



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 configuration page for 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 a close button (X) that says: '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:

claromentis

What are you looking for?

14:44

348

Home Company Department Dashboards Compliance Forms Learning Projects Book a Demo

Additional Information

test123

Browser Please select...

Add file Choose file
or select from pre-uploaded...
Maximum file upload size is 15 Mb

Description

Submit Discard Save draft

claromentis

What are you looking for?

14:47

348

Home Company Department Dashboards Compliance Forms Learning Projects Book a Demo

Additional Information

test456

Browser Please select...

Add file Choose file
or select from pre-uploaded...
Maximum file upload size is 15 Mb

Description

Submit Discard Save draft

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'.

Admin / Infocapture / Bug Tracker / "Thank you" page

Project options

- Project Summary
- Edit project properties
- Project permissions
- Statuses
- Conditions
- Field condition sets
- Triggers
- Behaviour
- Field visibility
- SLA
- Automatic changes
- Workflow
- Notification
- Notifications
- Default notification fields
- List options
- General list options
- Tickets list columns
- Searchable fields

"Thank you" page

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.

After submission:

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

Page type

- Show custom page
- Go to link

Rich text editor toolbar: Source, Bold, Italic, Underline, Strikethrough, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Undo, Redo, Link, Unlink, Table, Table of contents, Styles, Normal, Font, Font Size, Increase font size, Decrease font size, Full screen.

body p

Insert an Expression
The following expressions can be used on the thank you page.

Common Expressions

- Issue ID
- ID in Project (with prefix)
- Submitter
- Current Handler
- Current Status
- Date, Created
- Date, Last Modified
- URL of "View ticket" page
- Field Symbolic Name

Other Expressions

Save

- '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.

Admin / Infocapture / Bug Tracker / "Thank you" page

Project options

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- Notifications
- Default notification fields

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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.

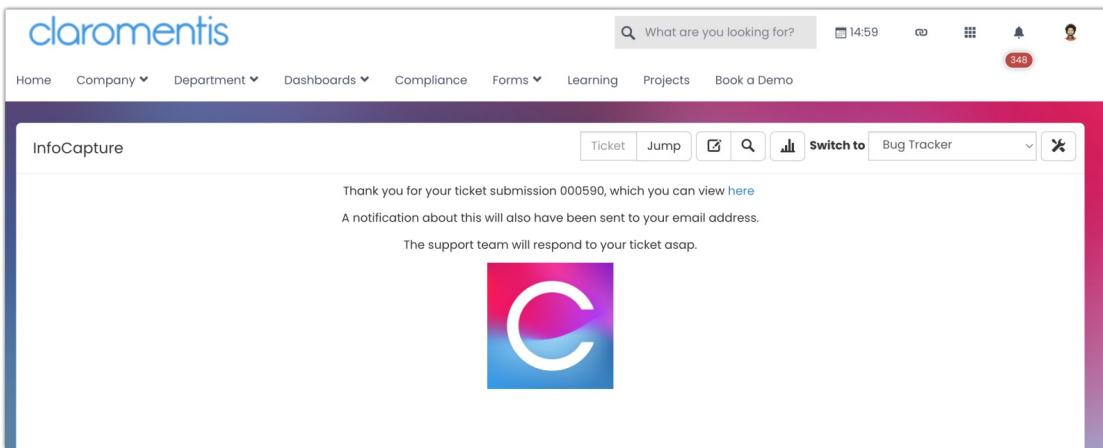


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Common Expressions

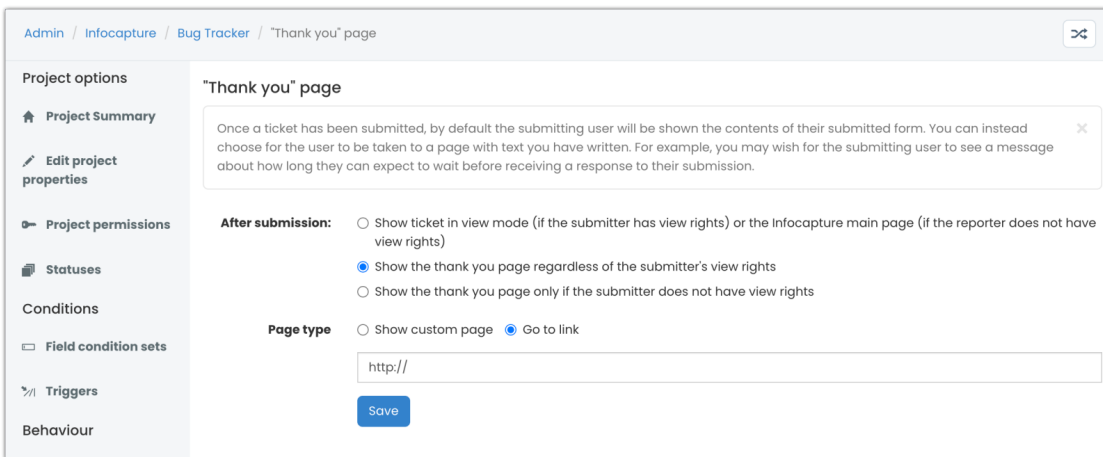
- Issue ID
- ID in Project (with prefix)
- Submitter
- Current Handler
- Current Status
- Date, Created
- Date, Last Modified
- URL of "View ticket" page

How this appears to submitters:

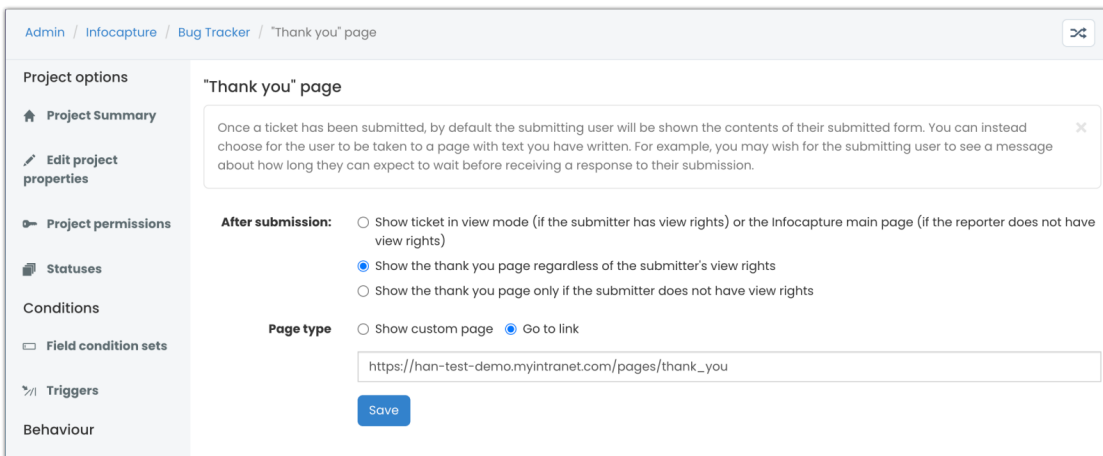


- 'Go to link'

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



e.g



The screenshot shows the Claromentis web application interface. At the top, there is a search bar with the text "What are you looking for?" and a user profile icon. Below the search bar is a navigation menu with items: Home, Company, Department, Dashboards, Compliance, Forms, Learning, Projects, and Book a Demo. The main content area contains a form with the following fields:

- Severity:** A dropdown menu with the text "Please select..."
- Priority:** A dropdown menu with the text "Please select..."
- Summary*:** A text input field containing the text "segsrgegrer".
- Description:** A large text area with a red "X" icon in the top left corner.
- Additional Information:** A large text area with a red "X" icon in the top left corner.
- Browser:** A dropdown menu with the text "Please select..."

At the bottom of the form, there are three buttons: "Submit" (highlighted in blue), "Discard", and "Save draft".

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.

Created on 20 August 2025 by [Hannah Door](#). Last modified on 28 May 2026

Tags: [infocapture](#), [user guide](#), [thank you](#), [customisation](#)