policies. Typically, user accounts would be issued to members of the parking enforcement committee, security company and property manager. Administrative accounts would be reserved for Association board members.



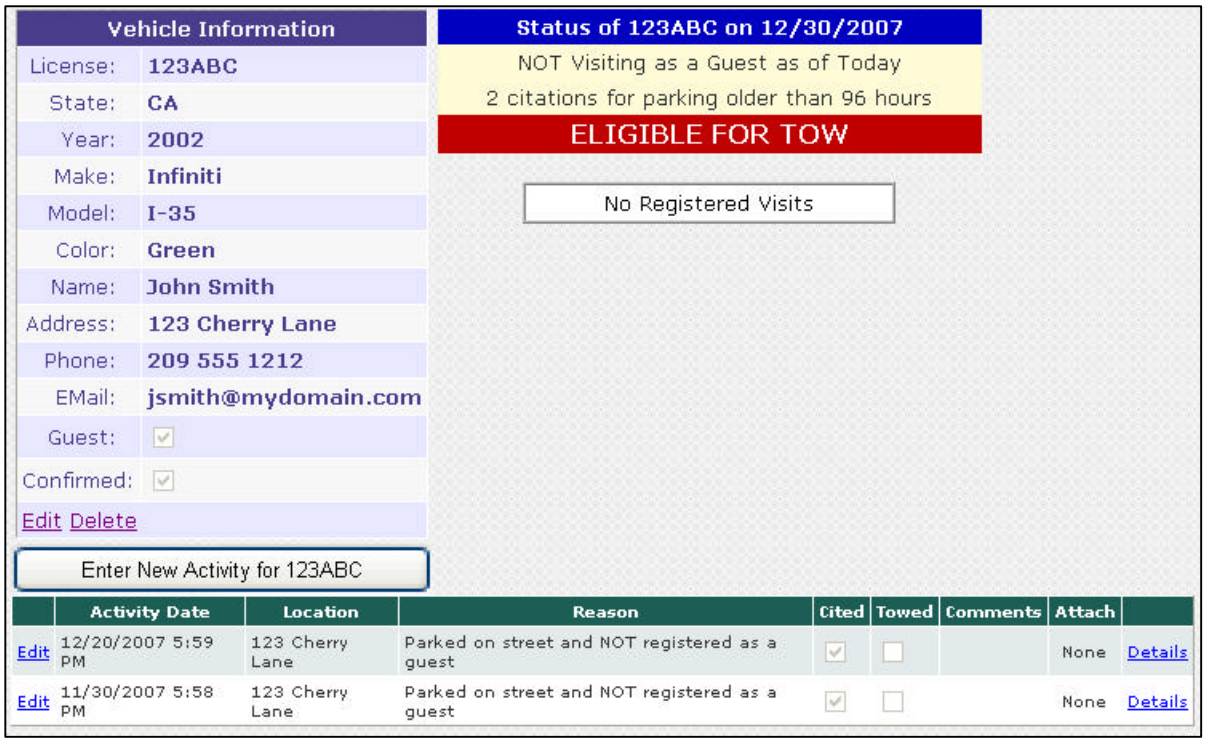
Login screen for Authenticated Users and Administrators

Vehicle Activity

The Vehicle Activity screen appears after a successful login. This screen is used to locate, view or modify information about a vehicle. A menu at the top of the screen provides navigation links to other administrative pages. To locate a vehicle, some or all of the license plate number is entered in the text area and the **Search** button is clicked. Alternatively, a license plate number can be selected from the drop down list:

Vehicle Activity Search

If the search is successful, information about the vehicle, its registered visits and a list of activity reports are summarized. Activity reports document specific incidents such as issuing a citation or towing the vehicle. Digital photos can be attached to an activity report as supporting documentation. **ActivityTracker** uses these reports to check the vehicle's history of citations and determine its tow eligibility.



Display of Vehicle Information

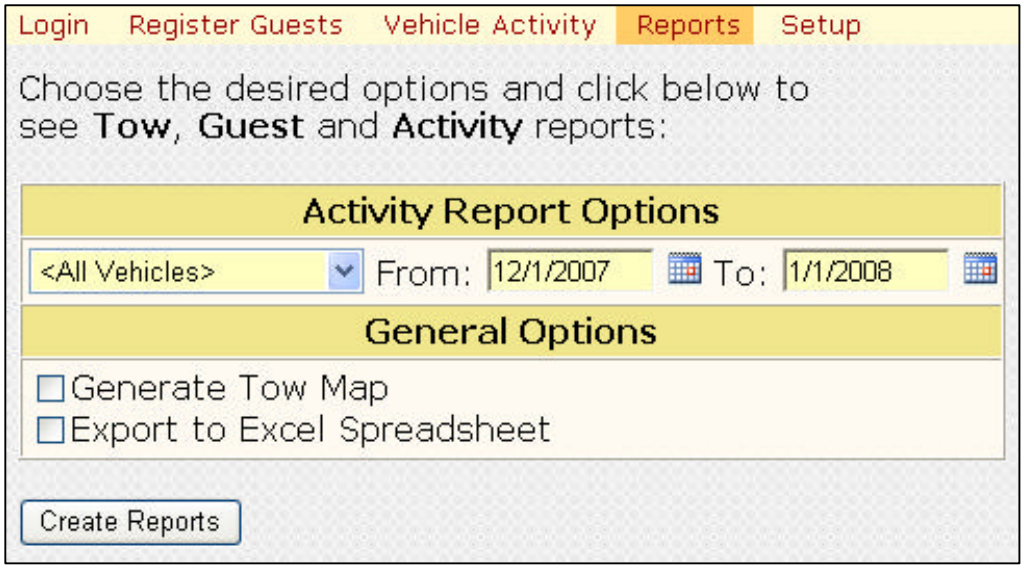
The vehicle database can be edited or deleted by clicking the **Edit** or **Delete** links in the Vehicle form. The **Details** link shows more information about an activity report and the **Edit** link allows the operator to modify information in the report. A new activity report can be added with the **Enter New Activity** button:

Adding a New Activity Report

Reports

ActivityTracker produces the following types of reports:

- Tow List – A list of vehicles eligible for tow
- Guest List – A list of vehicles that are visiting as guests
- Activity Reports – Reports issued within the specified time interval
- Tow Map – A Google mash-up charting the locations of towed vehicles within a specified time interval



Reporting Options

There are several options that can be selected. Activity reports can be produced for all or a selected vehicle license plate and within a customized time interval by entering the desired date range. Clicking on the icons will pop up calendars for convenient date selection.

The Tow List, Guest List and Activity Report summary can be exported to an Excel Spreadsheet. This is a powerful feature as in spreadsheet form; the information can be formatted and printed for inclusion in monthly Board packets or distributed in electronic format. The reports are also vital as supporting documentation for violation hearings in executive sessions.

Map charting locations of towed vehicles

Setup (Authenticated Users)

The **Setup** screen for authenticated users presents the following option:

Setup Screen for Authenticated Users

Password

The **Password** screen allows an authenticated user to change his/her password.

Password Screen

Setup (Administrators)

The **Setup** screen for administrators presents the following options:

Setup Screen for Administrators

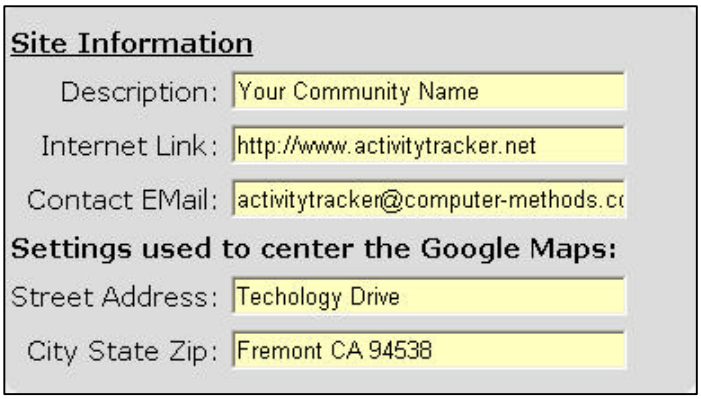
Password

The **Password** screen allows an administrator to change his/her password.

Password Screen

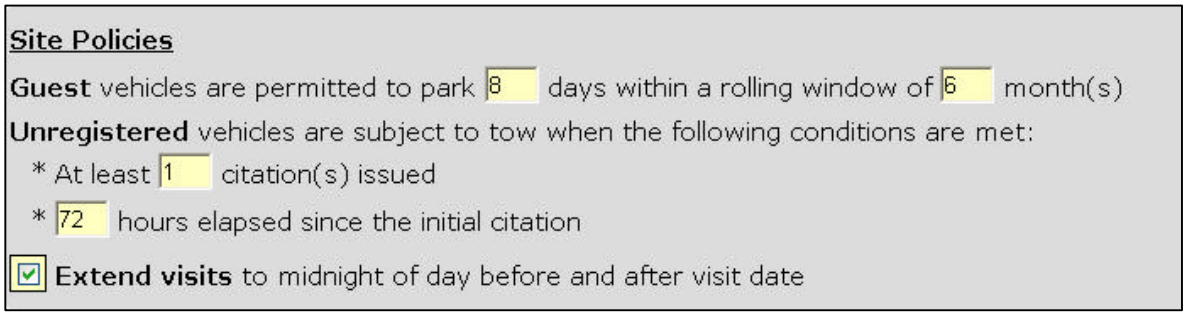
Site Policies

The **Site Policies** screen allows an administrator to manipulate settings that personalize **ActivityTracker** to be consistent with the Parking and Towing policies adopted by an Association.



Site Information Setup

The text information defined in the ***Site Information*** section populates the header portion of each **ActivityTracker** screen. The *Contact Email* address is the recipient of notifications from the server when announcements are broadcast regarding service or maintenance issues. The map fields are used to generate the **Tow Map** report. The address establishes a center point for the map display and should be an address centrally located within the property.



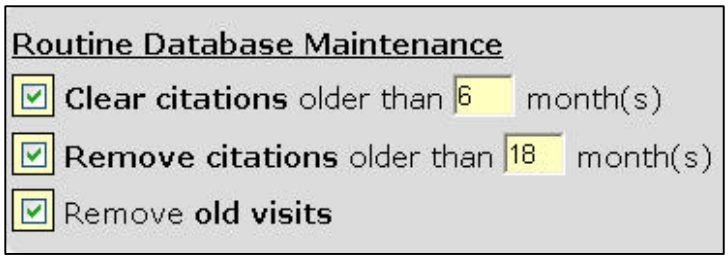
Policies Relating to Parking and Towing Rules

These policies establish the criteria that determine a vehicle's eligibility for tow. The algorithm used by **ActivityTracker** to determine eligibility for tow is as follows:

1. Check database to see if a guest's visit was registered and currently in progress. If yes, vehicle is NOT ELIGIBLE FOR TOW.

2. If a visit is not in progress, check to see how many citations have already been issued and the amount of time (in hours) that has elapsed since the first citation. If both conditions are met, the vehicle becomes ELIGIBLE FOR TOW.

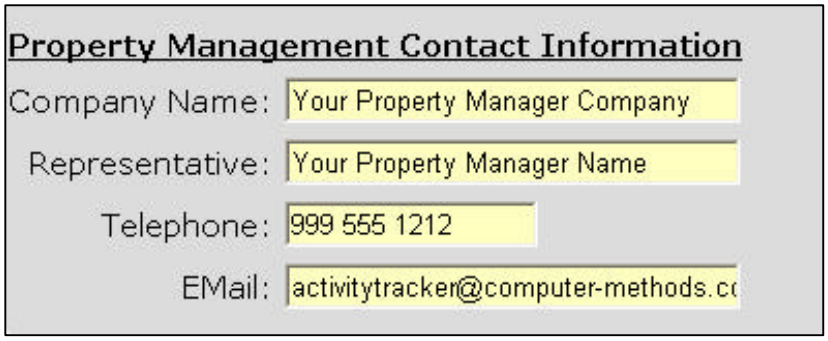
The option to **Extend Visits** is a feature designed to overcome the ambiguity of "what happens at midnight?" If a visit were registered "today" for a single day, the vehicle would lose its guest status at one minute past midnight. If the user does not anticipate this possibility by scheduling the visit for two days, there is the possibility that the vehicle could be towed. By checking the **Extend Visits** option, the interval of a visit is automatically extended only for the purpose of evaluating tow-eligibility.



Settings for Automated Database Maintenance

ActivityTracker will routinely maintain the databases for citations and visits. If the *Clear citations* option is checked, any activity report older than the period specified will have its "citation" flag unchecked. This leaves the report in the database for historical reference but eliminates the citation from evaluation of tow-eligibility. When checked, the *Remove citations* option will cause activity reports older than the

specified period to be erased from the database. Similarly, checking the *Remove old visits* option will cause visits that are beyond the extent of the rolling window to be erased from the database.

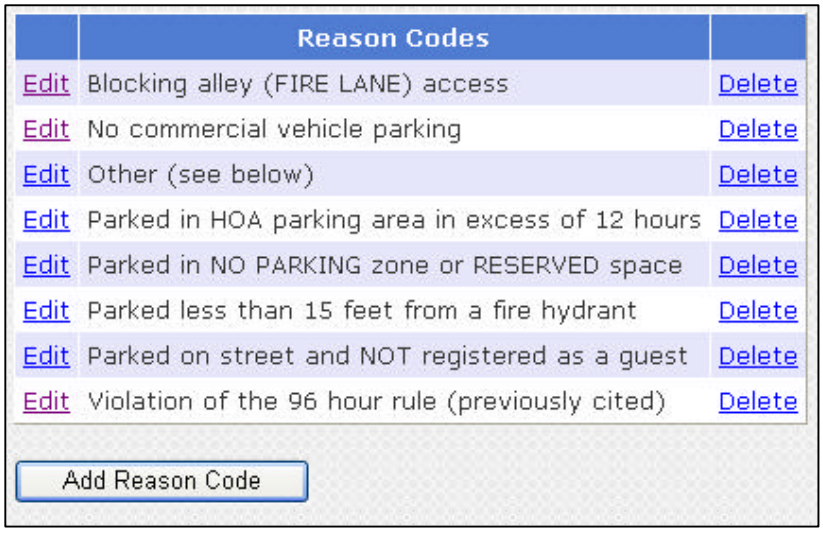


Property Manager Contact Information

The property management contact information is presented on a number of screens and included in notification Emails sent to users. If a user has any difficulty with the registration process or makes a mistake that cannot be undone, it is important that contact information be provided to reach persons that have authenticated access and can resolve the issue.

Reason Codes

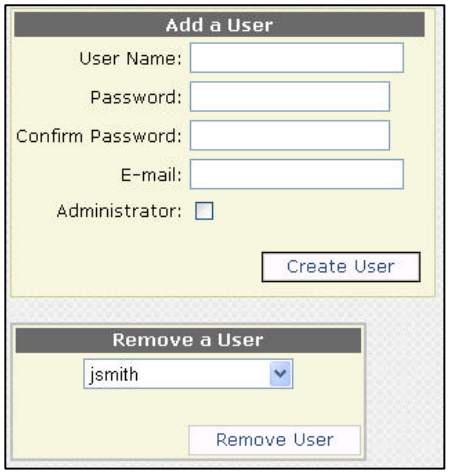
Reason codes are pre-defined text strings that must be selected when entering an activity report. Pre-defining reason codes helps to standardize citations and is a valuable tool for dispute resolution. It enables board members to focus on the specific infractions to be enforced by security patrols or enforcement committee members. It also contributes to equal and consistent application of the rules.



An typical set of reason codes

User Accounts

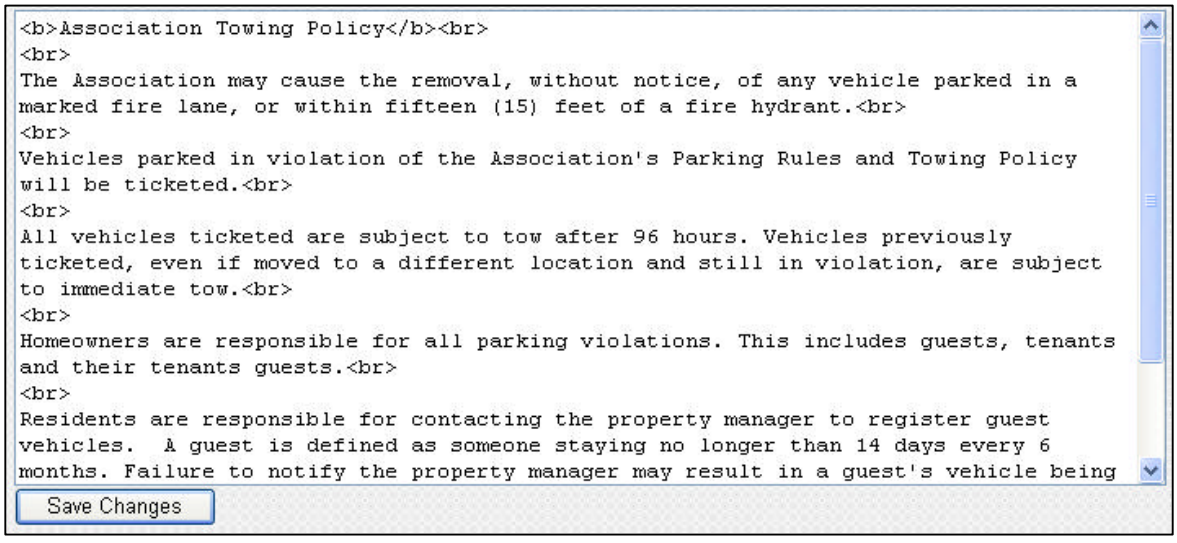
Administrators can add new users or remove current user accounts. New users can be designated as Administrators by checking the **Administrator** option. If the **Administrator** option is unchecked, the account is considered to be an authenticated user. Authenticated users have access to vehicle information and activity reports but are restricted from changing any of the site's policies.



User Account Management

Rules Document

This screen is used to input a document summarizing the Association's parking and towing rules. The rules document can be viewed from **ActivityTracker's** mobile PC pages (see **Mobile PC Support**). While they are not required, standard HTML tags can be used to format the document.



Sample Rules Document

Mobile PC Support

ActivityTracker hosts a special set of pages designed specifically for use on mobile PC-compatible devices. Mobile pages use a simplified browser interface that reduces download times and maintains compatibility with a wide range of mobile PC devices.

Mobile PC Login Link

The link to access the **ActivityTracker** Mobile PC Login page is:

http://www.activitytracker.net/mobile.aspx

Mobile PC Login Screen

There are many varieties of mobile PC devices employing both keypads and miniature keyboards. When using a mobile PC device, it is desirable to minimize the number of keystrokes required to use the web site. A second form of the login link simplifies the login process by automatically submitting the username and password. The link can be saved as a favorite "Internet Shortcut":

http://www.activitytracker.net/mobile.aspx?username=myname&password=pw

where *myname* is the user's login name and *pw* is the user's password.

Mobile PC Vehicle Search

After logging in successfully, the mobile vehicle search page will appear. From this screen, a vehicle's tow eligibility can be checked, guest and tow lists can be viewed, and the parking rules document can be displayed.

Mobile PC Vehicle Search Page

If the plate number is found in the database, vehicle information and tow eligibility is reported. An activity report (citation) can be added to the database by clicking the **Add Activity Report** Button.

Mobile PC Vehicle Status Page