



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.

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

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

Source

B I U S X x² I x

Styles

Normal

Font

Font Size

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

e.g.

Admin / [Introductory](#) / [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](#)

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Page type

- ☒ Show custom page
- ☐ Go to link

Source
[Icons]


B I U S X M T A L **I X** **:** **||** **=** **<** **>** **⌂** **🔍** **📄** **🔗**

Styles - Format - Font - Font Size - [Icons]

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

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Common Expressions
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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:

The screenshot shows the Cloromentis web application. The top navigation bar is dark blue with the Cloromentis logo on the left and a search bar on the right. Below the navigation bar is a horizontal menu with links: Home, Company, Department, Dashboards, Compliance, Forms, Learning, Projects, and Book a Demo. The main content area has a light blue header with the title "InfoCapture". Below the header, there is a confirmation message: "Thank you for your ticket submission 000590, which you can view here" followed by a link. Below this, it says "A notification about this will also have been sent to your email address." and "The support team will respond to your ticket asap." At the bottom of the main content area is a large square logo with a white 'C' on a blue and green gradient background.

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

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

Project options

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

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Page type

- ☐ Show custom page
- ☒ Go to link

e.g

