
Rescheduling Meetings Made with Booking Calendars [New]

Managing meeting reschedules effectively ensures that all parties are informed and updated. This article will help you to understand the effects of rescheduling meetings and how to properly reschedule them.

Effects of Rescheduling a Meeting

When you reschedule a meeting that was made using a Booking Calendar, several updates occur automatically. Here's what to expect:

- **Calendar Update:** The calendar event is updated to the new time slot.
- **Guest Notification:** Notifications about the reschedule are sent to the guest based on the [Guest notification template](#) that was used by the Booking Calendar.
- **User Notification:** Notifications are sent to the hosts based on their [User Notifications](#) settings.

How to Reschedule a Meeting on Behalf of the Guest

OnceHub simplifies rescheduling meetings. If you've already discussed a new time or are currently on a call with your guest, you can easily reschedule on their behalf.

Rescheduling a Meeting from Within OnceHub

You can reschedule a meeting directly in OnceHub by following these steps:

Navigating to the Meeting

1. Click on **Activities** in the left-hand navigation menu.
2. Select the meeting you want to reschedule from your list of activities.

Rescheduling the Meeting

1. Click the **Reschedule** button near the top of the meeting information pane.
2. Select **Reschedule on behalf of the guest**.
3. Click on **Next**.
4. Select the new date and time for the meeting.
5. Provide the **Reschedule reason**.
6. Click on **Reschedule** to confirm.

Rescheduling a Meeting from Your Connected Calendar Application

If you are using the Two-Way Sync feature found within **User Integrations** in your account, you can reschedule a meeting directly from your connected calendar.

1. Open your calendar application.
2. Locate the scheduled event for the meeting.
3. Move the event to the desired time slot to update the meeting.

The change will sync automatically with OnceHub and notify the relevant parties.

Note: This feature is not available for hosts that make use of iCloud Calendars.

How to Send a Reschedule Request to your Guest

Should you need to reschedule a meeting with your guest and are unsure of their availability, you can send them a reschedule request, allowing them to choose a new time at their convenience.

Navigating to the Meeting

1. Click on **Activities** in the left-hand navigation menu.
2. Select the meeting you want to reschedule from your list of activities.

Rescheduling the Meeting

1. Click the **Reschedule** button near the top of the meeting information pane.
2. Select **Ask the guest to reschedule**.
3. Click on **Next**.
4. Provide the **Reschedule Reason**.
5. Click on **Cancel and request reschedule** to send the request to them.

After the request is sent, the original meeting will be cancelled and the calendar event updated. A new meeting will be created once the guest books using the request notification that was sent to them.



NOTE: Reschedule notifications are sent using the contact information currently stored in OnceHub. SMS updates will only be delivered if the customer opted into receiving them during the initial booking process.
