



Multi-coloured headings in an Infocapture form

Overview

Colour is a great way to convey extra information and you may want to use coloured section headings in InfoCapture.

The example below has certain titles to use for colours and hex codes already chosen, however, this is fully customisable.

Your team can use whichever titles and colour codes you need to suit your purpose, simply edit the code in use to reflect these.

InfoCapture / Support Tickets / **Submit Ticket**
Ticket Jump Q Switch to Support Tickets

Reporter Details

Name

Claramentis Administrator

Department*

Please select...

Job Title

System Administrator

Contact Number

+44 0800 409 6101

Ticket Details

Ticket Type*

☐ Problem
☐ Question
☐ Request

Urgency*

☐ Critical
☐ High
☐ Medium
☐ Low

Ticket Summary*

Ticket Details

Related URL

Support Team

Notes

Time spent

Please select...

Category

Please select...

Corrective Action Taken

Teacher*

Select user

Browse

This section is only visible to the support team

Steps:

1. From Admin > Infocapture, check out the form you wish to modify

Admin / Infocapture / Support Tickets

Project options

Project Summary
Edit project properties
Project permissions
Statuses
Conditions
Field condition sets
Triggers
Behaviour

?

Support Tickets

/forms/tickets

Testing

View Form

Checkout form

Revision History

Users appreciate having a single point of contact to get help for their issues. Here, users are able to submit problems, questions and requests using this form, indicating the urgency of the ticket in order that the support team, who receive, process and respond to them, are able to prioritise accordingly. There is no need to worry about members of the support team responding to the same ticket because everyone on the team can see who is working on the ticket and its status.

Conversations between the user and the support team take place in the dedicated 'notes' area within the ticket and attachments can be added using the file upload feature.

SLAs are in place to ensure user expectations are met. SLA times are driven by the type and priority of the ticket and when an SLA is breached the

2. Switch to the "Form styles" tab

5. Check in the form to apply all changes

Background colour vs font colour

Add in the extra line to the code for each colour as shown below to additionally be able to determine the text colour.

```
.pink .ic-section-title {
background-color: #F2DFEB;
color: #899499;
}
```

Where in this example the text colour has been set to grey for the 'pink' part of the code.

Related Articles

Advanced CSS tips

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Tags: colour, infocapture, heading