

User action: Reassign a booking

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Booking reassignment allows you reassign bookings in your [Activity stream](#) from one Team member to another. In this article, you'll learn how to reassign a booking.

Requirements

- You must be a [OnceHub Administrator](#).
- Additionally, you must be [the Owner, an Editor, or a Viewer](#) of the [Booking page](#) that the booking was made on.
- Booking reassignment is only available between Users who are both connected to [Google Calendar](#), or Users who are both **not connected** to any calendar.
- The meeting type must be a [one-on-one meeting](#).

Reassigning a booking

1. Select the booking that you want to reassign in the [Activity stream](#).
2. In the **Details** pane, select **Reassign the booking** (Figure 1).

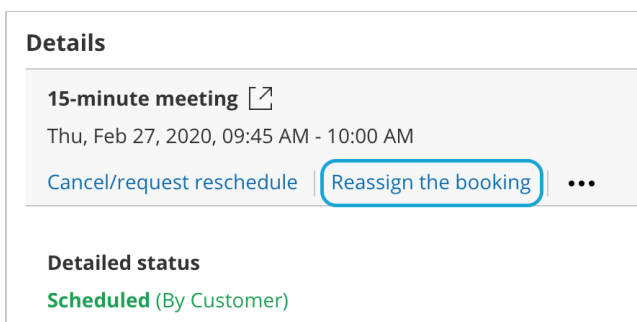


Figure 1: Reassign the booking

Note :

If the **Reassign booking** action is not available for the booking, it means that the booking is not eligible for reassignment. [Learn more about the eligibility for Booking reassignment](#)

3. The **Reassign the booking** pop-up will open.
4. Select the Booking page which you would like to reassign the booking to (Figure 2). You can filter by **Booking page Owner** or by **Booking pages with available time** using the left drop-down menu.

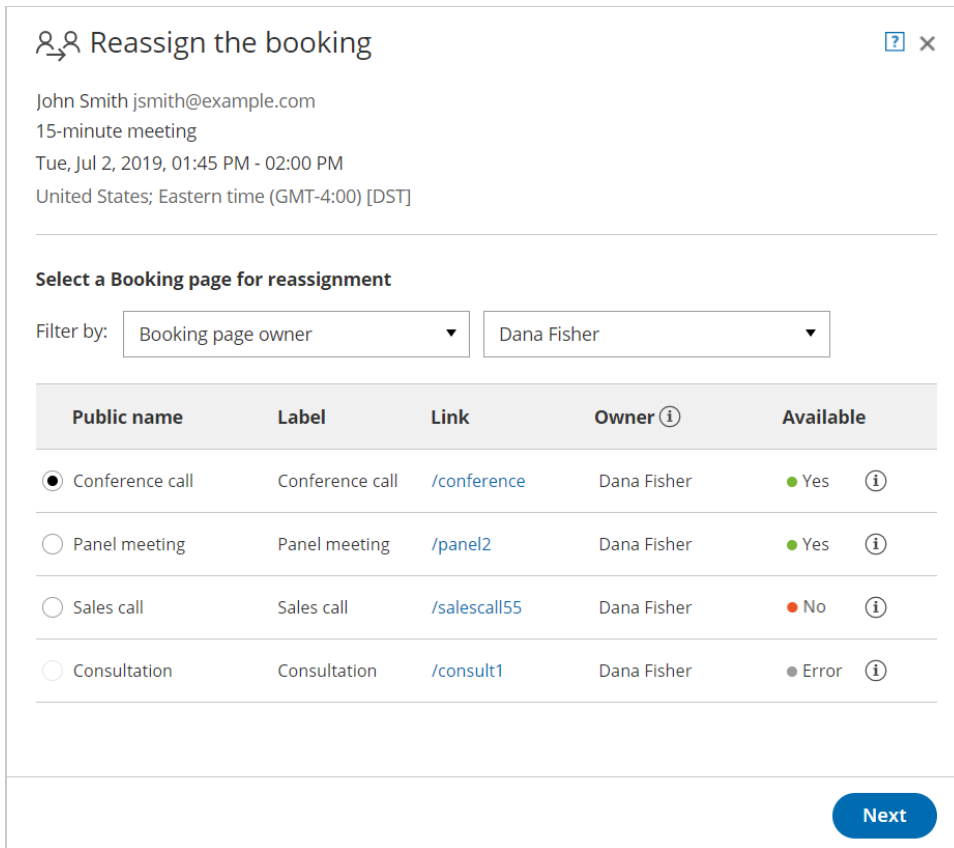


Figure 2: Reassign the booking pop-up

5. You can reassign a booking to a Booking page labeled **Yes** or **No** under the **Available** column.
 - **Yes:** The Booking page is available at the designated time.
 - **No:** The Booking page is either busy at the designated time, or the designated time is outside of the User's [recurring](#) or [date-specific availability](#). You can still reassign the booking to a Booking page that is not available.
 - **Error:** The page cannot accept bookings due to a system error. The Booking page may be disabled, or there may be a calendar connection error. It can also mean that the Booking page is [not eligible for reassignment](#).
6. Click **Next**.
7. In the **Notification** step, you can add a **Booking reassignment reason** that will be provided to the Customer. This step is optional.

The **Booking reassignment reason** is shown in the **Details** pane of the Activity stream for a reassigned booking. It is also included in the email notifications sent to the original Booking owner, the new Booking owner, and [any additional stakeholders](#). This allows you to communicate the reason for reassigning a booking to relevant Users.
8. Click **Next**.
9. In the **Review** step, confirm the details of the booking that you're about to reassign.
10. Click **Reassign booking**.
11. In the **Confirmation** step, you'll receive confirmation that the booking has been successfully reassigned.