



Use Waitlists for Events and Sessions



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.

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

The screenshot shows the 'Waitlist' configuration interface for Events. The 'Session Defaults' tab is selected. The interface includes the following settings:

- Properties:** Allow waitlist for sessions in this event, Allow Auto-Management of Waitlist
- Availability:** 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
- Pricing:** Auto-Register User upon Granting Waitlist
- Training Units:** Auto-Register User upon Granting Waitlist
- 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.

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

The screenshot shows the 'Waitlist' configuration interface for Sessions. The 'Details' tab is selected. The interface includes the following settings:

- Options:** Allow waitlist for sessions in this event, Allow Auto-Management of Waitlist
- Availability:** 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
- Pricing:** Auto-Register User upon Granting Waitlist
- Waitlist Deadlines:** Waitlist expires days and hours before session start date.

In the Menu, select **ILT Admin > Manage Events and Sessions** and search for the Event or Session.

Configure Waitlists

1. Select **Allow waitlist for sessions in this event**. Configurations made at the Event level will not affect already-existing sessions (sessions created before the waitlists were configured) but will apply only to newly created sessions (sessions created after the event waitlists were configured).
2. 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. Select one of the following:
 - a. **Grant waitlist opening to one user at a time based on priority:** The seat is granted to one user at a time based on waitlist order.
 - b. **Grant opening to all waitlisted users at once for first come first served registration:** The seat is available to all waitlisted users. The first user to select it is granted the seat.



Use Waitlists for Events and Sessions

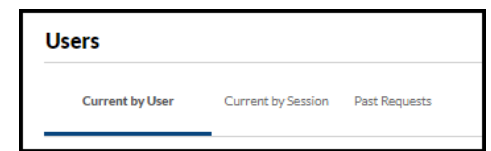
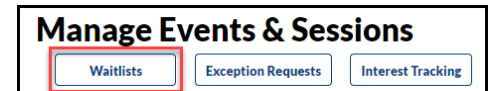


3. Select **Auto-Register User Upon Granting Waitlist** to automatically register a user when a seat is granted.
4. Set the available time to register when an opening is granted. This option is not available if Auto-Register is selected.
5. Set the amount of time before the waitlist expires (in relation to session start date).

Access Waitlists

There are two ways to access waitlists.

1. Access the Manage Events and Sessions page and select **Waitlists** to view all waitlisted users. Select a view:



- a. Current by User (default view): Lists individual users for whom a decision needs to be made. Select View to display the waitlist for the session.

Employee	Title	Session ID	Session Start Date	View
Hobbs, Theresa	Anger Control Training 2 Day	ACT + Social Skills End User Training	3/6/2024 8:30 AM	View

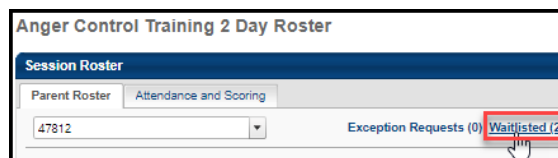
- b. Current by Session: Lists the sessions for which users are currently waitlisted.
- c. Past Requests: Lists the status of all waitlist requests - Denied, Granted, Expired, or Withdrawn.

2. View the waitlist for individual sessions using each Session's Roster.

- a. Search for the correct session.
- b. From the Session Options column, select the **ellipsis** and then select **View Roster**.

Day	Start Date	End Date	Session ID	Event Name	Enrollment	Event Options	Session Options
Wednesday	8:30 AM CDT	4:30 PM CDT	End User Training	Anger Control Training 2 Day	3 of 9	:sd	...
Wednesday	3/6/2024	3/7/2024	ACT + Social Skills End User Training	Anger Control Training 2 Day	9 of 9	:sd	...
Wednesday	12/20/2023	12/20/2023	Best Practices for Virtual and Hybrid Training	Best Practices for Virtual and Hybrid Training	22 of 25	:sd	... View Roster Edit Session

- c. Select the **waitlisted** link.





Manage Waitlists

1. To adjust the priority order for granting seats, update the numbers in the Order fields.
2. Select **Update Order** to process order changes.
3. Select **Grant** or **Deny** for individual responses regarding seat access. Response Comments are optional.
4. Select **Update Order and Process Responses** to process Grant/Deny actions.

Order	Name	Organization Unit(s)	Locator	Original Request Date	Response Comments	Respond
<input type="text" value="1"/>	Farah, Jessica	OSCI Oshkosh Correctional Inst (Division) SOCIAL WORKER-SEN (Position)	47812	9/11/2023 8:51:09 AM	<input type="text"/>	<input type="radio"/> Grant <input type="radio"/> Deny
<input type="text" value="2"/>	Hobbs, Theresa	DHS-Training Services (Division) Training and Dev Spec-Sen (Position)	47812	2/20/2024 9:50:33 AM	<input type="text"/>	<input type="radio"/> Grant <input type="radio"/> Deny

Considerations For Managing Waitlists



- If the number of granted seats exceeds the number of open seats, the system prompts you to increase the 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 the order may be adjusted.