

User action: Reassign a booking [Legacy]

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](#). Panel or team-hosted meetings cannot be reassigned

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).

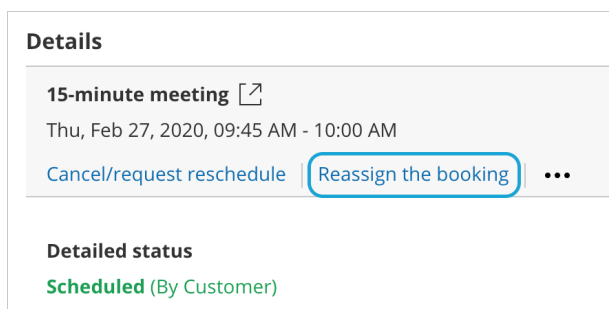


Figure 1: Reassign the booking



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.

Reassign the booking
? ×

John Smith jsmith@example.com
 15-minute meeting
 Tue, Jul 2, 2019, 01:45 PM - 02:00 PM
 United States; Eastern time (GMT-4:00) [DST]

Select a Booking page for reassignment

Filter by: Booking page owner ▼ Dana Fisher ▼

Public name	Label	Link	Owner ⓘ	Available
<input checked="" type="radio"/> Conference call	Conference call	/conference	Dana Fisher	● Yes ⓘ
<input type="radio"/> Panel meeting	Panel meeting	/panel2	Dana Fisher	● Yes ⓘ
<input type="radio"/> Sales call	Sales call	/salescall55	Dana Fisher	● No ⓘ
<input type="radio"/> Consultation	Consultation	/consult1	Dana Fisher	● Error ⓘ

Next

Figure 2: Reassign the booking pop-up

- 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](#).
- Click **Next**.
- 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.
- Click **Next**.
- In the **Review** step, confirm the details of the booking that you're about to reassign.
- Click **Reassign booking**.
- In the **Confirmation** step, you'll receive confirmation that the booking has been successfully reassigned.