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 Options – Event Level](image)

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

![Waitlist Options – Session Level](image)

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.**

![Allow Waitlists](image)
**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.

**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.

**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).
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.

ACCESS WAITLISTS

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

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.
MANAGE WAITLISTS

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

2. Use **Change Order** to adjust the priority order for granting seats.
3. Select **Update Order** to process 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.

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.