



### Fields properties

Properties Style Constraints

Name

Symbolic name  [Edit](#)

Optional Hint

Type

String format

Default value

Use existing variables

Required  
 Disabled  
 Reload form on changing

[Save](#) [Delete](#)

2. The key step will now be to define the **Default Value**. The default value should be set with an expression that corresponds to the people field.

You can manually enter the expression or simply use the menu drop-down to select the relevant field.

Fields properties

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Name

Symbolic name  [Edit](#)

Optional Hint

Type

String format

Default value

- {user:id}
- {user:intranetuser}
- {user:username}
- {user:password}
- {user:firstname}
- {user:surname}
- {user:user\_code}
- {user:company}
- {user:job\_title}
- {user:emailad}

**Please note:** If the expression is missing from the drop-down list, head back to the People application to ensure the field is configured correctly and selectable as an option.

3. Once the expressions have been defined, select **Save** to apply this to your field.

In this example, expressions for First name & Surname have been selected.

Fields properties
✕

Properties
Style
Constraints

**Name**

**Symbolic name**  Edit

**Optional Hint**

**Type**

**String format**

**Default value**

Use existing variables

Required  
 Disabled  
 Reload form on changing

➔

To further prevent users from making errors and ensure the information pulling through is from user profiles only, you can set the field to 'Disabled.' When submitting a ticket, the field will be greyed out and uneditable, but the information from the profile will be visible.

## Submitting tickets

Once the field has been applied, users with permissions can submit tickets as usual.

When tickets are submitted, the field will auto-populate with the user's first name & surname as entered in their profile.

### User-profile:

Admin / People Control Panel / Edit user info

Edit user information
Role
Group
Org chart
Other settings

**First name\***

**Surname\***

### IC ticket:

Ticket Jump 

\* - required fields

Name\*

**Please note:** If user information does not populate, head back to the People application to ensure the field is not empty in user-profiles and information is available in the field.

## Date field

Use the built-in option that appears against 'Date' type fields to auto-populate the current date when a ticket is being filled out:

### Fields properties ✕

Properties **Style** Constraints

**Name**

**Symbolic name**  [Edit](#)

**Optional Hint**

**Type**  ▾

**Default value**

Use current date as default

Required

Disabled

Reload form on changing

[Save](#)

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