

049662	5	Michael Christian	The 'curse' of Legacy Software	Blog Published	Kerensa Johnson	17/Feb/2016 16:32	10/Jan/2017 14:46	
049559	3	Michael Christian	Create a Digital Workplace version of 'breakout' area in your Intranet	Blog Published	Kerensa Johnson	12/Feb/2016 16:37	10/Jan/2017 14:46	
049094		Kerensa Johnson	The Benefits of Using a Learning Management Platform	Blog Published	Kerensa Johnson	19/Jan/2016 15:25	10/Jan/2017 14:46	
049093		Kerensa Johnson	The Importance of Intranet and Extranet Security	Blog Published	Kerensa Johnson	19/Jan/2016 14:59	10/Jan/2017 14:46	
049092		Kerensa Johnson	How Financial Organisations Can Benefit From Intranet Use	Blog Published	Kerensa Johnson	19/Jan/2016 14:58	19/Jan/2016 14:58	
049024		Kerensa Johnson	Content Ideas for Your Intranet	New Suggestion	Kerensa Johnson	13/Jan/2016 16:49	13/Jan/2016 16:49	
049007		Kerensa Johnson	5 Ways Intranet Software Will Solve Employee Disengagement	Blog in Draft	Kerensa Johnson	13/Jan/2016 11:20	19/Jan/2016 14:54	
048970		Kerensa Johnson	How to Make Your Company's Intranet Go Mobile	Blog in Draft	Kerensa Johnson	11/Jan/2016 13:11	11/Jan/2016 13:11	
048969		Kerensa Johnson	How the Complex Role of the Intranet Manager Has Evolved	Blog in Draft	Kerensa Johnson	11/Jan/2016 13:10	11/Jan/2016 13:10	

## Highlighting InfoCapture ticket colours by status, assignee or field value

### Overview

You can assign a colour to ticket status by navigating to:

Admin > InfoCapture > {YourProjectName} > Statuses

The status name will be highlighted according to the colour you have set when viewing a ticket list in InfoCapture

ID	Submitted	Idea Name / Proposed Title	Status	Assigned to	Created	Last modified		
06880	1	Michael Christian	How to run Hackathons / Innovation Week	Blog Published	Kerensa Johnson	12/Jul/2018 07:50	20/Jul/2018 15:46	
06826		Michael Christian	Powerful Habit: Write Stuff Down	New Suggestion	Kerensa Johnson	15/Jun/2018 15:21	15/Jun/2018 15:24	
06443		Simon Young	Report on Christian Hallmann's 'Putting the P in PWA' talk from Awareness Conference	Blog Published	Kerensa Johnson	16/Feb/2018 13:02	15/Jun/2018 15:01	
064346		Ivan Bandura	Progressive Web Apps and the future of the web	New Suggestion	Kerensa Johnson	12/Feb/2018 10:32	12/Jul/2018 07:51	
064345		Ivan Bandura	Using to PWA principles to supercharge your next web project	New Suggestion	Kerensa Johnson	12/Feb/2018 10:26	12/Jul/2018 07:51	

### Highlighting the entire row

There is an option which allows the entire row to be highlighted (instead of just the label as above)

Admin > InfoCapture > General Settings

**Please note:** Changing this setting will affect the colour coding of all of the tickets list and InfoCapture components.

## Changing ticket colour based on who it is assigned

If you wish to highlight a ticket when it is currently assigned to a user in addition to the status, it is possible to change the ticket colour by adding conditions.

```
_assigned_={userID}
```

For example

```
_assigned_=1007
```

Tickets per page: 20

Ticket colours: Add new ticket colour

Condition:  Color:

Each line should contain a condition. If the condition is true, the ticket will be shown in the specified colour. If more than one condition is true, the first in the list will be used.  
Condition syntax: field\_sym\_name=field\_value  
field\_sym\_name - field symbolic name, field\_value - field value

Ticket age:

Primary field:

Save

## Changing ticket colour based on the value in the form

It is also possible to change ticket colour based on the value you have set in the form by adding

```
{field_sym_name}={field_value}
```

For example:

Highlight tickets in "black" when **Idea Category = Crazy**

Fields properties

Properties Style Constraints

Name:

Symbolic name:  Edit

Optional Hint:

Type:

Values:

Use advanced UI for selecting elements

Check the field properties to find out the Symbolic Name and its value.

General list options

Set how tickets will be displayed in the list view

Choose how many tickets should be displayed when viewing the list of submissions, as well as changing the colour of the submission when a Field Condition Set is met. Additionally, the 'Primary Field' can be defined. This is a single field within the form that can be chosen to be usable within Infocapture components in the Pages application.

Tickets per page: 20

Ticket colours: Add new ticket colour

Condition:  Color:

Each line should contain a condition. If the condition is true, the ticket will be shown in the specified colour. If more than one condition is true, the first in the list will be used.  
Condition syntax: field\_sym\_name=field\_value  
field\_sym\_name - field symbolic name, field\_value - field value

Ticket age:

Primary field:

Save

Add new conditions by using the symbolic name and value and specify the colour.

**Please note:** When entering the field value, you may need to include 'v0' depending on how your values are entered - ensure whatever formatting is used in the field itself is also used in the colour condition.

The screenshot shows the 'Fields properties' dialog for a field named 'Severity'. The 'Values' section is highlighted with a red box and contains a list of values: 'Block,#v001', 'Crash,#v002', 'Major,#v003', 'Minor,#v004', and 'Tweak,#v005'. Other settings include 'Name: Severity', 'Symbolic name: severity', 'Type: Select', 'Default value: Block', and checkboxes for 'Required', 'Disabled', and 'Reload form on changing'.

The screenshot shows the 'General list options' configuration page. The 'Ticket colours' section is highlighted with a red box and shows a condition: 'severity=v001' with a 'RED' color selection. The page also includes 'Tickets per page' (set to 20) and 'Ticket age' (set to 'Age from last modification').

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Last modified on 30 November 2023 by [Hannah Door](#)

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