



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.

Admin / Infocapture / Digital Signature Test / Triggers / Add/Edit a trigger

Trigger properties

Name

| Rules | Name | Value |
|--------------------------|--------------------------------------|---|
| <input type="checkbox"/> | Ticket activity | <input type="radio"/> New ticket submitted <input type="radio"/> Public or private note has been added <input type="radio"/> Public note has been added <input type="radio"/> Private note has been added <input type="radio"/> File uploaded |
| <input type="checkbox"/> | Any of the following fields changed | Idea Summary (idea_name) Idea Category (idea_category) Summary of the main points (summary_of_the_main_points) label here (label_here) |
| <input type="checkbox"/> | None of the following fields changed | Idea Summary (idea_name) Idea Category (idea_category) Summary of the main points (summary_of_the_main_points) label here (label_here) |
| <input type="checkbox"/> | Condition was | Default (Always) ▼ |
| <input type="checkbox"/> | Condition was not | Default (Always) ▼ |
| <input type="checkbox"/> | Condition is now | Default (Always) ▼ |
| <input type="checkbox"/> | Condition is not now | Default (Always) ▼ |

Notification type In-system Email
This setting only has an effect if you use this trigger to send notifications.

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.

All types All words

Default notification method None In-system Push Email

Auto delete read notifications after

| Application | Preference | Notification method | E-mail options | Auto delete read notifications after |
|---------------|------------|--|----------------|--------------------------------------|
| Admin | Use defaul | | | Default |
| Audit Manager | Use defaul | | | Default |
| Badges | Custom | <input type="checkbox"/> None <input checked="" type="checkbox"/> In-system <input checked="" type="checkbox"/> Push <input type="checkbox"/> Email | | Default |
| Blog | Use defaul | | | Default |
| Calendar | Custom | <input type="checkbox"/> None <input checked="" type="checkbox"/> In-system <input checked="" type="checkbox"/> Push <input checked="" type="checkbox"/> Email | Daily digest | Default |
| Comments | Use defaul | | | Default |
| Discuss | Use defaul | | | Default |
| Documents | Use defaul | | | Default |
| E-Learning | Use defaul | | | Default |
| Events | Use defaul | | | Default |
| Expenses | Custom | <input type="checkbox"/> None <input checked="" type="checkbox"/> In-system <input checked="" type="checkbox"/> Push <input checked="" type="checkbox"/> Email | Send Instar | Default |
| Forum | Use defaul | | | Default |
| HR tool | Use defaul | | | Default |
| Holidays | Custom | <input type="checkbox"/> None <input checked="" type="checkbox"/> In-system <input checked="" type="checkbox"/> Push <input type="checkbox"/> Email | | Default |
| Image Gallery | Use defaul | | | Default |
| Infocapture | Custom | <input type="checkbox"/> None <input checked="" type="checkbox"/> In-system <input checked="" type="checkbox"/> Push <input type="checkbox"/> Email | | Default |

Push notification on InfoCapture tickets can only work if users have **in-system** and **Push Notification checked** and form **Triggers** are set to use **In-system** 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 30 November 2023 by [Hannah Door](#)

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 Tags: [infocapture](#), [message](#)