



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. The main content area shows an illustration of travel items (luggage, suitcase, hat, hot air balloon) on the left. To the right, the policy title is 'INSTRUCTION INS-0002 - Foreign travel advice'. Below the title, there are tags for 'Distribution' and 'Policy version 1', and the text 'Travel Advice from UK Government'. On the right side of the interface, there is a vertical toolbar with several green buttons: '+ Create New Version', 'Edit Properties' (which is highlighted with a red rectangle), and 'Acceptance Status'. At the top right of the interface, there are icons for adding, undo, redo, and deleting.

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

STATUS

Do not send notification

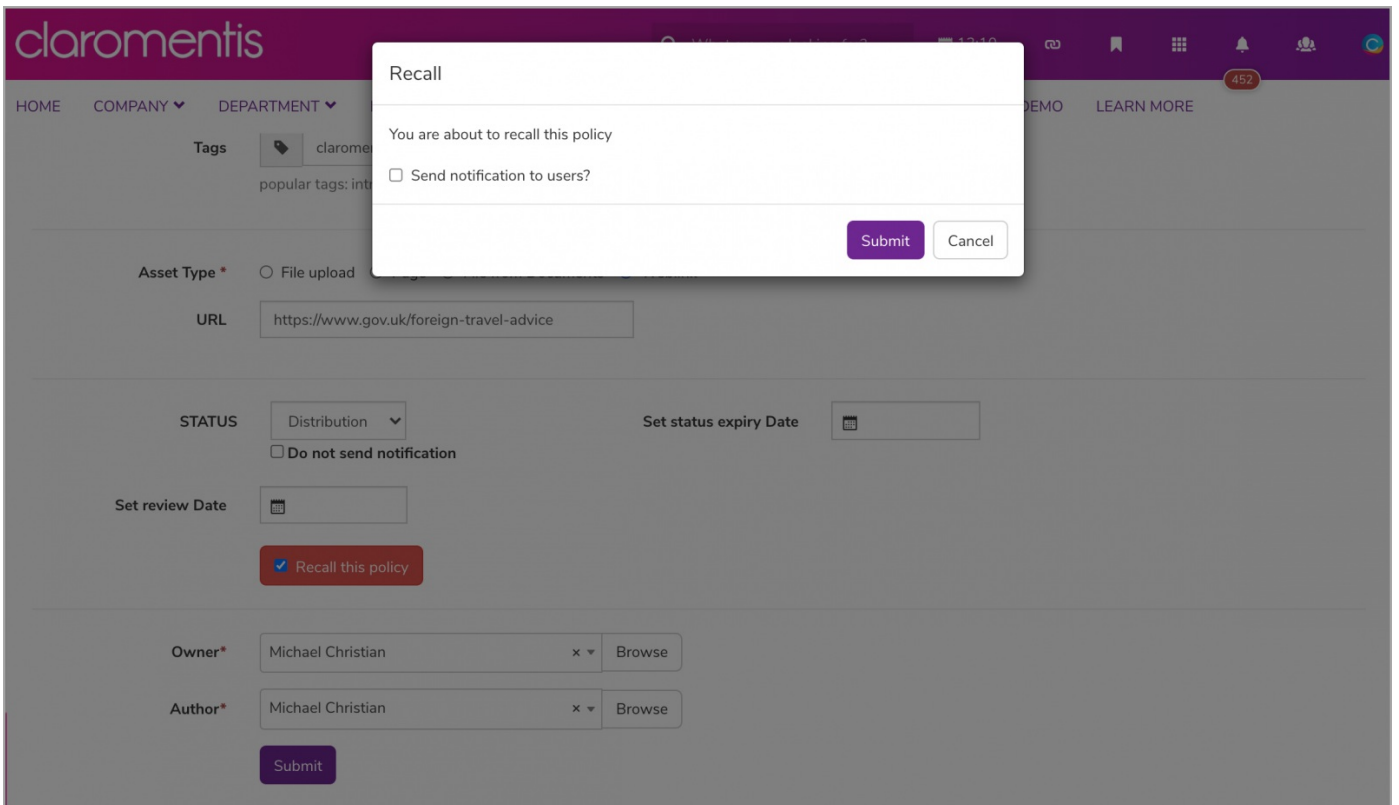
Set review Date

Recall this policy 

Owner*

Author*

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.




Recall


You are about to recall this policy

Send notification to users?

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





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 interact with it (i.e. accept policy).

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

The screenshot shows the 'Policy Manager / Policy Details' page. At the top right, there are icons for adding, undo, list, chart, and close. A warning banner at the top left states: 'This policy has been withdrawn, and eventually admin will delete it or the new version will replace it.' Below this, the policy details are shown: 'INSTRUCTION INS-0002 - Foreign travel advice', 'Distribution Policy version 1', and 'Travel Advice from UK Government'. On the right side, there are three buttons: '+ Create New Version', 'Edit Properties', and 'Acceptance Status'. The 'Acceptance Status' button is highlighted with a red border.

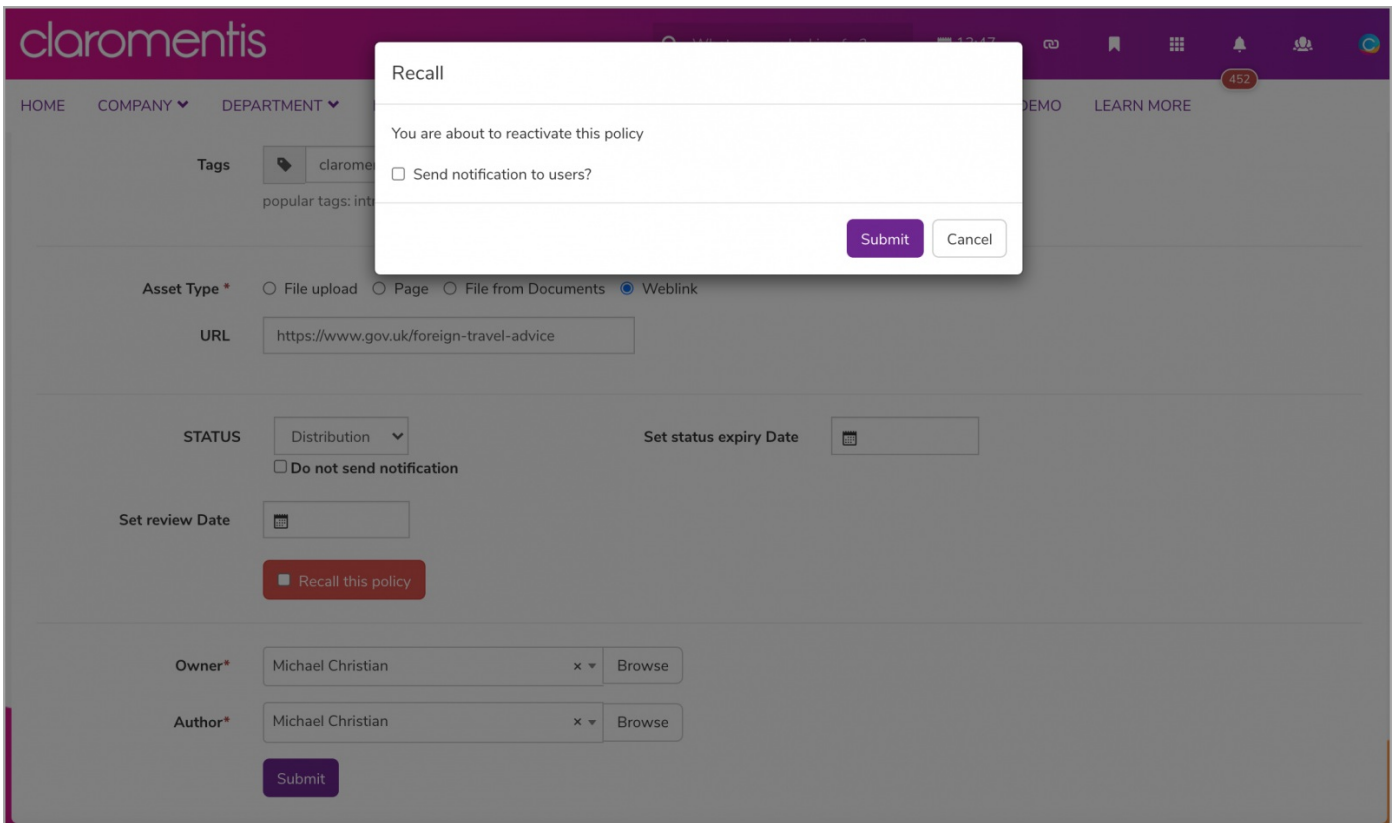
How to reactivate a policy

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'

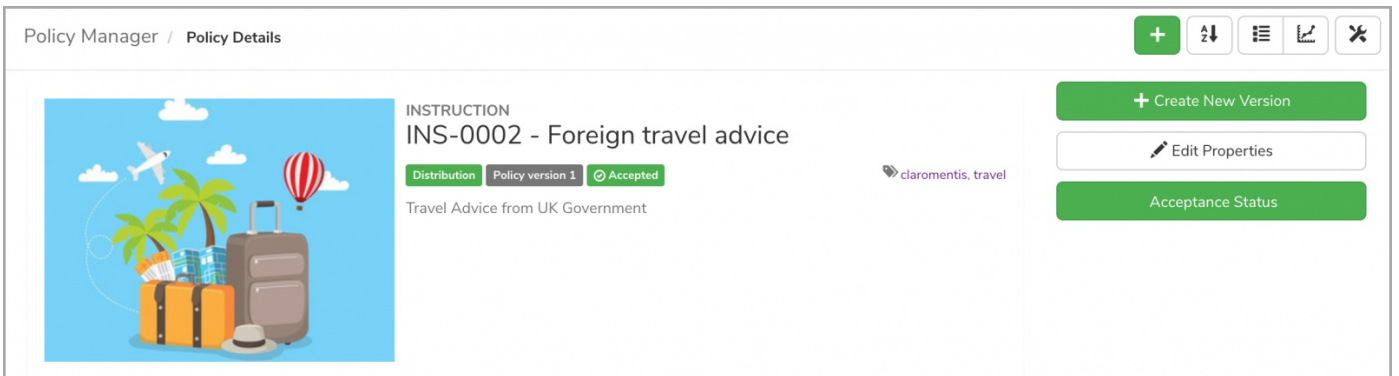
The screenshot shows a form for reactivating a policy. It includes the following fields and controls:

- STATUS:** A dropdown menu set to 'Distribution'.
- Do not send notification:** An unchecked checkbox.
- Set status expiry Date:** A date picker field.
- Set review Date:** A date picker field.
- Recall this policy:** A red button with an unchecked checkbox, highlighted by a red arrow pointing to it from the right.
- Owner*:** A text field containing 'Michael Christian' with a dropdown arrow and a 'Browse' button.
- Author*:** A text field containing 'Michael Christian' with a dropdown arrow and a 'Browse' button.
- Submit:** A purple button at the bottom.

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](#)