

User Action: Request to reschedule a Panel meeting

Last Modified on Jul 9, 2020

When the activity status of a [Panel meeting](#) is **Scheduled**, **Rescheduled**, **No-show**, or **Completed**, the User can request to reschedule the Panel meeting directly from the [Activity stream](#).

When you request a reschedule, the original Panel meeting is canceled for all panelists and a request to reschedule for a new time is sent to the Customer. If the Customer reschedules, the rescheduled meeting is always with the original panelists and [Event type](#).

In this article, you'll learn how to request to reschedule a Panel meeting directly from the Activity stream.

Requirements

Any User who can see a Panel meeting activity in their Activity stream can request that a Customer reschedules.

Requesting to reschedule a Panel meeting

1. Select the Panel meeting activity in the Activity stream.
2. In the **Details** pane, click the **Cancel/request reschedule** button (Figure 1).

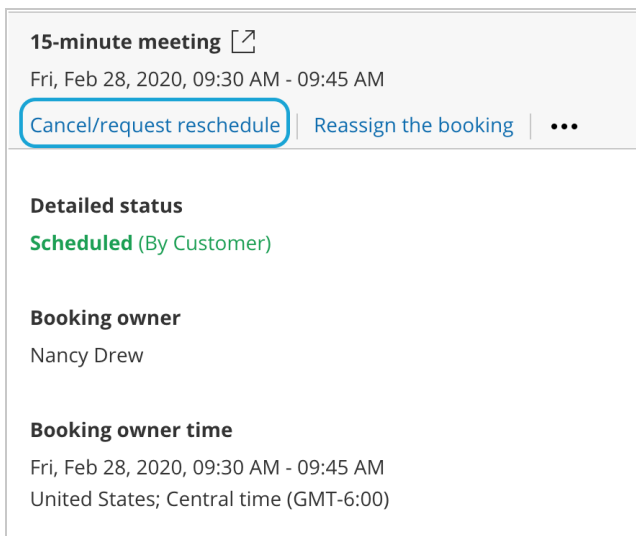


Figure 1: Cancel/request new times button

3. The Cancel/request reschedule pop-up appears (Figure 2). Select **Cancel the booking and send a reschedule request for the same Event type**.

The screenshot shows a pop-up window titled "Cancel/request reschedule" with a close button (X) and a help icon (?). The content includes the following text:

Dana Fisher danafisher@example.com
30-minute meeting
Fri, Jun 28, 2019, 01:00 PM - 01:30 PM
United States; Eastern time (GMT-4:00) [DST]

Please select:

- Cancel the booking and send a reschedule request for the same Event type
- Cancel the booking

At the bottom right, there is a blue button labeled "Next".

Figure 2: Cancel/request reschedule pop-up—Selection step

4. Click **Next**.
5. In the **Notification** step, you can add a reschedule reason that will be provided to the Customer.
6. Click **Next**.
7. In the **Review** step (Figure 3), you can confirm the details of the booking that you're about to cancel and request that the Customer reschedules.

The screenshot shows a pop-up window titled "Request reschedule for the same Event type" with a close button (X) and a help icon (?). At the top, there is a progress indicator with four steps: Selection, Notification, **Review** (highlighted), and Confirmation. Below the progress indicator, the text reads:


Are you sure you want to cancel the booking and send a reschedule request to **Dana Fisher** for same Event type?

This booking will be canceled:
Dana Fisher danafisher@example.com
30-minute meeting
Fri, Jun 28, 2019, 01:00 PM - 01:30 PM
United States; Eastern time (GMT-4:00) [DST]

At the bottom, there is a "Back" link on the left and a blue button labeled "Request Reschedule" on the right.

Figure 3: Cancel/request reschedule pop-up—Review step

8. Click **Request reschedule**.
9. When a User requests to reschedule a Panel meeting, the following occurs:
 - The original booking is canceled and the Customer will receive an [email notification](#) asking them to reschedule.
 - The [Primary team member](#) receives an email notifying them of the reschedule request and all [Additional team members](#) are cc'd in this email.
 - If the Primary team member is connected to a calendar, the event will be automatically cancelled.
 - In the Activity stream, the [activity status](#) is changed to Canceled (Reschedule requested by User) for all panelists.

 **Note:**

When using [Payment integration](#) and the User requests a reschedule for any Event type, the original booking is canceled and refunded. The Customer will not be asked to pay a Reschedule fee for rescheduling. The Customer will be asked to pay the full Event type price when rescheduling, as if it was a new Booking.