



Recalling Policies

Overview

If for any reason you need to recall an existing policy, you can follow the steps provided below to keep your policies organised and up-to-date.

Any recalled policies will no longer be active and users will only be able to view them.

If you are simply looking to renew an existing policy, please refer to our article [here](#).

How to recall a policy

1. To recall a policy, click into the edit properties of the policy in question.

A screenshot of the 'Policy Manager / Policy Details' interface. On the left is an illustration of travel items like suitcases, a hot air balloon, and a plane. The main content area shows 'INSTRUCTION INS-0002 - Foreign travel advice' with tags for 'Distribution' and 'Policy version 1', and a description 'Travel Advice from UK Government'. On the right, a sidebar contains three green buttons: '+ Create New Version', 'Edit Properties' (which is highlighted with a red rectangle), and 'Acceptance Status'. At the top right of the interface are several small icons for actions like adding, deleting, and viewing.

2. From the Summary tab, you will see the 'Recall this policy' option. Once you check this box, hit 'Submit'.

STATUS Distribution Set status expiry Date

☐ Do not send notification

Set review Date

☒ Recall this policy

Owner* Michael Christian Browse

Author* Michael Christian Browse

Submit

3. You will be prompted with the following message where you can (1) confirm the action and (2) check the box to notify users of the recall.

claromentis

HOME COMPANY DEPARTMENT

Tags claromentis

popular tags: int

Asset Type* ☐ File upload

URL https://www.gov.uk/foreign-travel-advice

STATUS Distribution Set status expiry Date

☐ Do not send notification

Set review Date

☒ Recall this policy

Owner* Michael Christian Browse

Author* Michael Christian Browse

Submit

Recall

You are about to recall this policy

☐ Send notification to users?

Submit Cancel

4. Now you will be taken back to the front end of the policy where a message will let users know that the policy is no longer live and will be deleted/replaced.

Policy Manager / Policy Details

+ ↕ ≡ ✎ ✕

⚠ This policy has been withdrawn, and eventually admin will delete it or the new version will replace it.

+ Create New Version

✎ Edit Properties

Acceptance Status



INSTRUCTION
INS-0002 - Foreign travel advice

Distribution Policy version 1

Travel Advice from UK Government

claromentis, travel

Reminder: Unlike when a policy is being renewed, when one has been recalled, users will only be able to view the policy and will no longer be able to

Please note: As an admin, you will still be able to view the 'Acceptance History' of the policy if needed ↓

How to reactivate a policy

STATUS

Distribution


▼

☐ Do not send notification

Set status expiry Date

Set review Date

☐ Recall this policy



Owner*

Michael Christian

× ▼

Browse

Author*

Michael Christian

× ▼


Browse

Submit

2. You will once again be prompted with the following message where you can (1) confirm the action and (2) choose to notify users of the reactivation.

claromentis

HOME COMPANY ▼ DEPARTMENT ▼

Tags  clarome

popular tags: int

Asset Type * ☐ File upload ☐ Page ☐ File from Documents ☒ Weblink

URL

STATUS Set status expiry Date

☐ Do not send notification

Set review Date

☐ Recall this policy

Owner*

Author*


Recall

You are about to reactivate this policy

☐ Send notification to users?

3. As per the Distribution status, the policy will again be live and users will be allowed to accept the policy if required.


Policy Manager / Policy Details



INSTRUCTION

INS-0002 - Foreign travel advice

Travel Advice from UK Government



Please note: Reactivating a policy is not the same as renewing a policy. Reactivating a policy will only reinstate the policy to resume its original version.

Last modified on 1 December 2023 by [Hannah Door](#)

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Tags: [policy](#), [policy manager](#), [user guide](#), [recall](#)