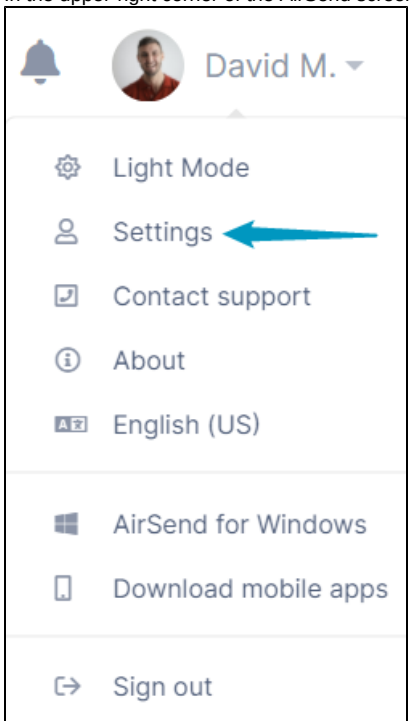


Creating Channels from Contact Forms

AirSend provides you with the ability to use website "Contact Us" forms that are connected to your AirSend account. When a user sends a query using the form, AirSend creates a channel for you and the user where you can respond to the query and communicate.

To insert the contact form into a website:

1. In the upper-right corner of the AirSend screen, click on your username and choose **Settings**.



The Settings dialog box opens.

The screenshot shows the 'Settings' dialog box with the 'Contact Form' tab selected. A blue arrow points to the 'Contact Form' tab. The dialog box has a title bar with a close button (X). Below the title bar are tabs for 'Profile', 'Notifications', 'Audio and Video', 'Contact Form', and 'Account'. The 'Contact Form' tab is active, showing instructions for embedding a contact form. It includes a code block with HTML and JavaScript code for the form, a 'Copy script' button, and a 'Delete Form' button. Below the code block, it says 'Just follow the 2 steps below.' and '1. Copy the below script:'. The code block contains the following code:

```
<div class="airsend-contact-src" data-airsend-form-hash="gsimh8i10ie4bjmdxrvs9yj97lpa62czt9d0xt9hxxk42p31cz0rbrfwelkiqql" data-airsend-form-color="#0097C0" data-airsend-form-id="12">
</div>
<script src="https://live.airsend.io/embed/contactform.js" defer>
</script>
```

 A blue arrow points to the 'Copy script' button. Below the code block, it says '2. Add the script to your webpage at the end of your <body> tag.' and 'The Airsend contact form will popup at the bottom of your website.' Below this, there is a 'Theme color' section with a blue circle and a 'Message to show after submission' section with a text input field containing 'Thank you, we recieved your message. We will get back to you shortly'. A 'Save' button is at the bottom.

Settings

Profile Notifications Audio and Video **Contact Form** Account

Contact Forms for your website (Beta)

Embed a customizable Contact Us form in your website.
Messages sent using the form will create a new Airsend channel with your customer, enabling easy and hassle-free communication.

Just follow the 2 steps below.

1. Copy the below script:

Click to copy

```
<div class="airsend-contact-src" data-airsend-form-hash="gsimh8i10ie4bjmdxrvs9yj97lpa62czt9d0xt9hxxk42p31cz0rbrfwelkiqql" data-airsend-form-color="#0097C0" data-airsend-form-id="12">
</div>
<script src="https://live.airsend.io/embed/contactform.js" defer>
</script>
```

Copy script

Delete Form

2. Add the script to your webpage at the end of your <body> tag.

The Airsend contact form will popup at the bottom of your website.

Theme color

Message to show after submission

Thank you, we recieved your message. We will get back to you shortly

Save

2. Click the Contact Form tab.
3. If you want the Contact Us button and form to appear in a different color than the default blue, click **Theme color** and change it.
4. Click **Copy script** to copy the script that inserts the form into a web page.
5. To display a different message on the website after the user clicks send, edit the text in **Message to show after submission**.
6. Click **Save**.
7. Open the source code for the Web page and insert the script before the end </body> tag.

The screenshot shows a web page source code editor. The code is as follows:

```
<!DOCTYPE html>
<html>
<head>
<style>
box-sizing:border-box;
width: 100%;
</style>
</head>
<body>

<h1>My First Heading</h1>
<p>My first paragraph.</p>

<div class="airsend-contact-src" data-airsend-form-hash="urr7xv4bhn8usiq9piato0vkty17mwsf598kj4gs9067t539ozljc8tuun4kb11a" data-airsend-form-color="#0097C0" data-airsend-form-id="44"></div>
<script src="https://live.airsend.io/embed/contactform.js" defer></script>

</body>

</html>
```

 The script insertion code is highlighted in blue.

When the Web page is rendered in a browser, it displays a **Contact us** button:

✉ Contact Us

When a user clicks the button, a Contact us form opens. The user fills in the form and clicks **Send**.

✉ Contact Us

Name *

Denise L

Email *

denisel@example.com

Message *

How can I reset my password?

Send

Powered by [Airsend](#)

After the user clicks **Send**, the text in **Message to show after submission** appears on the website:

✉ Contact Us

Thank you, we recieved your message.
We will get back to you shortly

Powered by [Airsend](#)

Now, the following happens:

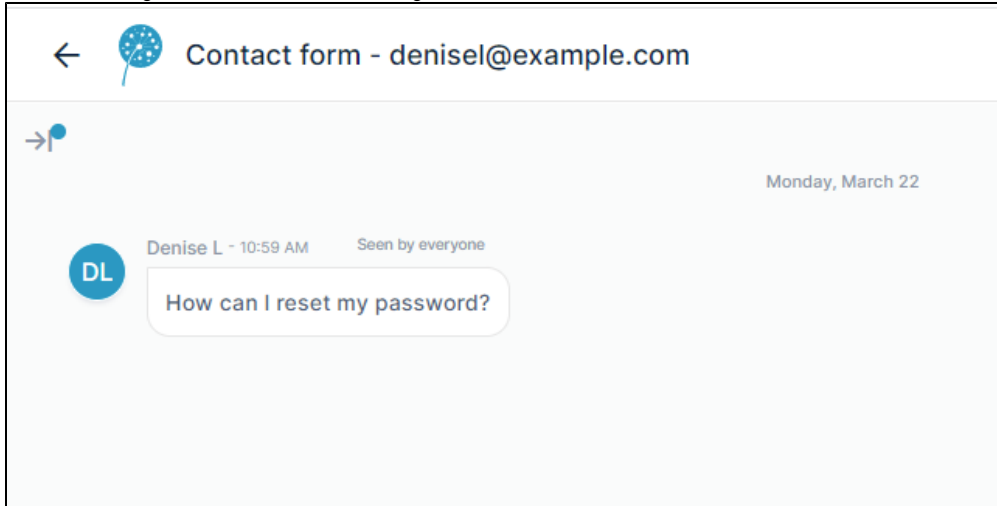
- A channel is created in your AirSend account that includes you and the user who sent the form as members.
- An email is sent to you informing you that the user has responded to the form and the channel has been created.
- An email is sent to the user who sent the form informing them that the channel has been created in AirSend. If the user does not yet have an account in AirSend, they must create one to be able to directly communicate in the channel, but they can send email messages to it.

For example:

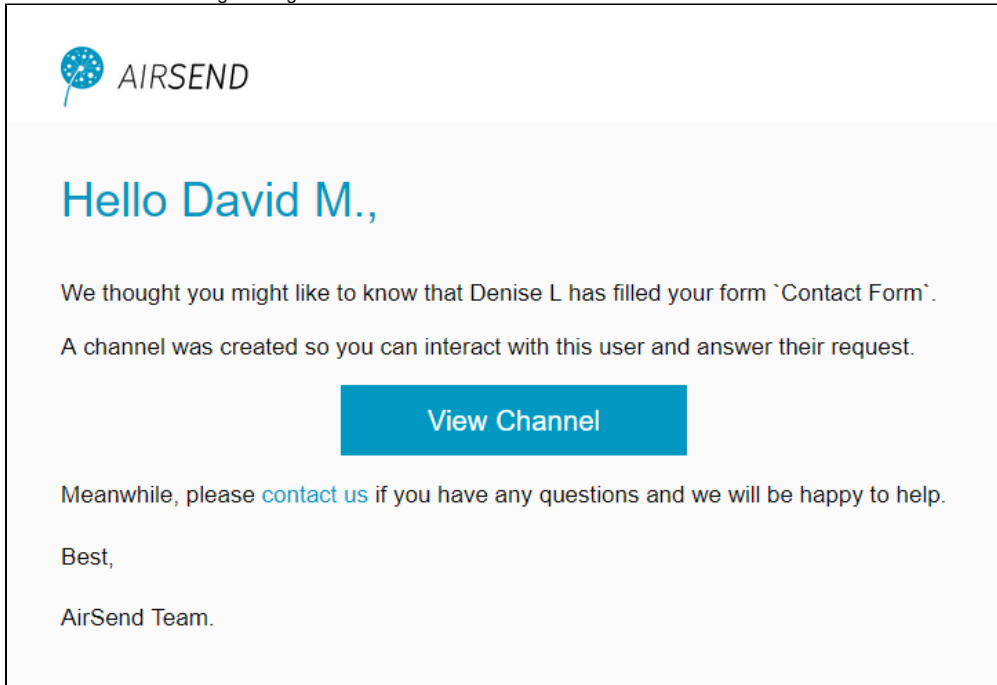
Sara Davis has copied the script for the contact form into her website and Jared T has filled out the form and clicked **Send**.

A channel is created in Sara's account that includes Jared and Sara as members.

The first message in the channel is the message Jared entered in the form.



David receives a message telling him that Denise has filled out a form and a channel has been created where they can communicate.



Denise receives a message telling her that a channel has been created.