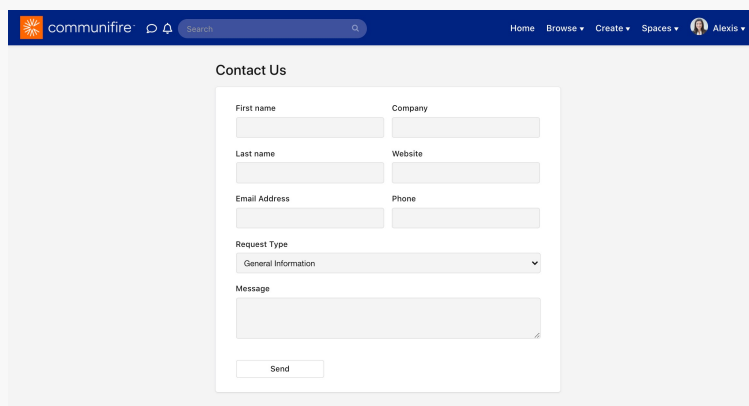


Contact Requests

Version 11

Published 3/24/2017 10:38 PM by [Anonymous User](#) Last updated 6/24/2021 08:29 PM by [Grace Kamau](#)

Communifire comes with a Contact Us page which your intranet members can use to contact site administrators. The Contact Us URL is `/contactus` (e.g. `myintranet.communifire.com/contactus` or `myintranet.com/contactus`). You can add a link on your homepage to provide people with a quick link to the Contact Us form.

A screenshot of the 'Contact Us' form in a web browser. The browser's address bar shows 'communifire' and the page title is 'Contact Us'. The form is a white box with a light gray border. It contains several input fields: 'First name', 'Company', 'Last name', 'Website', 'Email Address', and 'Phone'. Below these is a 'Request Type' dropdown menu with 'General Information' selected. At the bottom is a large 'Message' text area and a 'Send' button.

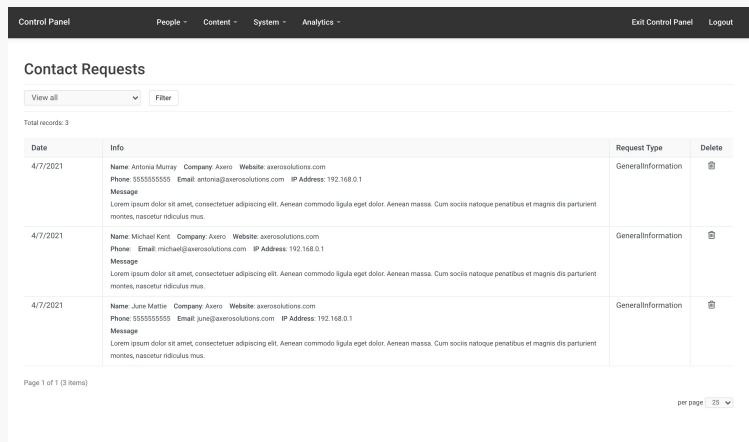
Once the form opens, a user can fill in the following fields:

- First name
- Last name
- Company
- Website
- Phone
- Email address
- Request type: General Information, Feedback, Bugs, Violations or Abuse, or Other.
- Message




Once the user clicks **Send**, the details of the request are saved in the Control Panel. Site administrators and moderators also receive an email notification.

How to Manage Contact Requests

To view and manage contact requests, go to **Control Panel > Content > Contact Requests**. You can filter contact requests by type and delete messages.



The screenshot shows a web interface for managing contact requests. At the top, there is a navigation bar with 'Control Panel', 'People', 'Content', 'System', and 'Analytics' menus, along with 'Exit Control Panel' and 'Logout' links. Below the navigation bar, the page title is 'Contact Requests'. There is a search bar with 'View all' and 'Filter' options. Below the search bar, it says 'Total records: 3'. The main content is a table with three columns: 'Date', 'Info', 'Request Type', and 'Delete'. The table contains three rows of data, each representing a contact request. The first row is dated 4/7/2021 and has a 'GeneralInformation' request type. The second row is also dated 4/7/2021 and has a 'GeneralInformation' request type. The third row is dated 4/7/2021 and has a 'GeneralInformation' request type. At the bottom of the table, there is a pagination bar that says 'Page 1 of 1 (3 items)' and 'per page: 25'.

Date	Info	Request Type	Delete
4/7/2021	Name: Antonia Murray Company: Axero Website: axerosolutions.com Phone: 5555555555 Email: antonia@axerosolutions.com IP Address: 192.168.0.1 Message Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.	GeneralInformation	
4/7/2021	Name: Michael Kent Company: Axero Website: axerosolutions.com Phone: Email: michael@axerosolutions.com IP Address: 192.168.0.1 Message Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.	GeneralInformation	
4/7/2021	Name: Jane Martin Company: Axero Website: axerosolutions.com Phone: 5555555555 Email: jane@axerosolutions.com IP Address: 192.168.0.1 Message Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus.	GeneralInformation	

How to Set Which Roles are Notified About Contact Requests

By default, site administrators and moderators are notified by email when a contact request is submitted. You can change which top level roles are notified about contact requests.

1. Submit a private case to have the Axero team add the `ContactRequest.All.RoleIDs` system property to your site.
2. Once the system property is added to your site, go to **Control Panel > People > Roles**.
3. The Roles page lists top level roles and role IDs. Create a comma-separated list of the role IDs you want to be notified about contact requests. (e.g. 1,2,6,10)
4. Go to **System > System Properties**.
5. Search for `ContactRequest.All.RoleIDs` and edit it.
6. Enter the comma-separated list of the role IDs, then click **Save**.

How to Notify Specific People by Contact Request Type

By default, only site administrators and moderators are notified by email when a contact request is submitted. You can set specific email addresses to receive contact requests by request type. You can use these settings to notify certain non-site-administrator and non-moderator users when certain contact requests are submitted.

1. Go to **Control Panel > System > System Properties**.
2. Click **Contact Form Settings**.
3. Edit the following system properties and enter a comma-separated list of email addresses. (e.g. `alice@email.com,bob@email.com`)
 - `ContactRequest.Bugs.EmailID`: Emails to send bug messages to.
 - `ContactRequest.Feedback.EmailID`: Emails to send feedback messages to.
 - `ContactRequest.GeneralInformation.EmailID`: Emails to send general information messages to.
 - `ContactRequest.Other.EmailID`: Emails to send other messages to.
 - `ContactRequest.ViolationsAbuse.EmailID`: Emails to send violation or abuse messages to.