Working on the same timetable at the same time

Wise Timetable — multi-user mode, explained from the beginning

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Wise Technologies d.o.o. · Wise Timetable desktop application · August 2026

Applies to the 2026 release and later.

Contents

1. What this document is for

Wise Timetable was originally built for one person: you open the timetable, you change it, you save it to the database, and everybody else sees the result afterwards. That works perfectly well as long as only one person is planning.

When two or three people need to plan **at the same time**, that model breaks down. Whoever saves last overwrites whatever the others did in the meantime, and nobody gets a warning. Multi-user mode exists to solve exactly this.

This document explains, step by step and without assuming any technical knowledge:

- what multi-user mode actually does,
- how it is switched on, and why it only has to be switched on once,
- what "claiming" a course means and why it exists,
- what you will see on screen when a colleague is holding something you want,
- how ownership is given back,
- what to do when something is stuck,
- and how to go back to normal single-user working.

There are no screenshots in this version. It describes the ideas and the exact wording you will see, so that you can recognise it when it happens.

2. First, a warning about the word "sync"

There are two different settings in Wise Timetable with the word *sync* in them, and they do completely different things. Mixing them up is the most common source of confusion, so please read this section even if you read nothing else.

Setting	Where it lives	What it does
Sync reservations with database	Settings ▸ Miscellaneous ▸ **General** tab	Keeps *room bookings* (reservations made from the web, exam bookings, meetings) in step with the database. Nothing to do with several planners.
Sync courses for multiple users	Settings ▸ Miscellaneous ▸ **View** tab	**This is the one this document is about.** It lets several planners work on the same timetable at the same time.

There is also *Sync/View external timetable reservations* and a **Data ▸ Sync classes** menu item. Both belong to exchanging data with a *different* institution or a *different* database. They are not part of multi-user mode either.

So: everything below is about the single checkbox **"Sync courses for multiple users"**, on the **View** tab.

3. Before you switch anything on: everybody needs their own name

This is the one preparation step, and skipping it makes everything else behave strangely.

Every copy of Wise Timetable identifies itself to the others by a **user name**. You find it in:

> **Settings ▸ Miscellaneous ▸ General tab ▸ "User"**

Rules:

1. **Every planner must have a different name.** Two people using the same name look like one person to the program, and the safety mechanisms simply switch themselves off.
2. **The name should be recognisable to a human being.** When the program tells Ana that a course is being edited by someone else, it shows her exactly this text. `mkovacic` or `Marko Kovačič` is helpful; `user1` is not.
3. **Do not change it afterwards.** If you rename yourself while you are holding courses, the program no longer recognises those courses as yours and cannot give them back automatically. (Section 10 explains how to recover from that.)

If your institution uses the desktop login screen, the User field is filled in for you from your login and greyed out — that is correct and there is nothing to do.

4. Switching multi-user mode on

You only do this **once, on one computer**. It then reaches everybody else through the database. Here is the whole procedure.

On the first computer

1. Open the timetable you want to work on — normally with **Data ▸ Load From Database**, so that you are starting from what the database currently holds.
2. Open **Settings ▸ Miscellaneous**.
3. Go to the **View** tab.
4. Tick **"Sync courses for multiple users"**.
5. Confirm the Settings screen (OK).
6. Save the whole project back with **Data ▸ Save To Database**.

That last step is the one people forget, and it is the important one. The setting is stored *inside the project*, and the project is stored in the database. Until you save, the setting exists only on your own computer.

On every other computer

Nothing. Really — nothing.

The next time a colleague does **Data ▸ Load From Database**, the setting comes down with the rest of the project and their copy switches into multi-user mode by itself. They do not need to be told the name of the checkbox, and nobody has to visit each machine.

> **In one sentence:** tick it once, save to the database, and everybody who loads from the database from then on is in multi-user mode.

How to tell it is working

There is no flashing lamp for this. The honest test is a practical one: two people open the same timetable, one of them moves a lesson, and about ten seconds later that lesson moves on the other person's screen too. If it does, multi-user mode is on for both of them.

The program also writes a line into its own log whenever anybody turns the setting on or off, so support can always confirm afterwards who switched what and when.

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5. What happens every ten seconds

Once multi-user mode is on, each copy of Wise Timetable quietly talks to the database every ten seconds. On each of those ticks it does three things:

1. **It says "I am still here."** This is how the other copies know who is currently working. A copy that stops saying it — because the program was closed, or the computer was switched off — is treated as gone after about five minutes.
2. **It sends up the lessons you have moved** since the last tick.
3. **It brings down the lessons your colleagues have moved**, and redraws your grid if any of them are on the screen you are looking at.

Three things are worth knowing about this.

It only runs when somebody else is actually logged in. If you are the only planner working at that moment, nothing is sent every ten seconds — your work reaches the database when you save it, exactly as before. Multi-user mode costs you nothing while you are alone.

Only the timetable itself travels this way — the lessons on the grid: their day, hour, room and week. Everything *structural* does **not**: new courses, changed numbers of hours, new student groups, new rooms, new lecturers. Those reach your colleagues only when somebody does **Data ▸ Save To Database** and they do **Data ▸ Load From Database** again. This is why it is worth agreeing in advance who enters new data and when.

Automatic backups pause. In single-user working the program takes a backup copy every minute. In multi-user mode that is switched off, because the file on your disk is no longer the whole truth — the database is. Save deliberately.

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6. Claiming a course — the heart of multi-user mode

If two planners could edit the same course at the same moment, one of them would lose their work. So the program does what a library does with a book: while you have it, nobody else can take it.

The unit that is claimed is a **course** — not a single lesson. If you take *Mathematics I*, you have taken every lecture, tutorial and lab of it. That is deliberate: moving one lesson of a course usually means moving the others too.

When a claim is taken

A course becomes yours the moment you begin to do something to it:

- opening its course screen (double-clicking it in the course list),
- moving one of its lessons on the grid, or dragging it in the room view or the lecturer view,
- editing a lesson, splitting it, deleting it, deleting a week of it,
- changing its execution type, locking it, marking it, forcing it, disabling it,
- writing its web note.

You are not asked and there is no dialog. If the course was free, it is simply yours from that moment.

When somebody else already has it

Then you see this question:

> **Course <name> is currently owned by <person>. Claim the course?**

Read the name in it — that is the colleague to walk over to or telephone.

- **Answer No** and nothing at all happens. Your click is cancelled cleanly and your colleague keeps working undisturbed. **This is almost always the right answer.**
- **Answer Yes** and you take the course away from them.

Taking a course away from a colleague who is actively editing it is not a neutral act: their unsaved changes to that course can be lost. Only say Yes when you know the other person has finished, has gone home, or has left the program open by accident.

The person you took it from may also see:

> **User <name> claimed the course <course> you already own. Allow?**

If they say no, the course stays with them and your claim does not happen.

What a colleague sees while you hold a course

Nothing dramatic. Their copy simply leaves your course alone: lessons of a course held by somebody else are not overwritten by their save, and are not pulled down from the database into their screen while you are still working on them. When you let go, everything catches up on the next ten-second tick.

7. Giving a course back

Claims are given back automatically in most situations. It is still worth knowing which ones, because "why is this course still locked?" is the most common question in multi-user mode.

It is released automatically when:

- you press **Cancel** on the course screen;
- you press **OK** on the course screen having changed nothing;
- you start an action and then abandon it — you say no to a deletion, you cancel the note dialog, you refuse a warning about too many hours, you press Escape during a swap;
- you were refused the action because you do not have the rights for it;
- you close Wise Timetable normally, through **File** ▸ **Exit** or the window's close button. This releases *everything* you were still holding.

It is NOT released when:

- you still have unsaved changes to that course. It stays yours until you close the program. This is intentional — your work is protected;
- the program crashes, or the computer is switched off, or the network drops at the wrong moment. The claim stays in the database because nobody was able to hand it back.

That last case is the reason the **Clean Owners** button exists (section 10).

> **The single most useful house rule:** when you have finished for the day, close Wise Timetable properly instead of leaving it open overnight. That one habit prevents most locked-course problems.

8. Operations that behave differently in multi-user mode

Some operations touch many courses at once. Those cannot politely ask about each one — a hundred questions in a row is not usable — so they behave in one of three ways.

They refuse, and say why

Automatic generation and the six optimiser actions do not run at all while any course is held by another planner. Generation rewrites most of the week, so running it around somebody else's work would produce a timetable that is partly generated and partly not. You get a message like this, *before* anything has been changed:

> Generation cannot run while other users are editing courses.
>
> These courses are currently held:
>
> Mathematics I - Ana Novak
>
> Physics II - Marko Kovačič

> Nothing has been changed. Try again once they have finished editing.

Shifting the weeks of a term refuses in the same way. It moves the boundary that every course is measured against, so it must move all of them together or none.

The cure is the same in both cases: ask the named people to finish and close their course screens, then run it again.

They skip what they cannot have, and tell you afterwards

Enable all schedules and **Adjust corner weeks to lectures** (both on Settings ▸ Academic Year Details) do their work on everything that is free and leave alone whatever a colleague is holding. Afterwards you get:

> These courses were left unchanged because another user is editing them:
> Mathematics I - Ana Novak
> Everything else was changed. Run the operation again once those courses are free.

That message replaces the usual "Operation successful". If you see it, the operation was **partial** — write down the names, and run it again later.

They are not allowed at all

Adding and changing student groups is refused while multi-user mode is on and somebody else is logged in:

> Cannot change group(s) if you are working with other users in sync - other must be logged out or sync off.

Groups are the skeleton the whole timetable hangs on, and changing that skeleton underneath a colleague is not something the program can make safe. Plan group work for a time when you are the only one in.

9. The "Do not check claimed courses" setting

On the same **View** tab, just under the sync checkbox, there is **"Do not check claimed courses"**.

It does what it says: it switches off the ownership question entirely. You will never be asked whether to take a course from a colleague — you will simply take it, silently, every time.

Leave it unticked. With multi-user mode on, this setting removes the very protection you turned multi-user mode on to get. It exists for single-user installations, where there is nobody to protect anything from.

Like the sync setting itself, every change to it is recorded in the program's history log.

10. When something is stuck: Clean Owners and Clean Sync

At the bottom of the **View** tab there are two buttons. They are the repair tools. They are safe, but they are blunt, so read what each one does.

Clean Owners

Use this when a course is locked by somebody who is demonstrably not working — they have gone home, their computer crashed, the program was killed in Task Manager.

It does three things at once, for the whole institution:

1. releases **every** course held by **everybody**,
2. clears the list of who is currently logged in,
3. clears the queue of not-yet-delivered changes.

Then it writes a line into the history log recording that you did it.

Before pressing it:

- make sure everybody else has saved and closed the program, or at least is not in the middle of editing a course. It releases their claims too — including claims that are protecting real unsaved work;
- it is best treated as an administrator's action, not something to press whenever a dialog is inconvenient.

After it runs, everything is free again and everybody can carry on.

Clean Sync

The smaller cousin. It clears the list of logged-in users and the queue of undelivered changes, but it **does not touch ownership**.

Use it when the program insists that other users are logged in although you know there is nobody there — for example after several computers were switched off at once — and no course is actually locked.

Which to use

Symptom	Button
A course is locked by someone who is not there	**Clean Owners**
"Other users are logged in" but nobody is	**Clean Sync**
Generation refuses and names people who have gone home	**Clean Owners**
Not sure	**Clean Sync** first — it is the gentler one

11. Going back to single-user working

Multi-user mode is not a one-way door. To return to ordinary working:

1. **Everybody saves their work and closes Wise Timetable.** This is not optional. Switching sync off underneath a colleague who is still editing is how changes get lost.
2. On one computer, open the project — **Data ▸ Load From Database**, so you are working from the current state.
3. **Settings ▸ Miscellaneous ▸ View tab** — untick **"Sync courses for multiple users"**. Confirm.
4. Still on the View tab, press **Clean Owners**, so that no course is left marked as belonging to anybody.
5. **Data ▸ Save To Database.**

From then on, anyone who loads from the database gets a project in ordinary single-user mode: no ten-second exchange, no ownership questions, automatic backups every minute again, and the old rule back in force — *the last person to save wins*, so only one person should be editing at a time.

Nothing is lost by switching back and forth. It is perfectly reasonable to run multi-user mode during the two busy weeks of the year when three people are building the timetable, and single-user mode for the other fifty.

12. Quick troubleshooting

What you see	What it means	What to do
"Course X is currently owned by Y. Claim the course?"	Y has that course open right now	Answer **No** and ask Y. Only answer Yes if Y has really finished.
A course is locked by somebody who has gone home	Their program was closed abnormally, so the claim was never handed back	**Clean Owners** (section 10)
Generation refuses and lists courses	Someone is editing one of them	Ask the named people to close their course screens, then run it again
"…left unchanged because another user is editing them"	The bulk operation was **partial**	Note the names; run the operation again when those courses are free
"Cannot change group(s)…"	Groups cannot be changed while colleagues are logged in	Do group work when you are alone in the project
Colleagues' changes never arrive	Sync is off on one of the copies, or the two projects are for different academic years, or the database connection is disabled	Check the View tab on both machines; confirm both loaded the same year from the same database
It says other users are logged in and there is nobody	Copies that ended abnormally have left their rows behind	**Clean Sync**

What you see	What it means	What to do
The other planner cannot see the new course I just entered	Structural data does not travel on the ten-second sync	You **Save To Database**, they **Load From Database**
"It says someone else is editing but nobody is", on an older version	A known defect in versions before the 2026 release	Update to the current version

13. Six house rules worth agreeing on

1. **One name per person**, set once in Settings ▸ Miscellaneous ▸ General.
2. **Close the program when you leave.** Almost every locked-course problem comes from a copy left running overnight.
3. **Answer "No" to the claim question by default.** Say Yes only when you know the other person has finished.
4. **Do structural work alone** — new courses, groups, rooms, lecturers — and tell everybody to reload from the database afterwards.
5. **Treat Clean Owners as an administrator's tool**, agreed with the others before it is pressed.
6. **Save deliberately.** In multi-user mode the minute-by-minute automatic backup is off, and the database — not your local file — is the truth.

14. If you need help

Write down, before calling:

- the exact wording of the message on screen,
- the name shown in it, if it names somebody,
- what you had just clicked,
- how many people were working at that moment.

Wise Timetable also keeps its own log file, which records every claim, every release, every ownership clean-up and every refusal, with names and times.

You do not have to go looking for it on disk. The program will open it for you:

1. **Settings ▸ Miscellaneous**
2. the **File Settings** tab
3. under **File shortcuts**, press the button labelled **wtt_event.log**

It opens in Notepad. From there, *File ▸ Save As* puts a copy wherever you like, so you can attach it to an e-mail.

The button beside it, **wtt_sql.log**, is a second, more technical log. Support will ask for it only if the first one is not enough.

Sending that file with your question usually turns a long conversation into a short one.

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