Wait List Management
(When Automatic Wait List Management is ON)

The default setting is “Automatic Wait List Management” – Once a session has reached its Maximum Enrollment capacity, E-Track automatically places additional registrants on the “Wait List.” If someone cancels and a seat becomes available, E-Track automatically moves someone from the Wait List to the Session Roster (on a first-come, first-serve basis).

If Automatic Wait List Management turned on, you can still “Drop” someone with “Enrolled” status and fill the resulting seat either with a person from the Wait List or with a new enrollment:

From Administrator Main Menu
- Search for the existing session
- Check the box beside the **Underlined Session Title**
- **Attendees** (The **STATUS** column indicates who is Wait Listed)
- Check the box beside the name of the “Enrolled” person you wish to drop from the session
- **Substitute Attendee**
- Type person’s Legal Last Name, Legal First Name, and/or Login ID into appropriate fields
- **Search**
- Check the box to the left of the **Person’s Underlined Name**

(E-Track queues an Enrollment from Wait List notification for the newly enrolled person. No notification is sent to the person who was dropped from the session.)

**IMPORTANT NOTE:** This process does not “switch” positions; rather, the person who had been enrolled is completely dropped from the session and receives no notification. E-Track does send an enrollment notification to the newly enrolled participant.

Wait List Management
(When Automatic Wait List Management is OFF)

If you wish to manually manage the Wait List, Automatic Wait List Management must be unselected on the Session’s **Registration** tab (see **Creating a Session**, Registration instructions).

To change someone’s status from Wait Listed to Enrolled (There must be Seats Available for Enrollment):

From Administrator Main Menu
- Search for the existing session
- Check the box beside the **Underlined Session Title**
- **Attendees** (The **STATUS** column indicates who is Wait Listed)
- Check the box beside the **Person’s Underlined Name** (with Wait Listed status)
- **Enroll from Wait List**
- **OK**