

User Action: Cancel a Panel meeting

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

When you cancel a Panel meeting, it affects all panelists and the Customer.

Requirements

Any User who can see a Panel meeting activity in their Activity stream can cancel a Panel meeting.

Canceling 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).

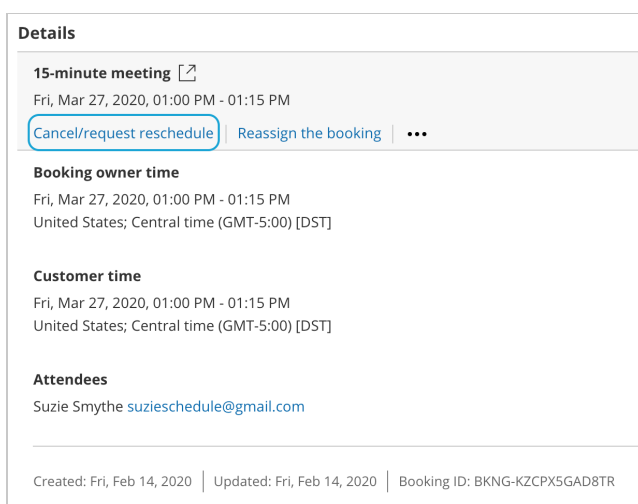


Figure 1: Cancel/request reschedule button

3. The **Cancel/request reschedule** pop-up will appear (Figure 2). Select **Cancel the booking**.
4. Click **Next**.
5. In the **Notification** step, you can add a cancellation 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 Panel meeting that you're about to cancel.

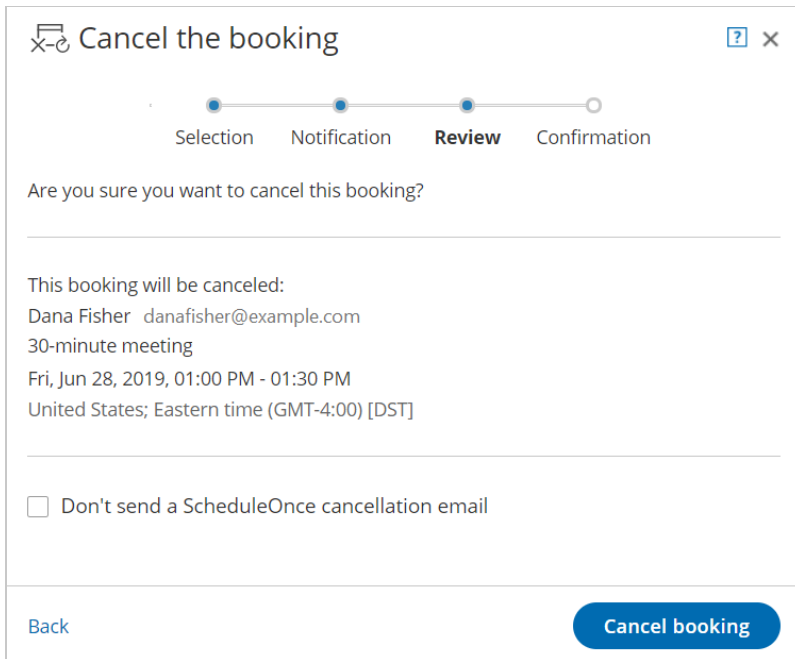


Figure 3: Cancel/request reschedule pop-up—Review step

8. By default, a cancellation email is always sent to your Customer. If you do not want to send a cancellation email to the Customer, check the **Don't send a ScheduleOnce cancellation email** box.
9. Click **Cancel booking**. When a User cancels a Panel meeting, everyone involved is affected:
 - By default, the Customer receives a cancellation [email notification](#).
 - The [Primary team member](#) receives a cancellation email notification and all [Additional team members](#) are cc'd in this email.
 - The [activity status](#) is updated to Cancelled in the Activity stream for all panelists.
 - If the Primary team member is connected to a calendar, the calendar event will automatically be cancelled.

Note:

You can cancel or reschedule directly from your calendar if the Primary team member's OnceHub account is connected to [Google Calendar](#), [Exchange Calendar](#) or [Office 365 Calendar via EWS](#), or [Outlook Calendar via the PC connector for Outlook](#).