

WAITLISTS

USER GUIDE

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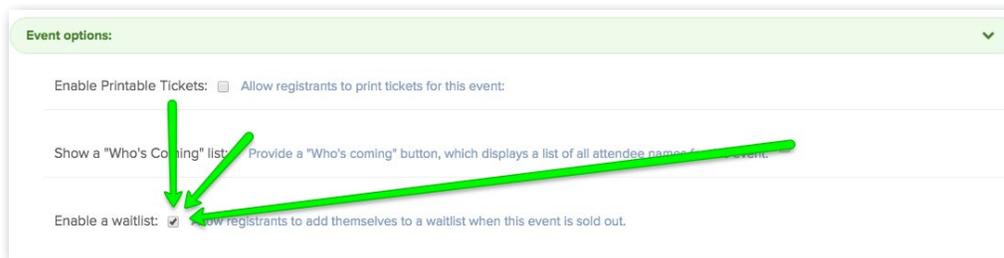
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OVERVIEW

Enabling a waitlist for your event will allow you to collect a list of guests to invite if you decide to allow more registrations at your upcoming event.

CONFIGURATION

Enable a waitlist for your event under Event Options on the Form Build page.



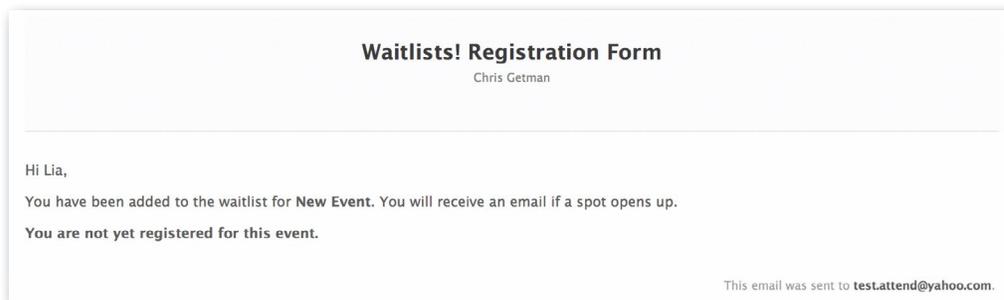
When an event fully sells out, guests will be able to sign up for the waitlist by providing:

- First Name
- Last Name
- Email
- Phone
- Registration Type (if applicable)*

**If the event requires payment, guests will be asked to do so if you decide to invite them to the event.*

When a guest signs up, they will receive an email confirming that they have been added to that event's waitlist and that they will be contacted if more registrations are made available.*

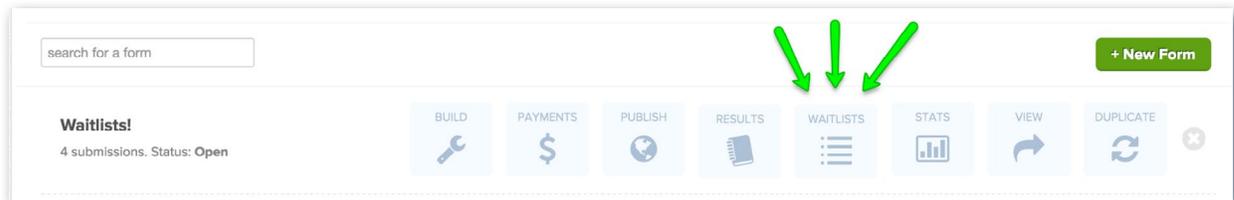
**Guests can only sign up one person on a waitlist at a time.*



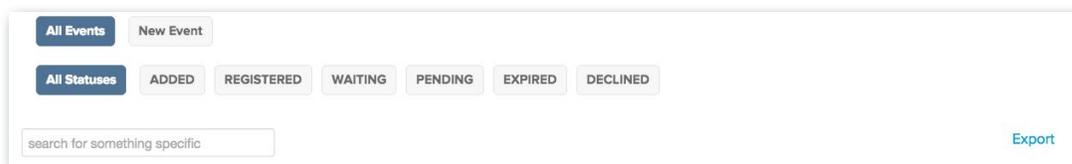
Guests will be able to continue to register for events that have not sold out on a multi-event forms.

VIEWING YOUR WAITLIST

Each registration form will have a “Waitlists” tab where results can be viewed and registrations can be managed.



As people register, they will be added to the list in the order that they signed up. You can search and filter results by each event on the form and by status of those guests who are on the waitlist.



MANAGING YOUR WAITLIST

Once guests sign up for an event’s waitlist, you will be able to decide who has access to the sold out event.

WAITLIST STATUSES:

WAITING	Guest has been added to the waitlist.
PENDING	Guest has been sent an email invitation to complete their registration.
REGISTERED	Guest has completed their registration (and payment if applicable) and is now on the attendee list.
DECLINED	Guest has declined the email invitation.
EXPIRED	Guest did not complete their registration within the 24 hour window since they were sent an email invitation.
ADDED	Event Organizer manually approved the guest to be put on the attendee list for the event.

INVITING A GUEST

Event organizers can send an email invitation with a link to complete their registration and payment process, or decline (if they have made other plans).* Invited guests will have 24 hours to respond before their invitation link expires.

**This is the recommended method if an event requires payment.*



When a guest decides to complete registration for the event, they will be brought to the form to fill out the required information and pay (if applicable). Upon completion, they will be added to the attendee list, receive a confirmation email, receipt and tickets (if applicable).

If a guest decides they no longer want to register for the event, they can decline the invitation.

ADDING A GUEST

Event organizers can bypass the invitation and manually move a guest from the waitlist to the event's attendee list by Adding them. Click on the blue gear icon next to the guest's status and a window will pop up with the option to "Add." Guests will receive a confirmation email with their tickets (if configured).

NOTE: Event Organizers will have to collect payment a different way, since the guest will not have the chance to complete the registration process.

REMOVING A GUEST

Event organizers can also remove a guest from the waitlist. Doing this will completely delete their position on the list and their contact info. Click on the blue gear icon next to the guest's status and a window will pop up with the option to "Remove."