

# WebTrac Virtual Waiting Room- FAQs

To help manage high-volume registration events, Vermont Systems may implement a Virtual Waiting Room for our WebTrac customers. This document outlines common questions that WebTrac customers encountering the Virtual Waiting Room may relay to RecTrac staff.

## Why am I waiting?

The WebTrac site is experiencing high user volume. Vermont Systems has implemented a Virtual Waiting Room to ensure that user volume does not exceed the site's ability to provide an informed and responsive registration for our WebTrac customers.

## Can I lose my place in line?

No—Once you have entered the Virtual Waiting Room, you will retain your place in line. Rest assured that you keep your place in the Waiting Room line even if your phone goes to sleep, you lose your internet connection, or you close the Virtual Waiting Room page. When you return to the page, you will see updated progress in the line.

## How does the Waiting Room determine my spot in line?

- If you arrive at the registration site prior to the registration start time, you will receive a random spot in line when the registration event begins.
- If you arrive at the site after the registration event has begun, you will receive the next available spot in line.

## What happens when it's my turn?

- If your WebTrac Waiting Room page is open when it's your turn to register, you automatically will be redirected to the registration site.
- If your Waiting Room page is not open when it is your turn to register, when you return to the WebTrac site, a popup will notify you of your turn and confirm that you want to proceed to the registration site.

## When it's my turn, how long do I have to complete my registration?

Once it is your turn to register, you may browse the site and register at your own pace. There is no time limit for completing your transaction.

## Once it's my turn, if I leave the registration site and come back, will I have to wait again?

No—Your waiting room number is device/browser specific. This means that, once the Waiting Room releases your Waiting Room number, you may browse away from the registration site and return without needing to wait in line again.

I received a timeout error on the Waiting Room page. What do I do?

**Don't worry—You haven't lost your spot in line.** A timeout error on the Waiting Room page indicates an attempt to redirect you to the registration site failed due to connectivity. To address:

- Try refreshing the page in your browser.
- If a browser refresh doesn't work, check your internet connectivity.

What happens if I try to access the registration site from multiple devices and/or internet browsers?

Waiting Room numbers are device/browser specific. As such, each device or internet browser used to access the site receives its own Waiting Room number.

**Note : Once released from the Waiting Room to begin registration, a Household can open only one active WebTrac session at a time. Subsequent logins by the same Household on an alternate device or browser will take over and replace any of that Household's previous active sessions.**

If I logged in to the registration site with my Household account, will I still be logged in when released from the Waiting Room?

Yes—The registration site will retain your page and login status while you are in the Waiting Room. **Your Household will log out *only if you access the registration site from a secondary device or browser that was released from the Waiting Room prior to your current session.***

Does one Household have to log out of WebTrac for a new Household to be released from the Waiting Room?

No—The Waiting Room is managed solely by metering the inbound site traffic to ensure the number of new users accessing the site / minute remains within the site's performance thresholds. Long-running, abandoned, and logged-out sessions do not impact the rate at which new customers are released from the Waiting Room.