

April 11, 2025



Subject: Update on April 10 Beach Registration

We want to acknowledge and sincerely apologize for the issues experienced during yesterday's beach registration opening.

The system was overwhelmed by the high volume of users accessing it simultaneously. Many encountered delays, 502 errors, timeouts, rostering issues, and an unresponsive waitlist feature. While server scaling was in place, it was not sufficient to meet the demand — and for this, we apologize.

WAITLIST

The development team has identified the cause and resolved the waitlist button issue. If you haven't already, please try again now.

We also want to clarify that **some events moved to a waitlist**, but **still have capacity**. This likely occurred because enough teams added the events to their basket to trigger the system to start a waitlist. Once a waitlist is activated, the remaining spots must be managed through that list. We will begin sending invites to teams on the waitlists to fill those available spots.

JULY/AUGUST EVENTS

We're reviewing how to better manage future registrations and will be implementing a staggered registration plan by age class to help reduce system strain.

The updated schedule with registration opening dates/times for the second half of the schedule will be posted next week — check our website's Beach Youth Tournaments page for updates. Thanks for your patience & understanding — more updates coming soon.

Please note that registration for the second half of the season **will not open until after the Easter long weekend**.

Thank you,

Volleyball Alberta