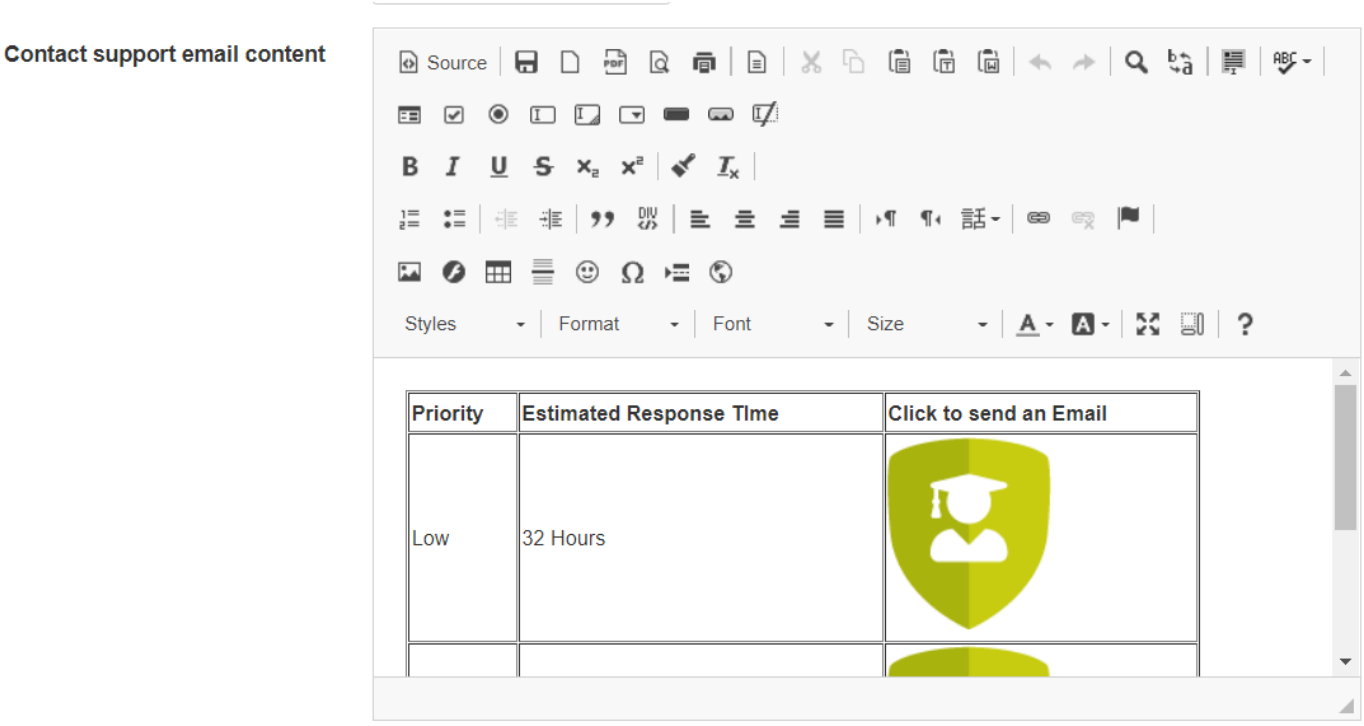
Support Button Set Up Using Image Links (Support Message)

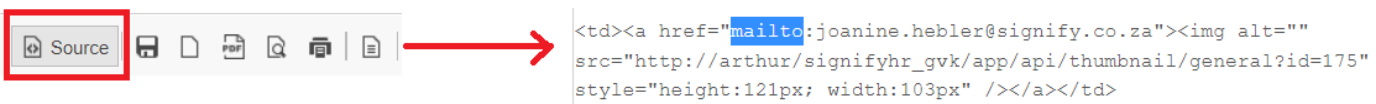
If a client uses an image with a link to launch an external mail launcher, they most probably will experience an issue where the main page loading indicator does not stop loading.

The below fix should be applied to the customer's front end.

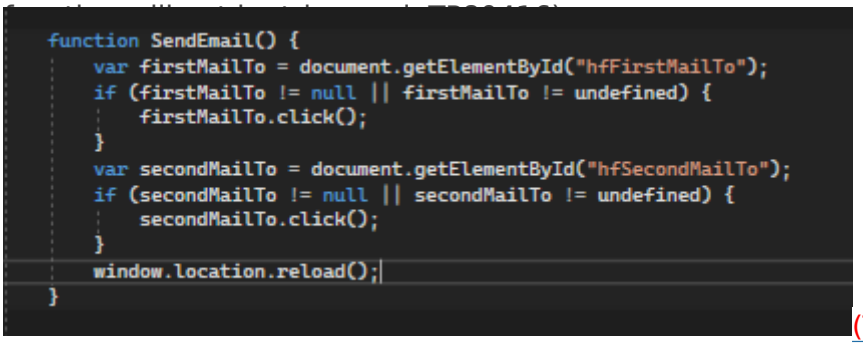
Navigate to where the support button setup happens: **System Administration | Tools | Configuration | Framework | Global Settings**



Click on *Source* and search for *mailto* (this is where the changes need to be made):



An *onclick* method will need to be added to a div in order to trigger the page load function in the backend. (Please note this commit must exist on the branch you are making changes to or the



(This is an old image)

For this to happen, the image button needs to be formatted at such:

** **

<image here - Copy image tag from the <a> tag here>

** **
****

> Please note: variable names for the <a> tag id as well as the function name for the div needs to be exactly the same as in the below example.

Example:

```
<div onclick="SendEmail(hfFirstMailTo);">
<img alt="" src="http://arthur/signifyhr_gvk/app/api/thumbnail/general? id=175"
style="height:121px; width:103px" />
</div>
<a id="hfFirstMailTo" style="visibility:hidden" href="mailto:test.analyst@signify.co.za"></a>

<div onclick="SendEmail(hfSecondMailTo);">
<img alt="" src="http://arthur/signifyhr_gvk/app/api/thumbnail/general? id=175"
style="height:121px; width:103px" />
</div>
<a id="hfSecondMailTo" style="visibility:hidden" href="mailto:test.analyst@signify.co.za"></a>
```

scr = (image path from signify)

href = (email to send to)

Setting up a link:

The above format needs to be adhered to when setting up a hyper link should the same error occur. Please use the below code snippet for the front-end html:

```
<div onclick="SendEmail(hfFirstMailTo);"> Send Email
</div>
<a id="hfFirstMailTo" style="visibility:hidden" href="mailto:test.analyst@signify.co.za"></a>
```

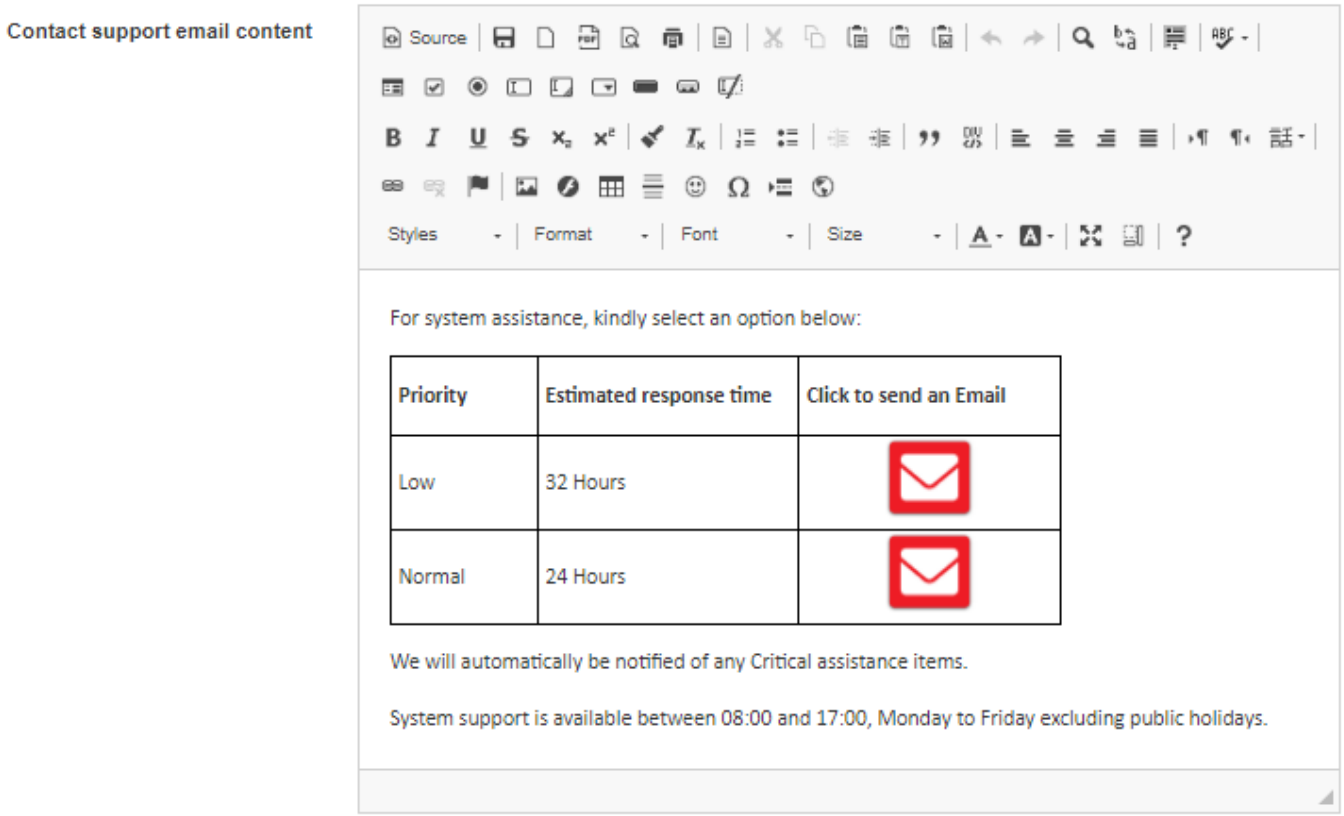
> You can use text formatting to ensure that the link appears as a link (blue text colour underlined)

Quick Steps:

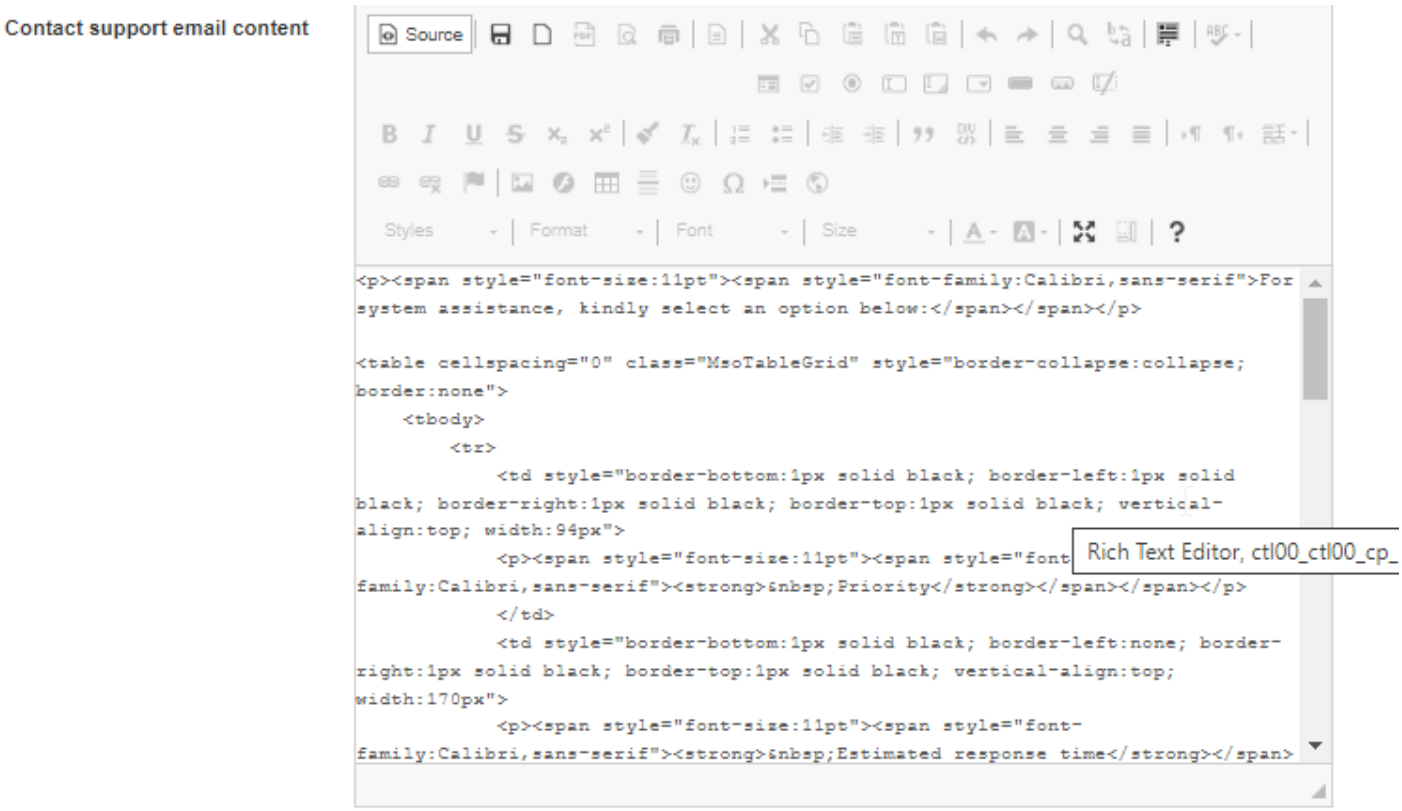
Step 1: Download Glassfit example here

https://drive.google.com/file/d/150MVQe2AS3C0TTgrFd24jEV1GbKCGuPE/view?usp=share_link

Step 2: Navigate to System Admin | System Admin | Tools | Config | Framework | Global Settings | Contact Support Email Content



Step 3: Click on source



Step 4: Delete everything from block and paste all from downloaded sheet in this block.

Step 5: Scroll to bottom of page and click save.

Full HTML Example: (Used for Glassfit)

You can copy and paste this HTML into the block shown above. Click source, paste and save.

For system assistance, kindly select an option below:

<table cellspacing="0" class="MsoTableGrid" style="border-collapse:collapse; border:none">

<tbody>

<tr>

<td style="border-bottom:1px solid black; border-left:1px solid black; border-right:1px solid black; border-top:1px solid black; vertical-align:top; width:94px">

 Priority

</td>

<td style="border-bottom:1px solid black; border-left:none; border-right:1px solid black; border-top:1px solid black; vertical-align:top; width:170px">

 Estimated response time

</td>

<td style="border-bottom:1px solid black; border-left:none; border-right:1px solid black; border-top:1px solid black; vertical-align:top; width:151px">

 Click to send an Email

</td>

</tr>

<tr>

<td style="border-bottom:1px solid black; border-left:1px solid black; border-right:1px solid black; border-top:none; width:94px">

 Low

</td>

<td style="border-bottom:1px solid black; border-left:none; border-right:1px solid black; border-top:none; width:170px">

 32 Hours

</td>

<td style="border-bottom:1px solid black; border-left:none; border-right:1px solid black; border-top:none; width:170px; text-align: center;">

```
<img alt="" src="http://angelo.signify.local/signifyhr_masterqa/app/api/image/general?id=477" style="height:52px; width:61px" />

</div>

<a id="hfFirstMailTo" style="visibility:hidden" href="mailto:leanca@thewiredhuman.co.za?subject=LOW%3A%20Glasfit%20System%20Support&amp;body=Good%20Day%20Leanca%0D%0A%0D%0AKindly%20assist%20me%20with....%0D%0A%0D%0AKind%20Regards%0D%0A%0D%0A"></a>

</td>

</tr>

<tr>

<td style="border-bottom:1px solid black; border-left:1px solid black; border-right:1px solid black; border-top:none; width:94px">

<p><span style="font-size:11pt"><span style="font-family:Calibri,sans-serif"> Normal</span></span></p>

</td>

<td style="border-bottom:1px solid black; border-left:none; border-right:1px solid black; border-top:none; width:170px">

<p><span style="font-size:11pt"><span style="font-family:Calibri,sans-serif"> 24 Hours</span></span></p>

</td>

<td style="border-bottom:1px solid black; border-left:none; border-right:1px solid black; border-top:none; vertical-align:top; width:151px; text-align: center;">

<div onclick="SendEmail(hfSecondMailTo);">

<img alt="" src="http://angelo.signify.local/signifyhr_masterqa/app/api/image/general?id=477" style="height:52px; width:61px; align:center" />

</div>

<a id="hfSecondMailTo" style="visibility:hidden" href="mailto:leanca@thewiredhuman.co.za?subject=NORMAL%3A%20Glasfit%20System%20Support&amp;body=Good%20Day%20Leanca%0D%0A%0D%0AKindly%20assist%20me%20with....%0D
```

%0A%0D%0AKind%20Regards%0D%0A%0D%0A">

</td>

</tr>

</tbody>

</table>

We will automatically be notified of any Critical assistance items.

System support is available between 08:00 and 17:00, Monday to Friday excluding public holidays.

Revision #10
Created 2022-01-10 14:39:16 UTC
Updated 2023-05-16 10:41:37 UTC