



Configuring and Searching Archived Tickets

In InfoCapture, you can set an **Archiving Age** for different statuses in your project.

After this period has passed, tickets will be moved to the **Archived** status automatically and will no longer appear in the front-end ticket list.

Archived tickets remain accessible via Advanced Search or by using the ticket reference number. However, once a ticket has been archived, it cannot be restored to its previous state.

⚠ We use this archiving process on Discover for our Support, Upgrade and Change request ticket.

If you are ever concerned that you cannot see a previous ticket you submitted, it has likely been archived.

[See the section below for methods to access these](#)

Configure archiving age

From the admin side of your project, head to the **Statuses** tab.

In this example, the Asset Register form does not have an archiving age set for any status (Image 1).

Admin > Infocapture > Asset Register > **Edit project statuses**

Statuses

Statuses define the stage of a form in its workflow.

Statuses will define the stage of a form in its workflow. 'New', 'In Progress' and 'Closed' are the three default statuses included with a new project. More can be added as required. Each status can be set to archive old tickets after a predetermined number of days, for example if a ticket has been 'Closed' for 90 days it can archive itself.

Enable statuses for this project

[+ Add new status](#)

Change order	Title	Colour	Description	Group name	Archiving age	
operational	Operational	#72e09c	Asset is operational	Open	none	
broken	Broken	#7db9dc	Asset is broken	Open	none	
in_repair	In Repair	#f4c29b	Asset is being repaired	Open	none	
lost	Lost	#ff8c8b	Asset has been lost	Closed	none	
stolen	Stolen	#ff8c8b	Asset has been stolen	Closed	none	
retired	Retired	#ccc	Asset has been retired	Closed	none	

[Save](#)

Image 1

1. Click the pencil (**Edit**) icon next to the relevant status to set its archiving age.
2. Enter a value in the **Archiving Age** field in the pop-up window (Image 2)
3. Choose the day duration that best matches your form and your company processes.

Once a ticket has not been interacted with beyond this set duration, it will be archived automatically.

You can adjust the archiving age for a status at any time - just remember to click **Save** to apply your changes.

Please note: The system can't apply an archiving age to existing tickets. Once you set an archiving age, tickets will only start to archive after that time has passed, regardless of when they were originally submitted.

If you have pre-existing tickets that you want to archive immediately, first set the age on the relevant statuses to **1** day. After 24 hours, every ticket in those statuses will be archived. You can then update the age to your preferred duration (e.g., 30 days) to ensure that new submissions are archived on the correct schedule.

Once a ticket has moved to **Archived** status, it cannot be reverted to an active ticket, but can be interacted with.

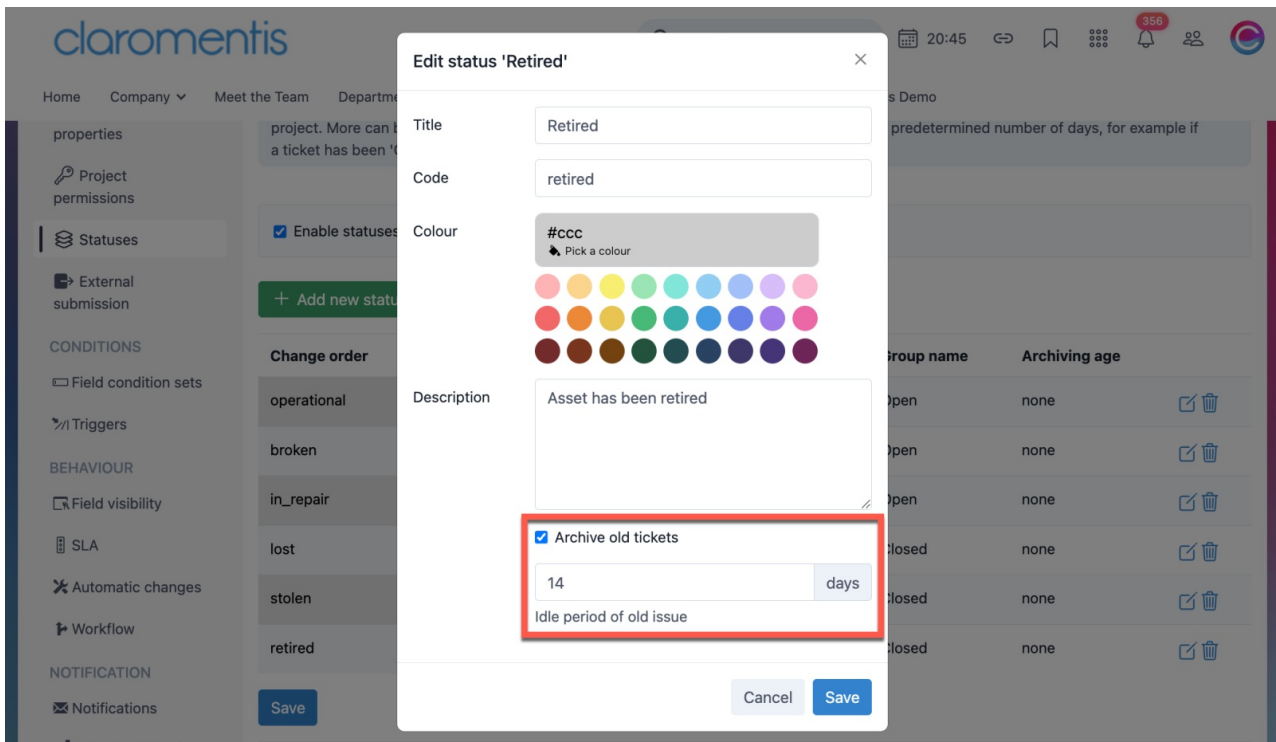


Image 2

Which status(es) should be archived?

Depending on the nature of your form, you should apply an archiving age to statuses that indicate the enquiry has been completed and can be marked as closed.

You may already have statuses titled "Completed" or "Closed", which are easy to identify and assign an archiving age to. However, any status that broadly fits this logic is suitable for assigning an archiving age.

In practise, a ticket in "New" status is unlikely to need an archiving age, as there are still ongoing tasks within the workflow. In contrast, a status such as "Application Approved" has likely reached the end of the required project workflow, so applying an archiving age would make sense.

In this example, the following statuses (Image 3) are the most logical options to be archived after a certain period, as no further action will be taken on the tickets.

Admin > Infocapture > Asset Register > **Edit project statuses**

Statuses

Statuses define the stage of a form in its workflow.

Statuses will define the stage of a form in its workflow. 'New', 'In Progress' and 'Closed' are the three default statuses included with a new project. More can be added as required. Each status can be set to archive old tickets after a predetermined number of days, for example if a ticket has been 'Closed' for 90 days it can archive itself.

Enable statuses for this project

[+ Add new status](#)

Change order	Title	Colour	Description	Group name	Archiving age	
operational	Operational	#72e09c	Asset is operational	Open	none	
broken	Broken	#7db9dc	Asset is broken	Open	none	
in_repair	In Repair	#f4c29b	Asset is being repaired	Open	none	
lost	Lost	#ff8c8b	Asset has been lost	Closed	none	
stolen	Stolen	#ff8c8b	Asset has been stolen	Closed	none	
retired	Retired	#ccc	Asset has been retired	Closed	none	

[Save](#)

Tip: Review the statuses in your project and group them into two categories: **In Progress** and **Closed/Completed**. Then, apply an archiving time period to all statuses in the **Completed** group. Once archived, these tickets will no longer appear in the front-end ticket list, freeing up space for new submissions.

Searching for an Archived ticket

Once the archiving age has been attributed to a status and the duration passes, tickets will auto-archive and not be shown in the active list of tickets from the front-end.

To locate archived tickets, you'll need to:

1. Search by ticket reference number from the front-end, returning the ticket with an **Archived** label evident.

InfoCapture > Bug Tracker > **View Bug Report: BT0020**

[Download ticket PDF](#)

This project is in "testing" state. Notifications will not be sent.

ID	BT0020	Archived	Submitted by	Claroments
Status	Resolved		Assigned	
Date of report	28-10-2025 08:51		Last modified	11-10-2025 15:06
SLA			Ticket last modified	7 months ago

[View Bug Report](#) [Notes](#) [Files](#) [FlowChart](#) [History](#) [History diagram](#) [All](#)

Bug Details

Type* Enhancement

Priority High

Please provide as much information as possible, including steps to replicate the issue. Please use the file upload facility at the bottom of the form to attach any relevant files or screenshots.

2. Use the Advanced Search function to **Include archived tickets**.

(The option appears when at least one status has been given an archiving age).

The screenshot shows the 'List Of Bugs' page in the Bug Tracker. The interface includes a top navigation bar with 'InfoCapture > Bug Tracker > List Of Bugs' and a 'Find' icon. A '+ Report Bug' button is visible. A red box labeled '1' highlights the menu icon in the top right. Below the navigation bar is a search section with a 'Keywords' input field and an 'Advanced search' button, which is highlighted with a red box labeled '2'. The main area contains several filter fields: 'Created' (From/To), 'Last modified' (From/To), 'Submitted by', 'Assigned to', 'Status', 'Severity', and 'Priority'. A checkbox labeled 'Include archived tickets' is checked and highlighted with a red box labeled '3'. Below the filters are buttons for 'Apply filter' (highlighted with a red box labeled '4'), 'Reset to default', and 'Clear filter'. A 'Permalink to this list' link is also present. At the bottom left, there is a 'Download as CSV' button and a date range '1-20/22'. The word 'Assigned' is visible at the bottom right of the page.

Created on 11 November 2019 by [Hannah Door](#). Last modified on 26 May 2026

Tags: [infocapture](#), [intranet](#), [user guide](#), [archive](#), [ticket](#)