



Campground Reservations - Virtual Waiting Room

Dakota County Parks online registration site will now have a virtual waiting room as part of the registration experience. This feature will manage high-volume web traffic on busy registration and reservation opening days.

The virtual waiting room will be in effect for the Lebanon Hills Campground and Lake Byllesby Campground reservation opening days. During these times, anyone on the website will be automatically placed in the virtual waiting room. Customers will be slowly released onto the site to begin the reservation process.

Frequently Asked Questions

How do I join the waiting room?

Once activated, anyone who visits the [reservation website](#) will automatically be placed in the virtual waiting room. Users are placed in line and will slowly be let into the reservation site to browse and register as normal.

If you visit the reservation website prior to the virtual waiting room being activated, you will return to your previous page once let in from the virtual waiting room.

Can I lose my place in line?

No. Once you are placed in the virtual waiting room, you will keep your place in line, even if your phone goes to sleep, you lose internet connection or close the webpage. As long as you return to the page on the same device, you will see your current progress in line.

What happens when it's my turn?

You will be redirected from the virtual waiting room pop-up to the reservation site. From there, you can proceed with making a reservation or browsing the site.

How long do I have to complete my reservation?

Once let in from the virtual waiting room, you may browse and register at your own pace.

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

No. Your place in line is specific to your device and browser. Once you are released from the virtual waiting room to the reservation site, you may browse and return without needing to wait in line again.

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

Your spot in the virtual waiting room is specific to your device and internet browser. Each device and browser will receive their own waiting room and place in line. **Important:** Once released from the waiting room, a household can only have one active session at a time. If you log in on a different device, that browser will take over and replace any of that household's previous active sessions.

I received a timeout error on the waiting room page. What should I do?

You will still retain your spot in line. Try refreshing your page in the browser. If the browser refresh doesn't work, check your internet connection.