

## **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.

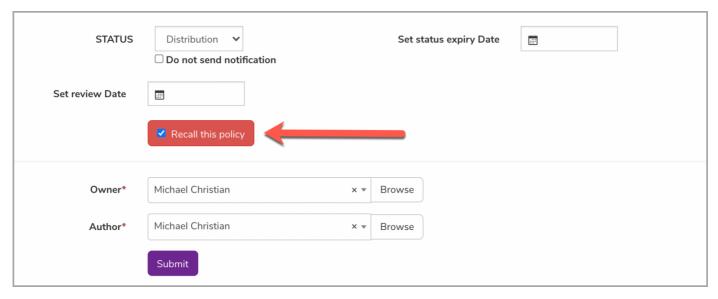
If you are simply looking to renew an existing policy, please refer to our articlehere.

## How to recall a policy

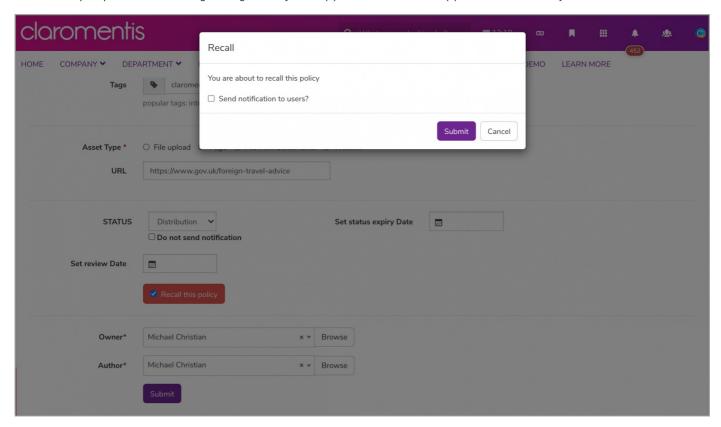
1. To recall a policy, click into the edit properties of the policy in question.



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



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.



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 \( \preceq \)

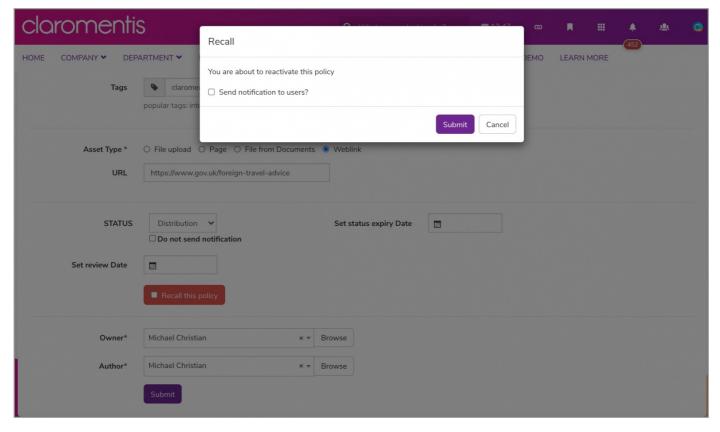


## How to reactivate a policy

1. You can undo a recall on a policy by simply reactivating it. To do so, uncheck the 'Recall this policy' option and press '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.



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



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

Created on 4 June 2021 by Veronica Kim Tags: policy, policy manager, user guide, recall