



## InfoCapture default notification template

When creating a notification, there is a template choice simply called 'DEFAULT'.


The Default template is an email that can be configured to include certain information about a form.

It is quicker to set up than a [custom template](#), but less appealing in its utilitarian appearance.

Further to this, the default template can be used in certain situations outside of your chosen notification rules, so the information it contains needs to work in these scenarios too, unlike custom templates that are generally made to suit one purpose and so can be highly specialised.

Here is an example of a default notification email:

[Support Tickets, id:ST0025]: Cannot login due to error (see attached) Inbox x

 **noreply@claromentis.com**  
to me ▾

New issue has been SUBMITTED.  
<https://hannahtest-demo.myintranet.com/forms/tickets/view/ST0025>

Department: => Support  
Ticket Type: => Problem  
Urgency: => Medium  
Ticket Summary: => Cannot login due to error (see attached)  
Ticket Details updated

Teacher: [ not selected ] => Joe Bloggs  
Status: => Submitted

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Reported by: Claromentis Administrator  
Project: Support Tickets  
Issue ID: ST0025  
Status: Submitted  
Created: 13-06-2023 15:00  
Last modified: 13-06-2023 15:00  
Assigned to:

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Name: Claromentis Administrator  
Department: Support  
Job Title: System Administrator  
Ticket Type: Problem  
Urgency: Medium  
Ticket Summary: Cannot login due to error (see attached)

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Issue doesn't have any notes.

Issue HISTORY

Date modified	User	Change
13-06-2023 15:00	Claromentis Administrator	New issue

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# Customising the Default Template

From **Admin > Infocapture > Your Project > Default Notification Fields**, use the checkboxes to include or exclude form data from the template:

The screenshot shows the 'Default notification fields' configuration page. The left sidebar contains navigation options: 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, Default search filter), and CUSTOMISATION ('Thank you' page, Custom messages, RSS feed configuration). The main content area is titled 'Default notification fields' and includes a breadcrumb 'Admin > Infocapture > Bug Tracker > Default notification fields'. Below the title is a sub-header 'Default notification fields' and a description: 'Configure which fields to be included in default email notification'. A light blue box contains a note: 'Here the default email notification can be customised, to show the contents of form fields within the generated email. For example, you may wish for your email notifications to give the information of the ticket's status, who submitted it, when it was created, and who it is currently assigned to.' Below this is a dropdown menu for 'Subject of notifications' set to 'summary'. A table lists fields and their inclusion status:

Field name	Included into default notification email
STATUS	<input checked="" type="checkbox"/>
DATE CREATED	<input checked="" type="checkbox"/>
DATE LAST MODIFIED	<input checked="" type="checkbox"/>
ASSIGNED TO	<input checked="" type="checkbox"/>
Type	<input type="checkbox"/>
Reproducibility	<input checked="" type="checkbox"/>
Severity	<input checked="" type="checkbox"/>
Priority	<input checked="" type="checkbox"/>
Summary	<input checked="" type="checkbox"/>
Description	<input checked="" type="checkbox"/>
Additional Information	<input type="checkbox"/>
Browser	<input type="checkbox"/>

A 'Save' button is located below the table.

## When will the default template be used?

There are 4 scenarios where the default template is used or can be chosen to be sent out:

### 1. 'Notify submitter' and/or 'Notify handler' about any change in the tickets' options

These can be enabled by form administrators and are optional, when they fire the system is hardcoded to send the default template.

The screenshot shows the 'Notifications' configuration page. The left sidebar is identical to the previous screenshot. The main content area is titled 'Notifications' and includes a breadcrumb 'Admin > Infocapture > Bug Tracker > Notifications'. Below the title is a sub-header 'Notifications' and a description: 'Configure email notification to inform users about changes in the tickets.' Two checkboxes are checked and highlighted with a red box: 'Notify submitter about any changes in the tickets' and 'Notify ticket handler about any changes in the tickets'. A 'Save' button is located below the checkboxes. Below this is a section titled 'Advanced notifications' with a description: 'Configure email notification to inform users about changes in the tickets.' A light blue box contains a note: 'This is dependent on Triggers having first been added. The second action must be to either create a Notification Template or visit the Default Notifications Field page, to define the content of your email notifications when they send.' Below this is another note: 'For a chosen Trigger, an email notification can be sent to project roles, individual email addresses, or user pickers on your form. For example, a trigger of 'New Ticket Submitted' could generate an email to a project role called 'Approvers', with a notification template asking the role's users to approve the ticket.' A '+ Add new rule' button is located at the bottom.

Any change not captured by the field conditions used in notification rules will notify the submitter and/or ticket handler with the default template.

**Reminder:** In situations where a user would receive the default notification for the 'Notify xx' option is enabled, if there is a notification rule set up against the same condition, then the user will only receive one email and it will be the template set for the notification rule (not the 'Notify xx' option) as determined by the [priority order](#).

### 2. When the 'DEFAULT' template has been set in notification rules.

Your form managers can choose to use the default template rather than creating their custom templates for specific use cases.

Admin > Infocapture > Bug Tracker > Notifications

#### Notifications

Configure email notification to inform users about changes in the tickets.

Notify submitter about any changes in the tickets  
 Notify ticket handler about any changes in the tickets

[Save](#)

#### Advanced notifications

Configure email notification to inform users about changes in the tickets.

This is dependent on Triggers having first been added. The second action must be to either create a Notification Template or visit the Default Notifications Field page, to define the content of your email notifications when they send.

For a chosen Trigger, an email notification can be sent to project roles, individual email addresses, or user pickers on your form. For example, a trigger of 'New Ticket Submitted' could generate an email to a project role called 'Approvers', with a notification template asking the role's users to approve the ticket.

[+ Add new rule](#)

Trigger	Notification type	Notification template	Send notifications to	
New issue reported	Email	Issue reported: Reporter	Submitter of ticket	↓ 🗑️
New issue reported	Email	Issue reported: Development	Development	↑ ↓ 🗑️
Assigned changed	Email	Issue assigned: Handler	Ticket handler	↑ ↓ 🗑️
Status changed	Email	Issue updated: Reporter & Handler	Submitter of ticket, Ticket handler	↑ ↓ 🗑️
Note added	Email	DEFAULT	Submitter of ticket, Ticket handler	↑ 🗑️

### 3. When a user is monitoring a ticket

Any change made to the ticket will trigger the default notification to send to the monitoring user and detail what was updated.

Description: When I try to add a relative URL in the URL field I get an error message

Additional Information

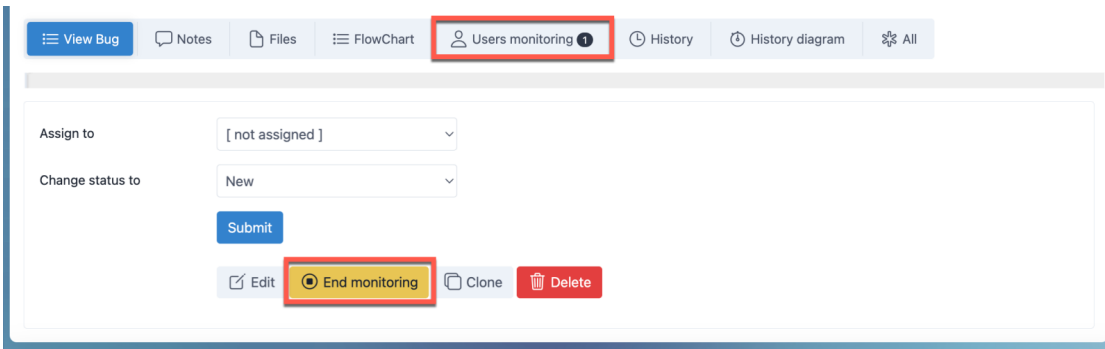
Browser: Chrome

Assign to: [ not assigned ]

Change status to: New

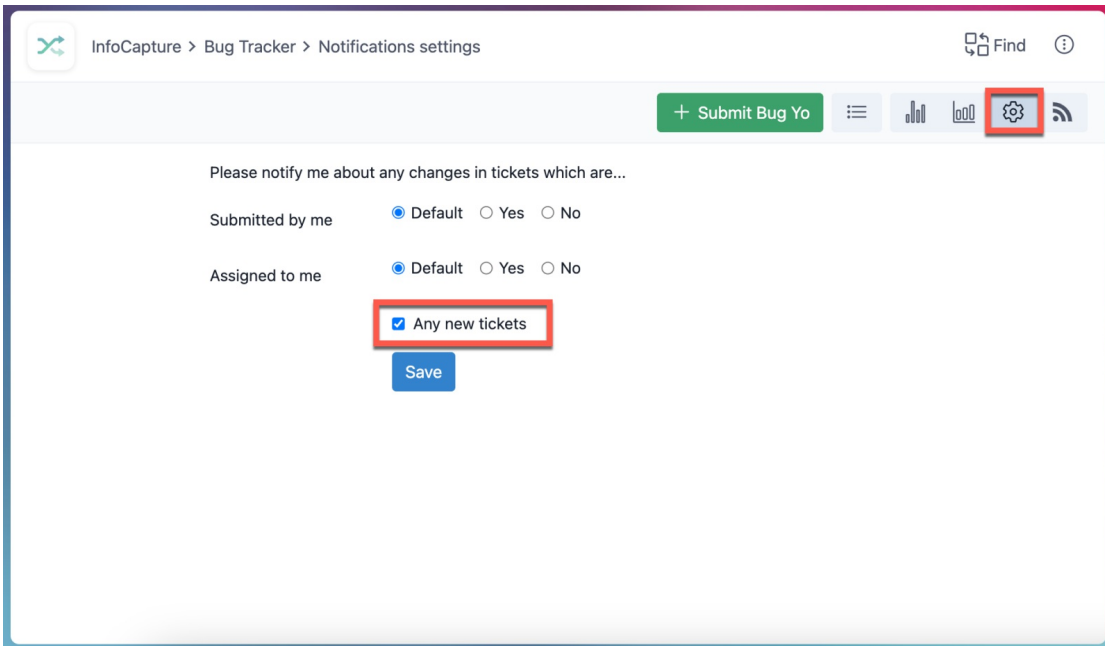
[Submit](#)

[Edit](#) [Monitor](#) [Clone](#) [Delete](#)



#### 4. When a user has the 'Any new tickets' option enabled

Users can enable this option from the IC form settings which will trigger a notification any time a new ticket is submitted.



Recommended next article:  
[List options](#)

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Last modified on 6 January 2025 by [Veronica Kim](#)

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