# Wait lists

## Wait-lists for events without a date and time

When a Seminar Event is created without a **Date/Time** it will automatically become a Wait-listed Event, where learners can sign up to a Wait-list rather than book onto the Event.  When a learner joins the Wait-list they will be prompted to fill out the **Sign-up** form as usual, including any pre-populated **Custom Fields**.

An Event may be created without a set **Date/Time** to allow training teams to assess the interest in the subject and whether it is economical to run the event or to assess demand for the training so an appropriate Room can be booked.

Should the Seminar Event have a date added, the learner will be automatically added to the Event, sent an email notification and calendar invite, and their **Sign-up** details will be listed against their **Attendance**.  Where a learner has a manager assigned (and the Manager Copy of the notification is enabled), the manager will also be sent a confirmation message.  Where approval is required the relevant manager will be requested to approve/reject their team member's booking.  (Please see *Seminar Notifications* for more information).

Additionally, if there is a scheduling conflict (one or more learner is already booked onto another Seminar event on that date) then an error message will appear. It will allow you to either, exclude those with a conflict in order to proceed, or change the dates.

All events in Example Seminar Activity

Upcoming events

Last reservations are 2 days before the event starts. Unallocated reservations will be deleted 1 days before the event starts.

| Date | Time and Time Zone | Room | Seats available | Status | Sign-up period | Options |
|---|---|---|---|---|---|---|
| 20 September 2016 | 9:00 AM - 10:00 AM Europe/London | | 9 | Booking open | | Allocate spaces for team (1/1) |
| 20 September 2016 | 9:00 AM - 10:00 AM Europe/London | Pkokdj - test (Room details) | 9 | Booking open | | Allocate spaces for team (1/1) |
| Wait-listed | Wait-listed | | 8 | Wait-listed | | More info Cancel waitlist |

Previous events

| Date | Time and Time Zone | Room | Seats available | Status | Sign-up period | Options |
|---|---|---|---|---|---|---|
| 14 September 2016 | 9:00 AM - 10:00 AM Europe/London | | 10 | Event over | | None |
| 14 September 2016 | 11:00 AM - 12:00 PM Europe/London | | 10 | Event over | | None |

A **More info** link will display for Wait-listed learners and allow them to view all details relating to the session or to cancel their Wait-listed registration. The **Cancel wait-list** link will also allow learners to remove their place on the Wait-list.

Administrators or trainers cannot add attendees to an Event unless it contains at least one Session.

## Wait-lists for sessions with a date and time

When the Wait-list has been enabled within the Seminar event settings, learners (and managers on their behalf) can **Sign-up** to an Event even when the session is at maximum capacity. Learners will automatically be moved from the wait-list to the Booked Attendee list should another attendee cancel from the session.

The learner will receive a confirmation message that their attendance has been confirmed and where the user has a manager assigned (and manager copy is enabled) - the manager will also be sent an advice note with confirmation that a member of their team has booked into a session. Where approval is required they will be requested to approve/reject their team member's booking.

## Managing the wait-list

Administrators and trainers can manage individuals on the Wait-list via the **Attendees** link against the corresponding Wait-listed event.   There are three bulk actions available against any or all learners which have been selected/checked:

- **Confirm:** Book the selected users into the event and remove them from the wait-list.
- **Cancel:** Cancel the selected user's requests and remove them from the wait-list.
- **Play Lottery:** Fill the available places on the events with a random selection of the users from the wait-list. Users who are not selected will be left on the wait-list.

If you'd like to randomly assign wait-listed users, you can use the **Play lottery** feature. To do so, the **Wait-list lottery** setting must be enabled within the seminar global settings. Note that the **Send all bookings to the waiting list** setting must also be enabled (this setting is only available if the **Everyone on waiting list** global seminar setting is enabled). If **Send all bookings to the waiting list** is not enabled then event spots will automatically be filled with users on the wait-list, and the lottery cannot be played. The wait-list lottery also cannot be played if the event is currently full.

The Totara Academy has a whole course dedicated to using Seminar Management in Totara Learn.  Here you can learn more on how to use seminars, see best practice, and give it a go yourself.

Classroom Session

**Event date/time**
*Wait-listed*
**Maximum bookings**
10

| ATTENDEES | WAIT-LIST | CANCELLATIONS | TAKE ATTENDANCE | MESSAGE USERS |

## Wait-list

| Actions ▾ | | Time Signed Up | Cost | Discount code | Attendance | Attendee's note | All/None |
|---|---|---|---|---|---|---|---|
| Actions | | | | | | | |
| Confirm | | | | | | | |
| Cancel | | | | | | | |
| Play Lottery | | | | | | | |
| Jane Learner | | September 26 2016, 2:11 PM | 0 | | Wait-listed | | ◉ ☐ |

Go back

The learner's sign up note (if entered), including any **Custom fields** can be viewed via the eye icon and, if needed, learner responses within the **Sign-up** note can be edited.  (Please see Creating custom fields for more information.)

Jane Learner – update note

**Dietary Requirements:** Omnivorous

[ Edit ]

There are required fields in this form marked *.

▼ Jane Learner – update note

**Dietary Requirements** *

☐ 🥕 **Vegetarian**

☑ 🥩 **Omnivorous**

☐ 🟠 **Vegan**

[ Save note ]  [ Cancel ]

When a Seminar event has wait-listing enabled and attendees are added by an administrator or trainer, the number of users that may be booked on the event can only be within the event's capacity.  Any additional learners will remain on the Wait-list.

Administrations or users with the **mod/facetoface:signupwaitlist** capability will be able to confirm and Book wait-listed users from the **Wait-list** tab or **Attendees** page, where an event allows overbooking.