



Infocapture: RSS Feed

An RSS feed can be embedded on an external website to show a list of tickets from different projects in the Intranet.

This can be useful if you want to keep users informed when they are on an external site but can quickly open the Intranet to interact.

Step 1

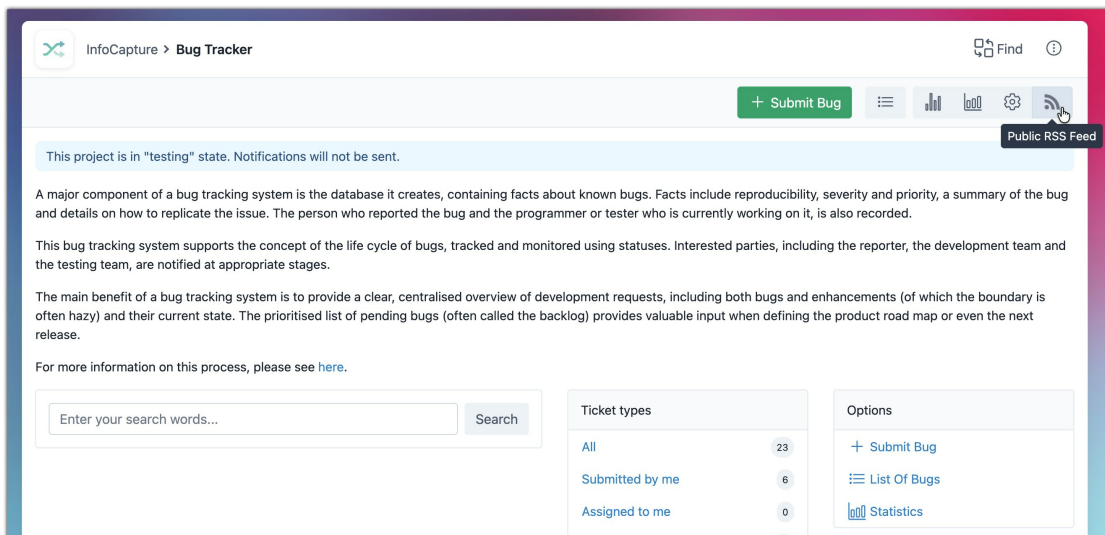
Configure what ticket information you would like to show from Admin > Infocapture > your form > RSS

Select 'Enable Public RSS feed' to allow the ticket information to display without first requiring user login.

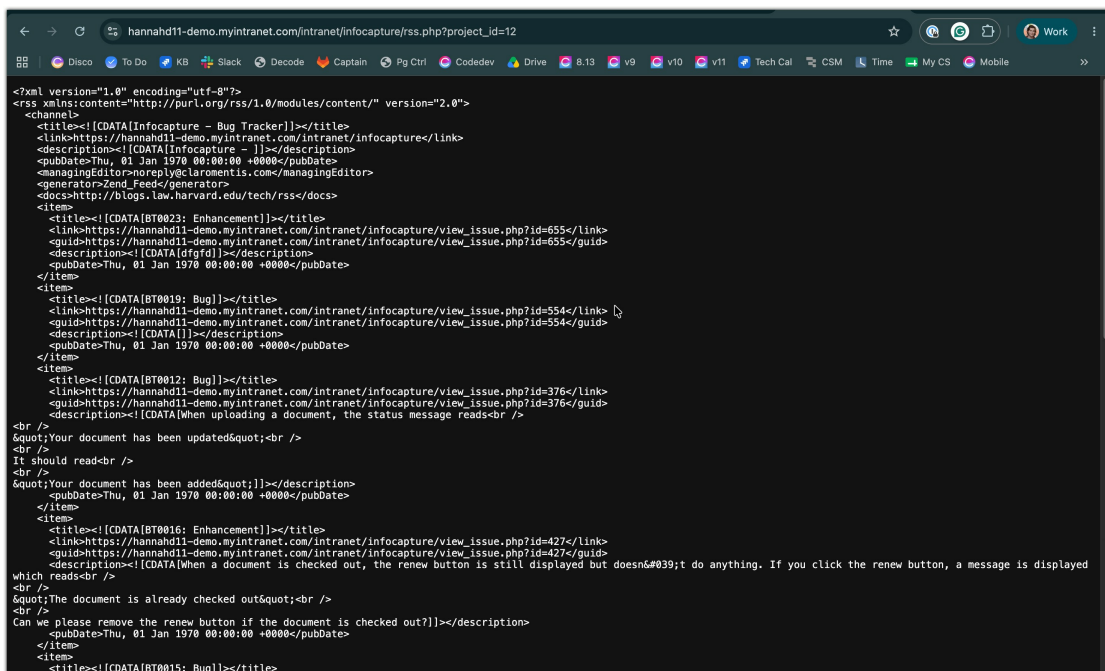
A screenshot of the 'RSS feed configuration' interface within an admin panel. The breadcrumb trail at the top reads 'Admin > Infocapture > Bug Tracker > RSS feed configuration'. On the left is a sidebar with 'Admin' at the top and a list of options: 'PROJECT OPTIONS' (Project Summary, Edit project properties, Project permissions, Statuses, External submission) and 'CONDITIONS' (Field condition sets, Triggers). The main content area is titled 'RSS feed configuration' and includes a descriptive box: 'Create an RSS feed to embed on websites, to show a feed of submitted tickets. Form fields can be picked to use for the title and description of each feed item.' Below this, there is a toggle for 'Enable public RSS feed' which is currently turned on. Three dropdown menus are present: 'Title' set to 'Type', 'Description' set to 'Description', and 'Count' set to '10'. A blue 'Save' button is at the bottom right of the configuration area.

Step 2

Navigate to the front end of the form and click the RSS icon



This generates the RSS URL and shows its contents:



Step 3

Add the URL and/or generated code to your external website to display the list of tickets users can browse and click on to view in the Intranet.

If you encounter any issues or errors setting this up, please [raise a support ticket](#) so we can assist you further.

Created on 10 April 2026 by [Hannah Door](#). Last modified on 23 July 2026

Tags: [Form](#), [infocapture](#), [rss](#)