

## Canceling a Meeting in BoardBook Premier

In this document we will go over the steps to cancel a meeting as well as some optional information you may want to add for a cancelled meeting. This document contains references to other documents and videos located on our support page. As always access the support page by clicking on the blue circle with the question mark (found at the top of the BoardBook page) and selecting 'BoardBook Help'.

### Quick Disclaimer

This document provides instructions on cancelling a meeting. The most common option for providing additional information about a cancelled meeting will also be covered. Whether you can or should cancel a meeting as well as what information should be provided to your users or public is up to you and your organizations discretion / requirements.

The steps and screenshots provided reflect the default settings controlling cancelled meeting behavior and the use of the 'Reason' field. If these have been changed for your organization, your results may differ from those shown.

Sections of this document:

Optional use of the 'Reason' field when cancelling a meeting - begins below

How to Cancel a Meeting - page 3

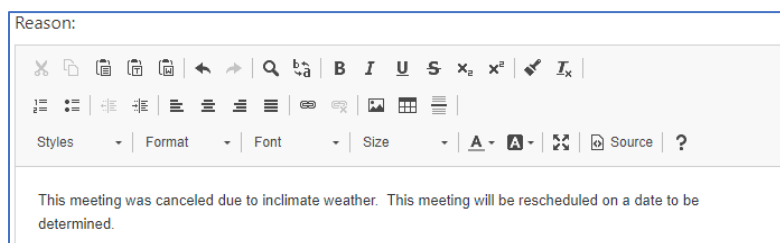
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### Optional use of the 'Reason' field when cancelling a meeting:

If you are going to add information to the 'Reason' field as described below, we recommend doing this before you cancel the meeting. If you will not be using this option, you may wish to skip to page 3.

In addition to simply cancelling a meeting, you can provide your users and public with additional information. This is done using the 'Reason' field. The 'Reason' field is available when choosing 'Edit Meeting' on an unlocked meeting. Note: You will likely need to 'Unlock' your meeting before being able to access this option.

Adding information to the 'Reason' field, such as shown below, can provide your users and public with additional information. In the screenshot below we see information in the 'Reason' field:



Here is a screenshot showing that information displayed on the Public Page:

## County School District Meetings

Meeting	Meeting Location	Details
<b>CANCELLED</b> April 7, 2022 at 6:30 PM - Regular Meeting <b>CANCELLED</b> <b>Meeting Type:</b> Regular This meeting was canceled due to incimate weather. This meeting will be rescheduled on a date to be determined.	Library - North Campus Second Floor 678 Blue Block Ave Austin, TX 12345 [ <a href="#">map it</a> ]	<a href="#">Agenda</a> <a href="#">Projector</a>

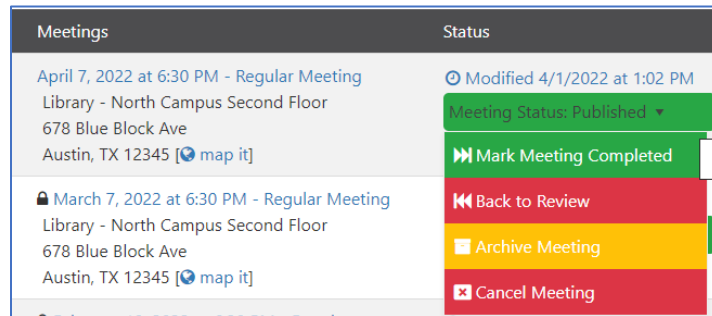
Finally, a screenshot of the cancellation email showing the reason information:  
Learn more about the cancellation email in the next section of this document.

<p>From: <b>BoardBook</b> &lt;<a href="mailto:premier@boardbook.org">premier@boardbook.org</a>&gt; Date: Mon, Apr 4, 2022 at 11:17 AM Subject: Meeting Cancellation Notice for County School District: April 7, 2022 at 6:30 PM - Regular Meeting To:</p> <p><b>Meeting Cancellation Notice for County School District: April 7, 2022 at 6:30 PM - Regular Meeting</b></p> <p>The County School District Meeting, April 7, 2022 at 6:30 PM - Regular Meeting, has been Cancelled.</p> <p>To access the Agenda for this Cancelled meeting, use <a href="#">this link</a>, or copy and paste the following URL into your browser's address bar: <a href="https://meetings.boardbook.org/Public/Agenda/582?meeting=524380">https://meetings.boardbook.org/Public/Agenda/582?meeting=524380</a></p> <p>This meeting was canceled due to incimate weather. This meeting will be rescheduled on a date to be determined.</p> <p>Follow this link for the <a href="#">Public Page of County School District</a>, or copy and paste the following URL into your browser's address bar: <a href="https://meetings.boardbook.org/Public/Organization/582">https://meetings.boardbook.org/Public/Organization/582</a></p>
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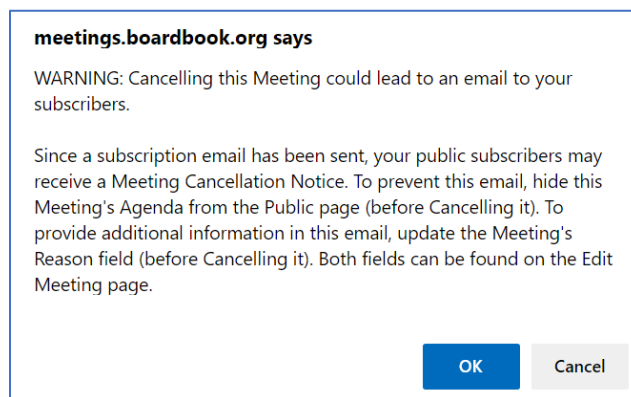
## How to Cancel a Meeting

Note: As previously mentioned, if you plan on using the optional step of updating the 'Reason' field, you will want to do that *before* cancelling the meeting.

Cancelling a meeting is typically done via the Meetings, Minutes, and Agendas' screen. To cancel a meeting click on the current meeting status and choose the red 'Cancel Meeting' option.

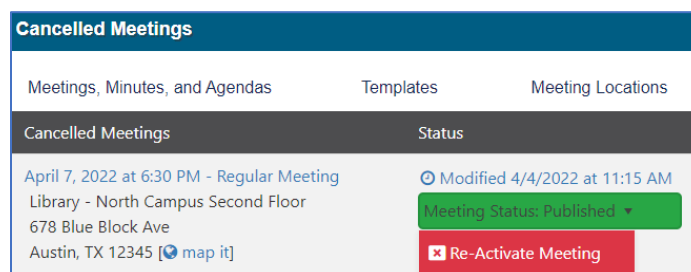


Note that when cancelling a meeting you will receive the notice below. Read the 'Optional Step When Cancelling a Meeting' for more explanation about the 'Reason' field:



Cancelled meetings can be viewed by navigating to the 'Meetings, Minutes, and Agendas' screen and then clicking on the 'Cancelled Meetings' link located in the row of links located above the list of meetings.

If you need to reactivate a cancelled meeting this can be done by going to the 'View Cancelled Meetings' screen and choosing 'Re-Activate Meeting' after clicking on the meeting's status.



**Note that cancelling a meeting does not change the meeting's status.** Cancelling a meeting which is in the 'Publish' status will leave the meeting published but provide a note that the meeting has been cancelled as discussed below.

When a meeting, which has information listed on the public page, is cancelled, this will be called out on the public page.

County School District Meetings		
Meeting	Meeting Location	Details
<b>CANCELLED</b> April 7, 2022 at 6:30 PM - Regular Meeting <b>CANCELLED</b>	Library - North Campus Second Floor 678 Blue Block Ave Austin, TX 12345 <a href="#">[map it]</a>	<a href="#">Agenda</a> <a href="#">Projector</a>
<b>Meeting Type:</b> Regular		

A Meeting Cancellation Notice will be sent to your public page subscribers if the subscription option is being used on your public page. Below is a screenshot demonstrating what this email might look like:

From: BoardBook <[premier@boardbook.org](mailto:premier@boardbook.org)>  
Date: Mon, Apr 4, 2022 at 11:17 AM  
Subject: Meeting Cancellation Notice for County School District: April 7, 2022 at 6:30 PM - Regular Meeting  
To:

**Meeting Cancellation Notice for County School District:  
April 7, 2022 at 6:30 PM - Regular Meeting**

The County School District Meeting, April 7, 2022 at 6:30 PM - Regular Meeting, has been Cancelled.

To access the Agenda for this Cancelled meeting, use [this link](#), or copy and paste the following URL into your browser's address bar: <https://meetings.boardbook.org/Public/Agenda/582?meeting=524380>

Follow this link for the [Public Page of County School District](#), or copy and paste the following URL into your browser's address bar: <https://meetings.boardbook.org/Public/Organization/582>

Note: If your cancelled meeting is to be rescheduled, the Import Agenda feature makes it easy to import items from an active, or even cancelled meeting into a new meeting. Learn more about this feature in the 'How to Use Import Agenda Items' video in the 'Working with the Agenda' section of our support page.

## Troubleshooting – What if a Cancelled Meeting Isn't on Your Public Page:

If a cancelled meeting is not showing up on your public page check the following:

Navigate to the 'Meetings, Minutes, and Agendas' screen and click on the 'Cancelled Meetings' link located in the row of links located above the list of meetings.

Confirm the meeting in question is in the 'Published' status.

In 'Settings' there is a setting which controls whether any cancelled meetings will be displayed on your public page. This can be accessed by a user with the 'Settings Manager' permission by following these steps:

In the 'Gray Menu Bar' click on 'Settings', choose 'Public Page Options'.

Find the setting titled 'Show Cancelled Meetings on Your Public Page'

Ensure this option is checked as shown below:

Show Cancelled Meetings on Your Public Page

If you needed to check this box, ensure you click the blue 'Save Application Settings' button.