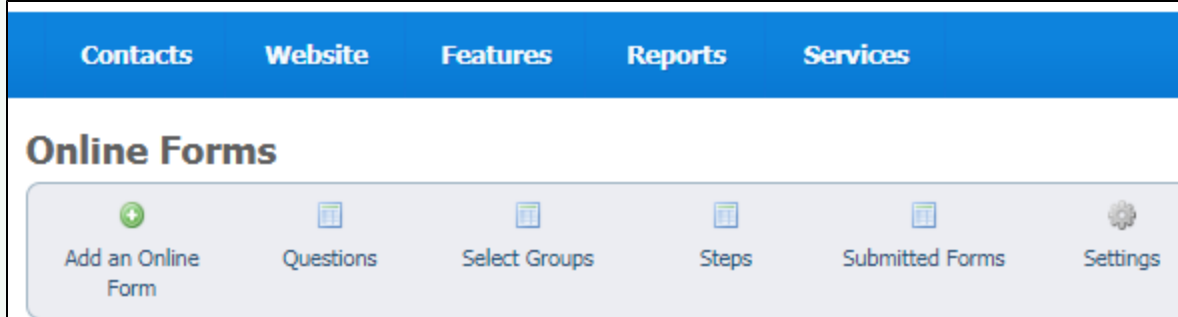


Using form submission alerts

When an online form has been submitted, alerts can be set to go out to all volunteer users, specific email addresses, or both. There are per user settings, per form settings and site-wide settings. Below are instructions for configuring those settings.

✔ Where do I find it?

You can find the [Online Forms](#) page by going to **Features > Online Forms**.




On this page:

- [For a specific form](#)
 - [Site-wide Settings](#)
 - [Volunteer Email Alerts for Online Form Submissions](#)
 - [Per User Form Submission Alert Settings](#)
 - [Troubleshooting tips for alerts](#)

For a specific form

For a specific form, you can elect to have an email alert sent to one volunteer or many.

1. Access the list of your online forms.
2. Scroll down to the form for which you want to set an alert.
3. Click the  **Edit Icon** for one of your forms from the list of online forms.

-or-

Click the **Form Name** from the list, then the **Edit** icon at the lower left on the following page.

Online Forms

Navigation bar with icons and labels: Add an Online Form, Questions, Select Groups, Steps, Submitted Forms, Settings.

Current View: Default Total: 4

Actions... Views: Default Options...

<input type="checkbox"/> All	<u>Name</u>	<u>Status</u>	<u>Steps</u>	<u>Questions</u>
<input type="checkbox"/>	Adoption Application	Enabled	0 steps	40 questions on 6 pages
<input type="checkbox"/>	Adoption Center Volunteer	Disabled	0 steps	11 questions on 5 pages
<input type="checkbox"/>	Foster Application	Enabled	0 steps	16 questions on 1 page
<input type="checkbox"/>	Volunteer Application	Disabled	0 steps	12 questions on 2 pages

1

Alert Email Addresses

You can specify email addresses to which alerts for submitted forms should be sent. Multiple addresses can be entered, separated by a comma. (Any volunteer whose options are set to not receive alerts for Submitted Forms, will still receive them.)

- Next to **Default Assignee**, you can select a person from the drop down.
- Next to **Alert Email Addresses**, you can type in the email address. Multiple addresses can be entered, separated by comma.

Name * Adoption Application

Type * Adoption

Is this a public form? * Public Private

Allow multiple submissions by one user? * Yes No

Allow unregistered users to submit this form? * Yes No

Display all questions on one page Yes No

Submission Fee Choose One...

Form Submission Comment Thank you for submitting your

Default Assignee Choose One...

Alert Email Addresses michelle@rescuegroups.org

Reply to Email Address

Contact Fields	Address	<input checked="" type="checkbox"/> Collect	<input checked="" type="checkbox"/> Required
	Country	<input type="checkbox"/> Collect	<input type="checkbox"/> Required
	County	<input type="checkbox"/> Collect	<input type="checkbox"/> Required
	Home Phone	<input checked="" type="checkbox"/> Collect	<input checked="" type="checkbox"/> Required
	Work Phone	<input checked="" type="checkbox"/> Collect	<input type="checkbox"/> Required
	Cell Phone	<input checked="" type="checkbox"/> Collect	<input type="checkbox"/> Required
	Alternate Email	<input type="checkbox"/> Collect	<input type="checkbox"/> Required
	Pager/Text Email	<input type="checkbox"/> Collect	<input type="checkbox"/> Required

(Name and email address are always collected and required.)

Status * Enabled Disabled

Cancel Save Online Form



The **Default Assignee** setting will assign submitted forms for that form to the selected volunteer. That volunteer will get the **Assigned Submitted Form Alert** regardless of other settings. The drop-down menu includes your volunteers.

Site-wide Settings



Where do I find it?


You can find the [Online Forms Settings](#) page by going to **Features > Online Forms** and clicking the **Settings** button.

Volunteer Email Alerts for Online Form Submissions

Setting this setting to **Send** or **Don't Send** controls whether for any submitted form, submission alerts are sent to the volunteers or fosters whose user options are configured to receive the alerts.

Online Forms Settings

« [Online Forms](#) | [Settings & Options](#)

Online Forms	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled
Courtesy Animals in Animals Questions	<input type="radio"/> Exclude <input checked="" type="radio"/> Include
Submitted Forms Steps	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled
PDF Contract	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled
	Please contact us if you'd like more information about dynamic PDF contracts.
Volunteer Email Alerts for Online Form Submissions	<input type="radio"/> Don't Send <input checked="" type="radio"/> Send 
Include questions and answers in submission email alerts	<input checked="" type="radio"/> No <input type="radio"/> Yes
Contact management when an Online Form is submitted	<input checked="" type="radio"/> Do not add a contact record <input type="radio"/> Add a contact record

[Cancel](#) [Save Settings](#)



This does not stop alerts from going out to the **Alert Email Addresses** set on each form's settings and does not stop alerts when the form is assigned to a volunteer.

Per User Form Submission Alert Settings



Where do I find it?

You can enable the option to receive form alert emails by going to [Services > My Settings](#)

When an online form has been submitted, volunteers who have chosen to receive alerts for forms will receive an email with a link to the form as well as a link to the forms status page. Volunteers can specify to receive alerts on all forms, or just forms where they are listed as the foster. Only volunteers with the appropriate roles for **Online Forms** have access to online forms. Please see the section on [About roles, security, and permissions](#) in the [Getting started with RescueGroups.org](#) guide.

A volunteer who does not have the alerts enabled can still get an alert if a form has been assigned to them. You may prefer this method with one point person receiving alerts and then assigning the forms to volunteers for follow up.



NOTE

Make sure **Online Form Submissions** or **My Foster Animal's Online Form Submissions** are set to **Email me**.

Troubleshooting tips for alerts

Please see our FAQ for troubleshooting form submission alerts found here: [How do I troubleshoot why my Online Form email alerts are not being sent?](#)

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