How Clear an Appointment from the Waitlist
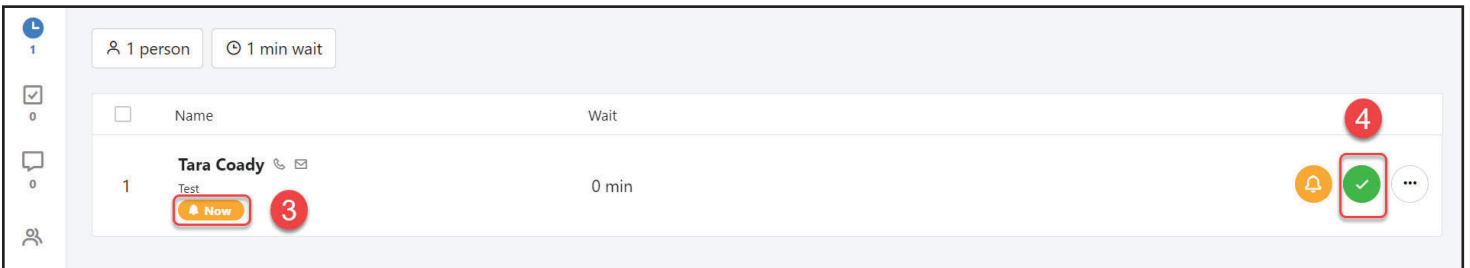

- Open Waitwhile.
1. Click on the **WAITLIST** page.
2. When the appointment is ready to begin click on the yellow **Bell** icon this will alert the visitor they can come to the building department counter.
3. After the alert has been sent a yellow **Alert** Message will show below the visitor's name. 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.
7. Click the green **Check** mark in the **SERVING** page to remove them from the entire waitlist and end their visit.