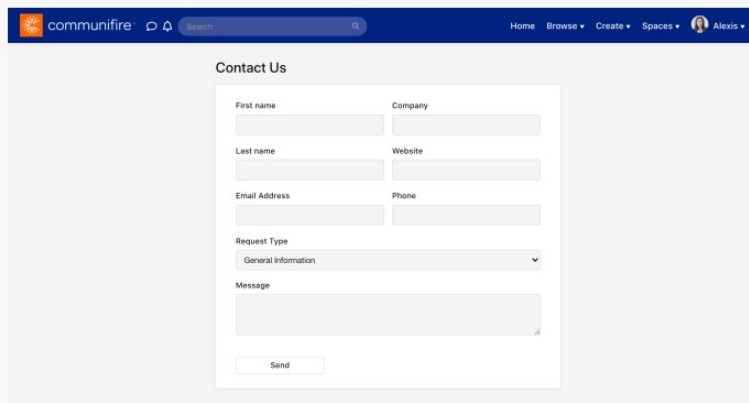


Contact Requests

Version 11

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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 CommuniFire interface. The form is titled 'Contact Us' and is set against a light gray background. It contains several input fields: 'First name', 'Last name', 'Company', '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. The top of the page shows the CommuniFire logo, a search bar, and navigation links for 'Home', 'Browse', 'Create', 'Spaces', and a user profile for 'Alexis'.

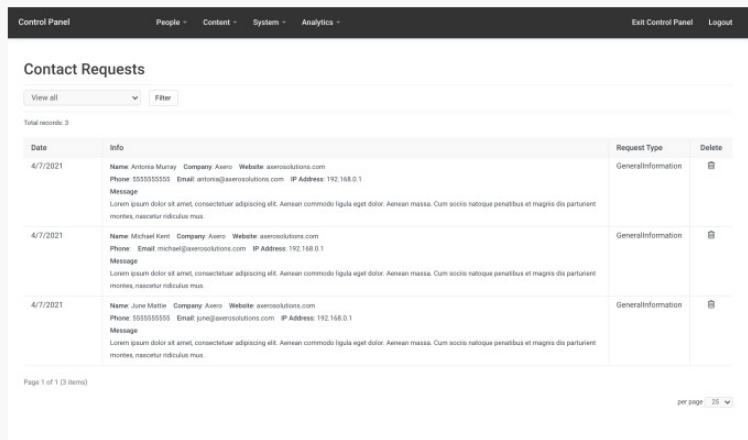
Once the form opens, a user can fill in the following fields:

- 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'. Below this, the 'Contact Requests' section is visible, featuring a 'View all' dropdown and a 'Filter' button. The main content area displays a table with three rows of request data. Each row includes a date (4/7/2021), contact information (Name, Company, Website, Phone, Email, IP Address), a message, and a 'Request Type' of 'GeneralInformation'. A 'Delete' icon is present for each row. At the bottom, it indicates 'Page 1 of 1 (3 items)' and a 'per page: 25' dropdown.

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: 5555555555 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: June Martin Company: Axero Website: axerosolutions.com Phone: 5555555555 Email: june@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.