



InfoCapture 'Thank You' Page

A 'Thank You' page can be created to display to users after they have submitted an InfoCapture issue.

This is useful for showing a message customised with images, such as your corporate branding.

The default view (without a thank you page set up) is to show users their own tickets or take them to the InfoCapture landing page.

Choose what users will see depending on whether they have permission to view their own submissions.

Configuration

To set up a "Thank You" page, go to InfoCapture Admin > select the relevant project > Thank You Page

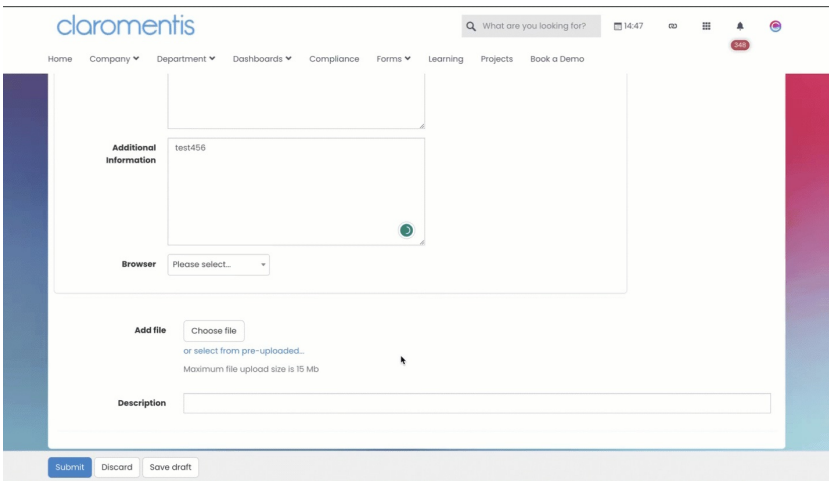
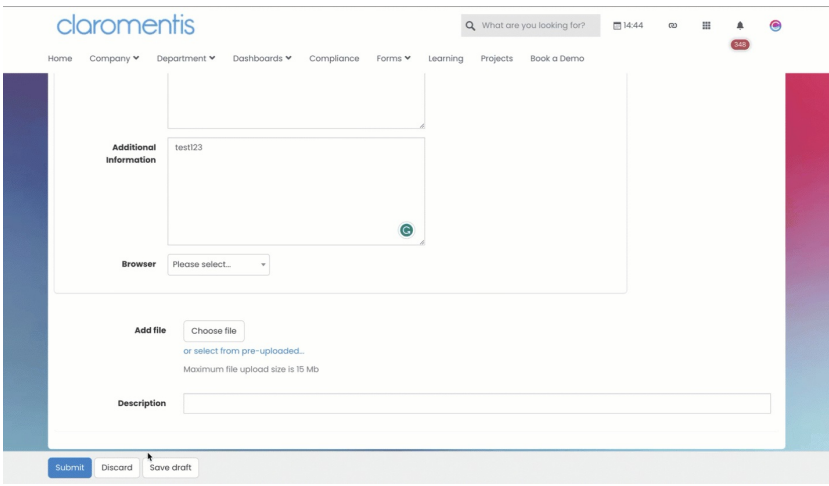
Choose the appropriate option from the list provided.

A screenshot of the InfoCapture Admin interface for configuring the 'Thank you' page. The breadcrumb trail at the top reads 'Admin / Infocapture / Support Tickets / "Thank you" page'. On the left, there is a sidebar with 'Project options' including 'Project Summary', 'Edit project properties', 'Project permissions', 'Statuses', 'Conditions', and 'Field condition sets'. The main content area is titled '"Thank you" page' and contains a text box with instructions: 'Once a ticket has been submitted, by default the submitting user will be shown the contents of their submitted form. You can instead choose for the user to be taken to a page with text you have written. For example, you may wish for the submitting user to see a message about how long they can expect to wait before receiving a response to their submission.' Below this is the 'After submission:' section with three radio button options: 'Show ticket in view mode (if the submitter has view rights) or the infocapture main page (if the reporter does not have view rights)' (which is selected), 'Show the thank you page regardless of the submitter's view rights', and 'Show the thank you page only if the submitter does not have view rights'. A 'Save' button is located at the bottom of the configuration area.

Show ticket in view mode

The user will be taken to the 'View issue' page (if they have [permission](#) to view their own submission), or the main InfoCapture page (if they don't have permission)

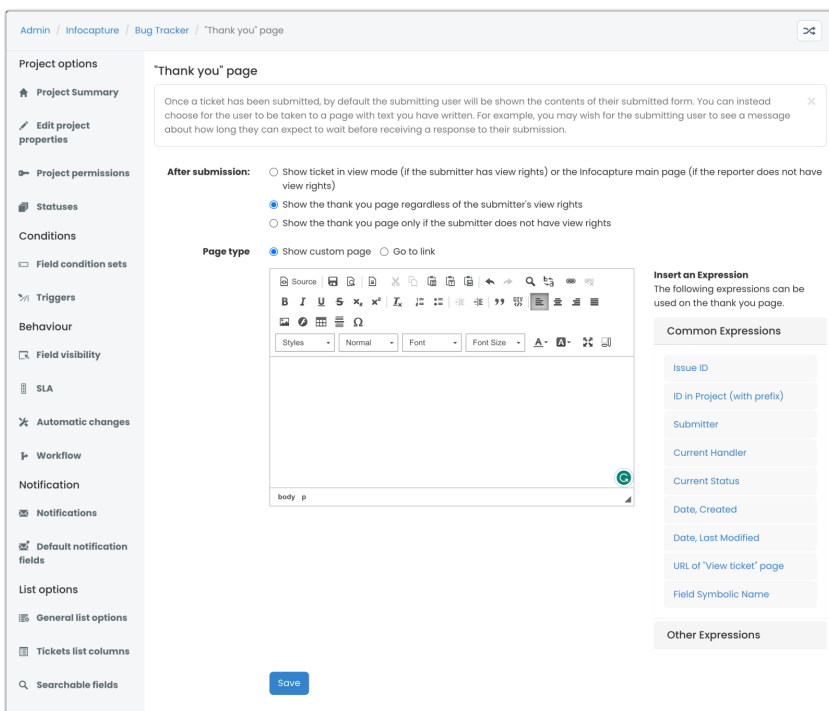
As shown below:



Show the thank you page regardless of the reporter's view rights

The Thank you page will show to the submitter after every submission.

This option reveals the additional choice of 'Show custom page' or 'Go to link'.



- 'Show custom page'

Create a custom thank you in the editor.

Enter the desired text, links, images, and InfoCapture expressions to curate a message for your use case.

e.g.

The screenshot shows the 'Admin / Infocapture / Bug Tracker / "Thank you" page' configuration interface. On the left is a sidebar with 'Project options' and various settings like 'Project Summary', 'Edit project properties', 'Project permissions', 'Statuses', 'Conditions', 'Field condition sets', 'Triggers', 'Behaviour', 'Field visibility', 'SLA', 'Automatic changes', 'Workflow', 'Notification', 'Notifications', and 'Default notification fields'. The main area is titled '"Thank you" page' and contains a text box with instructions: 'Once a ticket has been submitted, by default the submitting user will be shown the contents of their submitted form. You can instead choose for the user to be taken to a page with text you have written. For example, you may wish for the submitting user to see a message about how long they can expect to wait before receiving a response to their submission.' Below this are 'After submission' options: 'Show ticket in view mode (if the submitter has view rights) or the Infocapture main page (if the reporter does not have view rights)', 'Show the thank you page regardless of the submitter's view rights' (selected), and 'Show the thank you page only if the submitter does not have view rights'. The 'Page type' section has 'Show custom page' (selected) and 'Go to link'. A rich text editor shows the preview: 'Thank you for your ticket submission (issue_id), which you can view [here](#). A notification about this will also have been sent to your email address. The support team will respond to your ticket asap.' Below the text is a circular logo with a pink and blue gradient. On the right, there's an 'Insert an Expression' section with a list of 'Common Expressions': 'Issue ID', 'ID in Project (with prefix)', 'Submitter', 'Current Handler', 'Current Status', 'Date, Created', 'Date, Last Modified', and 'URL of "View ticket" page'.

How this appears to submitters:

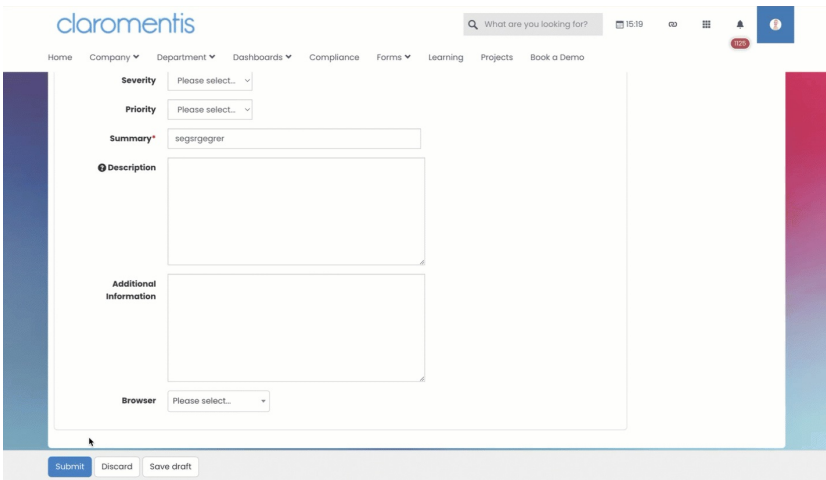
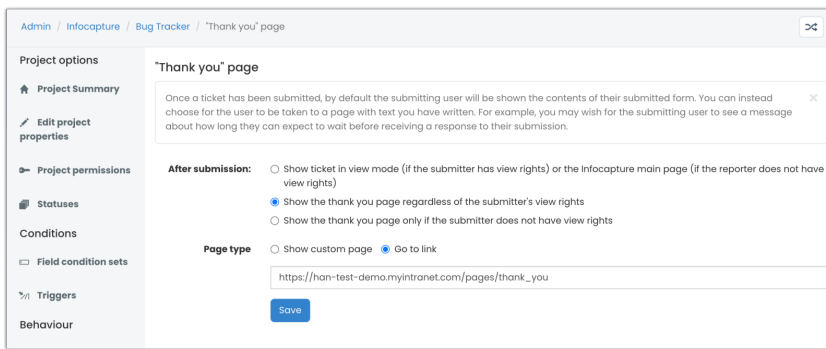
The screenshot shows the 'claromentis' user interface. At the top is a navigation bar with 'Home', 'Company', 'Department', 'Dashboards', 'Compliance', 'Forms', 'Learning', 'Projects', and 'Book a Demo'. A search bar contains 'What are you looking for?' and the time is '14:59'. Below the navigation bar is a 'Ticket' section with 'Jump', 'Switch to Bug Tracker', and a 'Ticket' dropdown menu. The main content area is titled 'InfoCapture' and displays the 'Thank you' message: 'Thank you for your ticket submission 000590, which you can view [here](#). A notification about this will also have been sent to your email address. The support team will respond to your ticket asap.' Below the text is the same circular logo seen in the configuration interface.

- 'Go to link'

There is a field to insert a link either to an external or internal source.

The screenshot shows the 'Admin / Infocapture / Bug Tracker / "Thank you" page' configuration interface, similar to the first screenshot. The 'Page type' section now has 'Go to link' selected. Below this, there is a text input field containing 'http://'. A 'Save' button is visible below the input field.

e.g.



Show the thank you page only if the reporter does not have view rights

This will also give the options 'Show custom page' or 'Go to link' as above.

Choose to create your own thank you page or link to another location.

This option will only show the chosen thank you page if the submitter cannot view their submissions once made.