

USING WAITLISTS FOR EVENTS AND SESSIONS

Learning Specialist - System Administrator Training

Waitlists allow learners to add their name to existing sessions where registration is full, so they can obtain a seat if one becomes available.

Administrators can manually manage waitlists or configure them for automatic handling by the system.

Waitlist settings are configured at both the Event and Session level.

Navigate to **ILT > Manage Events and Sessions**.

CONFIGURE WAITLISTS

For **Events**, waitlists are enabled on the *Session Defaults* tab.

WAITLIST

Waitlist: Allow waitlist for sessions in this event
 Allow Auto-Management of Waitlist
 Grant waitlist opening to one user at a time based on priority
 Grant opening to all waitlisted users at once for first come first served registration
 Auto-Register User upon Granting Waitlist
 Limit users to one waitlist per event

Waitlist Deadlines: Students have days and hours to register for a class after a waitlist opening is granted
Waitlist expires days and hours before session start date

Waitlist Options – Event Level

For **Sessions**, waitlists are enabled on the *Details* tab.

WAITLIST

Options: Allow waitlist for sessions in this event
 Allow Auto-Management of Waitlist
 Grant waitlist opening to one user at a time based on priority
 Grant opening to all waitlisted users at once for first come first served registration
 Auto-Register User upon Granting Waitlist
 Limit users to one waitlist per event

Waitlist Deadlines: Waitlist expires days and hours before session start date.

Waitlist Options – Session Level

Select **Allow waitlist for sessions in this event**. *Configurations made at the Event level do not affect existing sessions but apply to newly created sessions.*

WAITLIST

Waitlist: Allow waitlist for sessions in this event
 Allow Auto-Management of Waitlist
 Grant waitlist opening to one user at a time based on priority
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Waitlist expires days and hours before session start date

Allow Waitlists

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CONFIGURE WAITLISTS (continued)

To allow the system to manage waitlists, select **Allow Auto-Management of Waitlist**. Seats are automatically granted when available or if another session is created.

Grant waitlist opening to one user at a time based on priority: Seat granted to one user at a time based on waitlist order.

The screenshot shows a 'WAITLIST' configuration window. Under the 'Waitlist:' section, the following options are checked: 'Allow waitlist for sessions in this event', 'Allow Auto-Management of Waitlist', 'Grant waitlist opening to one user at a time based on priority', 'Auto-Register User upon Granting Waitlist', and 'Limit users to one waitlist per event'. The 'Grant opening to all waitlisted users at once for first come first served registration' option is unselected. The 'Waitlist Deadlines:' section shows 'Students have 3 days and 0 hours to register for a class after a waitlist opening is granted' and 'Waitlist expires 1 days and 0 hours before session start date'.

Auto-Management: Grant opening based on priority

Grant opening to all waitlisted users at once for first come first served registration: Seat available to all waitlisted users. The first user to select it is granted seat.

The screenshot shows a 'WAITLIST' configuration window. Under the 'Waitlist:' section, the following options are checked: 'Allow waitlist for sessions in this event', 'Allow Auto-Management of Waitlist', and 'Limit users to one waitlist per event'. The 'Grant opening to all waitlisted users at once for first come first served registration' option is selected. The 'Grant waitlist opening to one user at a time based on priority' and 'Auto-Register User upon Granting Waitlist' options are unselected. The 'Waitlist Deadlines:' section shows 'Students have 3 days and 0 hours to register for a class after a waitlist opening is granted' and 'Waitlist expires 1 days and 0 hours before session start date'.

Auto-Management: Grant opening first come first served

Auto-Register Upon Granting Waitlist: Automatically register user when seat is granted.

Limit users to one waitlist per event: Prevents users from making waitlist requests on multiple sessions for an event. *This option is not editable at the session level but displays the configuration set at the event level.*

Waitlist Deadlines must be enabled in ILT Preferences. Default values can be configured at the event level.

- Set the available time to register when an opening is granted. This option is **not available** if the Auto-Register is selected.
- Set the amount of time before the waitlist expires (in relation to session start date).

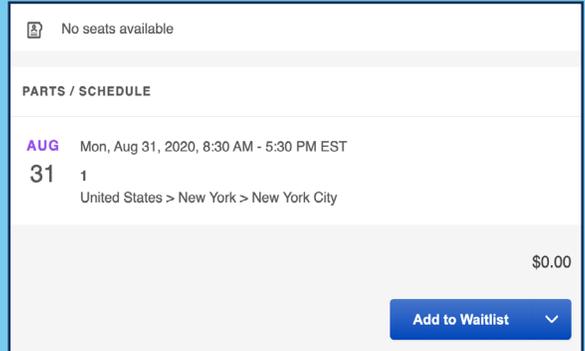
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END USER EXPERIENCE

When learners attempt to register for a session with no available seats, they can choose to add themselves to the waitlist, adding the session to their transcript with a *Waitlisted* status.

When a seat is granted, users receive an email notification if the *Grant Waitlist Request* email is enabled.



No seats available

PARTS / SCHEDULE

AUG Mon, Aug 31, 2020, 8:30 AM - 5:30 PM EST

31 1
United States > New York > New York City

\$0.00

[Add to Waitlist](#)

Auto-Management: Grant opening based on priority

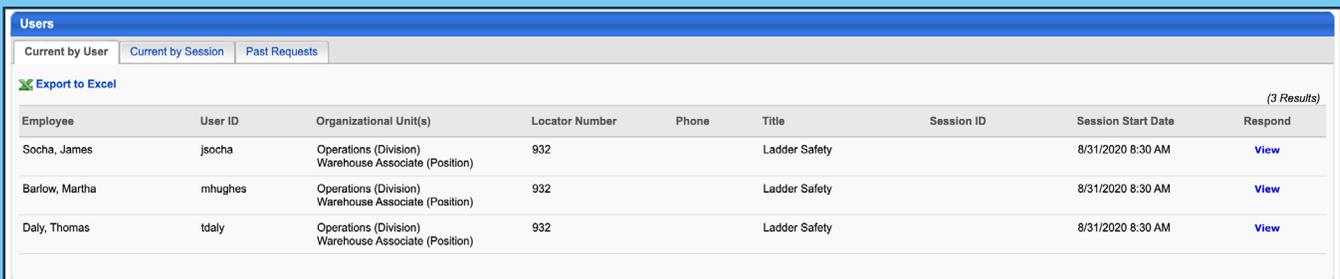


 **Ladder Safety (Starts 8/31/2020)**
Due: No Due Date Status: Waitlisted

Auto-Management: Grant opening based on priority

ACCESS WAITLISTS

Access **Manage Events and Sessions** page to view all waitlisted users or view the waitlist for individual sessions using **Session Roster**.



Users								
Current by User Current by Session Past Requests								
Export to Excel								
Employee	User ID	Organizational Unit(s)	Locator Number	Phone	Title	Session ID	Session Start Date	Respond
Socha, James	jsocha	Operations (Division) Warehouse Associate (Position)	932		Ladder Safety		8/31/2020 8:30 AM	View
Barlow, Martha	mhughes	Operations (Division) Warehouse Associate (Position)	932		Ladder Safety		8/31/2020 8:30 AM	View
Daly, Thomas	tdaly	Operations (Division) Warehouse Associate (Position)	932		Ladder Safety		8/31/2020 8:30 AM	View

Access Waitlist – Events and Sessions

When accessing waitlists from Manage Events and Sessions, select a view.

- **Current by User:** Lists individual users for whom a decision needs to be made. Select View to display waitlist for the session.
- **Current by Sessions:** Lists sessions and details of users currently waitlisted.
- **Past Requests:** Lists users who were Denied, Granted, Expired, or Withdrawn from the waitlists.

USING WAITLISTS FOR EVENTS AND SESSIONS

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MANAGE WAITLISTS

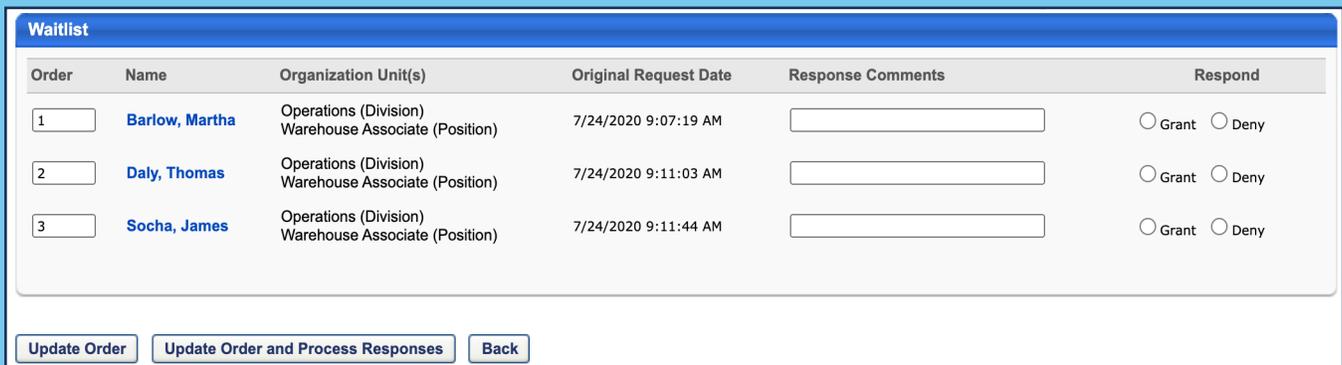
1. Select the **Waitlisted** link from the Session Roster.



The screenshot shows the 'Session Roster' interface. At the top, there are tabs for 'Roster' and 'Attendance and Scoring'. Below the tabs, there are statistics: 'Inventory Unassigned (0)', 'Pending Payment (0)', 'Exception Requests (0)', and 'Waitlisted (3)'. There are also icons for printing and refreshing. Below the statistics, the session details are listed: 'Session Status: Approved', 'Session Start Date: 8/31/2020 8:30:00 AM', 'Session End Date: 8/31/2020 5:30:00 PM', and 'Seats Available: 0/6'. At the bottom, there is an 'Attachments' section with a 'Choose File' button and an 'Upload' button.

Access Waitlist – Session Roster

2. Use **Change Order** to adjust the priority order for granting seats.
3. Select **Update Order** to processes order changes.
4. Use **Grant** or **Deny** for individual responses regarding seat access. Response Comments are optional.
5. Select **Update Order and Process Responses** to process Grant/Deny actions.



The screenshot shows the 'Waitlist' interface. It features a table with the following columns: 'Order', 'Name', 'Organization Unit(s)', 'Original Request Date', 'Response Comments', and 'Respond'. Below the table, there are three buttons: 'Update Order', 'Update Order and Process Responses', and 'Back'.

Order	Name	Organization Unit(s)	Original Request Date	Response Comments	Respond
<input type="text" value="1"/>	Barlow, Martha	Operations (Division) Warehouse Associate (Position)	7/24/2020 9:07:19 AM	<input type="text"/>	<input type="radio"/> Grant <input type="radio"/> Deny
<input type="text" value="2"/>	Daly, Thomas	Operations (Division) Warehouse Associate (Position)	7/24/2020 9:11:03 AM	<input type="text"/>	<input type="radio"/> Grant <input type="radio"/> Deny
<input type="text" value="3"/>	Socha, James	Operations (Division) Warehouse Associate (Position)	7/24/2020 9:11:44 AM	<input type="text"/>	<input type="radio"/> Grant <input type="radio"/> Deny

Manage Waitlist – Session Roster

CONSIDERATIONS FOR MANAGING WAITLISTS

- If number of granted seats exceeds number of open seats, the system prompts you to increase maximum number of seats for the session.
- When Auto-Management is **disabled**, Grant/Deny is the only method available to manage seats.
- When Auto-Management is **enabled**, Grant/Deny is not available but order may be adjusted.

See *Manage Events & Sessions - Waitlists* in Online Help for more information about Waitlists.