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This article applies to the following:

Product Version: IssueNet 5.1 and later

Component(s): Architect, Administrator

Solutions(s): All

Single Click to Access Issues

Many Users have requested the ability to embed in their notifications a direct link to the Issue being referenced in the notification.

The purpose of this month's TechTip is to explain how to set a System Constant that will allow Notification Templates to contain an embedded direct link.

Setting the System Constant and editing the Send Notification Action

1. Go to the IssueNetCentral page and right-click on the Manager "Launch" button and click Copy Shortcut.

2. Launch the IssueNet Administrator and select **Tools | Options | System Options | Constants**

3. Enter the following for a new Key: **ClickOnceURL**

4. For the Value column of that new Key, paste the ClickOnce shortcut to the Manager

5. Open a SendNotification action

6. In the HTML Design pane, add the following wherever you want the link to appear:

```
<a href="{ClickOnceUrl}&u={CurrentObject.ObjectID}">click here</a>
```

7. Save the changes to your SendNotification action

8. Logon to the Manager and trigger that SendNotification action so that you get an email notification and then close Manager

9. Click the "Click Here" link to verify that it (a) opens the Manager and (b) opens the ticket referenced in the email.

PLEASE NOTE: If you decide to do the above, every time that you run the IssueNet Assistant to rebuild your manifest, you will need to remember to update the Constant value in the IssueNet Administrator.

For more information on topics not covered by this Tech Tip please review video tutorials and TechTips at www.elsitech.com. If you have questions beyond the scope of this Tech Tip, you may also contact Elsinore Technical Support Services at support@elsitech.com or 866.866.0034, option 2.