



Policy Manager: Recall

Policies are updated over time by policy administrators [creating new versions of them](#).

However, some policies may need to be rescinded or deleted if they are no longer relevant.

This can be carried out in the Intranet by recalling the policy, which means it is no longer 'active', cannot be accepted and can only be viewed as a historical record.

Following this, the policy can be deleted (in line with your company policy) or left in the system for record-keeping.

A policy recall can be reversed and the content made active again if required.

How to recall a policy

Only policy administrators and users with '[edit policy](#)' permission to a policy can reactivate it.

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1. Open the policy you wish to recall and click 'Edit properties'
2. In the 'Summary' tab, scroll down and check the 'recall this policy' box
3. Click 'Submit' to apply.
4. A pop-up will appear asking if you wish to send a notification to all users (with at least view rights) about the policy being recalled. Make a decision here and click 'submit' to finalise the recall.
5. The policy will reload now in the recalled state. A message appears at the top advertising this.
6. The policy is no longer visible on the front end but a direct URL can be opened to view the recall message. Administrators can open the policy from the 'manage policies' area.

Please note: Administrators and users with 'edit policy' permission will still be able to see the 'Acceptance History' of the policy if applicable.

How to reactivate a policy

Only policy administrators and users with 'edit policy' permission can reactivate it.

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1. Reverse a recall by editing the policy in question and checking the recall for this policy option.
 2. At this stage, ensure the status is set to 'distribution' as this will make the policy live.
 3. Similarly, check that the permissions are set correctly before you make the policy live again.
 4. In the 'Summary' tab, click 'submit' once you are ready.
 5. A pop-up will appear asking if you wish to send a notification to all users (with at least view rights) about the policy being reactivated. Make a decision here and click 'submit' to finalise the change.
3. If the policy was put into distribution status, users can interact with it as [their permissions allow](#), as the original policy has been reinstated.
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