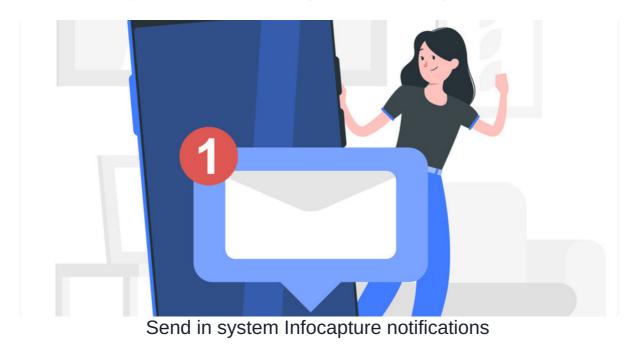
Link to article: https://discover.claromentis.com/knowledgebase/articles/857/send-in-system-infocapture-notifications



## Overview

By default, InfoCapture notifications are sent by email.

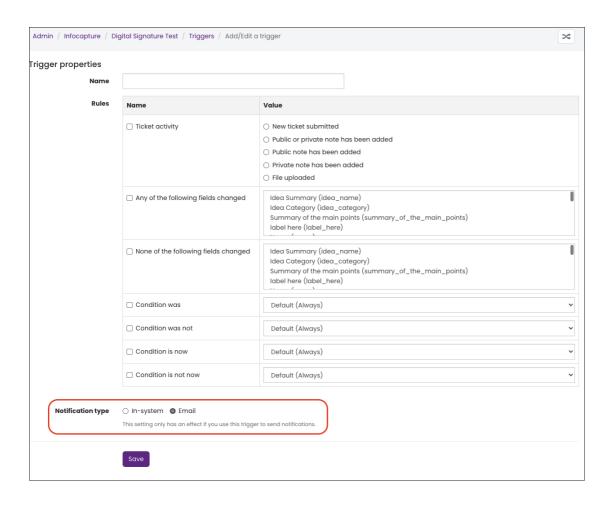
This is intentional so that users don't miss important notifications triggered by an InfoCapture project, regardless of their notification preferences within Claromentis.

Users can create custom rich text content for InfoCapture notifications which in most cases contain important information including a copy of the forms and notes.

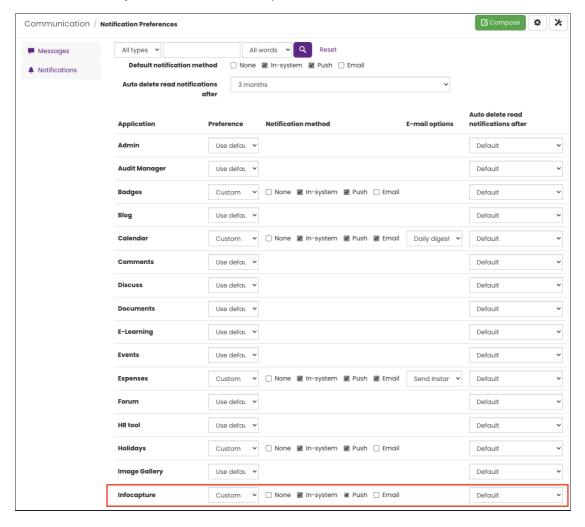
This type of notification is better suited to be delivered as an email rather than in-system notification.

## Using In-System Notification on Trigger

However, it is possible when designing Triggers in InfoCapture to select in-system notification instead of email.



When **In-system** is selected for a particular trigger, It means InfoCapture is using the built-in Claromentis notification delivery system, which can be set in the **Communication preferences** - so this can differ per user.



**Push notification** on InfoCapture tickets can only work if users have **in-system** and **Push Notification checked** and form **Triggers** are set to use **Insystem** notification only.

Please note: Depending on the platform and device being used, there is a character limit when sending push notifications. Learn more

Last modified on 6 November 2025 by Hannah Door

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