

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.

| INSTRUCTION INS-0002 - Fo | reign travel advice | + Create New Version |
|--|---------------------|----------------------|
| Distribution Policy version Travel Advice from UK C | Sovernment | Acceptance Status |

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

| STATUS | Distribution Do not send notification | Set status expiry Date | |
|-----------------|--|------------------------|--|
| Set review Date | | | |
| | Recall this policy | _ | |
| Owner* | Michael Christian × 🔻 | Browse | |
| Author* | Michael Christian x 🔻 | 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.

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|---------------------------|--|------------------------|---------------|-----------|---------|------|-----|---------|---|
| Asset Type * URL | O File upload | | Submit Cancel | | | | | | |
| STATUS Set review Date | Distribution Do not send notification | Set status expiry Date | | | | | | | |
| Owner* Author* | Michael Christian Michael Christian Submit | x v Browse | | | | | | | |

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 | | | + 1 = 2 × |
|--|--|----------------------|----------------------|
| This policy has been withdrawn, and eventually | admin will delete it or the new version will replace it. | | + Create New Version |
| | | | 🖍 Edit Properties |
| | INSTRUCTION INS-0002 - Foreign travel advice Distribution Policy version 1 Travel Advice from UK Government | Sclaromentis, travel | Acceptance Status |

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 1

| Policy Manager / Policy Details | | | + 1 = 2 × |
|--|--|-----------------------|----------------------|
| This policy has been withdrawn, and eventually | admin will delete it or the new version will replace it. | | + Create New Version |
| | | | 🖍 Edit Properties |
| | INSTRUCTION INS-0002 - Foreign travel advice Distribution Policy version 1 Travel Advice from UK Government | 🕲 claromentis, travel | Acceptance Status |

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'

| STATUS | Distribution V Do not send notification | | Set status expiry Date | |
|-----------------|--|-----|------------------------|--|
| Set review Date | 2007 2007 | | | |
| | Recall this policy | | | |
| Owner* | Michael Christian | × = | Browse | |
| Author* | Michael Christian | X = | Browse | |
| | Cubmit | | | |

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 • cl. popular ta Asset Type • O File upl | Recall You are about to reactivate this policy Send notification to users? Submit Cancel Cancel Ca |
| STATUS Distrit Do no Set review Date | ation ✓ Set status expiry Date send notification this policy |
| Owner* Michael C Author* Michael C Submit | hristian × Browse |

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 | | | + 1 = 2 × |
|---------------------------------|---|----------------------|----------------------|
| | INSTRUCTION INS-0002 - Foreign travel advice | | + Create New Version |
| | Distribution Policy version 1 Accepted | Sclaromentis, travel | Acceptance Status |
| | | | |

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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