

How a TDS Webhosting customer can create a Feedback Form *Topic ID: 2062*

Creating Feedback Forms

As a web content provider, you'll probably want an easy way to receive feedback from your customers and/or visitors. One way is via forms. We have customized a package called FormMail (rewritten by Matt Wright) for use by all TDS Internet Services Web Hosting customers. With this package, you can create elaborate forms to collect information and have it e-mailed to you. Formmail is designed to be used by all customers with minimal configuration needed on the part of TDS Internet Services. With this flexibility, you will need to incorporate some information into your forms. The following tutorial will help you get started creating feedback forms. Please report problems or suggestions, to hosting@tds.net.

Requirements.

All TDS Internet Services provided scripts use a shared script area for all customers. This area is called **cgi.share** and has been automatically activated for all TDS Internet Services Web Hosting customers. You will use the following information when configuring your forms.

- If you are a non-virtual customer (www.tds.net/yourpresence/), then you should use <http://www.tds.net/cgi.share/> as the shared script archive.
- If you are a virtual web service customer (www.yourdomain.com), then you should use <http://www.yourdomain.com/cgi.share/> as the shared script archive.

The Feedback Form processing engine has been configured to only accept submissions from TDS Internet Services customer domains. If you are a virtual web service customer, your domain has automatically been placed in this configuration list. You will not be able to use the TDS Internet Services Feedback Mailer if the form you are using does not originate from a TDS Internet Services server. For most customers, this doesn't impact you. If, however, you use an additional Internet provider for testing purposes or building remote sites, the feedback for m will not work until it is residing on a TDS Internet Services server. This does apply to non-virtual web service customers.

Configuration.

The following configuration information has been taken almost verbatim from the Author's documentation. TDS Internet Services changes are noted when possible.

An additional option has been added to the script to allow you to send a carbon copy email to the person filling out the form. By default, the script only sends an email to the recipient (ie: you). You have an option of forcing all submissions to be cc'd or to ask the user. The example given defaults to cc'ing the user. Remove the 'type=hidden' and somehow (multitude of ways) ask the user so that the 'value=""' is *yes* (lowercase) to cc the user or *no* (l.c.) not to. [96-02-11: *Only the default feature is currently working -- if the 'cc' tag is included anywhere in the form, the user will be cc'd. We are working on a fix.*]

Add this line to your form to CC the user.

```
<input type=hidden name="cc" value="yes">
```

Form Configuration:

The action of your form needs to point towards this script (obviously), and the method must be POST or GET in capital letters. Example: `<form method=POST action="http://www.your.domain/cgi.share/mailer.cgi">`

Necessary Form Fields:

There are only two form fields that you must have in your form for FormMail to work correctly. These are the recipient and the from fields.

Field: recipient

Description: This form field allows you to specify to whom you wish for your form results to be mailed. Most likely you will want to configure this option as a hidden form field with a value equal to that of your e-mail address. Syntax: `<input`

type=hidden name= "recipient" value= "<username>@tds.net or wekz.net or chorus.net or tellink.net or tdstelme.net or mcttelecom.com">

One of the following TDS core domains is required in the recipient address for the script to function properly: tds.net, chorus.net, tdstelme.net, wekz.net, tellink.net, mcttelecom.com

Example for the email address tds@tds.net:

```
<input type=hidden name="recipient" value="tds@tds.net" >
```

Field: email

Description: This form field will allow the user to specify their return e-mail address. This will be put into the From: field of the message you receive. Syntax: `<input type=hidden name="email" value="email@yourdomain.com">`

Optional Form Fields:

Field: subject

Description: The subject field will allow you to specify the subject that you wish to appear in the e-mail that is sent to you after this form has been filled out. If you do not have this option turned on, then the script will default to a message subject: WWW Form Submission Syntax: If you wish to choose what the subject is: `<input type=hidden name="subject" value="Your Subject">` To allow the user to choose a subject: `<input type=text name="subject">`

Field: email

Description: This form field will allow the user to specify their return e-mail address. If you want to be able to return e-mail to your user, I strongly suggest that you include this form field and allow them to fill it in. This will be put into the From: field of the message you receive. Syntax: `<input type=text name="email">`

Field: realname

Description: The realname form field will allow the user to input their real name. This field is useful for identification purposes and will also be put into the From: line of your message header. Syntax: `<input type=text name="realname">`

Field: redirect

Description: If you wish to redirect the user to a different URL, rather than having them see the default response to the fill-out form, you can use this hidden variable to send them to a pre-made HTML page. Syntax: To choose the URL they will end up at: `<input type=hidden name="redirect" value="http://your.address/to/file.html">` To allow them to specify a URL they wish to travel to once the form is filled out: `<input type=text name="redirect">`

Field: required Version Added: 1.3

Description: You can now require for certain fields in your form to be filled in before the user can successfully submit the form. Simply place all field names that you want to be mandatory into this field. If the required fields are not filled in, the user will be notified of what they need to fill in, and a link back to the form they just submitted will be provided. Syntax: If you want to require that they fill in the email and phone fields in your form, so that you can reach them once you have received the mail, use a syntax like: `<input type=hidden name="required" value="email,phone">`

Field: env_report Version Added: 1.3

Description: Allows you to have Environment variables included in the e-mail message you receive after a user has filled out your form. Useful if you wish to know what browser they were using, what domain they were coming from or any other attributes associated with environment variables. The following is a short list of valid environment variables that might be useful: REMOTE_HOST - Sends the hostname making a request. REMOTE_ADDR - Sends the IP address of the remote host making the request. REMOTE_USER - If server supports authentication and script is protected, this is the username they have authenticated as. *This is not usually set.* REMOTE_IDENT - If HTTP server supports RFC 931 identification, then this variable will be set to the remote user name retrieved from the server. *This is not usually set.*

HTTP_USER_AGENT - The browser the client is using to send the request. General format: software/version library/version There are others, but these are a few of the most useful. Syntax: If you wanted to find the remote host and browser sending the request, you would put the following into your form: `<input type=hidden name="env_report" value="REMOTE_HOST,HTTP_USER_AGENT">`

Field: sort Version Added: 1.4

Description: This field allows you to choose the order in which you wish for your variables to appear in the e-mail that FormMail generates. You can choose to have the field sorted alphabetically or specify a set order in which you want the fields to appear in your mail message. By leaving this field out, the order will simply default to the order in which the browsers sends the information to the script (which isn't always the exact same order they appeared in the form.) When sorting by a set order of fields, you should include the phrase "order:" as the first part of your value for the sort field, and then follow that with the field names you want to be listed in the e-mail message, separated by commas. Syntax: To sort alphabetically: `<input type=hidden name="sort" value="alphabetic">` To sort by a set field order: `<input type=hidden name="sort" value="order:name1,name2,etc...">`

Field: print_config Version Added: 1.5

Description: print_config allows you to specify which of the config variables you would like to have printed in your e-mail message. By default, no config fields are printed to your e-mail. This is because the important form fields, like email, subject, etc... are included in the header of the message. However some users have asked for this option so they can have these fields printed in the body of the message. The config fields that you wish to have printed should be in the value attribute of your input tag separated by commas. Syntax: If you want to print the email and subject fields in the body of your message, you would place the following form tag: `<input type=hidden name="print_config" value="email,subject">`

Field: title Version Added: 1.3

Description: This form field allows you to specify the title and header that will appear on the resulting page if you do not specify a redirect URL. Syntax: If you wanted a title of 'Feedback Form Results': `<input type=hidden name="title" value="Feedback Form Results">`

Field: return_link_url Version Added: 1.3

Description: This field allows you to specify a URL that will appear, as return_link_title, on the following report page. This field will not be used if you have the redirect field set, but it is useful if you allow the user to receive the report on the following page, but want to offer them a way to get back to your main page. Syntax: `<input type=hidden name="return_link_url" value="http://yourdomain.com/file.html">`

Field: return_link_title Version Added: 1.3

Description: This is the title that will be used to link the user back to the page you specify with return_link_url.

Syntax: `<input type=hidden name="return_link_title" value="Back to Main Page">`

Field: background Version Added: 1.3

Description: This form field allow you to specify a background image that will appear if you do not have the redirect field set. This image will appear as the background to the form results page. Syntax: `<input type=hidden name="background" value="http://your.domain.com/image.gif">`

Field: bgcolor Version Added: 1.3

Description: This form field allow you to specify a bgcolor for the form results page in much the way you specify a background image. This field should not be set if the redirect field is. Syntax: For a background color of White: `<input type=hidden name="bgcolor" value="#FFFFFF">`

Field: text_color Version Added: 1.3

Description: This field works in the same way as bgcolor, except that it will change the color of your text. Syntax: For a text color of Black: `<input type=hidden name="text_color" value="#000000">`

Field: link_color Version Added: 1.3

Description: Changes the color of links on the resulting page. Works in the same way as text_color. Should not be defined if redirect is. Syntax: For a link color of Red: `<input type=hidden name="link_color" value="#FF0000">`

Field: vlink_color Version Added: 1.3

Description: Changes the color of visited links on the resulting page. Works exactly the same as link_color. Should not be set if redirect is. Syntax: For a visited link color of Blue: `<input type=hidden name="vlink_color" value="#0000FF">`

Field: alink_color Version Added: 1.4

Description: Changes the color of active links on the resulting page. Works exactly the same as link_color. Should not be set if redirect is. Syntax: For a visited link color of Blue: `<input type=hidden name="alink_color" value="#0000FF">`

Customization

Any other form fields that appear in your script will be mailed back to you and displayed on the resulting page if you do not have the redirect field set. There is no limit as to how many other form fields you can use with this form, except the limits imposed by browsers and your server.