



## 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://hannahlest-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

=====

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)

=====

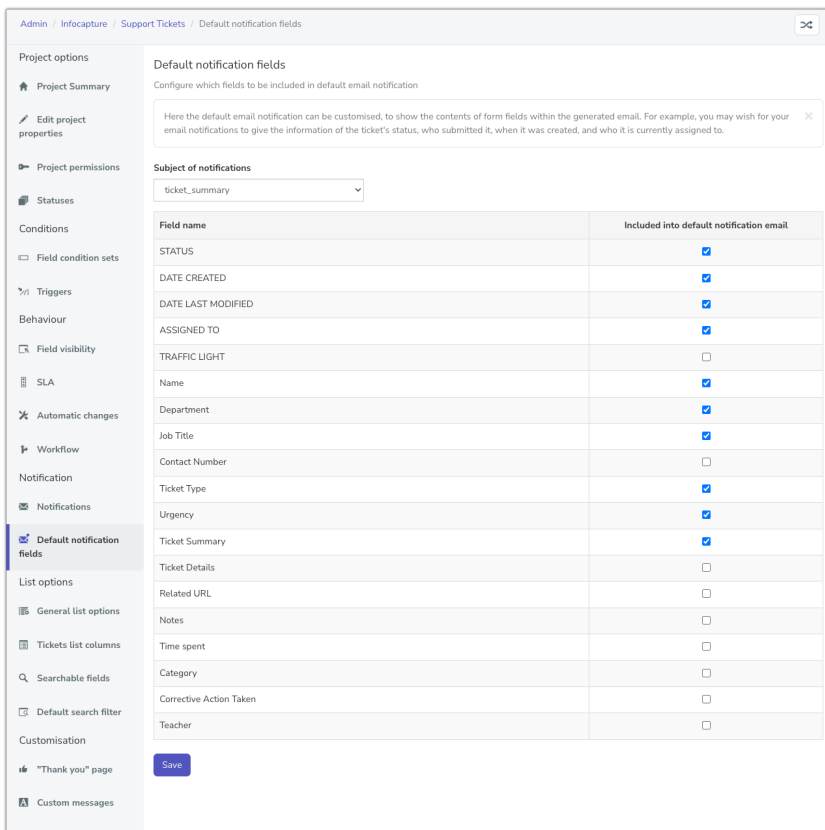
Issue doesn't have any notes.

Issue HISTORY

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

## Customising the Default Template

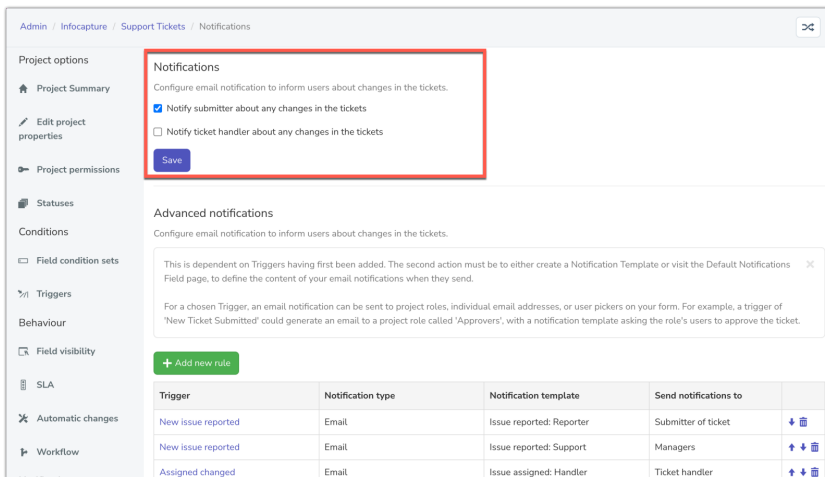
From Admin > Infocapture > Your Project > Default Notification Fields use checkboxes to include or exclude form data from the template:



## When will the default template be used?

There are 3 scenarios where the default template will be used or can be chosen to be sent out:

### 1. 'Notify submitter', '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.

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

**Remember:** In situations where a user would receive the default notification for the 'notify xxxx' option being 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 xxxx' 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 own custom templates for specific use cases.

Admin / Infocapture / Bug Tracker / Notifications

**Project options**

- Project Summary
- Edit project properties
- Project permissions
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- Behaviour
- Field visibility
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- Workflow
- Notification
- Notifications**
- Default notification fields

**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	DEFAULT	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	Issue updated: Reporter & Handler	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.

**Assign to** [ not assigned ]

**Change status to** In Progress

[Submit](#)

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

InfoCapture / Support Tickets / View Ticket: ST0021

Ticket | Jump | Search | Switch to Support Tickets

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ID: ST0021 Submitted by: Vanessa Wright

Status: Submitted Assigned

Date of report: 17-08-2015 11:31 Last modified: 04-09-2019 15:23

SLA Ticket last modified: 3 years 9 months 11 days ago

[View Ticket](#) [FlowChart](#) [Notes](#) [Files](#) [Users monitoring](#) [History](#) [History diagram](#) [All](#)

**Reporter Details**

Name: Vanessa Wright Department: Sales

Job Title: Sales Manager Contact Number: +44 (0)1273 666355

**Assign to** [ not assigned ]

**Change status to** Submitted

[Submit](#)

[Edit](#) [End monitoring](#) [Clone](#) [Delete](#)

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Tags: emails, infocapture, notifications, user guide, default, template