# Registration Wait List Region Step-by-Step

Pre-registration without collecting program fees until later can be achieved by activating the Wait List feature and making the modifications as described below.
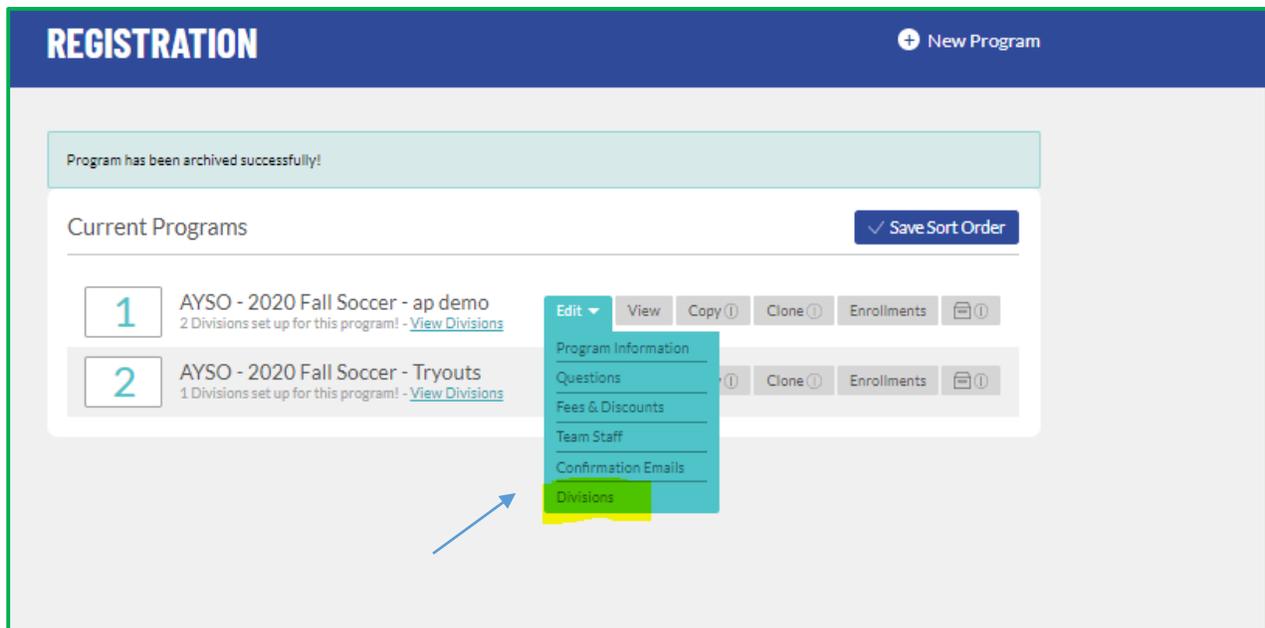
The Wait List feature traditionally allows players to sign up for divisions that are full (**the max # of participants has been reached**). To use the Wait List feature to capture interested players, the first step is to set **max # of participants to zero** as described below.
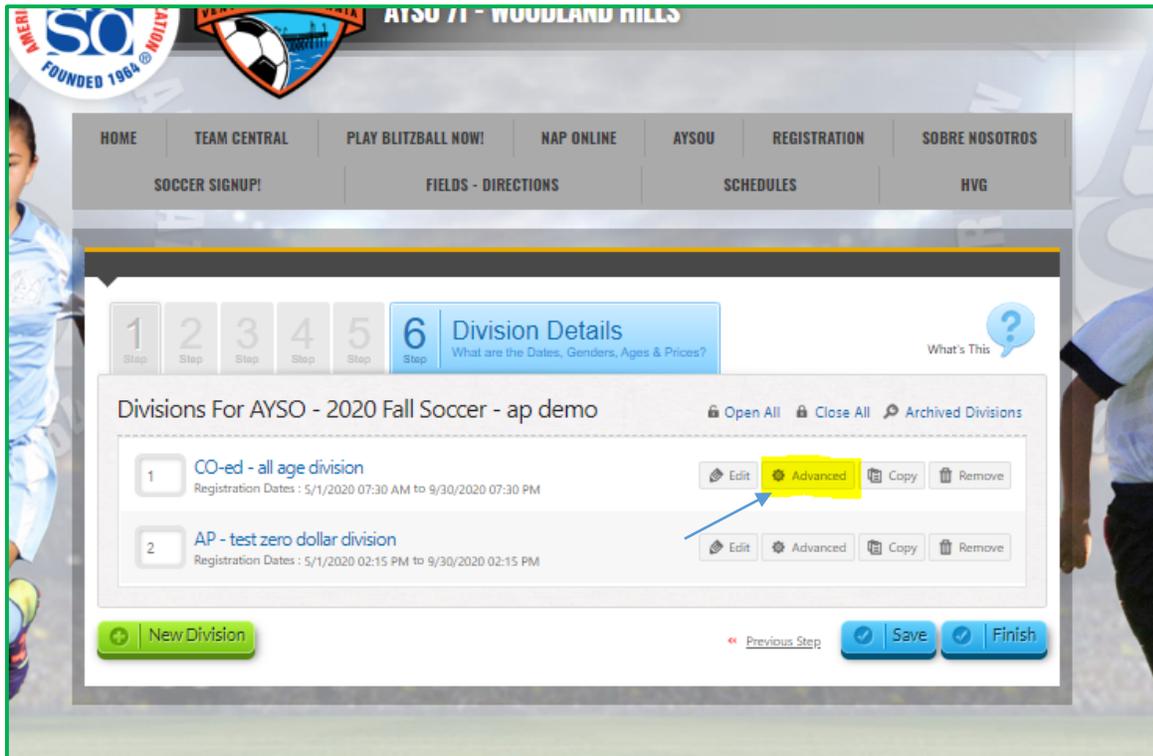
Registration

Under **Registration** > **Registration Forms**
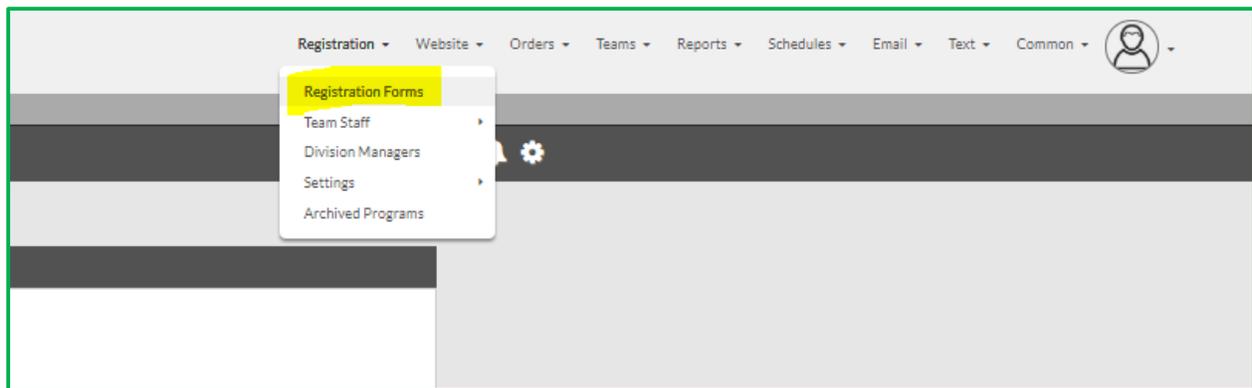
For each Program select **Edit >Division**

Next, navigate to **Advanced Settings**.

To **set max players** to zero, go to the **basic information** tab of **Advanced settings**:

Set the **max # of participants to "0"**.

Click **Save Settings** at the bottom.

Division Wait List

Steps to Configure a **Division Wait List**

Following the step above, navigate to the Advanced setting of **Division**.

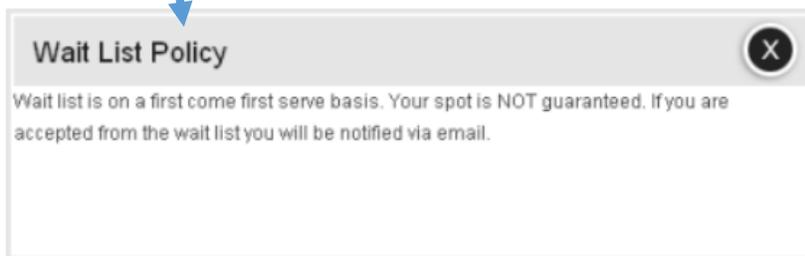**Advanced >Wait List Options** and move the **Enable Wait List** switch to YES.

It is suggested that you modify (edit) the "policy" language for this use of the wait list feature, so that parents understand that this is actually pre-registration.

Example "Wait list policy" language for this purpose:

Our Region is currently taking pre-registration by using the Wait List feature of our registration system. Once we are ready to confirm details of the upcoming playing season, you will be notified of the opportunity to move your pre-registration to "active" at which time payment will be due.

Advanced Settings | Basic Information | Fees & Discounts | Wait List Options

Enable Wait List? ⓘ   Yes
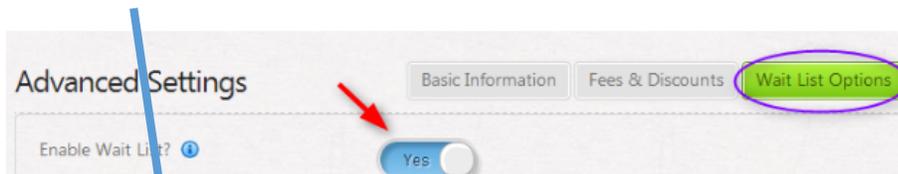
Add additional wording to the **Wait List Policy** if you'd like. Once the division is full, this text will show up during the registration process for a parent to view once they click on Wait List Policy on the Available Programs screen. It will also appear on their Wait List Confirmation Email.

Wait List Policy ⊗

Wait list is on a first come first serve basis. Your spot is NOT guaranteed. If you are accepted from the wait list you will be notified via email.

Scroll down and click on **Save Settings** at the bottom of the screen.

*Note: If set up correctly, the parent should not pay the division price when they are registering for the wait list. They will only pay this division price if they are **activated** from the wait list and assigned a spot in the division.

You will need to repeat these steps for each Division, if your Divisions are already created. If your Divisions are not yet set up, an alternative is to "copy" the Division and all its settings, then change the Division parameters (age group etc.).

NOTE: Feel free to set up your regular fee information at any point in the process. Parents placing players on your Wait Lists will NOT see or be asked for payment info.

WHEN YOU'RE READY TO START YOUR PROGRAM WITH FULL REGISTRATION:

The wait list is a temporary feature to allow you to have player data for planning purposes. In order to make it as easy as possible for your families, when the time comes to move your players from wait list to the Division, follow these steps.

Steps to Activate a Participant from the Wait List to the Division

Go to **Registration** >> then click on **Edit>>Divisions** next to the Program for which you need to activate a participant from a division wait list to the actual division.
Click on the **Wait List** button next to the correct division. ***Note:** If this button does not appear, it's because no one has registered for the Wait List for that division. You can view a Wait List Report under Reports.
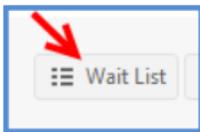
Put a check mark in the box next to the participant's name that you would like to activate.

Add Participant Information: --Additional Participant Information--

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Email Confirmation :   ● Yes ○ No

☑	Order #	Date/Time	Player First	Player Last
	▼	▼	▼	▼
☑	3056166	4/23/2014 10:11:50 AM	Kelly	Manning

1

Activate Participants | **Remove Participants** | **Update**

Click on **Activate Participants**.
Review the automatic email that goes out to the account holder.
Click on **Activate Participants** at the bottom of the screen. This will create a **Division Price Order** for the player, with an **Open Balance** on their Account for them to log in and pay.

NOTE: To move the entire list of players on the wait list to the specified division, check the box in the upper left to "select all".

PLAYER DROPS

If a pre-registered player notifies you that they DO NOT plan to register, you can remove them from the wait list and prevent them from going into the Division as follows:

Steps to Remove a Participant from the Wait List:

Go to **Registration** >> then click on **Edit>>Divisions** next to the Program for which you need to remove a participant from a division wait list.
Click on the **Wait List** button next to the correct division. ***Note:** If this button does not appear, it's because no one has registered for the Wait List for that division. You can view a Wait List Report under Reports.
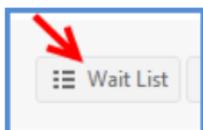
Put a check mark in the box next to the participant's name that you would like to remove.

Add Participant Information: --Additional Participant Information--

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Email Confirmation :   ● Yes ○ No

☑	Order #	Date/Time	Player First	Player Last
☑	3056166	4/23/2014 10:11:50 AM	Kelly	Manning

1

Activate Participants | **Remove Participants** | **Update**

Click on **Remove Participants**.
Review the automatic email that goes out to the account holder.
Click on **Remove Participants** at the bottom of the screen. The wait list order will be **cancelled** and a new order will be generated on the **Manage Orders** screen.