WaitListCheck

WaitListCheck is the revolutionary, automated system for online waiting list management. WaitListCheck allows agencies to accept applications online and provide applicants with the status information they want, without your agency ever having to pick up the phone.

Online Application Collection
- Eliminate the need to manually collect and enter application data
- Error-checking ensures accuracy
- Review applications before adding them to your waiting list
- Instantly view applications online
- Set application open and close dates

Easily Customizable
- Designated application website
- Customizable application
- Include your agency’s logo
- Add up to 10 of your questions
- Use different questions for different waiting lists
- Configurable preferences
- Customizable confirmation

Waiting List Status
- 24/7 access to status information
- Eliminate phone inquiries
- Optionally display estimated wait times and position number
- Upload data from multiple lists
- Replace costly IVR systems
- Automate documentation of address and family changes
WaitListCheck Demo Instructions

Try it out for yourself and see how easily your applicants can easily apply and get the status information they need. To view a guided demonstration, visit: www.happysoftware.com/demo/waitlistcheck.

Online Application Collection System:
1. Go to www.waitlistcheck.com/application
2. Choose to complete the application in English or Spanish.
3. Enter required sample data and click “Submit”.
4. View receipt with instructions for checking status.

Online Application Status System:
1. Go to www.waitlistcheck.com
2. Enter the following information to log in as a sample applicant:
   • Year of Birth: 1975
   • Social Security Number: 123456781
3. View the page that displays sample waiting list status information.

IVR Phone System:
Applicants can also check their status over the telephone using our optional IVR phone system. To test the IVR system:
1. Dial 1-800-376-5058
2. When prompted, enter the following sample applicant information:
   • Social Security Number: 123456781
   • Year of Birth: 1975

Technical Information:
The WaitListCheck system consists of two parts:
• Online Application System
• Website for displaying applicant status information

The WaitListCheck system is entirely self-contained and requires no hardware or additional third-party software to be installed or maintained. The website is protected using industry standard SSL (Secure Socket Layer) technology and is hosted on dedicated servers in a secure data center. Data transferred from your Waiting List to the Web is accomplished via SSH (Secure Shell), an industry standard method for reliably transferring files between computers over Wide Area Networks (Outbound Port 22 needs to be open to allow this). All files to be transferred are first automatically compressed and encrypted with 256-bit encryption. All data transfer is performed automatically at night with no necessary user intervention. Data presented on the Web is maintained in an industry-standard SQL database. All sensitive data, including Social Security Numbers, is encrypted at the database field level with 128 bit encryption. The upload/download of waiting list information to/from HAPPY Software to WaitListCheck is completely automated. The upload/download from third-party systems must be performed manually.