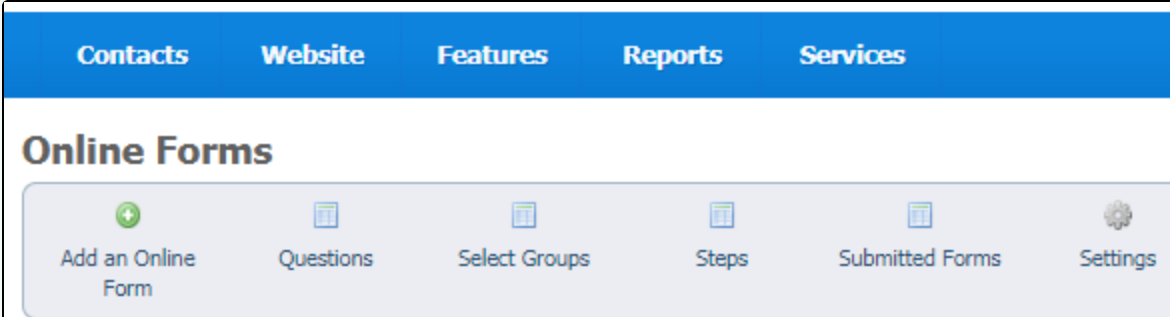# Using form submission alerts

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**.
>
> | Contacts | Website | Features | Reports | Services |
> |---|---|---|---|---|
>
> ## Online Forms
>
> | ⊕ Add an Online Form | ▦ Questions | ▦ Select Groups | ▦ Steps | ▦ Submitted Forms | ⚙ Settings |
> |---|---|---|---|---|---|

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

⊕ **Add an Online Form**	🗐 **Questions**	🗐 **Select Groups**	🗐 **Steps**	🗐 **Submitted Forms**	⚙ **Settings**

Current View: Default   Total: 4   ⏮ ◀ 1 ▶ ⏭

Actions... ⬍   Views: Default ⬍   🔍 **0** ❓ Options... ⬍

☐ All	Name ▲	Status	Steps	Questions
☐	Adoption Application	Enabled	0 steps	40 questions on 6 pages
☐	Adoption Center Volunteer	Disabled	0 steps	11 questions on 5 pages
☐	Foster Application	Enabled	0 steps	16 questions on 1 page
☐	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

Multiple addresses can be entered, separated by a comma

| Reply to Email Address | |

Contact Fields

Address	☑ Collect	☑ Required
Country	☐ Collect	☐ Required
County	☐ Collect	☐ Required
Home Phone	☑ Collect	☑ Required
Work Phone	☑ Collect	☐ Required
Cell Phone	☑ Collect	☐ Required
Alternate Email	☐ Collect	☐ Required
Pager/Text Email	☐ Collect	☐ 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.

⚠ 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?

Popular Questions

Topics:

- animals
- animal
- submission

1. 0
   votes
   ## Linking support for an animal to payment
   - **0** answers
   - Andrea Homan
   - Apr 24, 2024
   - animals
2. 0
   votes
   ## How do I get my listings to automatically feed to Facebook?
   - **2** answers
   - Jennifer Myers
   - Mar 20, 2024
   - animals
   - website
   - exports
   - facebook
   - iframe
3. 0
   votes
   ## How can we embed our available or adopted animal data stored in RescueGroups.org for display on an external website service?
   - **4** answers
   - Whiskers & Tails Rescue Foundation
   - Sept 21, 2023
   - Space: Website Service Guide
   - website
   - exports
   - animals
   - toolkit
4. 0
   votes
   ## My Animal List is empty
   - **2** answers
   - Tammy Mullins
   - Feb 06, 2024
   - animals
5. 0
   votes
   ## Requests
   - **0** answers
   - Anita Lowman
   - Feb 19, 2024
   - requests
   - animals
6. 0
   votes

Add a mixed breed choice for dogs

- **1** answer
- Richard [RG]
- Feb 27, 2014
- requests
- animals
- breeds
- exports

7. 0 votes

Change default location to "no"

- **1** answer
- Alana Woodbury
- Jan 22, 2024
- animals
- exports

8. 0 votes

What fields is the Asilomar Advanced Animal Statistics report pulling from

- **0** answers
- Alana Woodbury
- Jan 20, 2024
- animals

9. 0 votes status

Is there a way to view relationship from the Animal List page?

- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals

10. 0 votes status

Can we increase the information exported to Adopt-A-Pet to include relationships?

- **1** answer
- Michelle Caylor
- Dec 08, 2023
- animals
- exports

Have a question about this topic?