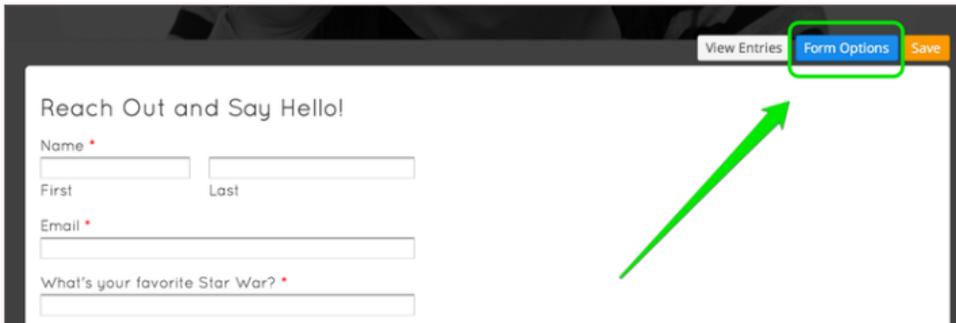


I'm Not Receiving My Contact Form Submissions! Why Not?

When a contact form is submitted, the information entered in that form is emailed to the address assigned to the form. But what should you do if you're not receiving the form emails?

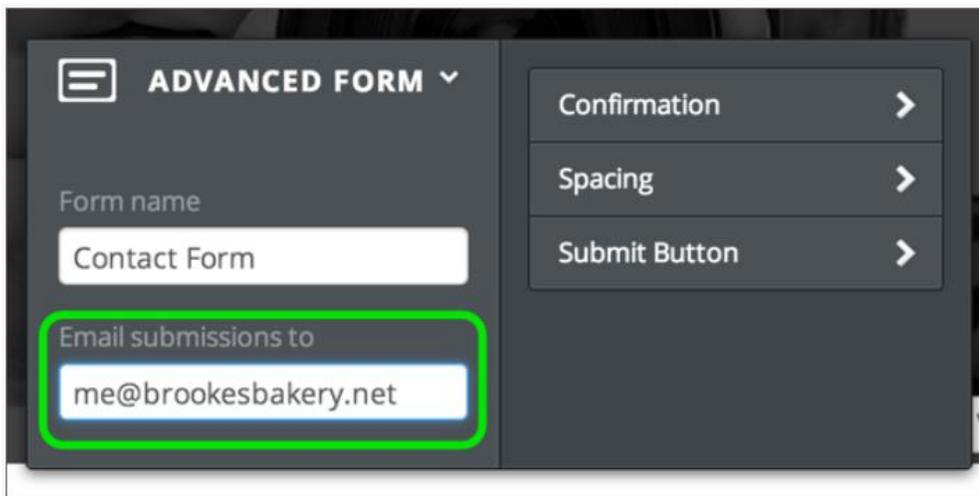
First, check your Spam or Junk Mail folders in case the messages are being routed there. If you see the messages in your spam folder, mark them as "Not Spam" using whatever option your email provider gives you. The more of these you mark as "Not Spam" the less likely they'll be to show up in your spam folder.

If you don't see them there, make sure you have the correct address assigned to your form. To do so, click on the Form Options button connected to the form in the editor (you'll need to click the form to bring this up).



Then make sure the email is entered correctly in the submissions "to:" field. If it isn't, re-enter it and Publish the change to your site.

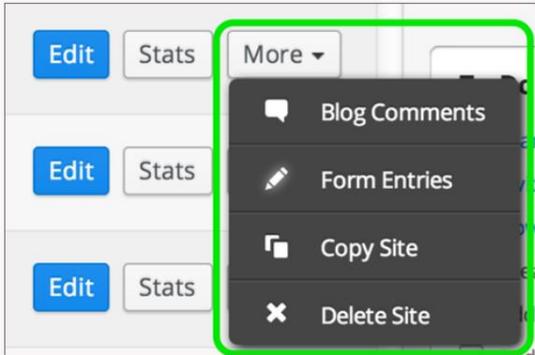
You can even enter multiple addresses if you want. Just separate each address with a comma. This is worth trying just to see if the email is delivered to one address and not the other.



Delivering form emails to the inbox can be tricky and there are some situations where the emails may be completely blocked. If you cannot find the messages in your Inbox or your Spam folders and you believe the messages really aren't coming through, the best bet is to switch to another address completely (preferably at a provider like Gmail, Yahoo or Hotmail).

We're constantly fighting to keep our contact form email delivery high, but we can't guarantee the form messages will be delivered to every address. That just isn't possible.

That's why we also give you the option to view form messages directly in your account. To access any messages that have been sent to you via a form, click on the More button to the right of the site listing on the My Sites page of your account. Then click on Form Entries.



This will bring up all the messages that have been sent to you through any of the forms on this site. You can even export all these messages to a spreadsheet using the Export Data link.

Form Entries from Contact Form Number of Entries: 2 [View Form](#) | [Export Data](#)

Date submitted	Name.first	Name.last	Email	Favorite star wars film
09/26/2010 11:31am	Mal	Reynolds	mreynolds@serenity.c...	Empire Strikes Back
09/26/2010 11:32am	Amelia	Pond	amypond@tardis.org	Star Wars

Name.first	Amelia
Name.last	Pond
Email	amypond@tardis.org
Favorite Star Wars Film	Star Wars
What do you want to tell me?	You're late for my wedding!
IP Address	98.234.148.152