



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 is 'Admin / Infocapture / Support Tickets / "Thank you" page'. On the left, there is a sidebar with 'Project options' expanded, showing '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, under 'After submission:', there are 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 at the bottom.

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

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

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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

Source

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.

e.g.

How this appears to submitters:

- 'Go to link'

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

e.g

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

Project options

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

"Thank you" page

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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

claramentis

What are you looking for?

15:19

Home Company Department Dashboards Compliance Forms Learning Projects Book a Demo

Severity Please select...

Priority Please select...

Summary* segirgegrer

Description

Additional Information

Browser Please select...

Submit Discard 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 14 December 2015 by Hannah Door. Last modified on 21 June 2023

Tags: infocapture, user guide, thank you, customisation