The contact form or "Ask us" button is missing

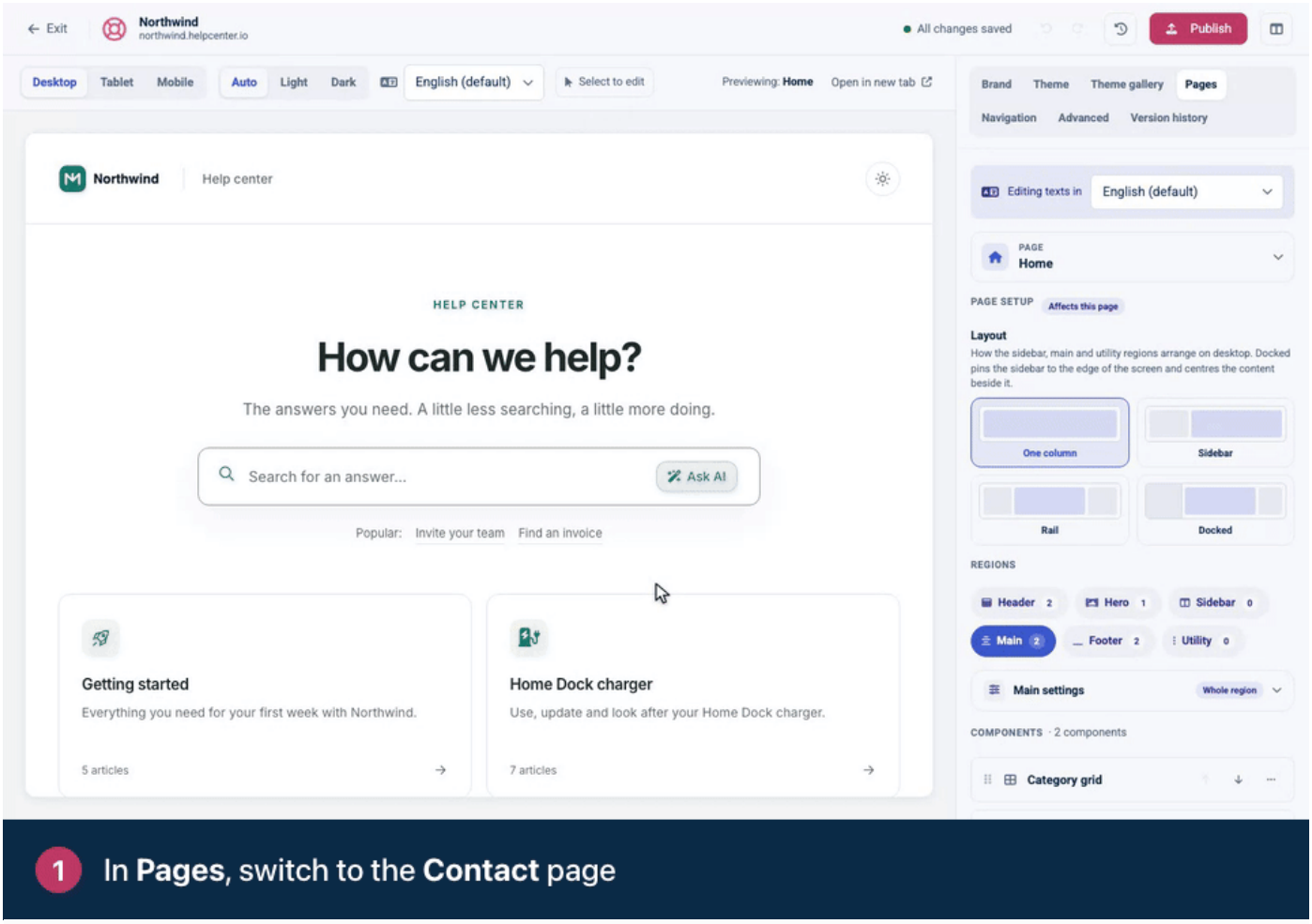
Troubleshooting

Your contact page, the links to it, the "Ask us" button of the Contact CTA and the widget's message form all stay hidden until messages have somewhere to go. Here's how to switch them on.

Add a Recipient email

This is the fix in most cases. Every theme starts with an empty **Recipient email**, so nothing shows until you fill it in.

1. In the left menu, click **Template editor**, then open **Pages**.
2. Switch to the **Contact** page and click **Contact form** to edit it.
3. Under **Behaviour**, enter the address that should receive messages in **Recipient email**.
4. Click **Publish**, then **Publish** again to confirm.



The Recipient email is what switches your contact page on.

Once you publish, the contact page, links to it, the Contact CTA's button and the widget's message form appear. Messages arrive at that address, and replying goes straight to the visitor.

Read the notice in the preview

In the template editor's preview, a contact component that won't show on your live help center carries a notice that says why:

- **"Hidden on your live help center: nobody would receive these messages."** Add a **Recipient email** as described above.

- **"Hidden on your live help center: this button points at your contact page, which is not published yet."** The **Contact** page itself needs a **Contact form**. A

form on another page doesn't count. Open the **Contact** page, click **Add component** and add a **Contact form** with a **Recipient email**.

- **"Hidden on your live help center: this button has no destination."** The Contact CTA's **Button url** is empty. Enter /contacts for your contact page, a mailto: address or a link to another page.

You applied a new theme

Applying a theme keeps your **Recipient email**. If your form had none before, the new theme's form has none either, so add one as described above. See Choose a theme.

You haven't published yet

The preview shows your draft. Visitors see the contact page after you click **Publish**.

Your widget sends people elsewhere

If your website's widget code uses onContactsRequest, the widget opens your own form or chat instead of its message form. That's on purpose. See Handle contact requests yourself on the developer portal.

Still stuck?

Contact our support team with the address of your help center's contact page. See Contact HelpCenter.io support.

Related articles

- Set up your contact page and form
- Let visitors message your team from the widget