Set up your contact page and form

Design and templates

Give readers a contact page where they can message your team, with article suggestions that often answer the question before they send it. The contact page stays hidden until you tell HelpCenter.io where to deliver messages.

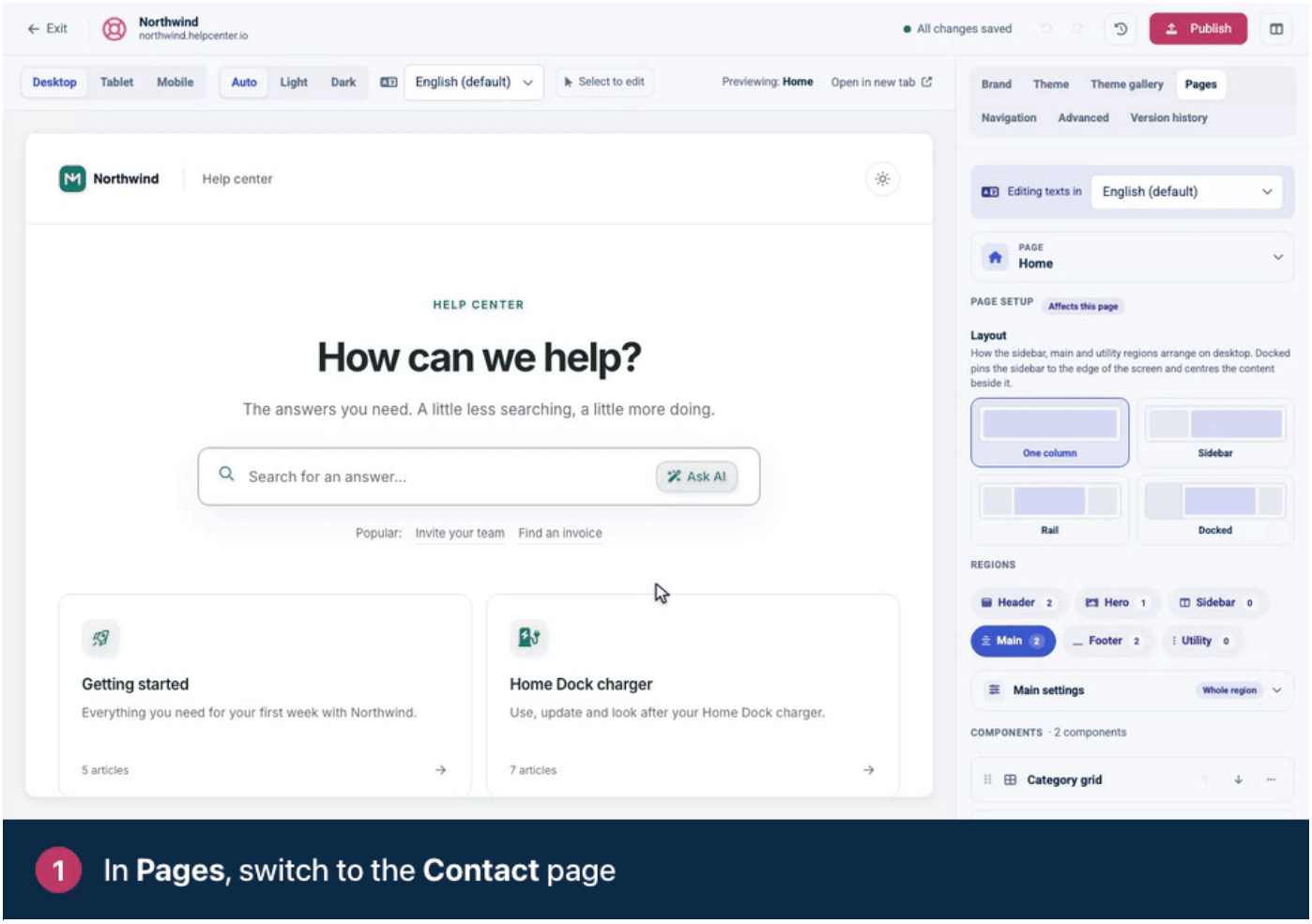
Who can do this: Owners and Admins (Editors through **Customize** on your help center) · **Plans:** All plans

Switch on your contact page

1. In the left menu, click **Template editor**. Open **Pages** and pick **Contact** in the page menu.

2. In the **Main** region, click **Contact form** to edit it.

3. Under **Recipient email**, enter the address that should receive messages, such as your support inbox.



The amber notice disappears as soon as the form has a recipient.

4. Click **Publish**.

Until the form has a recipient, the preview shows it inside an amber notice: "Hidden on your live help center: nobody would receive these messages. Add a contact email to your contact form to switch it on." Readers see no contact page at all, so nobody sends a message into the void.

Once you publish with a recipient, these switch on together:

- Your contact page, at /contacts on your help center.
- Contact links in your header and footer.

- "Ask us" buttons (the **Contact CTA** component) that point to your contact page.
- The contact form in the widget, which sends to the same address.

Choose the fields

Under **Form fields**, each field has a **Label**, a **Field name**, a **Type**, a **Placeholder** and a **Required** checkbox. The types are **Single-line text**, **Email**, **Phone**, **Multi-line text**, **Dropdown** and **Checkbox**.

- Click **Add field** to add one. For a Dropdown, add its choices with **Add option**.
- Use the arrows to reorder fields and the trash icon to remove one.
- **Field name** is the internal name the value is sent under. You rarely need to change it.

Keep the form short: name, email, a subject and a message are enough for most teams. Keep an Email field, because your replies go to that address. Add a Dropdown only when the answer changes who handles the request.

More options

Option	What it does
Heading	The contact page's title. Left empty, it reads "Contact us".
Submit label	The button text. Left empty, it reads "Send message".

Success message	What readers see after their message is sent.
Suggest articles while typing	On by default. As readers describe their problem in the first Multi-line text field, the three best-matching articles appear under it.
Width	**Full width**, or **Half width** to share a row with another component.
Confirmation email (under **Advanced**)	Emails readers a confirmation that you received their message. Write your own **Confirmation email subject** and **Confirmation email text**. Both can use {companyName} for your brand name (the **Site name** under Brand), and the text can also use {name} for their first name.

Suggestions work best when your article titles use the words your customers use. In a confirmation email, set honest expectations, such as when you usually reply.

What your team receives

- Each message arrives by email with the subject "You've got a new support request", from no-reply@helpcenter.io.
- The email holds the message and every field the reader filled in. Reply to it and your answer goes straight to the reader's email address.

- Confirmation emails also come from no-reply@helpcenter.io, and replies to them reach your recipient address. With no subject of your own, it reads "[Site name Support] Thanks for your support request". A subject that contains a link, an email address or a domain name is replaced with that default.

- The form uses Google's invisible reCAPTCHA to block spam, so there's nothing to set up. It loads a script from Google on your contact page.

Add "Ask us" buttons to other pages

The **Contact CTA** component is a "can't find it? ask us" banner with a button. Add it to the Home, Category, Search or Not found page, in the Main, Utility or Footer region. Set its **Heading**, **Subtext**, **Button label** and **Button url**: a page such as /contacts, a mailto: address, or a full link to your own helpdesk. Turn on **Custom content** to write the banner in your own HTML instead.

A banner whose button points to your contact page stays hidden while that page is off, and so does one with no destination. The preview shows why with an amber notice.

You can also place a **Contact form** in the Home page's Main region, so readers can write to you without leaving it. Keep the one on the Contact page too: your contact page and the links to it depend on it.

Test it

1. Publish your changes. The form's button is inactive in the preview, so testing happens on your live help center.

2. Open /contacts on your help center in a private browser window.

3. Send a test message, then check that it arrives and that your reply reaches the address you entered.

Troubleshooting

The contact page shows "not found", or the "Ask us" button is missing. The published form has no recipient. Add a **Recipient email** and publish. See The contact form or "Ask us" button is missing.

Messages don't arrive. Check the recipient address for typos, and look in your spam folder for mail from no-reply@helpcenter.io. See I'm not getting emails from HelpCenter.io.

You changed the form but your help center didn't. Click **Publish**. Edits stay in your draft until you do.

Related articles

- Let visitors message your team from the widget
- The contact form or "Ask us" button is missing
- Add links to your header and footer
- Publish your design