

Queue-it FAQ

What is Queue-it?

Queue-it is a virtual waiting room that is like lining up, but instead of standing in a physical line, you join a digital queue. You're placed in line automatically and get let in when it's your turn. It will provide an estimated time for when you get to the front of the queue.

Why is the City of Guelph using Queue-it?

Queue-it will ensure a smooth and fair experience for everyone by:

- Preventing website slowdowns or crashes
- Giving each customer a fair place in line
- Letting you wait comfortably without refreshing or losing your spot

Is everyone entered into the queue?

Yes, everyone will be entered into the queue.

How can I choose and register for multiple programs without having to log back in and wait in the queue every time?

Once you enter the system, all registrations can be completed at one time. You will be able to add all your programs to your cart and complete registration and checkout without losing your spot or having to re-enter the system.

What happens when I am done registering?

You can send yourself your registration confirmation and receipts through email or print them.

What if I decide I want to register for something else or make a change?

Contact our recreation customer service team at 519-837-5699 or email recreation@guelph.ca.

What information should I have ready for when I am in the queue?

Make sure to have your recenroll.ca login ready. If you have not created an account, select 'Signup' on the login page. For each individual that you are

registering, have the course code ready. Make sure to review the dates, times and locations, especially if trying to register multiple people (e.g. swim lessons for siblings).

If I have all my barcodes ready, will I still need to wait in the queue?

Yes, everyone will be entered into a queue. However, having your barcodes ready before entering the system will allow for smoother, more efficient registration.

When can I expect to be entered into the queue?

You will be able to browse programs until 7:15 a.m. the morning of the registration. At 7:15 a.m. all users will be placed into a virtual waiting room and at 7:30 a.m. the queuing system will begin. Do not close your browser. If you log in earlier than 7:15 a.m., you will need to refresh your browser after 7:15 a.m. to be entered into the queue.