



**APOGEE**  
*design systems*

**Apogee Design Support Center**

**User Manual:** Frequently Asked Questions

## Custom Contact Forms - FAQ

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### **I don't know where to start. This is really confusing.**

- Read the Plugin Usage Popover; it explains how to use everything in great detail.
- If you don't want to read or learn anything, simply press the "Insert Default Content" button (in the Plugin Usage Popover). This creates a few basic fields and a form. Then just insert the form in a page, post, or theme file.

### **I can't figure out how to insert a form into a page or post. Help!**

- Find the form in the Form Manager, a snippet of code will be displayed that looks like [customcontact form=1]. Replace 1 with the ID for the specific form you want to use and insert the snippet into a page or post. You're done!

### **How can I include jQuery and CSS files only on pages that display a form?**

- First go to general settings, set "Restrict Frontend JS and CSS to Form Pages Only" to "Yes".
- Now go to the Form Manager, within each of your forms there is a field called "Form Pages". Add the post or page id's where you plan to use that form to the "Form Pages" field.

### **I'm not receiving any emails**

- Check that the "Email Form Submissions" option is set to yes in General Settings.
- Make sure the "Default From" email you are using within General Settings actually exists on your server.
- Try deactivating other plugins to make sure there are no conflicts
- If there is still a problem, contact your host. This plugin utilizes existing mail functionality on your server, it doesn't create any new functions. If there is a problem, then it is with WordPress or your host.

### **I need even more customization in my forms. What can I do?**

- Use the Custom HTML Forms Feature (see admin panel) which allows you to write the HTML/CSS for each of your forms.

### **Certain characters aren't showing up correctly in my emails.**

- First, make sure you are upgraded to the latest version which uses UTF-8
- If that doesn't fix the problem, try using a different mail client. Sometimes mail clients display certain languages poorly.