



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' (selected), '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:

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
Field visibility
SLA
Automatic changes
Workflow
Notification
Notifications
Default notification fields

"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

Source

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.



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

How this appears to submitters:

claromentis

What are you looking for?

14:59

Home

Company

Department

Dashboards

Compliance

Forms

Learning

Projects

Book a Demo

InfoCapture

Ticket

Jump


Switch to

Bug Tracker

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.



e.g

Admin / Info capture / Bug Tracker / "Thank you" page

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

Page type

☐ Show custom page

☒ Go to link

Save

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

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Page type

☐ Show custom page

☒ Go to link

https://han-test-demo.myintranet.com/pages/thank_you

Save

claromentis

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*

segargegreg

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](#)