

Managed WaitList

If Managed Waitlist is enabled, the Admin will be notified when a permit becomes available to be assigned to users on a waitlist. It will automatically be reserved to be assigned to the users on the wait list. The admin will be able to choose who to assign this permit to add it to the user's cart. The Admin will email the user and give them a specific amount of time to pay for the permit before it expires and can be given to someone else.

Setup & Configuration

1. Click the **System Configuration** (Cog) menu item, then **System Settings**.
2. On the **Manage System Settings** page, click **Permits**.
3. Find and enable the **Enable Managed Waitlist** checkbox.
4. Enter admin emails into the **Waitlist Email Managers** field. Multiple email addresses can be separated by commas. These email addresses will be notified when a permit becomes available for waitlisted users.
5. Enter the amount of time that is being given to users to purchase permits in the **Waitlist Reservation Duration** box. This value is measured in days.

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These settings are used to control the Permits Module.

Usage Limit

User side settings

✓ Enable User Permit Printing

✓ Show total spots taken

✓ Show waiting list rank

☐ Show Only Visible Lots

Receipt Reply To Address

✓ Multiple Plate Validator

✓ Allow Permit Move

✓ Require Payment for Rollovers

✓ Show remaining permits

Map of Permit Areas

/admin/settings/images/19031p6277558_P.jpg

Select Image

✓ Allow Credit Card Processing

✓ Personal information on permit print

☐ Require Mailing Address

☐ Show Permit Lots on Landing Page

✓ Enable Managed Waitlist

Waitlist Email Managers

waitlist@tomahawk.ca

Waitlist Reservation Duration

10

Save Settings

Enabling the Managed Waitlist setting makes the core waitlist system active, but you must still enable waitlists on individual lots for them to be used.

Enabling Waitlists on Individual Lots

Waitlists must be configured on the lots before users can join them. You can find the instructions for enabling this on the [Pricing & Lot Admin page](#) under the Standard Permits section.

User Side Setup and Experience

Users will not see the option to join a Waitlist unless all permits are sold out for a designated lot. You can configure the option to allow users to see their rank on the wait list or not. To do this, follow the steps below:

1. Click the **Cog** menu item, then **System Settings**.
2. On the **Manage System Settings** page, click **Permits**.

3. Find and enable the **Show Waiting List Rank** checkbox.
4. Check out [this page to see the User Experience](#).

Waitlist Email Templates

There is a standard email template you can configure for communicating with your users. This can be found on the [System Messaging Checklist](#) page under **Waitlist Selected**.

Working with the Managed Waitlist

Assigning a User a Permit from the Wait list

When a permit becomes available in a lot with a waitlist the admin will be notified via the email address that was setup for **Waitlist Email Managers**. The permit will be reserved for assignment to users on the wait list.

To assign the permit to a specific person on the waitlist, follow the instructions below.

1. Click **Parking Management**, hover over Waiting Lists and click Waiting List.
2. The **Waiting List** screen opens. Select **Assign** to associate the selected user to the permit you wish them to have.

Waiting List

Username

User Type

✓

Public

✓

Staff

✓

Students

✓

Athletics

☐ Toggle All

Lot: Red Student Lot West

	Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/>	1	2022-05-04 @ 11:19 am	<div>Assign</div>	<div><div>1</div><div>P</div></div> <div>Callaghan, Joseph</div>	Public User	Manotick	6135555978	<div>Add</div>	Red Student Lot West

Lot: The Bicycle Lot 1

	Rank	Added To List	Reserved Permit	User	User Type	City	Phone	Comment	Lot
<input type="checkbox"/>	1	2016-07-07 @ 10:35 am	<div>1500</div> <div>2022-Apr-26</div>	<div>Jamieson, Steph</div>	Part Time Student	Ottawa		<div>test</div> <div>Edit</div>	The Bicycle Lot 1

Releasing or Extending an Assigned Permit

If the amount of time you set in the **Waitlist Reservation Duration** passes and the user hasn't purchased a permit, the admin will be sent an email. The admin has the option to release the permit, so that it can be assigned again or to Extend the users time to pay for the permit. To do this:

1. Return to the **Waiting List** page, and select the Permit icon beside the username.

Waiting List

Username

User Type

✓Public

✓Staff

✓Students

✓Athletics

☐ Toggle All

Lot: Red Student Lot West

	Rank	Added To List	Reserved Permit		User	User Type	City	Phone	Comment	Lot
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2. From the **Parking Permit Information** page, select **Release Permit** or click **Extend** to add 10 more days.

OperationsCommander [OPS-COM] - Complete parking and security...
tomahawku-rc.preview.parkadmin.com/admin/parking/permitInfo.aro?p...

Parking Permit Information

Permit Number:	2
Lot Name:	Full Lot to be Waitlisted
Require Access Card:	No
Allowed as 2nd Permit:	Yes
Cost:	\$50.00 + \$6.50 tx.
Current Status:	Requested (awaiting payment)
Permit State:	Good
Renter:	Rockwood, James jrockwood

User was assigned this permit via the waiting list.

Permit assigned:	2019-Aug-07 10:25
Date user must pay:	2019-Aug-17 06:25

Extend (Add 10 days)

Release Permit

Payment Amount:	\$56.50 (incl. tax)
Payment Method:	Make Payment
Rollover State:	Renewable

Update Permit

Close Window