



## 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	<div><input type="radio"/> New ticket submitted</div> <div><input type="radio"/> Public or private note has been added</div> <div><input type="radio"/> Public note has been added</div> <div><input type="radio"/> Private note has been added</div> <div><input type="radio"/> File uploaded</div>

| ☐ 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) |

| ☐ 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) |

| ☐ Condition was | Default (Always) |

Notification type

☐ In-system

☒ Email

This setting only has an effect if you use this trigger to send notifications.

Save

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.

[Messages](#)  
[Notifications](#)All types  All words   [Reset](#)Default notification method ☐ None ☒ In-system ☒ Push ☐ EmailAuto delete read notifications after 3 months 

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