

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

Admin / InfoCapture / Blog Ideas / Edit project statuses

Project options

Project Summary

Edit project properties

Project permissions

Statuses

Conditions

Field condition sets

Triggers

Behaviour

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Automatic changes

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Notification

Notifications

Default notification fields

List options

General list options

Tickets list columns

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	
new_suggestion	New Suggestion	#E19350	New idea for a blog	In Progress	none	
blog_not_created	Blog Not Created	#808080	We decided not to create a blog		none	
progress	Progress	#5AC2B9	We are working on the content	In Progress	none	
test_done_pending_design	Test Done Pending Design	#5A7C72	We are waiting for design	In Progress	none	
blog_in_draft	Blog In Draft	#FFD700	Ready for approval and any final edits		none	
proof_reading	Proof Reading	#0000FF	Someone else should check spelling and grammar		none	
published	Blog Published	#B22222	A blog has been created		none	

Close

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 15:46
06826		Michael Christian	Powerful Habit: Write Stuff Down	New Suggestion	Kerensa Johnson	15/Jun/2018 16:24
064433		Simon Young	Report on Christian Heilmann's Putting the P in PWA talk from Awwwards Conference	Blog Published	Kerensa Johnson	16/Feb/2018 13:03
064346		Ivan Bandura	Progressive Web Apps and the future of the web	New Suggestion	Kerensa Johnson	12/Feb/2018 07:51
064345		Ivan Bandura	Using to PWA principles to supercharge your next web project	New Suggestion	Kerensa Johnson	12/Feb/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

Admin / InfoCapture

Projects

Rights to create public reports

General Settings

Status Colour Highlighting

Entire row

This will affect the colour coding of your list of tickets and Infocapture components.

Save

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: `_assigned_=1007` Colour: `#E57373`

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: - not displayed -

Primary field: Idea Name / Proposed Title

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: Idea Category

Symbolic name: idea_category Edit

Optional Hint:

Type: Select

Values: crazy,#1, ok,#2, fine,#3

☒ 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: `idea_category=1` Colour: `#822728`

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: - not displayed -

Primary field: Idea Summary

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 box for a field named 'Severity'. The 'Values' section is highlighted with a red box, showing a list of values: 'Block,#v001', 'Critical,#v002', 'Major,#v003', 'Minor,#v004', and 'Tweak,#v005'. The 'Default value' is set to 'Block'. The 'Type' is set to 'Select'. The 'Symbolic name' is 'severity'. The 'Optional Hint' is empty. The 'Required' checkbox is checked. The 'Show "Please select..." as default' checkbox is checked. The 'Reload form on changing' checkbox is unchecked. The 'Save' and 'Delete' buttons are at the bottom right.

The screenshot shows the 'General list options' dialog box for the 'Severity' field. The 'Condition' section is highlighted with a red box, showing the condition 'severity=v001' and the color '#996666'. The 'Ticket colours' section is also visible, showing a list of colors. The 'Ticket age' is set to 'Age from last modification'. The 'Ticket age' dropdown is set to 'Age from last modification'. The 'Ticket age' dropdown is set to 'Age from last modification'.

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

Created on 20 August 2021 by [Michael Christian](#)

Tags: [colour](#), [infocapture](#), [status](#)