


# Hyperlink Syntax and Examples

Hyperlinks are a critical tool for helping users quickly and easily access the system. This article details how to construct a hyperlink for your system, and offers example hyperlinks to demonstrate how the keywords can be used.

 If you manually construct a link, you also need to manually encrypt it. For information on encrypting links, see [Hotlinks](#).

## Basic Construction

Any hyperlink consists of three main components.

\$URL_address_of_Agiloft?	<p>For example:</p> <pre>https://&lt;server&gt;/gui2/login.jsp?&lt;keywords&gt;</pre> <p>For the end user interface:</p> <pre>https://&lt;server&gt;/gui2/login.jsp?&lt;keywords&gt;&amp;euiurl=/eui2template/&lt;template&gt;&amp;gui=enduser</pre> <p>Whenever possible, make sure to use the domain name for your server, such as <code>example.agiloft.com</code>, rather than the specific server hostname, such as <code>ps108.agiloft.com</code>. If you're using single sign-on, replace <code>login.jsp</code> with the login code for your sign-on provider:</p> <ul style="list-style-type: none"><li>▪ For SAML: <code>samlssologin.jsp</code></li><li>▪ For Windows: <code>sso.jsp</code></li><li>▪ For Google OAuth 2.0: <code>oauth20sso without .jsp</code></li><li>▪ For CAS: <code>cas-login without .jsp</code></li></ul>
KeyID=0	This keyword pair is always the same and is required in links.
Keyword pairs	Add any other necessary keywords to bring the user to the right location. See the list of keywords below.

## Hyperlink Keywords

Keywords aren't case sensitive, but their values, such as the table or field name, are case sensitive. To find the correct case for your table, navigate to **Setup > Tables**, select your table, click Edit, and look for the Logical Table Name. To find the correct case for a field, edit its parent table, and then edit the field. Remember to use the field name, not the label.

You can use these keywords regardless of whether you are using a single sign-on hyperlink, but with single sign-on, username and password keywords are not necessary.

### Keyword Syntax

&keyword1=value1&keyword2=value2...

Keyword	Allowed Values and example	Comments
keyID	0	The key/value pair keyID=0 login hyperlinks.
kb, project, product	Any knowledgebase name <i>kb=Example</i>	These keywords specify the knowledgebase that the user should view. They all mean exactly the same thing and are interchangeable. There is no keyword with this meaning for other reasons.
table	Any logical table name <i>Table=Case</i> <i>table=person.employee</i>	<p>This keyword specifies the table that the user should view. In the example, it is as if the user logged on at the Cases tab.</p> <p>The Table parameter is based on the table name rather than the label.</p> <p>If the user provides a table name that is not recognized, the system logs the user to the default screen with an error message: "Table \$name not found. Please provide the name of the table, rather than the label. For example, Document, rather than Case."</p> <p>When the state=Edit:table parameter is used, you must also use the table parameter. For example, &amp;state=Edit:table&amp;table=contract&amp;table=contract.</p> <p>Due to the current Agiloft GUI, there is no difference between specifying a subtable - for example, Case - and the user to the same tab as Case.</p>
state	<ul style="list-style-type: none"><li><b>New</b></li></ul> <p>New:\$table_name State=New:contact</p> <p>OR</p> <p>New:\$table_name.\$subtable</p> <p>State=New:contact.user</p> <ul style="list-style-type: none"><li><b>Edit</b></li></ul>	<p>This keyword specifies what action should be performed automatically.</p> <p>"New:\$table_name" creates a new record of the specified type, as in the example above.</p> <p>"Edit:\$table_name" opens a record in the specified table, and must be used with the parameters "table", "record", and "record_access=Edit".</p>

	<p><i>State=Edit:</i>  <i>table_name&amp;record_access=Edit&amp;table=table_name&amp;record=XXX</i></p> <ul style="list-style-type: none"> <li>▪ <b>Charts</b></li> </ul> <p><i>State=Charts</i></p> <ul style="list-style-type: none"> <li>▪ <b>Main</b></li> </ul> <p><i>State=Main&amp;search=MyAssigned</i></p> <ul style="list-style-type: none"> <li>▪ <b>FAQ</b> <ul style="list-style-type: none"> <li>Open a record (ID=2) in edit mode</li> </ul> </li> </ul> <p><i>example: State=FAQ</i></p> <ul style="list-style-type: none"> <li>▪ <b>FAQItem</b></li> </ul> <p><i>State=FAQItem</i></p> <ul style="list-style-type: none"> <li>▪ <b>Convert</b></li> </ul> <p><i>State=Convert:case</i></p>	<p>"Charts" takes the user to the Power User interface in specified by Table parameter</p> <p>"Main" takes the user to the the interface and allows spe search that should be autorr executed. Note the case ser parameter: Use <i>State=Main</i> state=Main, since State=work.</p> <p>"FAQ" takes the user to the EndUser interface and allow <i>table</i> parameter to choose th contains FAQ records</p> <p>"FAQItem" takes the user to record. <i>table</i> and <i>record</i> par required</p> <p>"Convert:\$table_name" enal record to be converted from hyperlink must include the n corresponding conversion a</p> <p>This functionality offers a wa template records to create n prepopulated fields. For inst provide a user with a hyperli password reset ticket" that c that already has the categor and other fields filled out for reset request.</p> <p>This parameter works not or login hyperlinks, but also in hyperlinks available in the h the power user home page. provide multiple hyperlinks t a different template ticket di home page, such as: Create Outage Ticket, Request a N Setup, Request a Password a new server upgrade task.</p>
<b>record</b>	Any valid record id <i>record=123</i>	This parameter is mandatory identifies the record to be of ID.
<b>expiration</b>	Any future date <i>expiration=05/31/2025</i>	This keyword defines an exp /DD/YYYY) for anonymous I together with state=Edit

<b>field</b>	\$fieldname:fieldvalue <i>field=summary:test_summary</i>	This keyword allows you to : for a record in state=Edit. A contain several "field" param Use the following format to r field=<\$field_name> :<\$valu
<b>exiturl</b>	Any url <i>example: exiturl=</i> https://www.sw.com	When the user logs out from specified URL
<b>loginurl</b>	Any url	If the user is unable to login because of an invalid usern: combination, go to this URL. If no loginurl is provided, but provided, the exiturl function
<b>timeouturl</b>	Any url	If the user's Agiloft session t inactivity, go to this URL. If no timeouturl is provided b provided, the loginurl functio timeouturl
<b>logouturl</b>	Any url	If the user is manually logge go to this URL If no logouturl is provided, b provided, the timeouturl func logouturl.
<b>cancelurl</b>	Any url	If the user clicks the Cancel is set to No, return to this UF If no cancelurl is provided, th
<b>euiurl</b>	Any url <i>example: euiurl=eui2template/&lt;x.php&gt;</i>	When the user logs into the Interface <i>via single-sign on</i> , specifies where to redirect th other ways to create a hyper the end user interface, see t section.

<b>gui</b>	<ul style="list-style-type: none"> <li>■ No, no</li> <li>■ EndUser, enduser</li> <li>■ Staff (default)</li> <li>■ No/enduser</li> <li>■ No/staff</li> <li>■ LowRes, lowres</li> <li>■ ADA, ada</li> </ul> <p><i>gui=no</i>  <i>gui=LowRes</i>  <i>gui=ada</i>  <i>gui=no/enduser</i>  <i>gui=enduser</i>  <i>gui=staff</i></p>	<p>"no" or "No" mean that only record screen, together with post HTML is shown. The re interface is not displayed.</p> <p>"no/enduser" or "no/staff" an explicitly specify whether the be shown using the end use power user layout.</p> <p>"staff" is the default and indi power user interface should</p> <p>"LowRes" parameter will dire the mobile interface regardle</p> <p>"ada" will direct users to the interface.</p>
<b>\$notmobile</b>	<p>true</p> <p>\$notmobile=true</p>	<p>Use the parameter \$notmob mobile device to access the interface, either power or en depending on permissions. parameter can also be used buttons, to be sent to the br login request. For example:</p> <pre>&lt;input type="hidden" name="\$notmobile" val</pre>
<b>field=</b> <b>hide_btn:true</b>	Prevents display of the Finish&New button	This keyword is used in conj GUI=No when you want the single record, such as an en application

<b>navigateto</b>	Opens a record to a specific field in the form	<p>This keyword is used to define in the record form that is put opening the link. You can specify locations for power users an example:</p> <pre>navigateto=%7Bstaff%3A'renewal_notificati2 Cenduser%3A%7Bfield%3A'renewal_notificati7D</pre> <p>This utilizes URL encoding in symbols. To make the example consider how it reads when URL encoding:</p> <pre>navigateto={staff:{field:'renewal_notification_c{field:'renewal_notification_c</pre> <p>However, the URL encoding when building the usable hyperlink</p> <p>This parameter can also be \$returnURL parameter of an</p>
<b>user</b>	Any valid user login name	The keyword parameter provides login name.
<b>passwd, password</b>	Any valid password for the specified user <i>example:</i> passwd=bob	"passwd or password" value provide the password part of /password combination.
<b>search</b>	Any valid saved search name	<p>This keyword parameter provides of a saved search that is automatically executed when the user logs</p> <p>This parameter is always used as the table parameter</p>

<b>customsearch</b>	Any valid search	<p>This keyword allows the use of field names and values within itself. The search uses the symbols <code>==</code>, <code>&gt;=</code>, <code>&gt;</code>, <code>&lt;=</code>, <code>&lt;</code>, <code>!=</code>, <code>(,)</code>, <code>&amp;&amp;</code> and many of these symbols have meanings in HTML, so they must be expressed using %N equivalents. example: <code>CustomSearch={3E=Closed%26%26Severi</code></p> <p>If the URL is used in a return value of another query string and excluded characters must be encoded, meaning the % must also be expressed in %N for demonstration, &amp; is single-encoded and double-encoded as %26. URL-encode for "&amp;", and %26 encode for "%").</p> <p>Multiple conditions can be joined using    or &amp;&amp; symbols. It is possible to specify whether the data should be ascending or descending order. <code>sortasc=\$fieldname</code> or <code>sortdesc=\$fieldname</code>.</p> <p>If columns contain spaces, replace _ instead, and if names contain single quotes place them in single quotation marks. example: <code>Name_of_Related_Party Technologies Inc.'</code> &amp;&amp; <code>Party_Position</code></p>
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<b>record_access</b>	View, view Edit, edit none	<p>This keyword causes the screen to be opened for viewing or editing. If none is specified, causes no interaction while the hotlink is processed.</p> <p>You might use "none" in a hotlink that is intended to change some data in Agiloft without showing the rest of the screen. For example, state=Cases&amp;record=2&amp;fields=high&amp;record_access=none. This sets the case's priority to "high" and then goes to the exit URL.</p> <p>This keyword can be used to return a single record without showing the rest of the interface.</p>
<b>locale</b>	de en es fr ru zh pt_BR SW_User_Selected_Lang	<p>This keyword is used to define the locale in which the interface should be displayed to the user.</p> <p>Accepted values correspond to the following languages:</p> <ul style="list-style-type: none"> <li>German - de</li> <li>English - en</li> <li>Spanish - es</li> <li>French - fr</li> <li>Russian - ru</li> <li>Chinese - zh</li> <li>Brazilian Portuguese - pt_BR</li> </ul> <p>For example:</p> <p>&amp;locale=fr</p> <p>A special value SW_User_Selected_Lang allows to log in with the same language as the last user's session. This can be used from now on in the future as well.</p> <p>If no value is supplied English is used for backward compatibility.</p>

## Examples

Use these examples to see how keywords can work together.



SAML SSO users must use a Service Provider initiated hyperlink to access Agiloft. The SAML Identity Provider should be configured to include the attribute InResponseTo, and the corresponding value, in the SAML assertion response that is sent to Agiloft.



Action	Hotlink
Create a new contract record using SAML single sign-on	<a href="https://test.agiloft.com/gui2/samlssologin.jsp?State=New:contract&amp;KB=demo">https://test.agiloft.com/gui2/samlssologin.jsp?State=New:contract&amp;KB=demo</a>
Open the Demo project in the EUI regardless of the user's permission set	<a href="https://test.agiloft.com/gui2/samlssologin.jsp?project=Demo&amp;gui=enduser&amp;state=enduser&amp;euiURL=/eui2template/main.php">https://test.agiloft.com/gui2/samlssologin.jsp?project=Demo&amp;gui=enduser&amp;state=enduser&amp;euiURL=/eui2template/main.php</a>
Open a specific record for editing using SAML single sign-on	<a href="https://test.agiloft.com/ui/samlssologin.jsp?project=Demo&amp;state=Edit:Contract&amp;table=contract&amp;record_access=view&amp;record=+\$id+&amp;gui=no">https://test.agiloft.com/ui/samlssologin.jsp?project=Demo&amp;state=Edit:Contract&amp;table=contract&amp;record_access=view&amp;record=+\$id+&amp;gui=no</a>
Create a new Case record using SAML single sign-on	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=New:Cases.Bug_Report&amp;table=cases&amp;gui=no&amp;field=description:preset%20from%20hotlink&amp;field=solution:--%20enter%20some%20---">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=New:Cases.Bug_Report&amp;table=cases&amp;gui=no&amp;field=description:preset%20from%20hotlink&amp;field=solution:--%20enter%20some%20---</a>
Access the mobile interface on a desktop device.	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=KBNAME&amp;user=USER&amp;password=****&amp;gui=lowres">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=KBNAME&amp;user=USER&amp;password=****&amp;gui=lowres</a>
Access the ADA compliant interface.	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=KBNAME&amp;user=USER&amp;password=****&amp;gui=ada">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=KBNAME&amp;user=USER&amp;password=****&amp;gui=ada</a>
Go to the Legacy End User Interface. When the user selects Exit, go to the URL: <a href="https://test.agiloft.com/gui2/hotlinks/test_exit_url.html">https://test.agiloft.com/gui2/hotlinks/test_exit_url.html</a> If there is an error, for example the password is invalid, go to the URL: <a href="https://test.agiloft.com/gui2/hotlinks/test_login_url.html">https://test.agiloft.com/gui2/hotlinks/test_login_url.html</a>	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=enduser&amp;exiturl=http://test.agiloft.com/gui2/hotlinks/test_exit_url.html&amp;loginurl=http://test.agiloft.com/gui2/hotlinks/test_login_url.html">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=enduser&amp;exiturl=http://test.agiloft.com/gui2/hotlinks/test_exit_url.html&amp;loginurl=http://test.agiloft.com/gui2/hotlinks/test_login_url.html</a>
Go to the power user interface and select the Cases table	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=case">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=case</a>
Log in to the <code>main.php</code> page of the default End User Interface  When the user exits, go to the URL <a href="https://www.agiloft.com">https://www.agiloft.com</a>	<a href="https://example.com/gui2/eui2template/main.php?KeyID=0&amp;KB=Demo&amp;user=internal&amp;password=1&amp;exiturl=https://www.agiloft.com">https://example.com/gui2/eui2template/main.php?KeyID=0&amp;KB=Demo&amp;user=internal&amp;password=1&amp;exiturl=https://www.agiloft.com</a>
Try to go to a non-existent table to generate a deliberate error	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=nonexistent_contacts">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=nonexistent_contacts</a>
Go to the contacts table	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=contacts">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=contacts</a>
Go to "contracts" table and perform the Saved Search named "company name"	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=contracts_table&amp;search=company%20name">https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=contracts_table&amp;search=company%20name</a>
Go to "contacts" table and search for the "test" keyword	<a href="http://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=contact&amp;customsearch=test">http://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Main&amp;table=contact&amp;customsearch=test</a>

Submit a new bug without showing the Agiloft GUI, logoff on finish	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=New:Case&amp;table=case&amp;gui=no">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=New:Case &amp;table=case&amp;gui=no</a>
Submit a new bug and show the GUI	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=New:Case&amp;table=case">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=New:Case &amp;table=case</a>
Go to Reports for the contact table and show the GUI	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Charts&amp;table=contact">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=Charts &amp;table=contact</a>
Go to Reports for the contact table without showing the GUI	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Charts&amp;table=contact&amp;gui=no">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=Charts &amp;table=contact&amp;gui=no</a>
Submit a new record without showing the GUI, set the "description" and "solution" fields	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=New:Case&amp;table=case&amp;gui=no&amp;field=description:preset%20from%20hotlink&amp;field=solution:--%20enter%20some%20---">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=New:Case &amp;table=case&amp;gui=no &amp;field= description:preset%20from%20hotlink &amp;field= solution:--%20enter%20some%20---</a>
Submit a new record without showing the GUI, set the "description" and "solution" fields and immediately exit to the specified URL without giving the user the opportunity to make any changes to the record.	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=New:Case&amp;table=case&amp;gui=no&amp;table=cases&amp;gui=no&amp;field=description:preset%20from%20hotlink&amp;field=solution:--%20enter%20some%20---+&amp;_mode=new&amp;_unifier=50&amp;type=30&amp;exiturl=http://test.agiloft.com/gui2/hotlinks/test_exit_url.html">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=New: Case&amp;table=case&amp;gui=no &amp;table=cases&amp;gui=no &amp;field=description: preset%20from%20hotlink &amp;field= solution:--%20enter%20some% 20---+&amp;_mode=new &amp;_unifier=50&amp;type=30 &amp;exiturl=http://test.agiloft. com/gui2/hotlinks/test_exit_url.html</a>
Open a record (ID=2) in edit mode	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Edit:Case&amp;table=case&amp;record=2&amp;record_access=edit">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=Edit:Case &amp;table=case&amp;record=2 &amp;record_access=edit</a>
Open a record (ID=2) in view mode	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Edit:Case&amp;table=case&amp;record=2&amp;record_access=view">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=Edit:Case &amp;table=case&amp;record=2 &amp;record_access=view</a>
Open a record (ID=2), set priority=low and exit	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Edit:Case&amp;table=case&amp;record=2&amp;record_access=none&amp;field=priority:low">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=Edit:Case &amp;table=case&amp;record=2 &amp;record_access=none &amp;field=priority: low</a>
Open a record (ID=3) in edit mode and change the summary and priority fields	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;passwd=1&amp;State=Edit:Case&amp;table=case&amp;record=3&amp;record_access=edit&amp;field=summary:from_link Tue Mar 15 15:59:09 PST 2009&amp;field=priority:medium">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;passwd=1&amp;State=Edit:Case &amp;table=case&amp;record=3 &amp;record_access=edit &amp;field=summary: from_link Tue Mar 15 15:59:09 PST 2009 &amp;field=priority:medium</a>
Open a record (ID=1) in edit mode using a temporary password that expires on 10/25/09	<a href="https://test.agiloft.com/gui2/login.jsp?keyID=0&amp;kb=demo&amp;user=admin&amp;record_access=edit&amp;State=Edit:Case&amp;table=case&amp;record=1&amp;expiration=10/25/09&amp;passwd=@@sKbNeWUkB5OEXEKRbsa9Ag%3D%3D">https://test.agiloft.com/gui2/login.jsp?keyID=0 &amp;kb=demo&amp;user=admin &amp;record_access=edit &amp;State=Edit:Case &amp;table=case &amp;record=1 &amp;expiration=10/25/09 &amp;passwd= @@sKbNeWUkB5OEXEKRbsa9Ag% 3D% 3D</a>