

Contact Me Form Page

Submitted Forms

By default, when a visitor completes and submits a contact me form via a teacher page, the email is delivered to the teacher's email address, but the received message shows the email coming from the address "notification@evit.com".

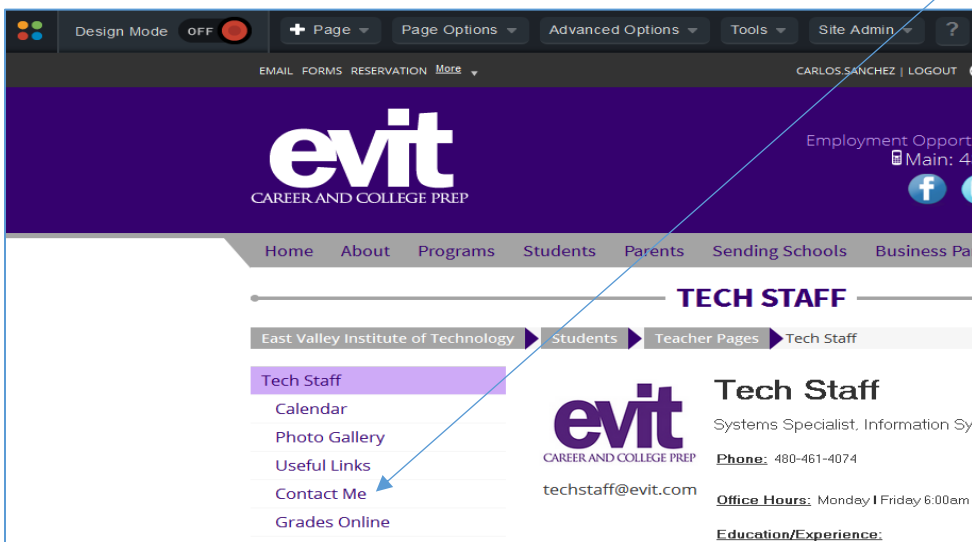
Issue: When replying directly to this message, the email will be composed and sent to the notification@evit.com address, which is not the desired behavior. See sample notification email below.



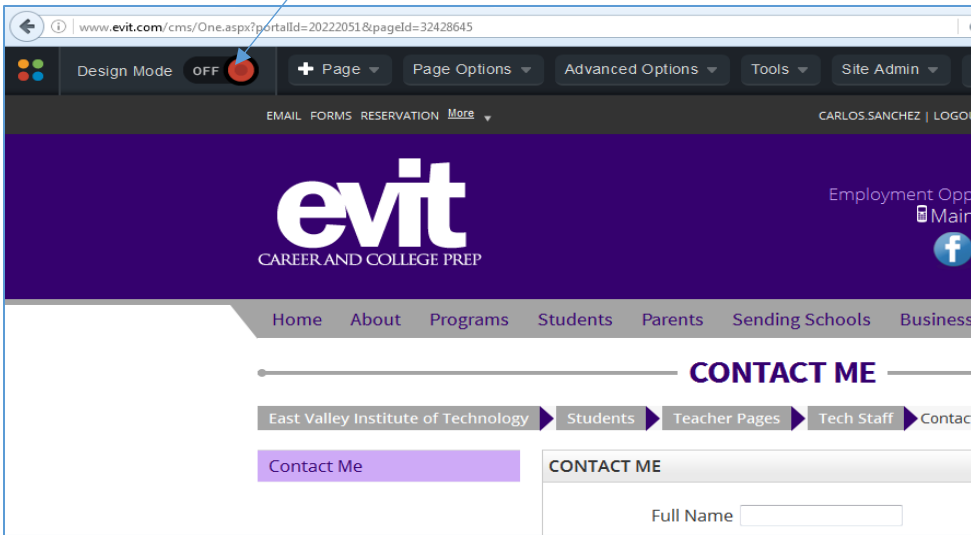
The default settings will prevent the teacher from being able to perform an inline reply to the message received. Also, clicking on the bottom link to view the submission online, generates an error.

Resolution: To resolve this issue and provide a better experience, the contact me form submission needs to be set so that when a user submits the form, the email address provided on the form will be the reply-to email, thus allowing you to compose an inline reply to the submitter directly from your email. This will help you maintain a thread of communication that you can always refer back to or follow up with. Follow the steps below to make the change.

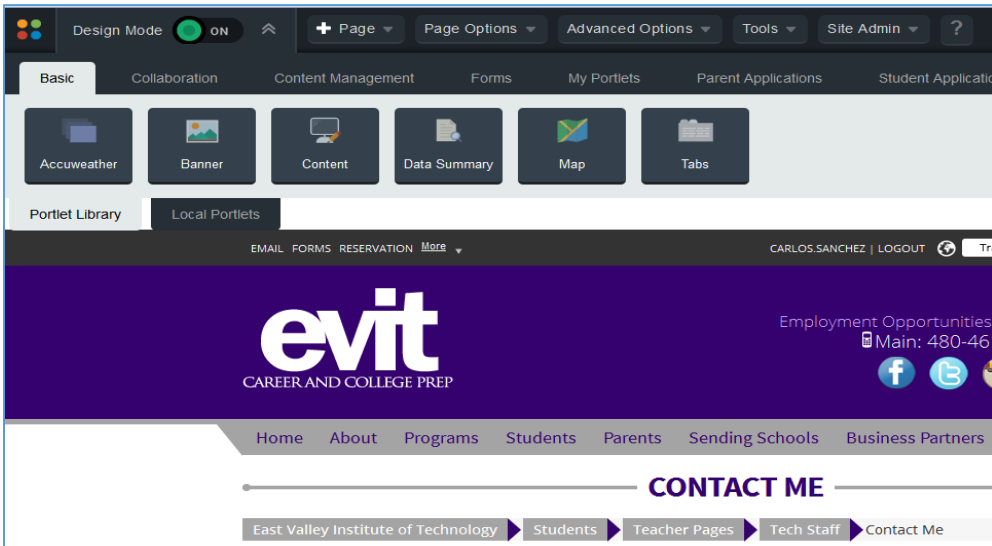
1. Log in to the website and navigate to your teacher page. Click on the "Contact Me" page on the left navigation of your page.



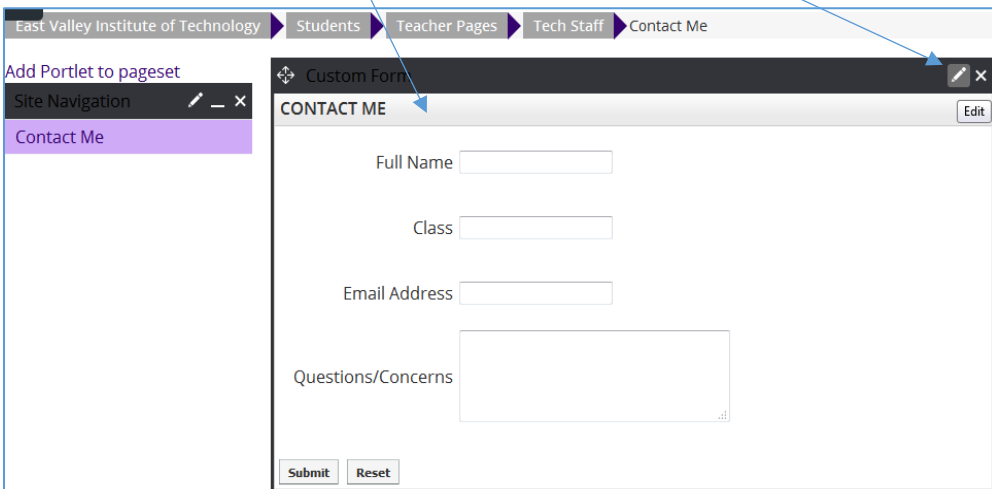
2. Click on the red button to enable “Design Mode”.



3. The button should turn green and the portlet apps will be displayed.



4. Hover over the “Contact Me” form and click on the pencil to change to editing mode.



5. The “Contact Me” detail settings will be displayed.

The screenshot shows the 'CONTACT ME' configuration page with a breadcrumb trail: Students > Teacher Pages > Tech Staff > Contact Me. The 'FORM DETAILS' section includes the following settings:

- Title:** Contact Me
- Form Template:** Contact Us (with a 'Browse' link)
- Button Position:** Left
- On Submission:** Radio buttons for 'Do not save data', 'Save data to default location' (selected), 'Save data to specified folder', and 'Save and attach to specified Workflow'.
- Auto-Email:** Send automated email response
- Security Measure:** Enable security measure on Guest users
- After Submission:** Radio buttons for 'Reload current page', 'Redirect to specified URL', and 'Show specified message' (selected). A text box contains the message: 'Thank you. Your submission has been received.'

6. Scroll to the bottom of the page and check the box next to “Set Reply to Email Address”. Wait a couple of seconds for the page to refresh.

The screenshot shows the 'Notifications' section with the following settings:

- Send email notification to specified users or addresses
- Email Users:** techstaff
- Email Addresses (Separated by ;):** (Empty text area)
- Set Reply to Email Address
- Reply to Email Field:** Select email address field

Buttons for 'Update Form' and 'Cancel' are visible at the bottom right.

7. Then click the “Reply to Email Field” drop-down list and select “Email” from the options and then click on the “Update Form” button to save the changes.

This screenshot is similar to the previous one, but the 'Reply to Email Field' dropdown menu is open, showing the following options:

- Select email address field
- Name
- Class
- Email** (highlighted)
- Question

The 'Update Form' and 'Cancel' buttons are still visible at the bottom right.

8. Exit and Log off from the system. You can then visit your updated form and test the changes.