# Managing Waitlist Requests

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Manage Waitlist Overview

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.

How to Manage Waitlist Requests

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

Image: Manage Conflicts lets you view and respond to conflicting location tasks.
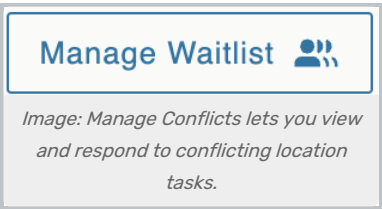
The **Tasks By Location** view shows tasks for all events that are visible in your current availability view. Thus, making an adjustment—such as updating the availability date range—will update the list accordingly.

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 Options**: 10.0 *View Tasks List*

- 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:
Conflicts ⌄	All Events ⌄	All Dates ⌄

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:	Filter by Event:	Filter by Date:
Conflicts Only ⌄	All Events ⌄	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

	Event Name	# occurrences	Occurrence Date	Start Time	End Time	Task Name	Status	Task Action	Waitlist Order	Total Waitlisted
☑	Alumni Dinner	10	Tue Dec 16 2025	8:00 am	9:00 am	BAQ 220	In Progress	👍 Assign 👎 Deny	1st	2
☐	Scholarship Banquet	10	Tue Dec 09 2025	8:00 am	9:00 am	BAQ 220	In Progress	*None*	4th	4
☐	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

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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 **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.

> **ℹ️ 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.