

Managing Waitlist Requests

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Manage Waitlist Overview



Security Note:

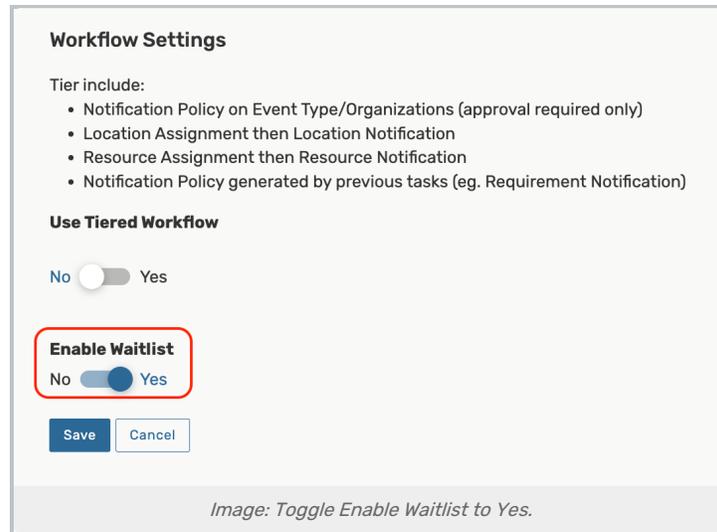
Viewing and editing waitlists in 25Live requires permissions to be set for your security group.

- **Administrative:** 35.0 *Can View Location Waitlists*
- For the ability to edit (such as reorder)
 - **Administrative:** 35.1 *Can Edit Location Waitlists*

When searching for Locations, you may encounter the need to manage a waitlist of events requesting that Location. This occurs when a Location has been previously requested for at least one other event. If you have the correct permissions, you can manage the conflicting Location requests.

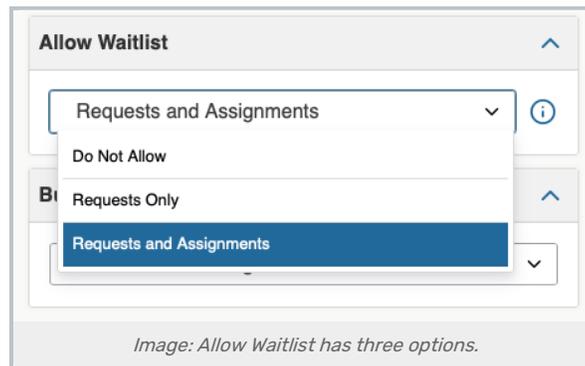
Enabling Waitlisting for Your Instance and Locations

To enable waitlisting in your instance, ensure that **System Settings > Workflow Settings > Enable Waitlist** is set to **Yes**. (This setting is enabled by default.)



Next, you'll need to ensure that **Allow Waitlist** is set in the [Details tab](#) of any location to:

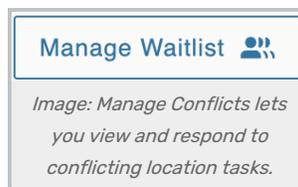
- **Do Not Allow** - Set for all locations where you don't want to allow waitlisting
- **Requests Only** - Use when waitlisting should apply
- **Requests and Assignments** - Enables waitlisting and additionally allows the "Add to Waitlist" button to appear in the [inline occurrence edit](#) location search results



This setting can be updated for several locations at once using [bulk editing](#).

How to Manage Waitlist Requests

Tap the **Manage Waitlist** button in a location availability view to open the tasks window and view all conflicting requests and their queue order.



The **Tasks By Location** view shows tasks for all events that are visible in your current availability view. Thus, making an adjustment—such as updating the availability date range—will update the list accordingly.

Tasks By Location ✕

View: Filter by Event: Filter by Date:

Group by: No groups Group by conflicts Group by event

Understanding the Waitlist ▼

Filter: ↻

1 of 22 rows selected

<input type="checkbox"/>	Event Name	# occurrences	Occurrence Date	Start Time	End Time	Task Name	Status	Task Action	Waitlist Order	Total Waitlisted
<input checked="" type="checkbox"/>	Alumni Dinner	10	Tue Dec 16 2025	8:00 am	9:00 am	BAQ 220	In Progress	None	1st	2
<input type="checkbox"/>	Scholarship Banquet	10	Tue Dec 09 2025	8:00 am	9:00 am	BAQ 220	In Progress	None	1st	2
<input type="checkbox"/>	Library Fundraising Dinner	10	Tue Nov 25 2025	8:00 am	9:00 am	BAQ 220	In Progress	None	1st	2

Image: Tasks By Location list.



Security Note

To see the **Manage Waitlist** button, your security group must have the following setting set to **Yes** in Series25 Group Administration:

- **Basic:** 10.0 *View Tasks List*
- **Administrative:** 35.0 *Can View Location Waitlists = Yes*

- Use the **View** dropdown to show only assignment tasks, both assignment and notification tasks, or only location assignment requests that have conflicting requests.
- Select a specific event or occurrence date from the list or view all at once with the **Filter by Event** and **Filter by Date** dropdowns.

View: Filter by Event: Filter by Date:

Image: View and filter controls.

- Use the **Group by** buttons to group all of the events by their shared conflicts, group by individual events, or leave list items ungrouped.

Group by: No groups Group by conflicts Group by event

Filter:

Image: Task grouping controls.

Each task item shows the associated event name, the total number of occurrences for that event, the occurrence date that the task is for, the task name, [interactive task actions](#), the Waitlist Order, and the Total Waitlisted.

Tasks By Location ✕

View: Conflicts Only Filter by Event: All Events Filter by Date: All Dates

Approve Checked Deny Checked

Group by: No groups Group by conflicts Group by event

Understanding the Waitlist ▼

Filter: ↻

1 of 22 rows selected

<input type="checkbox"/>	Event Name	# occurrences	Occurrence Date	Start Time	End Time	Task Name	Status	Task Action	Waitlist Order	Total Waitlisted
<input checked="" type="checkbox"/>	Alumni Dinner	10	Tue Dec 16 2025	8:00 am	9:00 am	BAQ 220	In Progress	Assign Deny	1st	2
<input type="checkbox"/>	Scholarship Banquet	10	Tue Dec 09 2025	8:00 am	9:00 am	BAQ 220	In Progress	None	4th	4
<input type="checkbox"/>	Library Fundraising Dinner	10	Tue Nov 25 2025	8:00 am	9:00 am	BAQ 220	In Progress	None	2nd	3

Image: The waitlist order tells us that the BAQ 220 location requests for the Alumni Dinner were created before the location requests for the Scholarship Banquet. This caused several request conflicts.

The **Waitlist Order** column represents the position of each conflicting request in relation to the total number of conflicts for that location and occurrence. The date and time that a request was made determines the position, with lower numbers representing earlier requests. The waitlist can be reordered from the [Location Details](#) Waitlist tab.

The **Total Waitlisted** column represents the total number of requests competing for this space at this time.

The **Status** column indicates tasks that may not be actionable because they are "Pending" and waiting on actions from previous tiers.

For example (*in the image above*), if events "Alumni Dinner" and "Scholarship Banquet" both have a reservation request for location BAQ 220 on the same or overlapping date/time, it appears on the Tasks by Location pop-up. The BAQ 220 location was requested for "Alumni Dinner" first, which was indicated by the Waitlist Order 1st, and for "Scholarship Banquet" 4th.



Note: Which Events Display

Only tasks belonging to events present in your selected availability view will be displayed. This means that you may only see *some* of the tasks that are in a Queue Order conflict grouping. Adjust your availability view controls to see all conflicting requests.

- Click on the column headers to sort by the number of occurrences, occurrence date, task name, and queue order.
- As with [other task views](#), you can select tasks and click **Approve Checked** or **Deny Checked** to make assignment changes.
- Shared locations are expected to overlap, and no conflicts will be shown when events overlap in a shared location.

Reordering Waitlists

Users with appropriate permissions (including **Administrative: 35.1 Can Edit Location Waitlists**) can reorder waitlists from the [Inline Occurrence Editing](#) view and the Location Waitlist tab in the [Location Details view](#).

Adding to a Waitlist via Inline Occurrence Editing

You can also add a conflicting location to a waitlist directly from the inline edit location search on the Occurrences tab, without opening the Event Form. [See *Viewing and Editing Event Occurrences for more.*](#)

Viewing Waitlist Details on the Occurrences Tab

When a location is added to a waitlist via an inline edit after another event has that location assigned for the same time, a Waitlist Details button appears on the Occurrences tab near the location entry. [See *Viewing and Editing Event Occurrences for more.*](#)

Managing Waitlists from the Location Waitlist Tab

Administrators can also manage waitlist entries from the Waitlist tab on a location record. [See *Inline Editing Location Details for full details.*](#)