

Support Center

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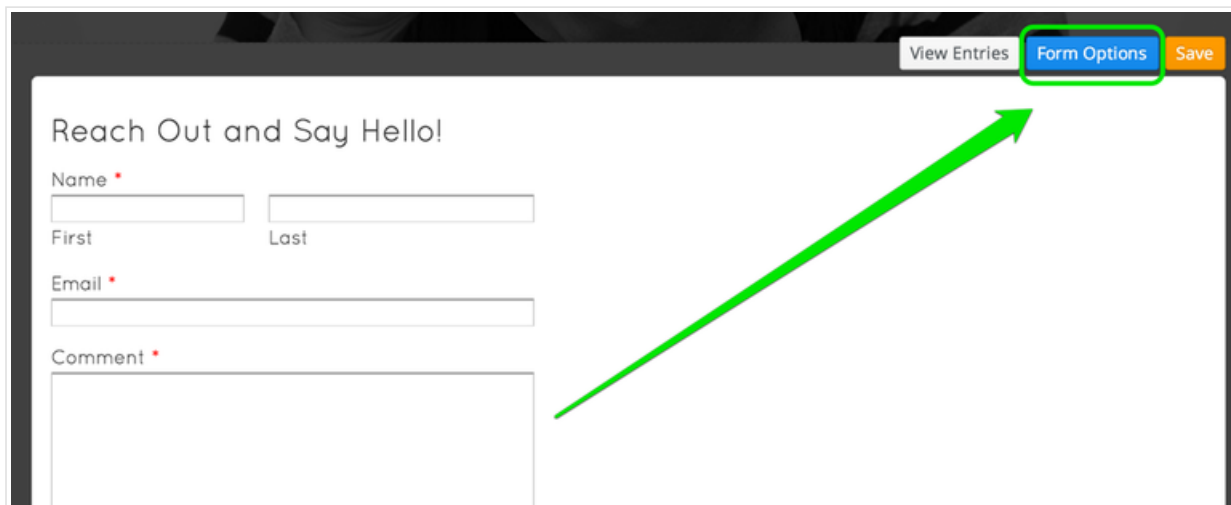
Contact Form Submissions

When a contact form is submitted, the information the visitor entered in that form is sent to two places:

1. The address (or addresses) you connected to the form during setup.
2. The Form Entries section of your account.

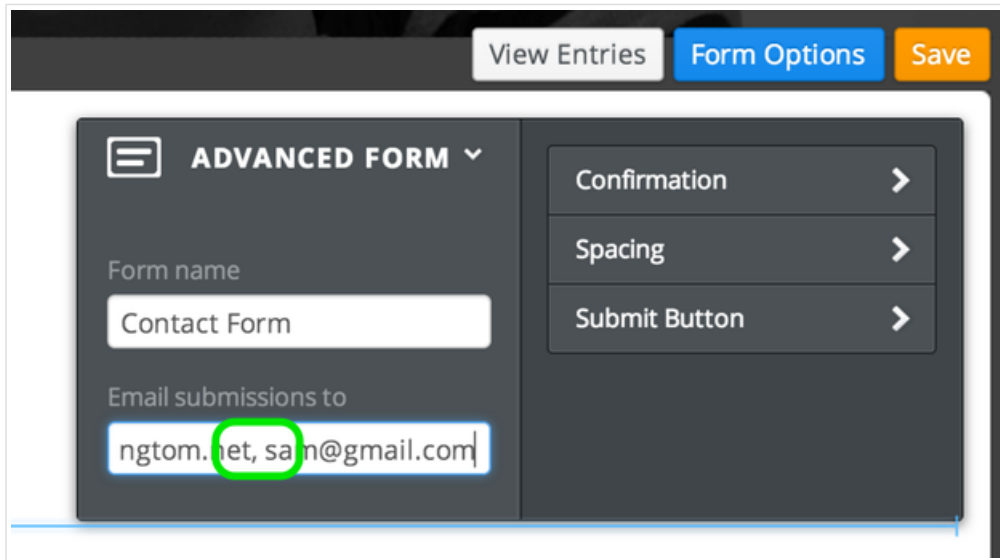
If you don't see the submissions in your email inbox, check your Spam or Junk Mail folders in case the messages are being routed there. If you see the messages in your spam folder, mark them as "Not Spam" using whatever option your email provider gives you. The more of these you mark as "Not Spam" the less likely they'll be to show up in your spam folder.

If you don't see them there, make sure you have the correct address assigned to your form. To do so, click on the Form Options button connected to the form in the editor (you'll need to click the form to bring this up).



Then make sure the email is entered correctly in the submissions "to:" field. If it isn't, re-enter it and Publish the change to your site.

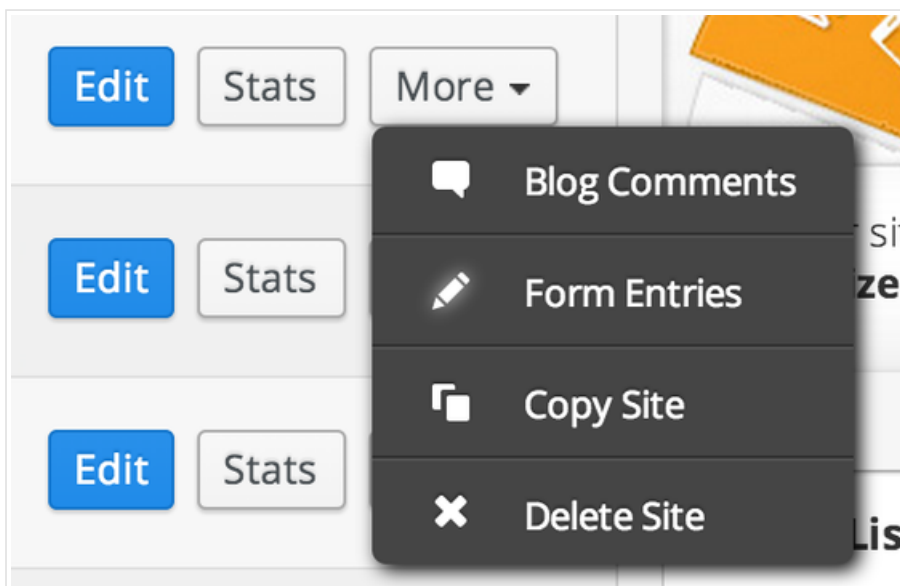
You can even enter multiple addresses if you want. Just separate each address with a comma.



Delivering form emails to the inbox can be tricky and there are some situations where the emails may be completely blocked. If you cannot find the messages in your Inbox or your Spam folders and you believe the messages really aren't coming through, the best bet is to switch to another address completely (preferably at a provider like Gmail, Yahoo or Hotmail).

We're constantly fighting to keep our contact form email delivery high, but we can't guarantee the form messages will be delivered to every address. That just isn't possible.

That's why we also give you the option to view form messages directly in your account. To access any messages that have been sent to you via a form, click on the More button to the right of the site listing on the main page of your account. Then click on Form Entries.



This will bring up all the messages that have been sent to you through any of the forms on this site. You can even export all these messages to a spreadsheet using the Export Data link.

Form Entries from

Contact Form

Number of Entries: 2

[View Form](#) | [Export Data](#)

| Date submitted | Name.first | Name.Last | Email | Favorite star wars film |
|----------------------|------------|-----------|-------------------------|-------------------------|
| ✖ 09/26/2010 11:31am | Mal | Reynolds | mreynolds@serenity.c... | Empire Strikes Back |
| ✖ 09/26/2010 11:32am | Amelia | Pond | amypond@tardis.org | Star Wars |

| | |
|------------------------------|--------------------------------|
| Name.first | Amelia |
| Name.last | Pond |
| Email | amypond@tardis.org |
| Favorite Star Wars Film | Star Wars |
| What do you want to tell me? | You're late for my wedding! |
| IP Address | 98.234.148.152 |