

Set up the contact form in the classic editor

Classic template editor

Give readers who can't find an answer a way to reach your team. The contact form gets its own page on your help center, with a **Contact Us** button in the header, and every message goes to the email address you choose.

Who can do this: Owners and Admins · **Plans:** All plans

Turn on the contact form

1. In the left menu, click **Template editor**, then click **General**.
2. In **Contacts Email**, enter the address that should receive messages.
3. Click the arrow next to **General** to go back, then click **Contacts**. This group appears once **Contacts Email** is filled in.
4. Turn on **Enable contacts form:**.
5. Check the settings below, then click **Publish**.

Your changes save to a draft automatically, and readers see them after you click **Publish**. See [Save, preview and publish in the classic editor](#).

Where readers find the form

- **The contact page** at /contacts on your help center's address.
- **The Contact Us button** in the header menu, which opens that page. **Show "Contact Us" button in the header** controls it. Until you change that switch, it reads off even though the button shows, so to hide the button, turn the switch on and then off again.

- **The Contacts Section** you can add to your home page, category pages and article pages. Its **Ask Us** button opens an email to your Contacts Email rather than the form. You can link to /contacts in its text instead. See [Arrange your home page in the classic editor](#).

Set the texts and the confirmation email

Setting	What it does
Header contact us button text	The button's label. Until you change it, it reads "Contact Us".
Heading	The heading of the contact page. Until you change it, it reads "Submit a request".
Send confirmation email to users	Emails each person who sends the form to confirm you received their message. When they reply to it, the reply goes to your Contacts Email.
Confirmation email subject and Confirmation email text	The subject and message of that email. {companyName} inserts your brand name, and in the text, {name} inserts the person's name. A subject that contains a web address or an email address is replaced with the standard one, "[your brand name Support] Thanks for your support request".

Success message on submit

What readers see after they send the form.

Choose the form's fields

Under **Form Settings**, each field has a card. Click the arrow at the top of a card to open or close it, and drag cards to change the order.

- **Label, Placeholder** and **Help Text** set what the field says. Select and attachment fields have no placeholder.
- **Request Type** and other select fields have a list of options. Click **Add**, type the option and click **Save**. Double-click an option to edit it, or click its x to remove it.
Enumerate options: numbers the options.
- **Remove** deletes a field. The Email field can't be removed.
- **Add new field** adds a field: pick **Name, Email, Phone, Description, Request Type, Short Text, Long Text, Select** or **Attachment** and click **Add**. Name, Email, Phone, Description and Request Type can each be on the form once.

If Form Settings shows no field cards, your form uses the standard fields: Name, Email, Phone, Request Type and Description. Adding a field now replaces all of them with only the field you add. To edit the standard fields instead, type a **Heading** in the **Contacts** group first, wait for **Auto-saved**, then reload the page: the five standard fields appear as cards. Turning on **Enable contacts form:** alone doesn't bring them.

What readers can send

- **Email, Request Type** and **Description** are required when they're on the form. Your other fields are optional.
- The form is protected by Google reCAPTCHA against spam.
- An attachment can be up to 10 MB.
- Every message goes to your **Contacts Email**. The form has one recipient.

In the new template editor, the contact form is a component you can set up on any page. See [Move your help center to the new template editor](#).

Troubleshooting

There's no Contacts group. Fill in **Contacts Email** under **General**.

The contact page or the Contact Us button is missing. The form needs both a **Contacts Email** and **Enable contacts form**: turned on, and you need to publish. If the button alone is missing, check **Show "Contact Us" button in the header**.

Messages don't arrive. Check the address in **Contacts Email** and your spam folder. Messages come from no-reply@helpcenter.io. See [I'm not getting emails from HelpCenter.io](#).

Related articles

- [Arrange your home page in the classic editor](#)
- [Customize the header, search and menu in the classic editor](#)
- [The contact form or "Ask us" button is missing](#)
- [Save, preview and publish in the classic editor](#)