Land Management - Waitwhile Walkthrough



How Clear an Appointment from the Waitlist

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- Open Waitwhile.
- Click on the WAITLIST page.
- 2 When the appointment is ready to begin click on the yellow **Bell** icon this will alert the visitor they can come to the building department counter.
- 3 After the alert has been sent a yellow Alert Message will show below the visitor's name. This message measures the amount of time since the first alert has been sent.
- 4 Once the visitor has come to the building counter click the green **Check** mark. This will place the visitor in the serving line.
- 5 If you need to communicate with the visitor, you can click the **3 dot ellipse** next to the green **Check** mark. There you can send another message to the visitor by opening the **Chat** window, **Move** the visitor's position in the waitlist, **Edit** the visitor's information or **Remove** them completely from the list.
- **6** Once the visitor is done with their visit go to the **SERVING** page.
- Click the green Check mark in the SERVING page to remove them from the entire waitlist and end their visit.

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