



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) v
<input type="checkbox"/>	Condition was not	Default (Always) v
<input type="checkbox"/>	Condition is now	Default (Always) v
<input type="checkbox"/>	Condition is not now	Default (Always) v

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.

Messages | Notifications

All types [] All words [] [Reset]

Default notification method None In-system Push Email

Auto delete read notifications after 3 months

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](#)