Using the Waitlist

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About the Waitlist

The Waitlist feature allows you to place members on a waiting list in a class that is full. Once the class has the maximum number of attendees enrolled, the Waitlist is created for that event.

Note: To use the waitlist for a class, you must set Allow Overbooking to No for that event.

A new email type, Waitlist Notification, allows you to automatically send notifications to the members on the waitlist when a spot becomes available in the class. This notification is only sent at pre-determined intervals. Members must have a valid email address and have their Receive Emails preference set to Yes.

You can manually add members to the waitlist, or the member can join the waitlist from the class list on MYiCLUBonline. Members can be on multiple waitlists at one time.

When a spot becomes available in the class, the waitlisted member can enroll in the class through MYiCLUBonline. You can also manually enroll a waitlist member in the class, or the member can enroll using the Member Facing Event Enroll page.

Set up the Waitlist

To use the waitlist, you must perform the following setup tasks:

1. Set the club schedule options to allow waitlist at the club.
2. Set the waitlist email interval.
3. Customize the Waitlist Notification email type.
4. Set the event waitlist options.

Allow Waitlist at the Club

Use the Club Schedule Options page to allow the waitlist for your club.

To allow the waitlist
1. Click Setup.
2. In the Schedule Setup submenu, click Configuration.
3. On the Schedule Configuration page, click the Club Options button at the bottom of the page.
4. On the Club Schedule Options page, select the desired club.
5. At the bottom of the General section, select Yes for the Allow Waitlist option.
6. Click Save.
Set the Waitlist Email Interval

The waitlist email interval determines how frequently you can send email messages to individuals on the waitlist. This setting prevents the member from being bombarded or "spammed" with email notifications.

This interval is per member per class. If the waitlist email interval is six (6) hours, this guarantees that each person on the waitlist will only receive one email every six hours for that class. If the person is on two waitlists, that individual will only receive one notification per class during that six-hour time frame. For example, if Jane Smith is on the waitlist for Zumba! and Krav Maga, she could receive one notification for Zumba! and one notification for Krav Maga every six hours.

To set the waitlist email interval
1. Click Setup.
2. In the Settings submenu, click Company.
3. On the Edit Company page, select the Waitlist Email Interval.

You can select the following intervals: 2 hours, 4 hours, 6 hours, 8 hours, 10 hours, or 12 hours. The default setting is 12 hours.

4. Click Save.
Customize the Waitlist Notification Email Type

A new Waitlist Notification email type was added to let members on the waitlist know when a spot becomes available in the class. This notification is automatically sent to all members on the waitlist and it is sent only once during the email interval (for more information about the waitlist email interval, see Set the Waitlist Email Interval). Once the waitlist period ends, no further email messages are sent.

To customize the waitlist notification email type

1. Click Setup.
2. In the Settings submenu, click Email Types.
3. On the Email Types page, click Waitlist Notification.
4. Modify the Subject, Pre-Header, Header, or Footer as desired.
5. Click Save.
An example of the Waitlist Notification email message is shown below:

From: University Sports and Fitness [mailto:R-6-1578648-59272936-2-1-US2-61A95726@xmr3.com]
Sent: Thursday, June 14, 2012 4:17 PM
To: Liz Howard
Subject: Waitlist Update - Spot Available

Dear LIZA HOWARD:

A spot has become available for Zumba! with Stephanie Wilder at 6:00 PM on 06/14/2012.

Act Now to reserve your spot!

[Select button: Enroll or Decline]

Please note, if you decide to decline you will be removed from the waitlist for this event and will no longer receive emails.

Our mailing address is:
University Sports & Fitness
123 ABC Way
North Little Rock, AR 72124

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When the member receives the email message, they can click the Enroll button to enroll in the class. The available spot in the class goes to the first waitlist member to enroll. For more information, see the following section: Click the Enroll Button in the Waitlist Notification Email.
Set the Event Waitlist Options

For each event you can set the Maximum Waitlist and Waitlist Expiration.

- The *Maximum Waitlist* indicates how many members are allowed on the waitlist.
- The *Waitlist Expiration* applies to the Member Facing Event Enrollment page: it indicates when members who are not on the waitlist can enroll in a class.

For example, as long as there are individuals on the waitlist, if slots become available in the class, only those on the waitlist can enroll. Once the waitlist expiration is reached, then anyone can enroll.

To set the event waitlist options
1. Click **Setup**.
2. In the Schedule Setup submenu, click **Configuration**.
3. On the Schedule Configuration page, click the desired event.
4. On the Edit Event Setup page, type a number for the Maximum Waitlist.
   You can enter 0 to 999.
   **Note:** If you enter zero (0) for the event, the waitlist will not appear for this event.

5. In the Waitlist Expiration list, select the time for the waitlist to expire.
   You can select **Event Start** or a time from **5 minutes** to **24 hours** before the class starts.

6. Click **Save**.

**Add Members to the Waitlist**

You can add a member to the waitlist in DataTrak, or a member can join the waitlist in MYICLUBonline. Members can be on multiple waitlists at one time.

**Note:** If the class is tied to a service, the member must have a service that funds the class before they can join or be placed on the waitlist.

For more information, see the following topics:

- Add members to the waitlist in DataTrak.
- Join the Waitlist in MYICLUBonline.

**Add Members to the Waitlist in DataTrak**

You can add a member to the waitlist in DataTrak.

*To add a member to the waitlist in DataTrak*

1. Go to the main **Menu**.
2. In the Schedule submenu, click **Calendar**.
3. Click the desired event on the calendar.
4. In the Edit Event dialog box, click the **Manage Waitlist** link.
5. In the Manage Waitlist dialog box, click the **Add Member to Waitlist** button.

6. When you have finished adding members to the waitlist, click **OK**.

7. Click **OK** to close the Edit Event dialog box.

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### Join the Waitlist on MYiCLUBonline

Members can join the waitlist through MYiCLUBonline.

**Note:** The member must have an email address to be notified of openings.

If the member has a blank email address but attempts to join the waitlist, a warning message will be displayed asking the member to “Update your email address in My Account with a valid email address” to be notified when a spot comes available.

If a member attempts to join the waitlist, but has their email notifications turned off in DataTrak, a warning message will appear.

To **join the waitlist on MYiCLUBonline**

1. Sign in to MYiCLUBonline.
2. Click the **Classes** tab.
3. Click the **Join Waitlist** button.

4. When the Join Waitlist dialog box appears, click **Join Waitlist**.

   This class is full.
   Do you want to join the waitlist for Spin Cycle with Amanda Hart on Wednesday, June 13, 2012 from 5:00pm to 5:45pm in Club?
When the member clicks **Join Waitlist**, they will receive a confirmation message indicating that they are now on the waitlist.

The class list shows that the member is on the waitlist.

**Enroll from the Waitlist**

When a spot becomes available in a class, a waitlist member can enroll in the class in the following ways:

- The waitlist member can click the Enroll button in the waitlist notification email message.
- The club can manually enroll a member in the class from the waitlist.
- The waitlist member can enroll using the Member Facing Event Enroll page.
Click the Enroll Button in the Waitlist Notification Email

When a spot becomes available in the class, the waitlist notification email message is sent to all of the members on the waitlist. The available spot in the class goes to the first waitlist member to enroll.

This message is sent only once per member per class during the waitlist email interval (for more information, see Set the Waitlist Email Interval).

An example of the Waitlist Notification email message is shown below:

```
From: University Sports and Fitness [mailto:R-6-1578648-59272936-2-1-US2-61A95726@xmr3.com]
Sent: Thursday, June 14, 2012 4:17 PM
To: Liz Howard
Subject: Waitlist Update - Spot Available

Dear LIZA HOWARD:

A spot has become available for Zumba! with Stephanie Wilder at 6:00 PM on 06/14/2012.

Act Now to reserve your spot!

[Enroll] or [Decline]

Please note, if you decide to decline you will be removed from the waitlist for this event and will no longer receive emails.

Our mailing address is:
University Sports & Fitness
123 ABC Way
North Little Rock, AR 72124

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```
The member has three options upon receiving the waitlist notification email message:

- **Enroll** – If the recipient is the first of the waitlisted members to click Enroll, the member is enrolled in the class and an enrollment confirmation message appears as shown below. The member will also receive an enrollment confirmation email message.

- **Decline** – If the member clicks Decline, the member is removed from the class waitlist and a confirmation message appears as shown below.

- **Ignore** – If the member simply ignores the message, the member remains on the waitlist.
Manually Enroll a Waitlist Member in the Class

You can use the Manage Waitlist feature to manually enroll a waitlist member in the class.

To manually enroll a waitlist member in a class
1. Go to the main Menu.
2. In the Schedule submenu, click Calendar.
3. Click the desired event on the calendar.
4. In the Edit Event dialog box, click the Manage Waitlist link.
5. On the Manage Waitlist dialog box, click the Add Member to Event link next to the desired member.

The member is enrolled in the class.
Enroll using Member Facing Event Enroll

When a spot becomes available in a class, members who are on the waitlist can enroll in the class from the Member Facing Event Enroll page. The class will indicate Waitlist Only so that only individuals on the waitlist can enroll.

The Waitlist Only indicator is based on the Waitlist Expiration that is set for the event (for more information, see Step 5 under Set the Event Waitlist Options). When the waitlist expires, anyone can enroll in the class until the time to allow entry is passed.