

User action: Cancel a Panel meeting [Classic]

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).

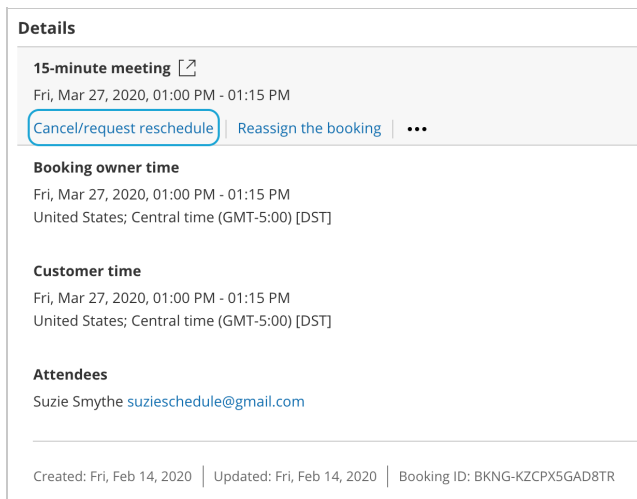


Figure 1: Cancel/request reschedule button

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.

Cancel the booking

Selection

Notification

Review

Confirmation

Are you sure you want to cancel this booking?

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]

☐ Don't send a ScheduleOnce cancellation email

[Back](#)

Cancel booking

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 OnceHub 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 [Outlook Calendar via the PC connector for Outlook](#).