CONTACT FORM ULTIMATE

Drag and drop contact form module that will help you create any kind of contact form using a feature-rich contact form editor

A product of PrestaHero

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I. WELCOME

Thank you for purchasing our product. We hope to guide you through all the aspects of the module installation and the module setup within this document. But if you have any questions beyond this documentation's scope, please feel free to contact us.

Note:

All instruction screenshots are taken from PrestaShop 1.7, but installing and configuring this module on PrestaShop 1.6 is similar.

II. INTRODUCTION

If you are not using contact forms on your website, you are missing out one of the most essential elements a well-built and interactive website should have. With contact forms, you can generate leads, make sales and conversions, and understand your audience better. Whether it be your personal blog or business website, the benefits of using contact forms cannot be underestimated. And with our **Contact Form Ultimate** module, it will become even more easy to create and design high-quality contact forms that attract users without much effort on your part.

Contact Form Ultimate is an innovative contact form builder module for PrestaShop which can enable you to create unlimited contact forms. It supports all the necessary input fields, easy to customize and also easy to manage.

** "**Contact Form Ultimate**" is compatible with PrestaShop 1.6.x, 1.7.x to PrestaShop 8.x*

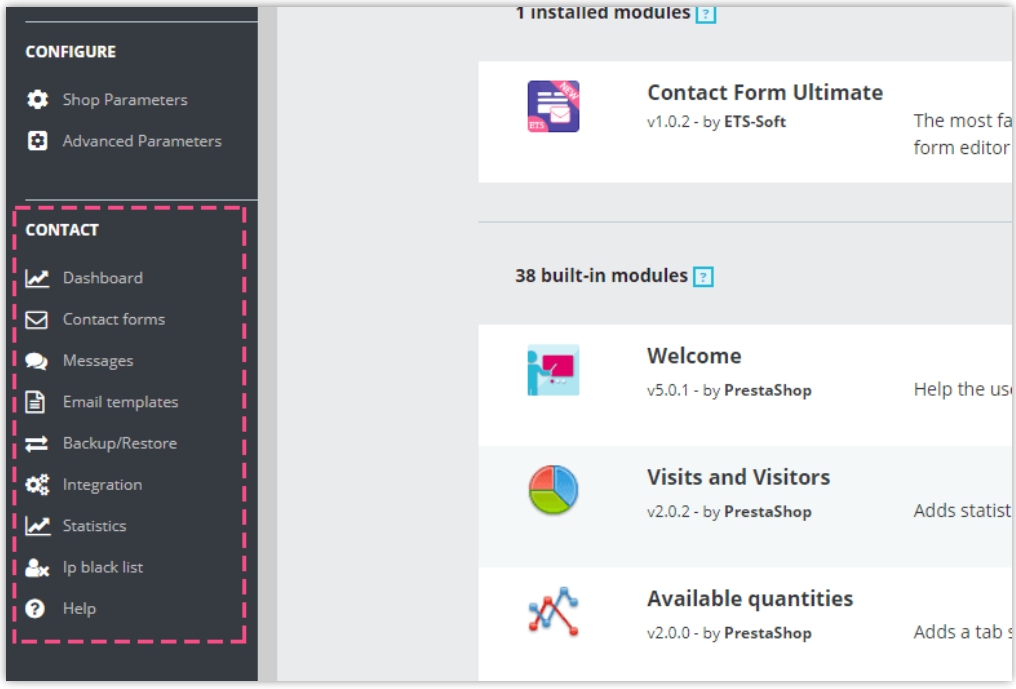
III. INSTALLATION

1. Navigate to **“Modules / Modules & Services”,** click on **“Upload a module / Select file”**

2. Select the module file **“ets_cfultimate.zip”** from your computer then click on **“Open”** to install

❖ Click on **“Configure”** button of the module you just installed to open the module’s configuration page.

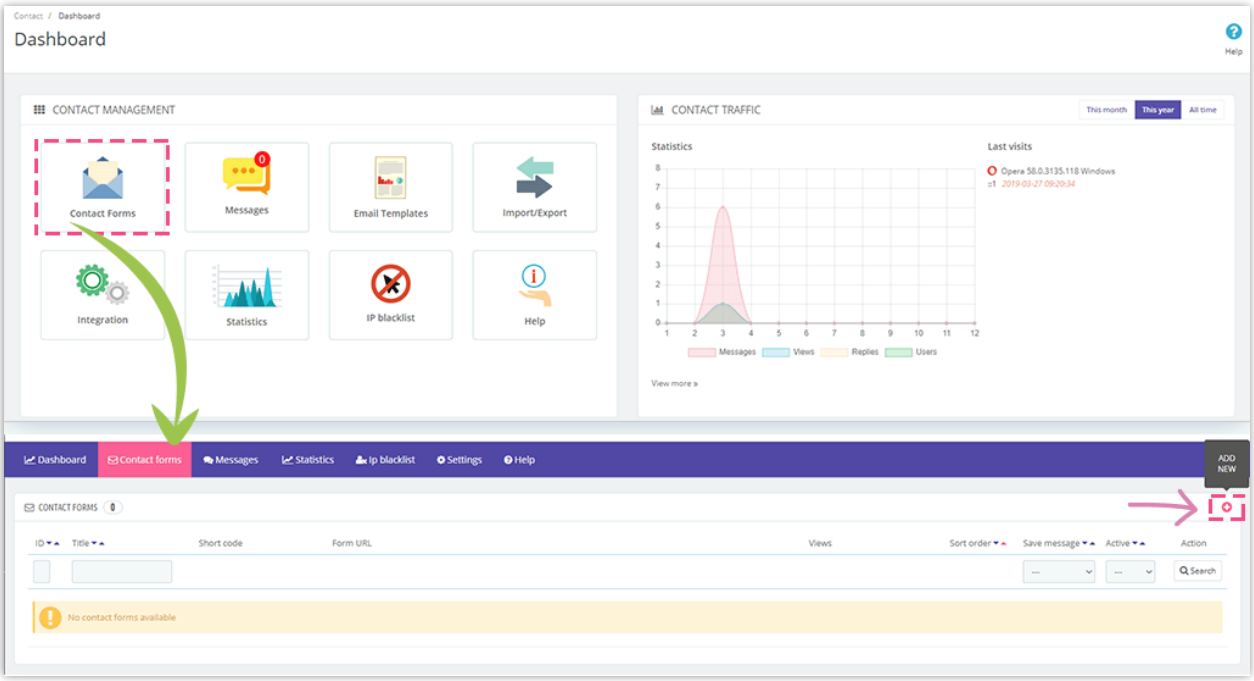
Quick access: You can also navigate to **Contact form Ultimate**’s configuration page through the quick access menu.



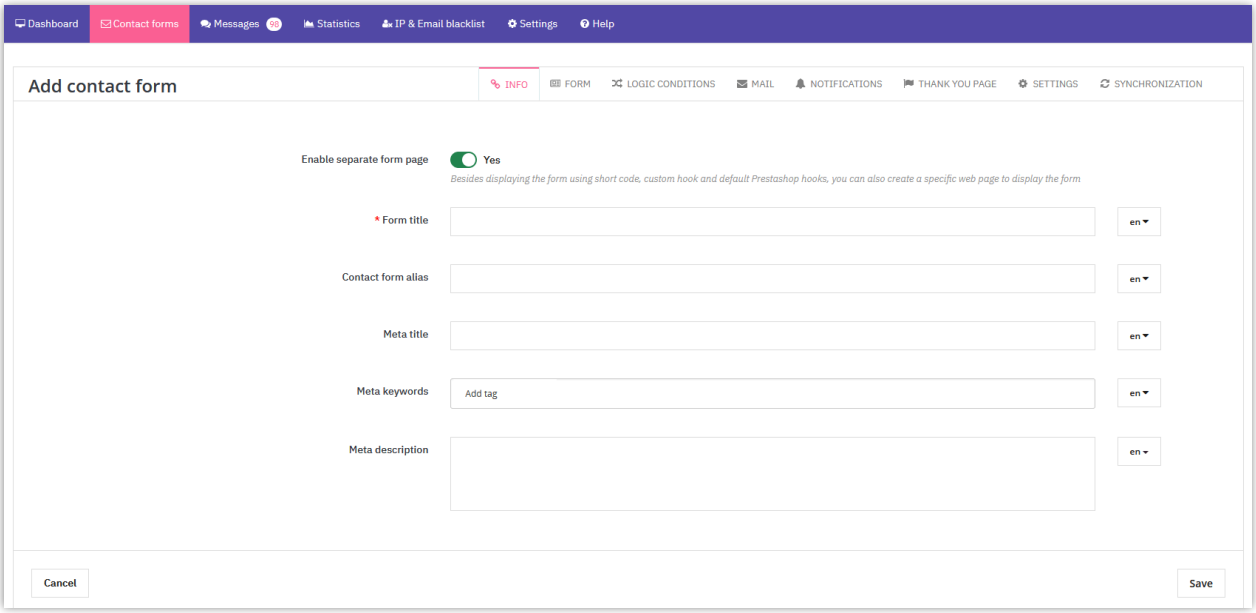
IV. CREATE YOUR FIRST CONTACT FORM

1. General form settings

From **Dashboard,** click on "**Contact forms**" box to navigate to **Contact forms** tab. Click on "**Add New**" icon on top right of the panel.



Fill in required fields and select optional settings.



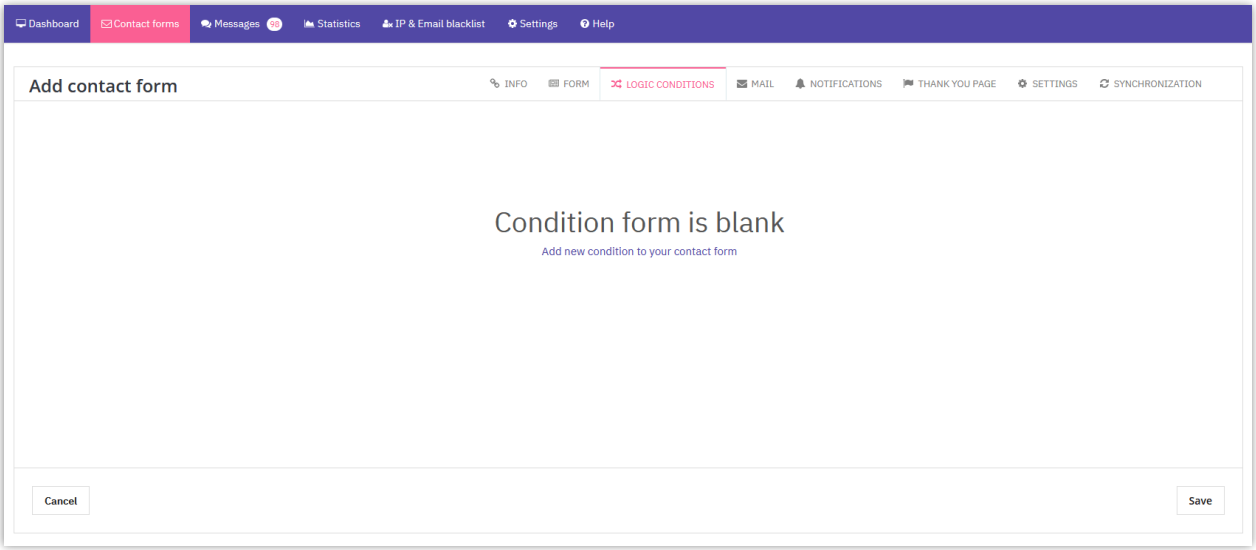
- Enable separate form page: turn on this option to create a specific web page to display this contact form
- Form title: title of the form displayed on the front end.
- Contact form alias: the alias will appear on URL of this contact form instead of form title
- Meta title, meta keywords, meta description: SEO elements to help you optimized your contact form.

Click "**Save**" button to save your contact form.

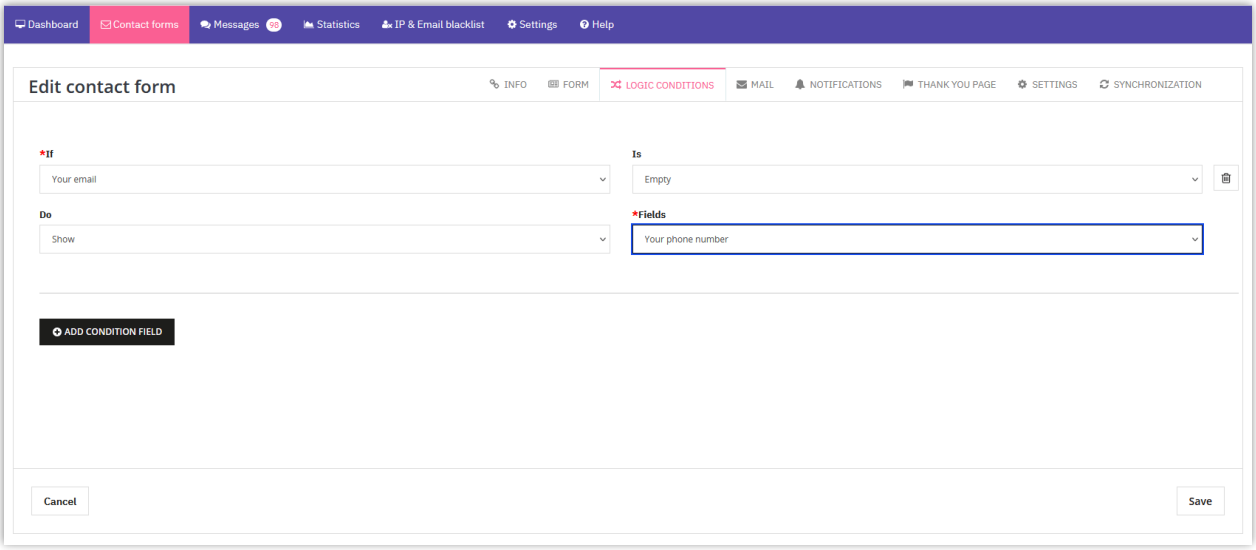
2. Condition Logics

Contact Form Ultimate module allows you to set logic conditions to show/hide the fields you've set up on the "**Form**" tab.

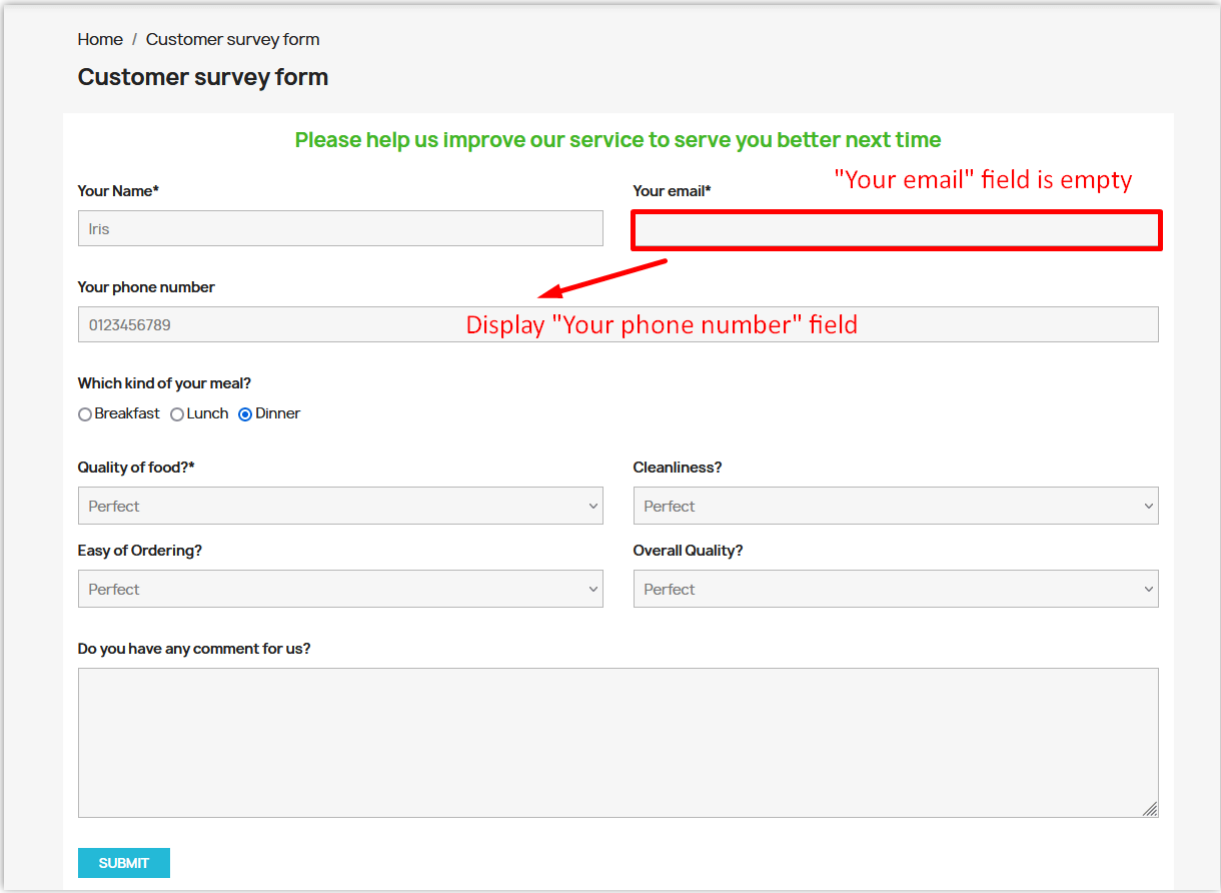
Click "*Add new condition to your contact form*" to start adding a new one.

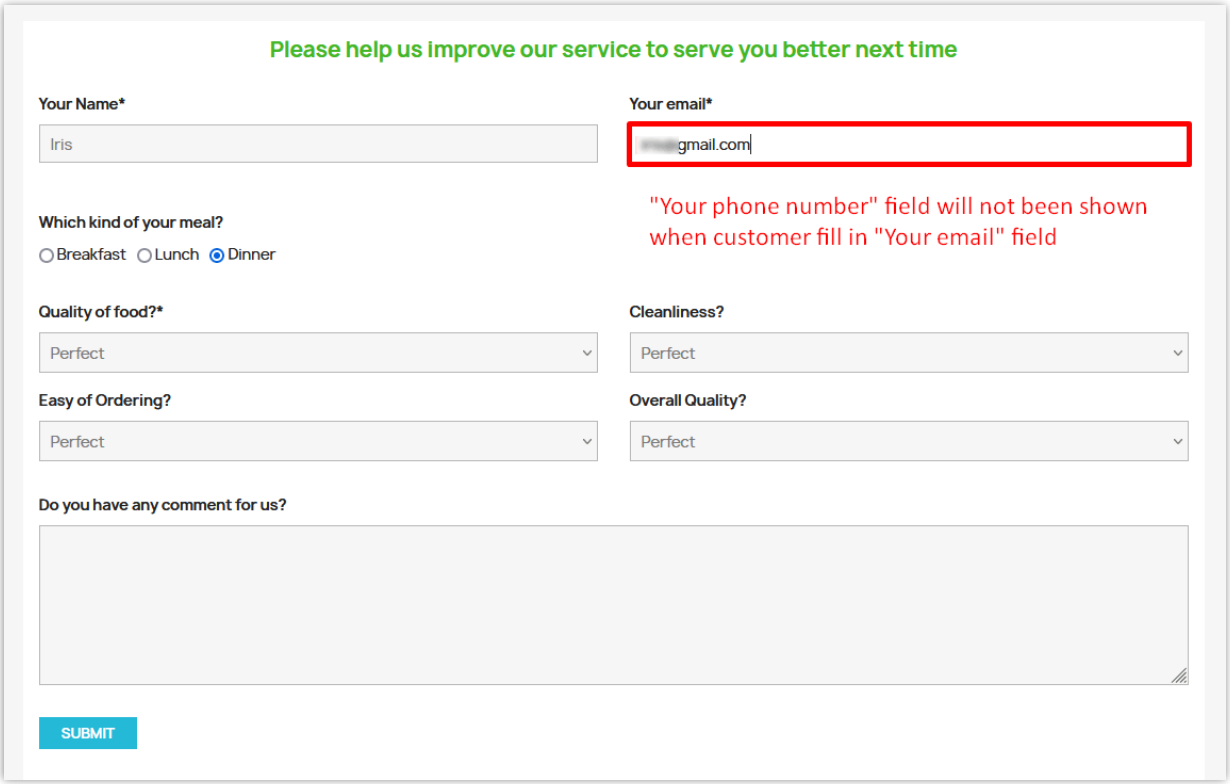


Now, you just need to set conditions that meet your needs. For example, you only want to display the "*Your phone number*" field when the "*email*" field is empty. This means the "*Your phone number*" field will be hidden if the customer filled in their email on the survey form.



Now, let's check how it runs on the front office:

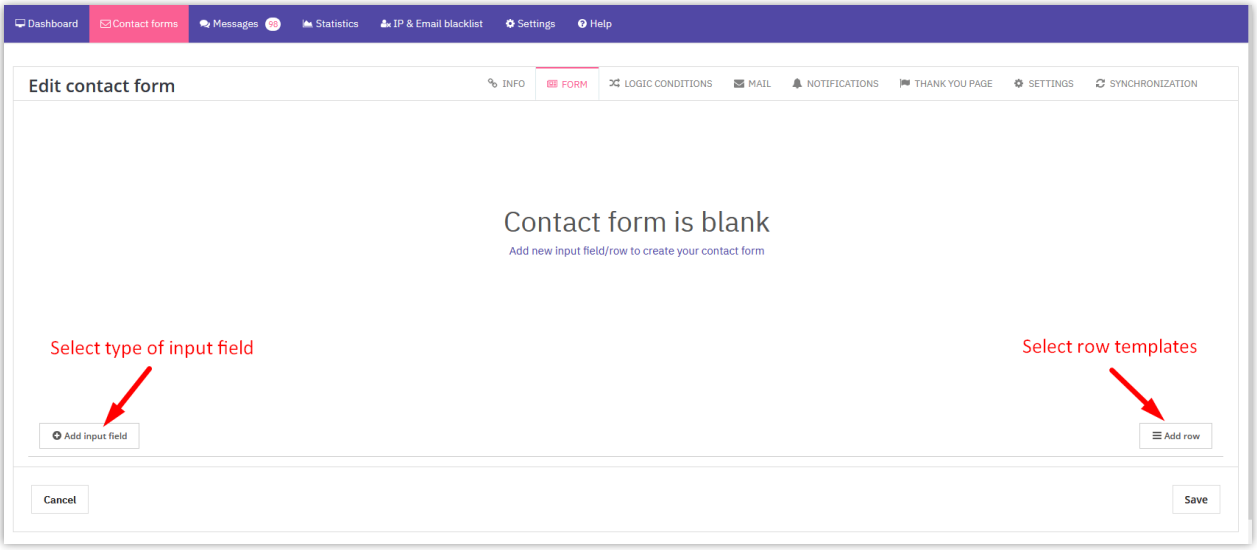

Home / Customer survey form
Customer survey form
Please help us improve our service to serve you better next time
Your Name*
Iris
Your email*
"Your email" field is empty
Your phone number
0123456789
Display "Your phone number" field
Which kind of your meal?
Breakfast
Lunch
Dinner
Quality of food?*
Perfect
Cleanliness?
Perfect
Easy of Ordering?
Perfect
Overall Quality?
Perfect
Do you have any comment for us?
SUBMIT



3. Adding input fields

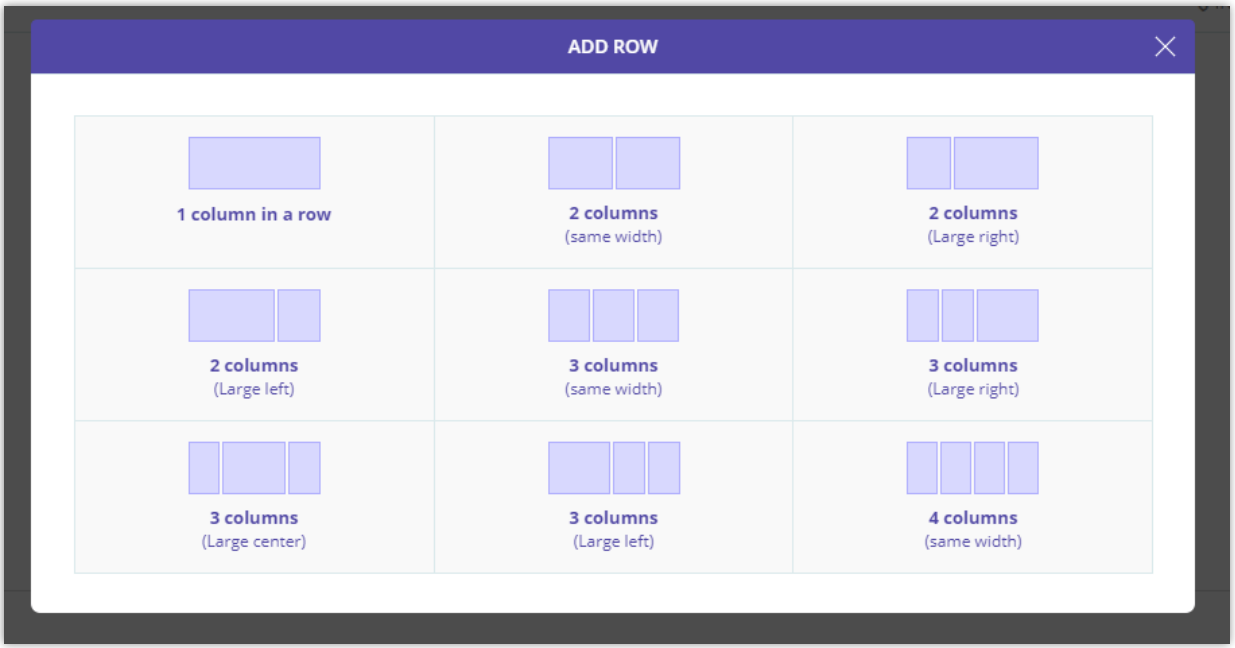
To build your contact form content, let's navigate to "**Form**" subtab.

Every contact form is created from rows and input fields.



Step 1: Add a row to your form

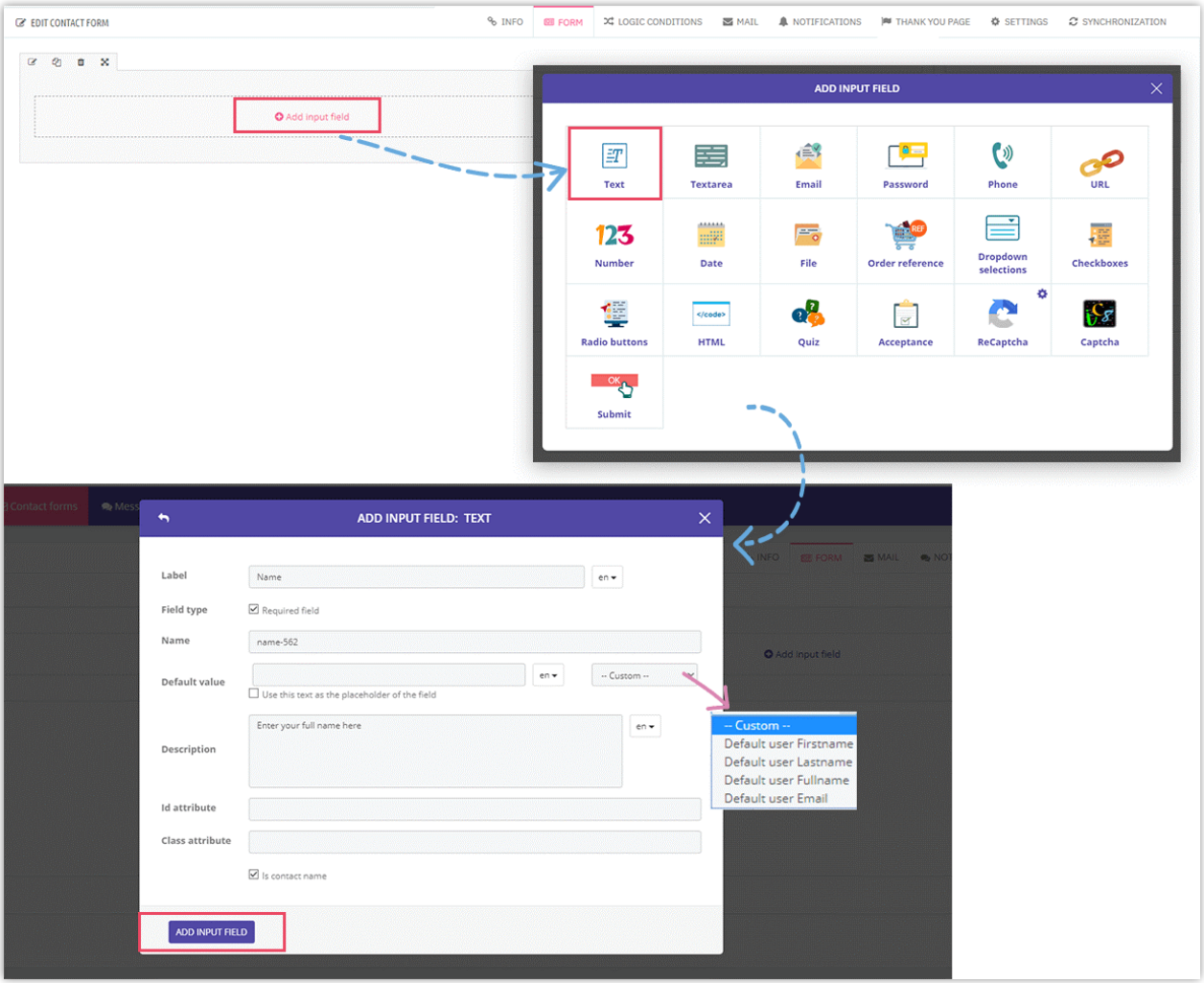
- Click on "**Add row**" button
- Pick a suitable row template



Step 2: Add an input field

- Click on "**Add input field**"

- Select an input field you want (*text, text area, email, password, telephone number, URL, number, date, file, order reference, drop-down selection, checkboxes, radio buttons, HTML, quiz, acceptance, reCAPTCHA, CAPTCHA, submit*)
- Fill in the pop-up form with necessary info
- Click "**Add input field**" button



Repeat **Step 1** and **Step 2** until you complete your contact form.

Click "**Save**" to save your changes.

NOTE:

To add reCAPTCHA input field, you need to enable reCAPTCHA first. Find and read the instruction to activate **reCAPTCHA** *feature in this documentation.*

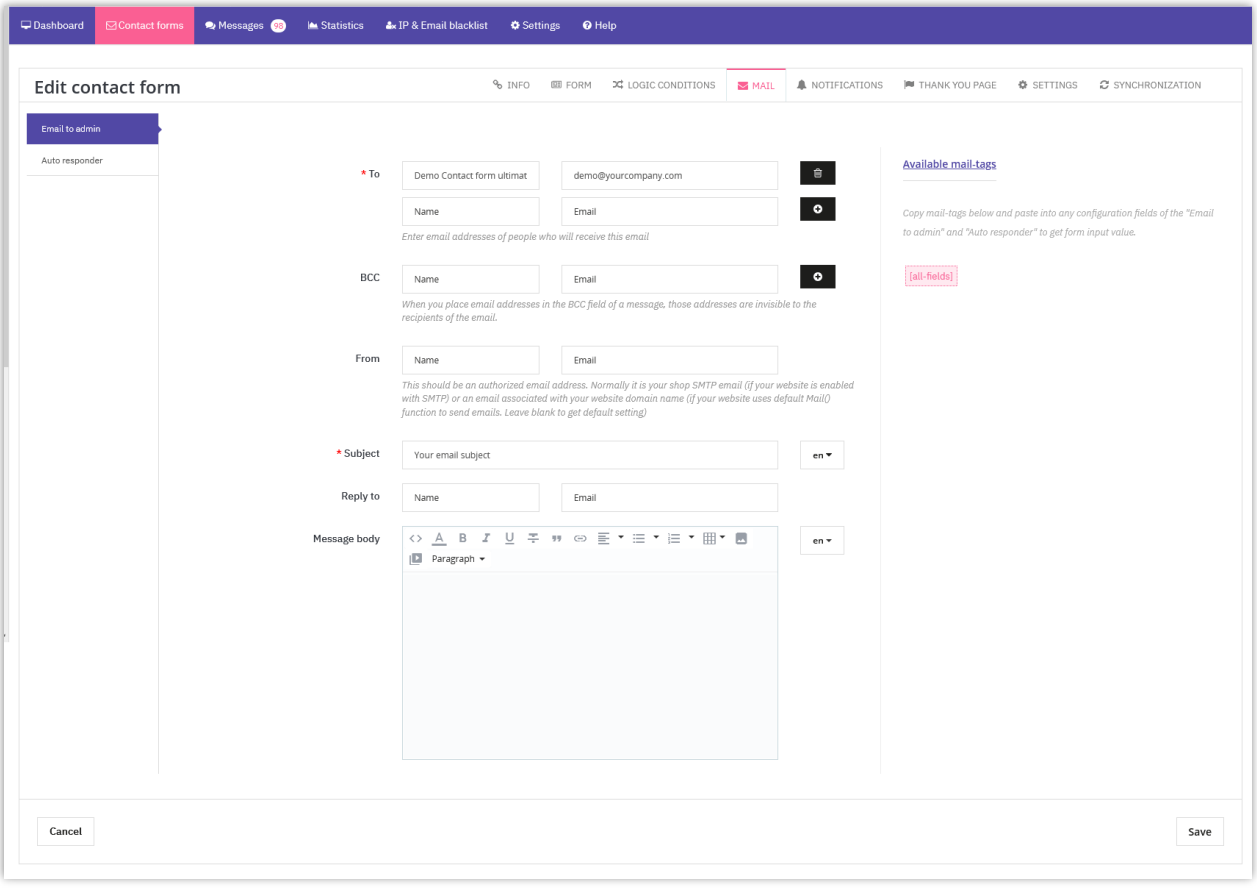
4. Email configuration

Click on the "**Mail**" subtab to open email configuration area for the contact form.

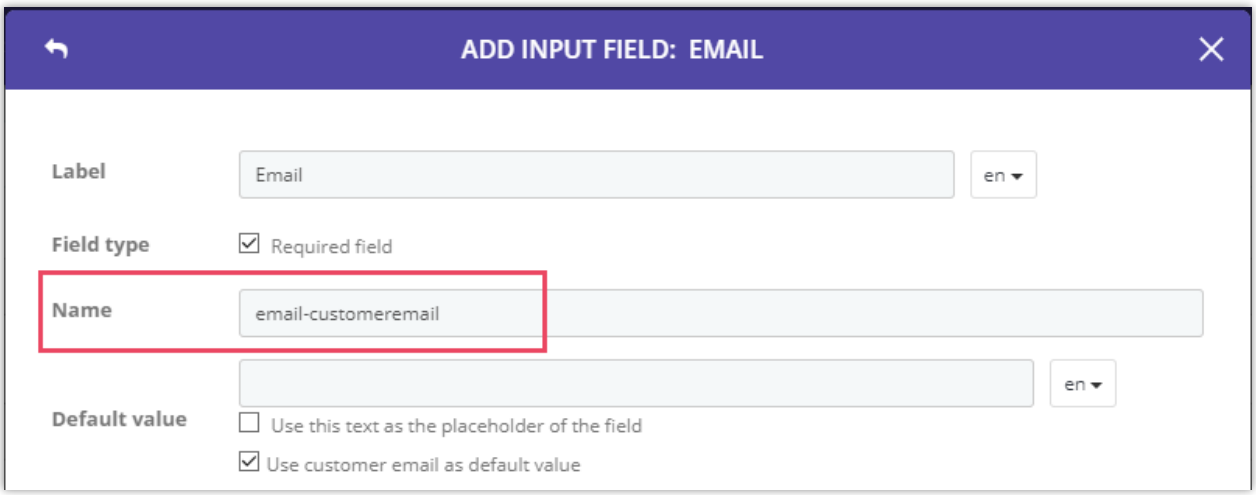
a. Email to admin

On this screen you will set up the email send to your store administrators when there is a new contact messenger received.

You can see 2 sections of **Email to admin** tab: email options section and "**Available mail-tags**" section.



Available mail-tags are provided from the "**Name**" of every input fields you added. To make mail-tags easier to remember, you should set reminiscent "**Name**" for input fields such as *[email-customeremail]*, *[name-customername]*, *[text-firstname]*, etc.



To: Enter here receiver's email address which you would like to receive notification messages

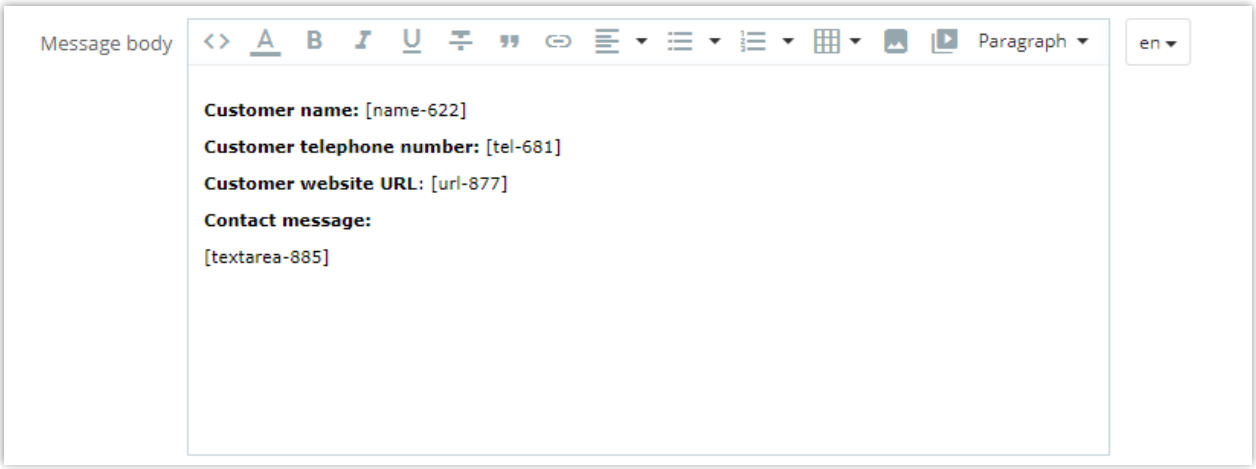
Bcc: When you place email addresses in the Bcc field of a message, those addresses are invisible to the recipients of the email.

From: Enter here sender's email address which is used to send emails when customer contact you via this contact form. If this field is blank, your website's configured SMTP email will be used as sender email (in case no SMTP email is available, shop's email will be used instead). To avoid emails are considered as spam by receiver's email service, you need to enter an authorized email address, normally it should be your website's configured SMTP email nor an email created with your website domain such as contact@yourdomain.com

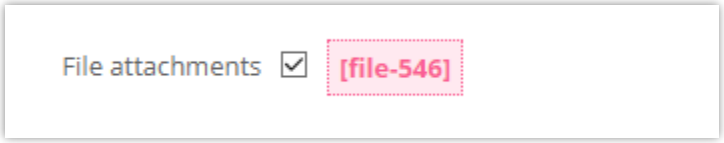
Subject: Email subject used when an email is sent via the contact form

Reply to: Email address to be specified as "**Reply email**" when you click on "**Reply**" button of your mail box when a message sent from the contact form to your email (receiver email).

Message body: Email content which will be sent to the receiver's email address. You can copy and paste available mail-tags to get the form input value. For example:



File attachments: If customer send an attached file, you can download it via your email.

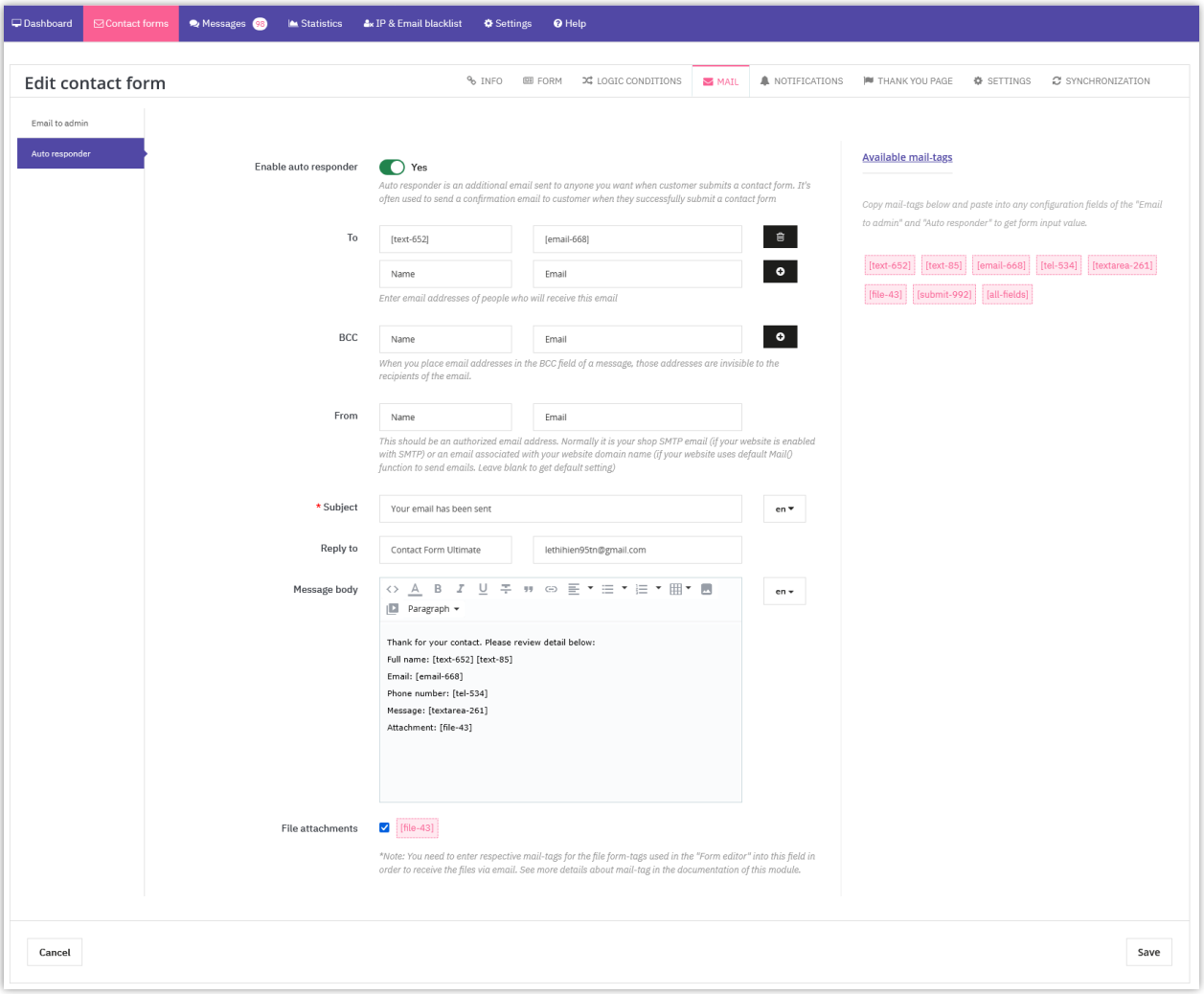


Click "**Save**" to save your changes.

b. Auto responder

Auto responder is an additional email sent to anyone you want when customer submits a contact form. It's often used to send a confirmation email to customer when they successfully submit a contact form.

Similar to "**Email to admin**", you can set up email options using available mail-tags.



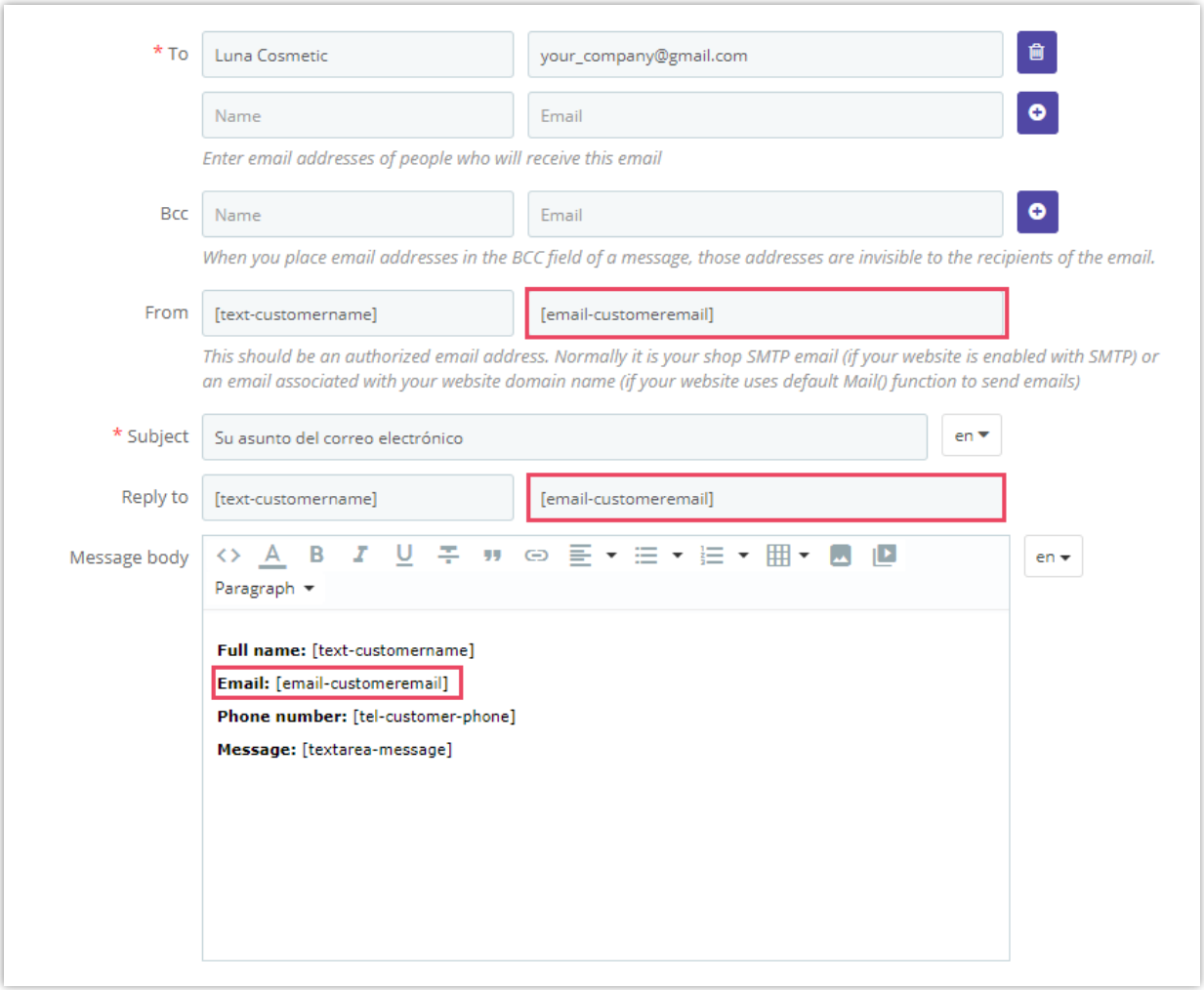
Click "**Save**" when you're ready.

c. How to use mail-tags

You need to enter respective mail-tags into any configuration fields of the "**Email to admin**" and "**Auto responder**" to get form input value.

For example: when creating contact form, you added an email input field and its name is email-customeremail. **Contact Form Ultimate** will automatically generate a mail-tag [email-customeremail] which can get the email value from your contact form.

Now back to the email options, you can see there are some configuration fields using email addresses. If you want to add your customer email address received from contact form, copy and paste the mail-tag [email-customeremail] into these fields:



Click "**Save**" to save your email template.

5. Custom notification messages

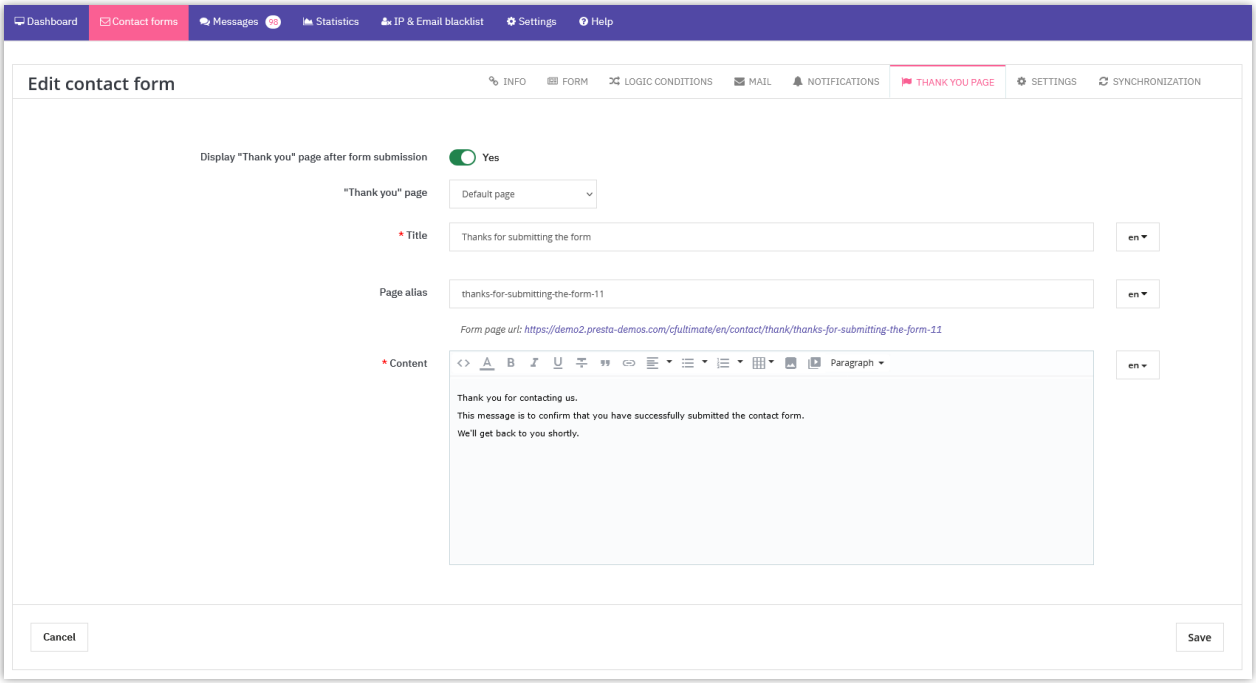
Contact Form Ultimate allows you to customize any notification messages that may appear in certain situations when customers use the contact form on the frontend.

Notification messages are filled with default values which are suitable for most kinds of contact form but if you would like to changes the messages you can do that easily by clicking on "**Notification**" subtab. Here you can edit any messages you want in each language.

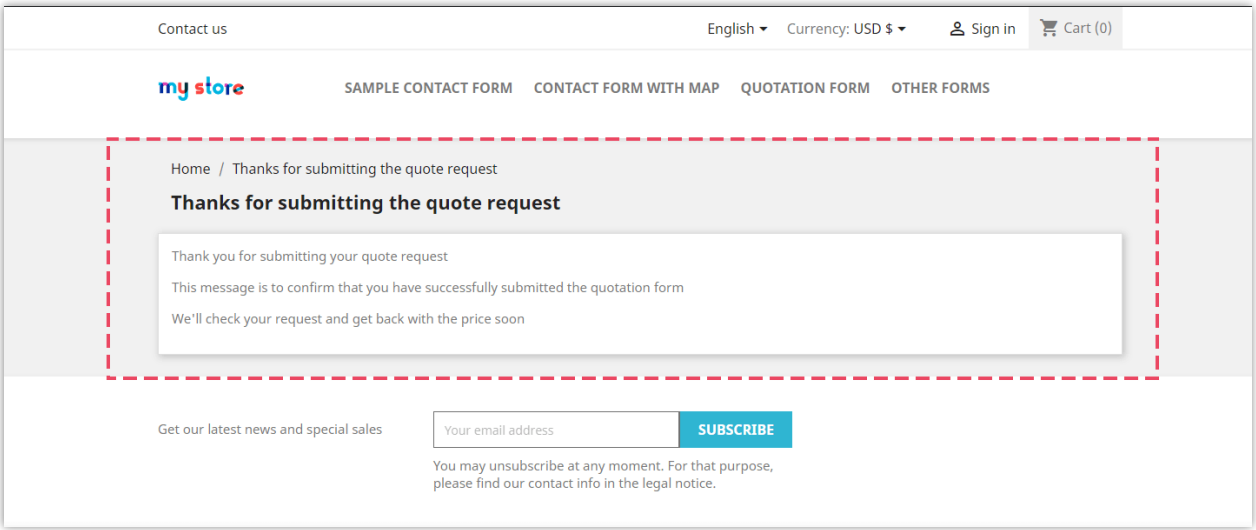
Dashboard
Contact forms
Messages
Statistics
IP & Email blacklist
Settings
Help
Edit contact form
INFO
FORM
LOGIC CONDITIONS
MAIL
NOTIFICATIONS
THANK YOU PAGE
SETTINGS
SYNCHRONIZATION
You can edit notification messages used in various situations here.
Notification message when contact form was sent successfully
Thank you for your message. It has been sent.
Notification message when contact form failed to send
There was an error while trying to send your message. Please try again later.
Validation errors occurred
One or more fields have an error. Please check and try again.
Submission was referred as spam
There was an error while trying to send your message. Please try again later.
There are terms that the sender must accept
You must accept the terms and conditions before sending your message.
There is a field that the sender must fill in
The field is required.
There is a field with input value that is longer than the maximum allowed length
The field is too long.
There is a field with input value that is shorter than the minimum allowed length
The field is too short.
Date format that the sender entered is invalid
The date format is incorrect.
The date sender entered is earlier than minimum limit
The date is before the earliest one allowed.
The date sender entered is later than maximum limit
The date is after the latest one allowed.
Uploading a file failed due to some unknown reasons
There was an unknown error while uploading the file.
Invalid upload file type
You are not allowed to upload files of this type.
Sender does not enter the correct answer to the quiz
The answer to the quiz is incorrect.
Uploaded file is too large
The file is too big.
Uploading a file failed due to PHP error
There was an error while uploading the file.
Number format that the sender entered is invalid
The number format is invalid.
The number sender entered is smaller than minimum limit
The number is smaller than the minimum allowed.
The number sender entered is larger than maximum limit
The number is larger than the maximum allowed
Email address that the sender entered is invalid
The e-mail address entered is invalid.
URL that the sender entered is invalid
The URL is invalid.
Telephone number that the sender entered is invalid
The telephone number is invalid.
Message IP is in blacklist
You are not allowed to submit this form. Please contact webmaster for more information.
Message Email is in blacklist
Your email is blocked. Contact webmaster for more info.
Captcha entered is invalid
Your entered code is incorrect.
en
Cancel
Save

6. “Thank you” page

You can set up a “Thank you” page to send confirmation message to customers after they submitting a form. This module allows you to set *custom URL* for this “Thank you” page and set up *Page alias* to make page URL friendlier.



After customers submitting their form, “Thank you” page will appear.



7. General settings

Save message: Enable this option to save messages sent by customers to module back office

Save attachments: Enable this option if you want to save attachments uploaded by customer via the contact form. (Note that enable this may spend a lot of your storage space)

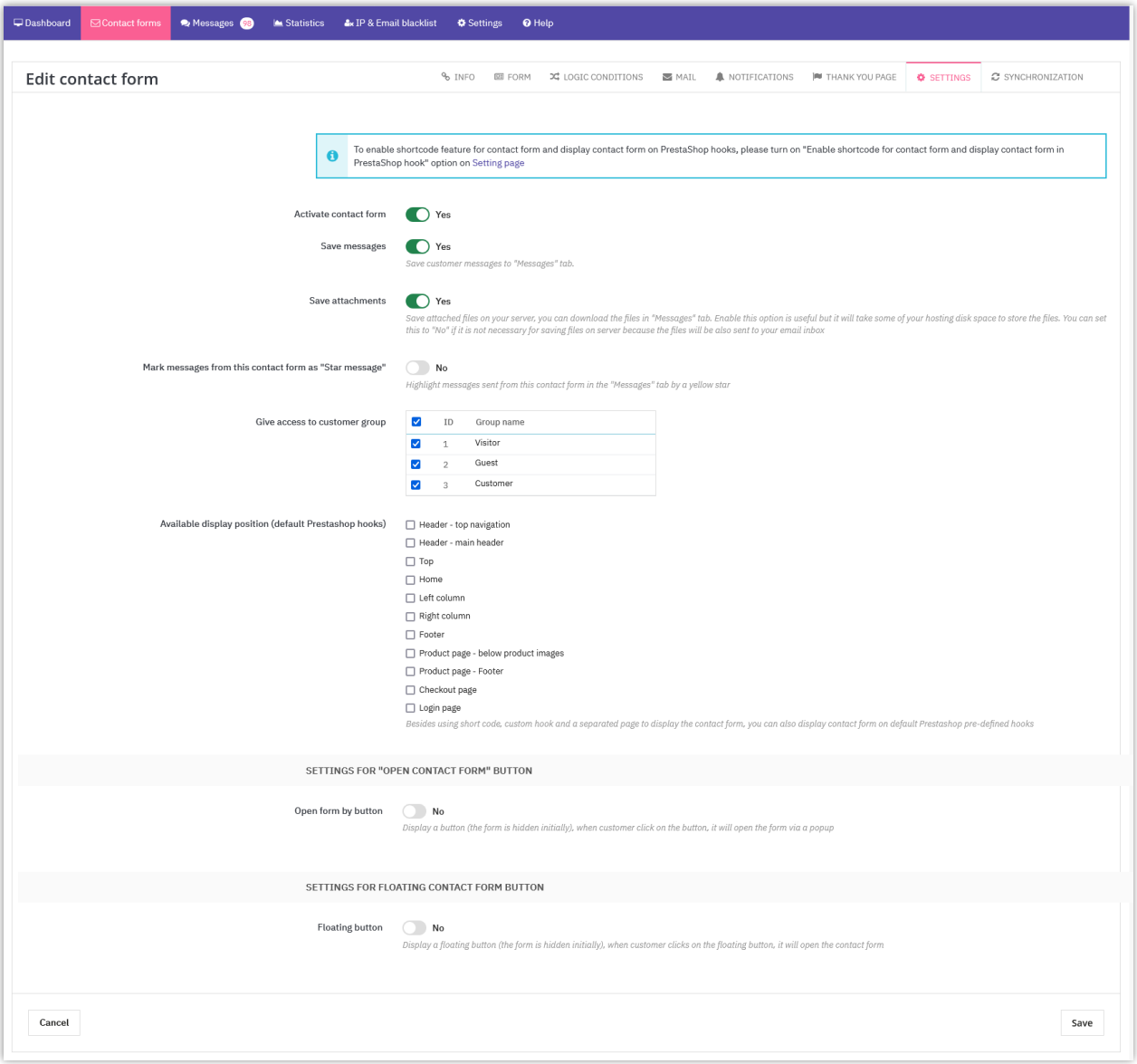
Mark messages from this contact form as "Star message": Automatically “star” (highlight the messages sent via this contact form in the message list by a star) all messages sent via this contact form

Available display position (default Prestashop hooks): If you would like display the contact form via pre-defined Prestashop hooks, just check on the hooks you want

Give access to customer group: Select customer groups who are available to access this contact form.

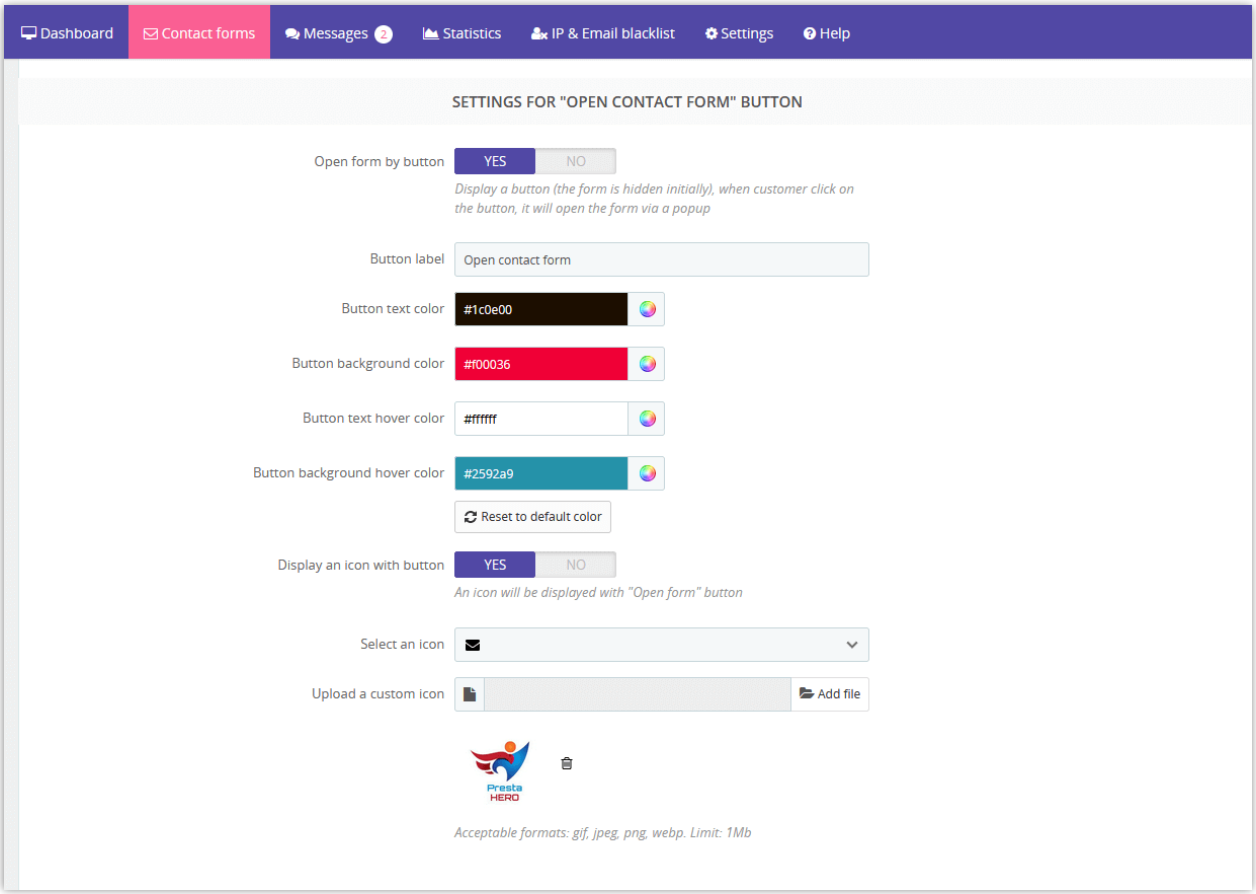
Only display when customer logged in: Only display this contact form when customer logged in using their registered account.

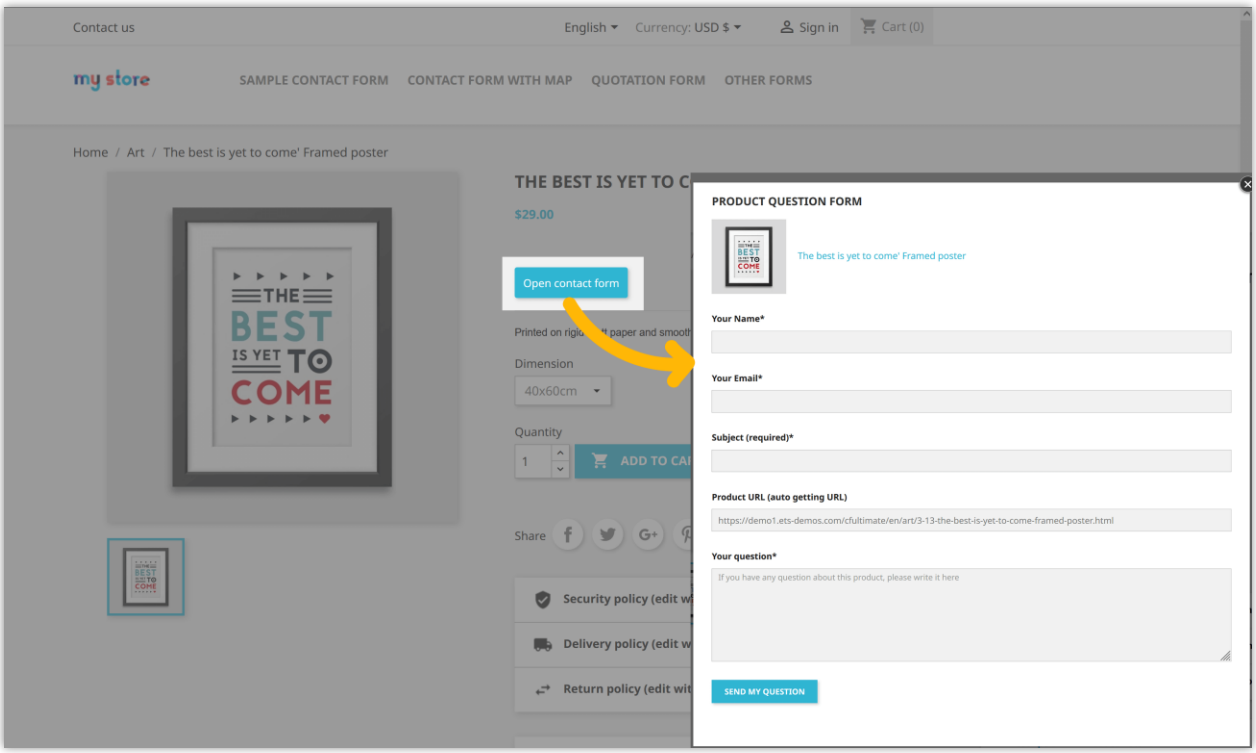
Activate contact form: Activate or inactivate this contact form



Open contact form by button: Enable this option if you want to display a "Contact button", when customer click on this button the contact form will be displayed via a popup.

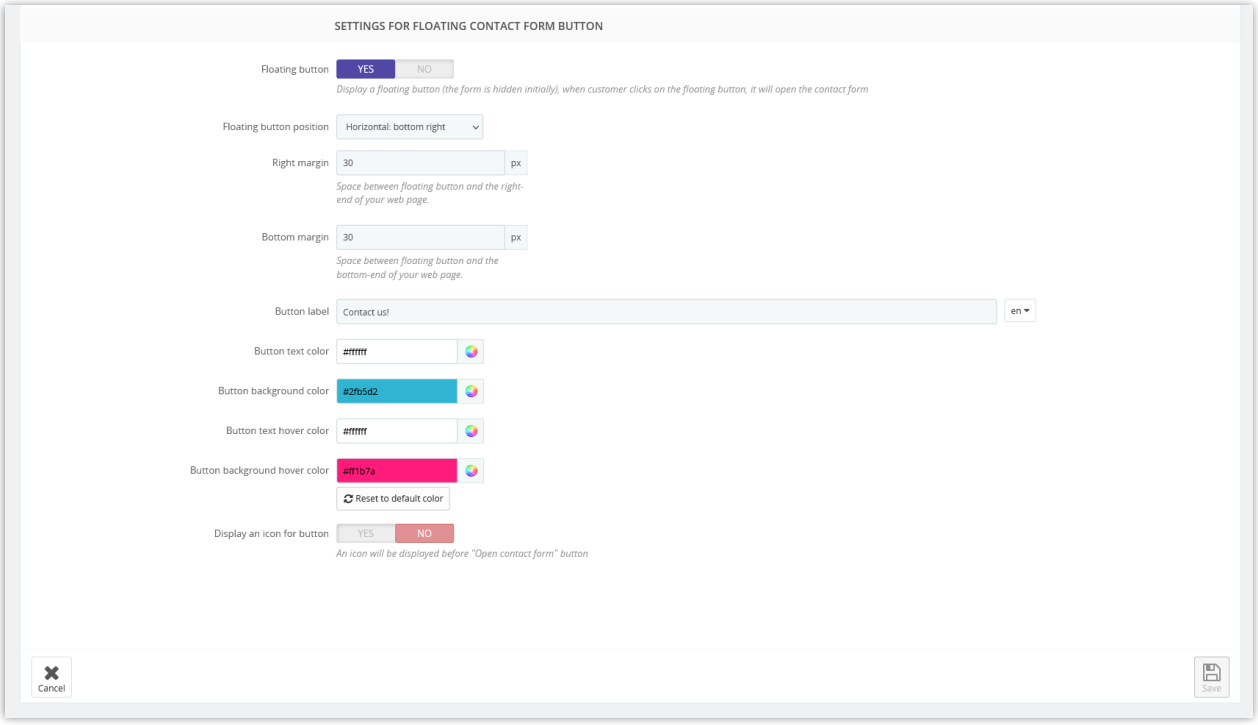
You can customize the button label, the color of the text, the background of the button, and select an icon provided or upload a custom icon for the button.


Dashboard
Contact forms
Messages 2
Statistics
IP & Email blacklist
Settings
Help
SETTINGS FOR "OPEN CONTACT FORM" BUTTON
Open form by button
YES
NO
Display a button (the form is hidden initially), when customer click on the button, it will open the form via a popup
Button label
Open contact form
Button text color
#1c0e00
Button background color
#f00036
Button text hover color
#ffffff
Button background hover color
#2592a9
Reset to default color
Display an icon with button
YES
NO
An icon will be displayed with "Open form" button
Select an icon
Upload a custom icon
Add file
Acceptable formats: gif, jpeg, png, webp. Limit: 1Mb

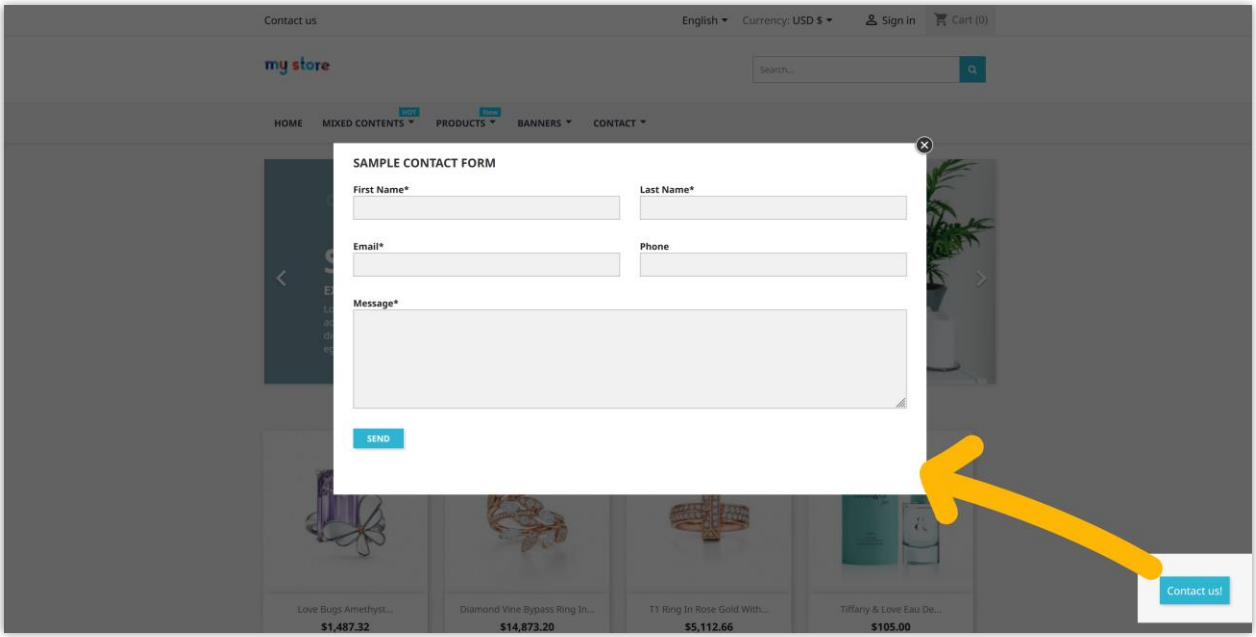

Contact us
English
Currency: USD $
Sign in
Cart (0)
my store
SAMPLE CONTACT FORM
CONTACT FORM WITH MAP
QUOTATION FORM
OTHER FORMS
Home / Art / The best is yet to come' Framed poster
THE BEST IS YET TO C
$29.00
Open contact form
Dimension
40x60cm
Quantity
1
Share
Security policy (edit w
Delivery policy (edit w
Return policy (edit wit
PRODUCT QUESTION FORM
The best is yet to come' Framed poster
Your Name*
Your Email*
Subject (required)*
Product URL (auto getting URL)
https://demo1.ets-demos.com/cfultimate/en/art/3-13-the-best-is-yet-to-come-framed-poster.html
Your question*
If you have any question about this product, please write it here
SEND MY QUESTION

Floating contact form button: Enable this button to display the floating contact form button on the front office. When customers/visitors click on the floating contact form button, the contact form will be displayed via a popup.

You can also customize how the floating contact form button will be displayed on the front office and its display position.



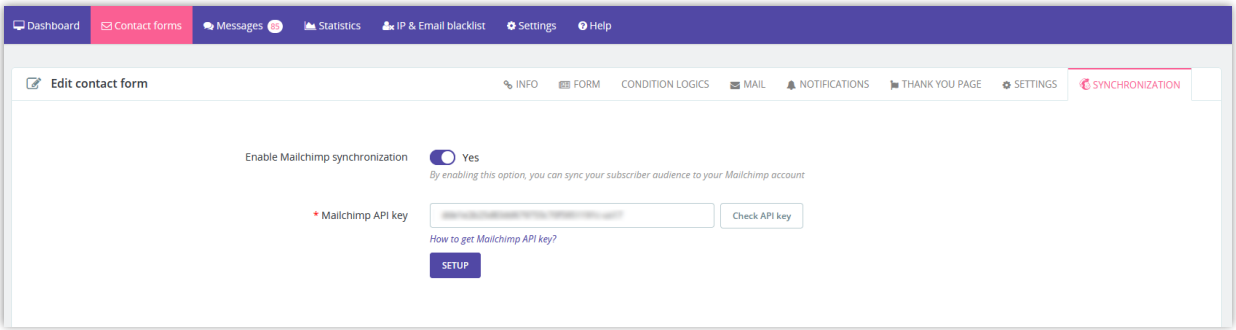
Here is an example of the “floating contact form button” on the homepage:



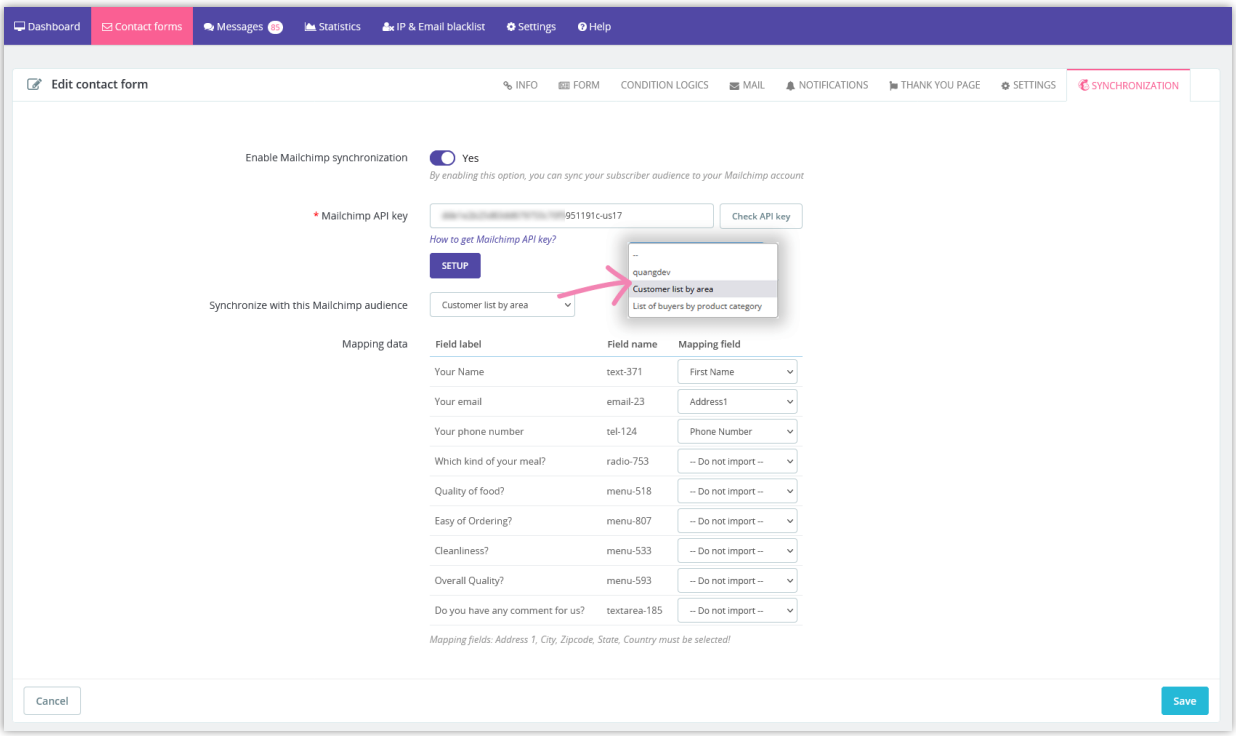
8. Synchronization

To make your work more convenient, the module allows synchronizing the email list of customers contacted via the contact form with the audience list on Mailchimp.

- First, you need to enable Mailchimp Synchronization.
- Second, enter the Mailchimp API key. (If you don't have a Mailchimp API key, you can follow our detailed instructions by clicking "*How to get Mailchimp API key?*")
- Next, click on the "**SETUP**" button.



After successfully connecting to the API key, the module will allow you to choose an audience list to sync. Now you just need to select the audience list you want then proceeds with mapping data.



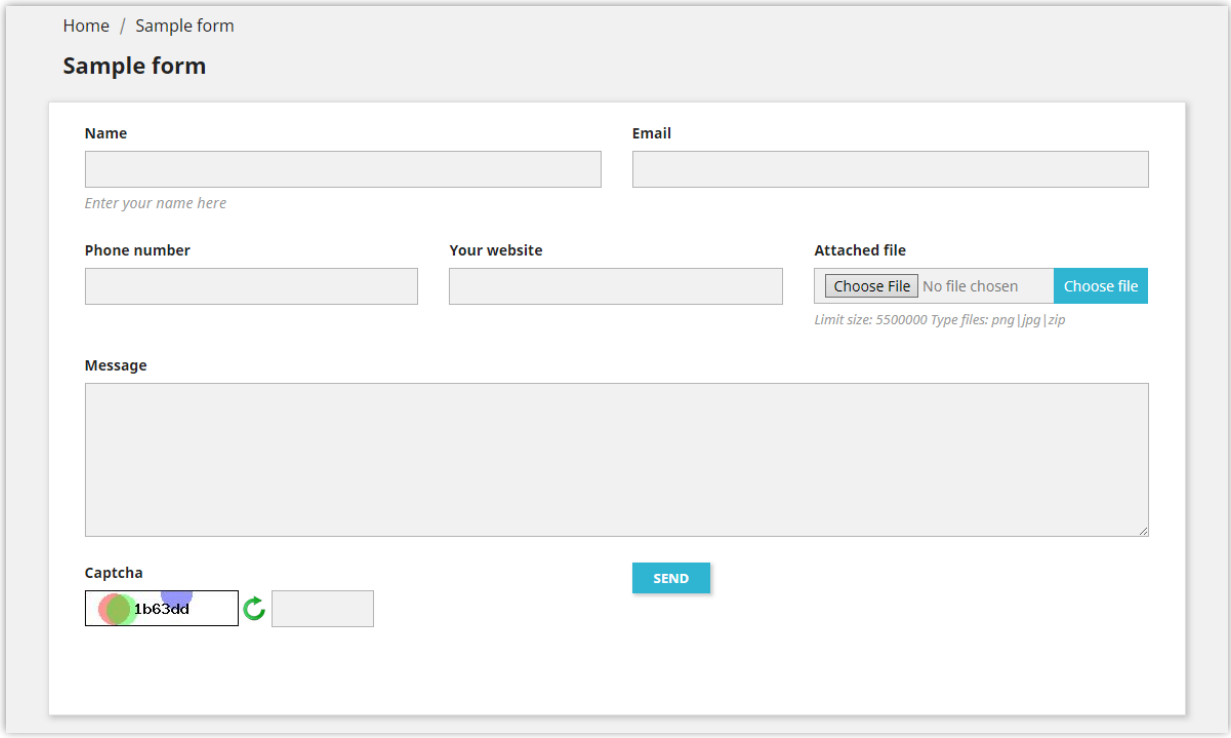
V. DISPLAY CONTACT FORM ON THE FRONTEND

Contact Form Ultimate offers 4 ways to display a contact form on the website's front end:

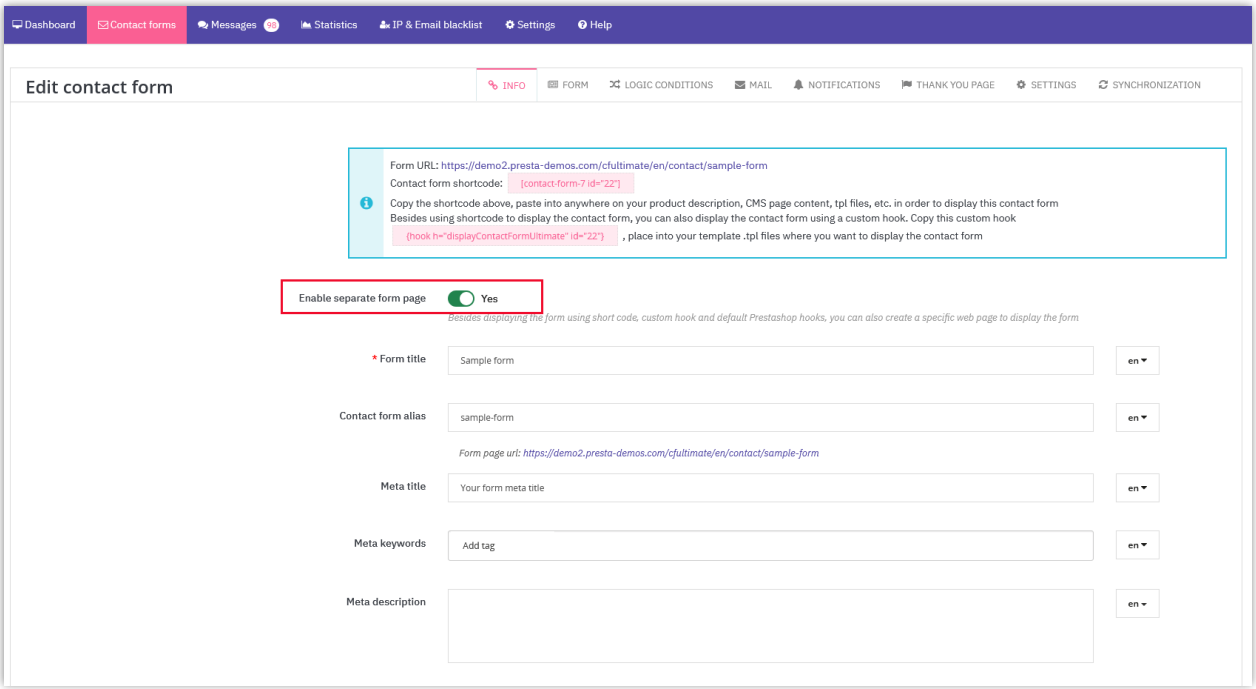
- Display contact form on a separate page (with a friendly URL)
- Display contact form using short code
- Display contact form using custom hook
- Display contact form using pre-defined PrestaShop hooks

1. Display contact form on a separate page

Contact Form Ultimate allows you to create a separate URL to display a contact form. In order to enable this feature, on the "**Info**" tab, set "**Enable separate form page**" to "**Yes**" then enter SEO settings for the page that include meta title, meta description, meta keywords and contact form alias (friendly URL).

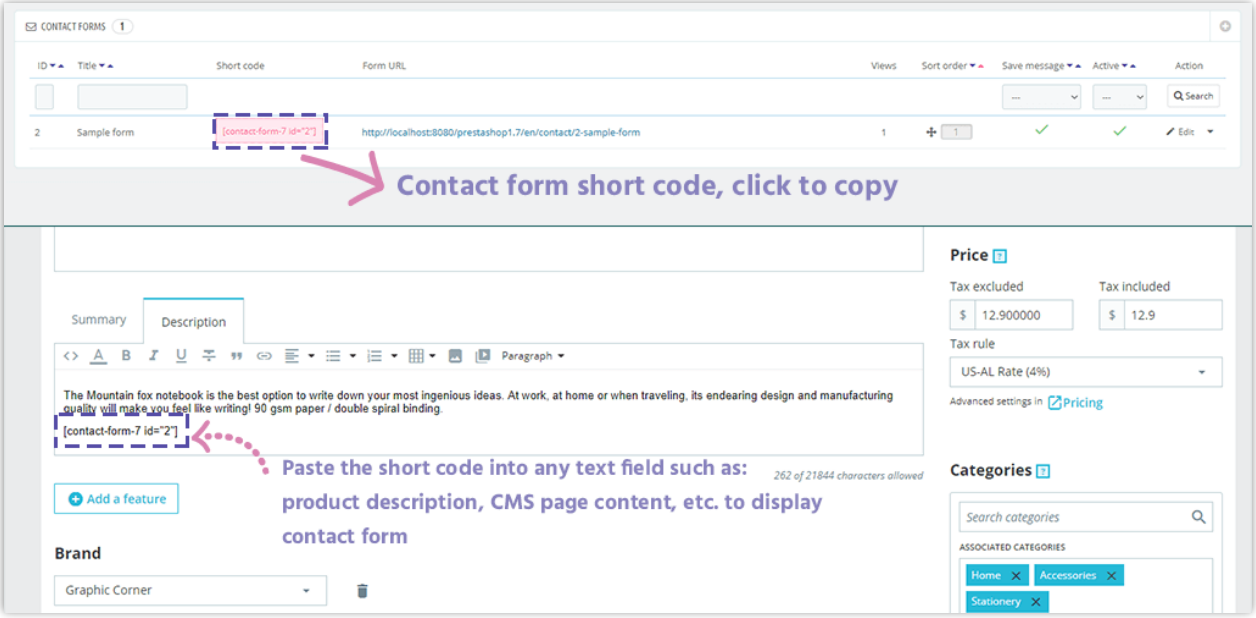


After you successfully save the configuration options, a form page URL will be displayed. You can use that URL in your website menu or anywhere you want customer to see the link to the contact form.



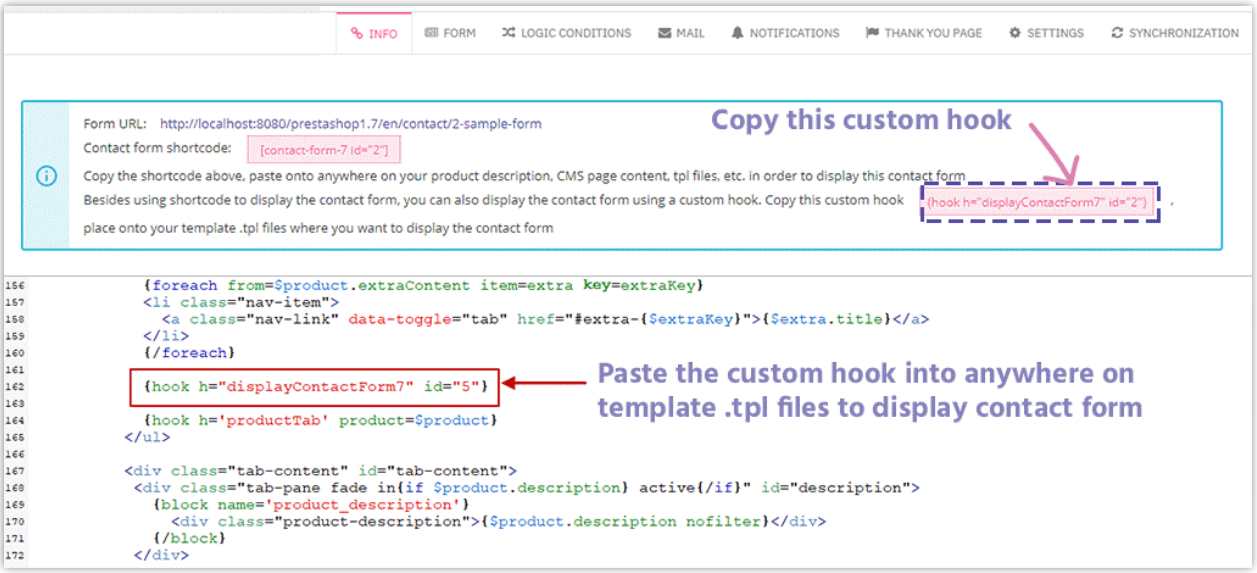
2. Display contact form using shortcode

Shortcode is available for each contact form, the shortcodes are in this format **[contact-form-7 id="CONTACT_FORM_ID"]**. You can also copy the shortcode of each contact form on the contact form list or in the form editing page. Paste the contact form's shortcode anywhere on your CMS page, product description, category description, .tpl file, etc. to display the contact form.



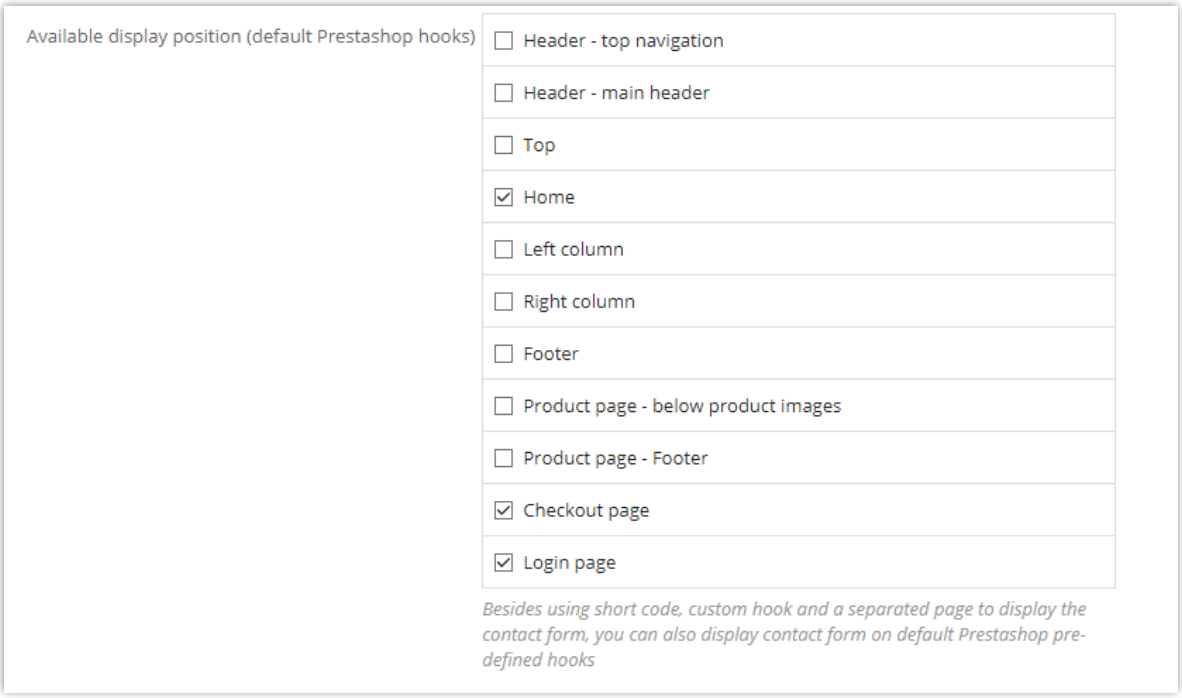
3. Display contact form using custom hook

Besides using short code, you can also use custom hook in this format **{hook h="displayContactForm7" id="CONTACT_FORM_ID"}** to display a contact form like how you do with short code. The only thing different is custom hook can be used in template **.tpl** files only.



4. Display contact form using pre-defined PrestaShop hook

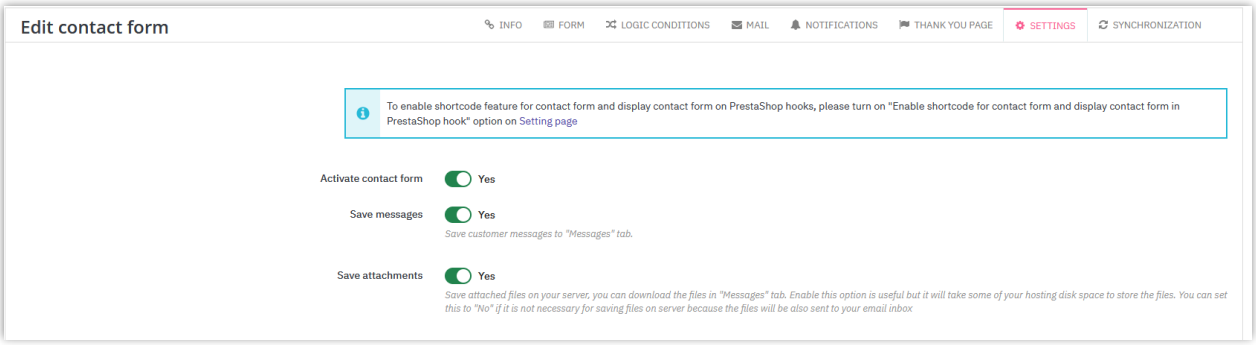
In order to display the contact form in pre-defined PrestaShop hooks such as header, footer, product page, etc. When you set up the contact form, just check on the positions you want on the " **Available display position**" option.



VI. MANAGE MESSAGES

Along with sending messages via email, **Contact Form Ultimate** also allows you to save messages sent via contact forms to your website back office.

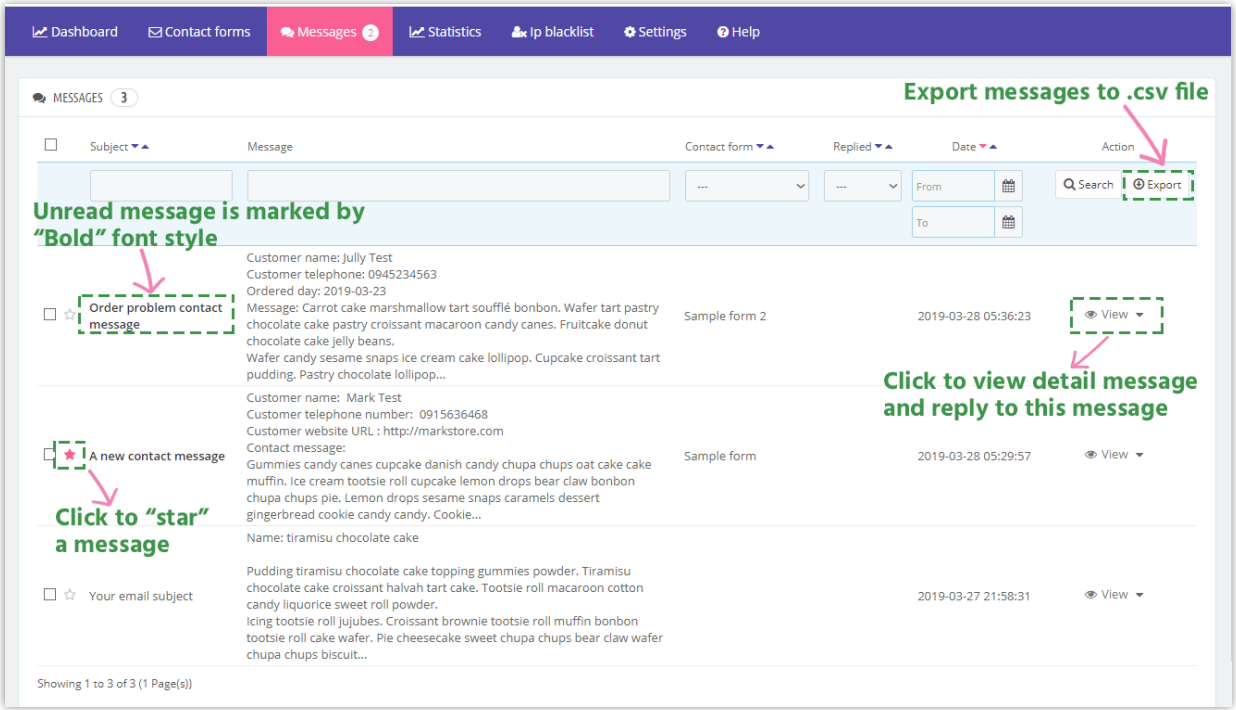
In order to save messages sent by customers via a contact form, in the form's configuration section set "**Save message**" to "**Yes**", you can also enable "**Save attachments**" if you would like to save attached files on your server.

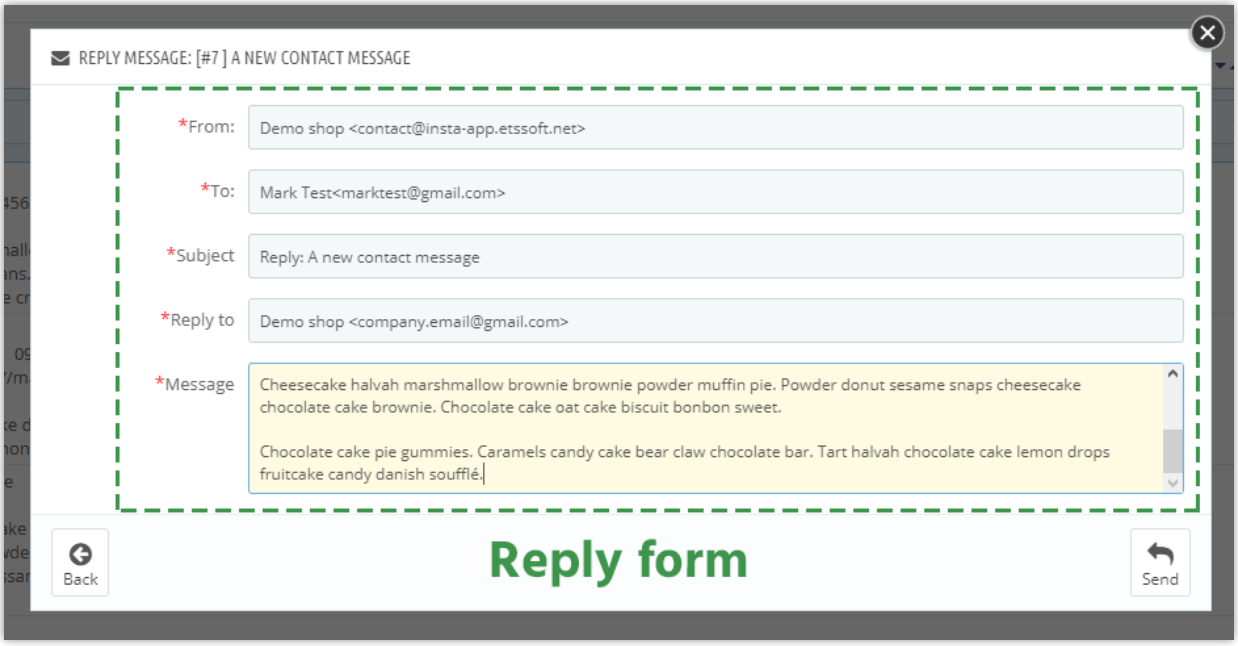


NOTE:

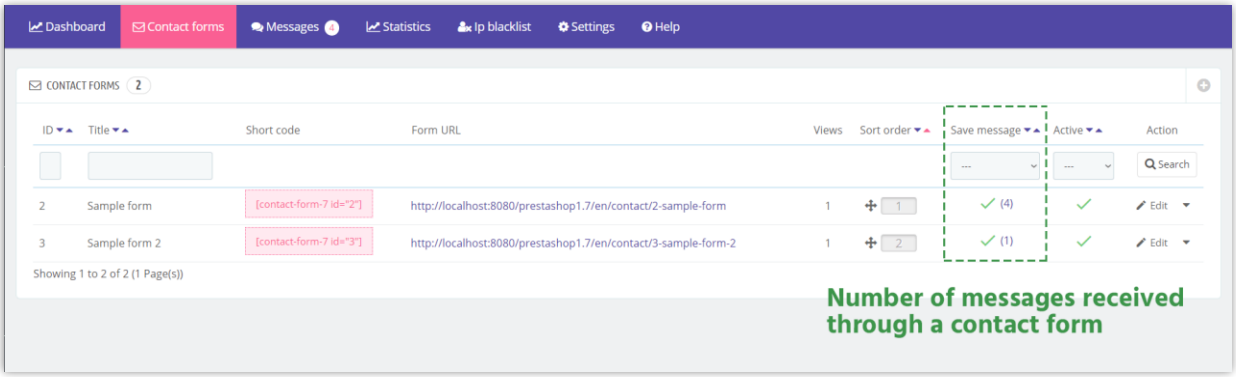
Save attachments on server may cost lot of your hosting storage. Attached files sent by customers will be sent to you via email, so if it's not necessary, don't save attachments.

To view messages sent by your customers, navigate to "**Messages**" tab. In the back office, you can view and manage the messages easily with a professional message management tool which provides a lot of helpful features such as message filter, mark messages as "**Read**" or "**Unread**", star a message, bulk actions, reply a message, export messages to **.csv** file, etc.





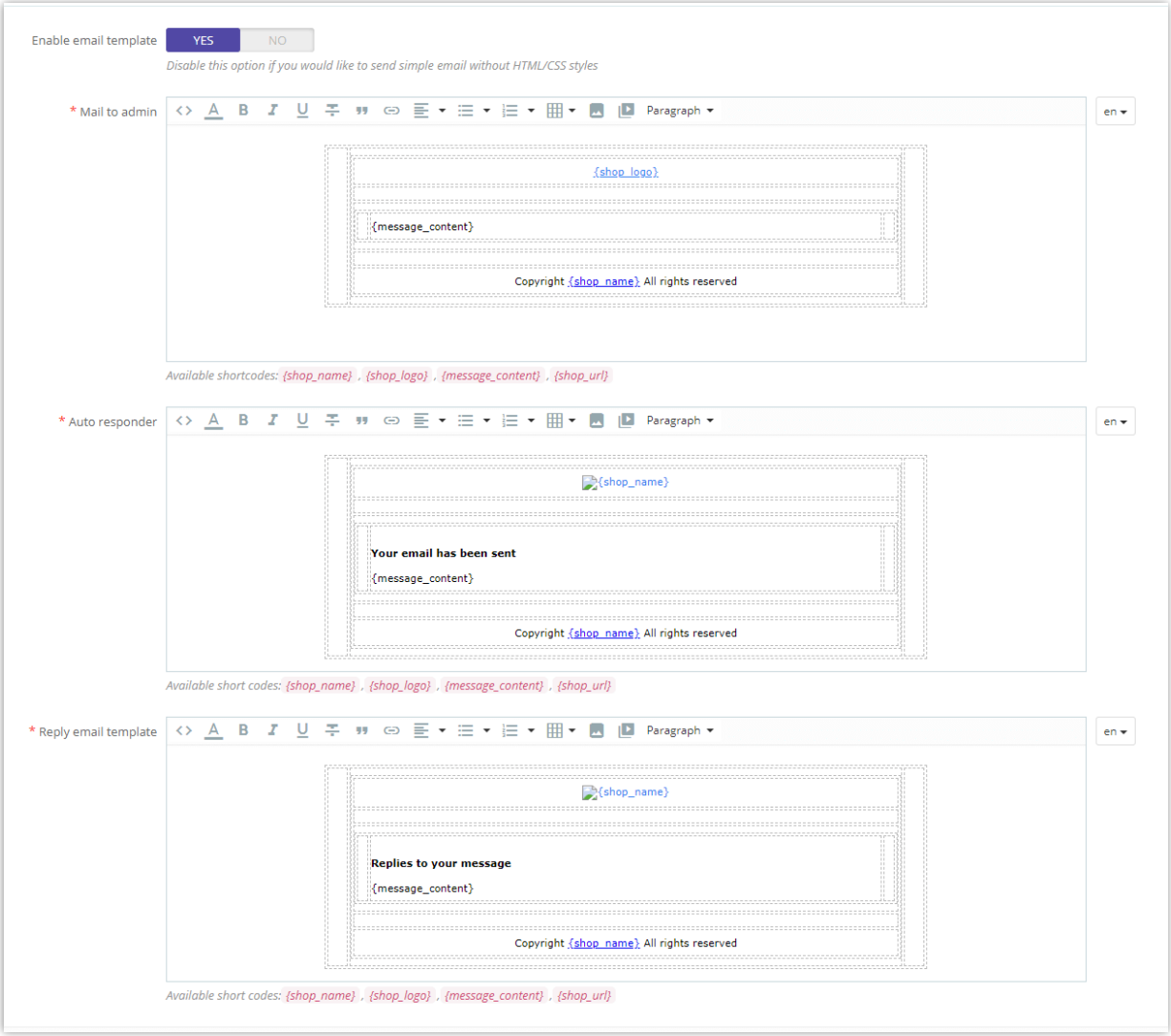
You can also see the number of messages received by each contact form in the "**Contact forms**" tab.



VII. SETTINGS

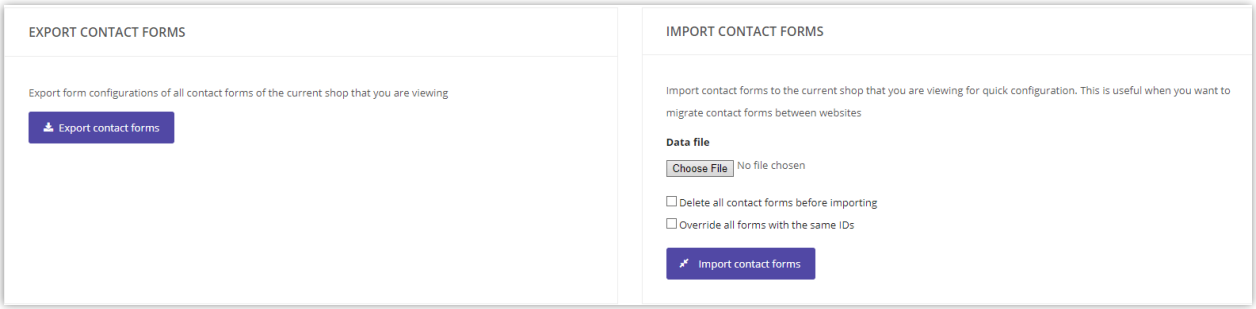
1. Email templates

Contact Form Ultimate allows you to customize “Email to admin” template, “Auto responder” template and “Reply email” template in the way you want.



2. Import / Export

This feature allows you to back up all contact forms' configuration and restore the contact forms anytime you want. This also helps you copy contact forms quickly from website to website.



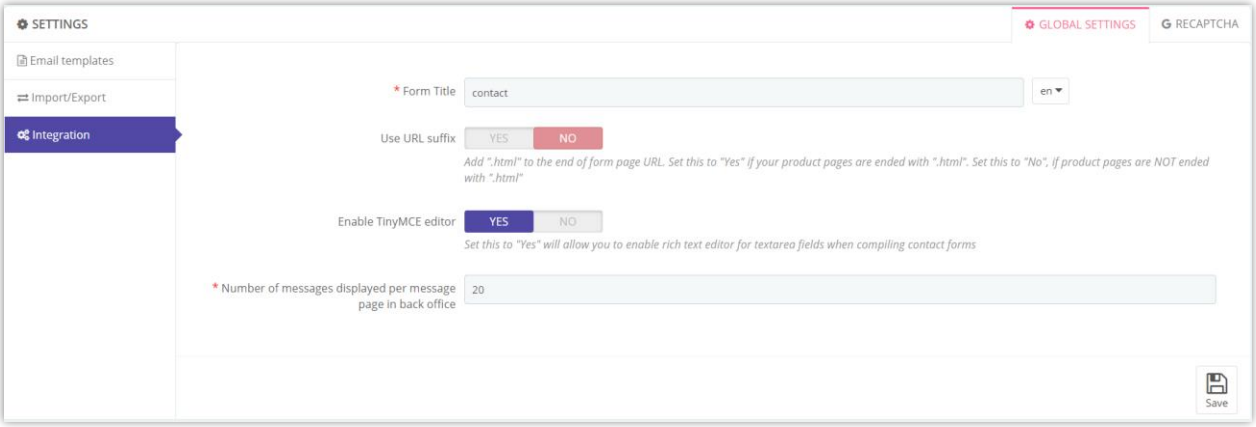
3. Integration

In the integration section, you can set up contact forms' general settings and reCAPTCHA.

In your website back office, navigate to "**Settings > Integration**"

a. Global settings

On the "Global settings" you can set up general rules for all contact forms (form title, enable URL suffix) and the number of messages displayed per page in the back office.



b. reCAPTCHA

To use Google reCAPTCHA, you will need to enter **Site key and Secret key** (for the Classic reCAPTCHA key) **or reCAPTCHA ID** (for the new reCAPTCHA project created in Google Cloud Console).

Google has announced that **all reCAPTCHA Classic keys must be migrated to Google Cloud Console by the end of 2025**. Previously, reCAPTCHA keys were managed separately on **Google reCAPTCHA Admin**, where users could create keys for free without linking a credit card. However, Google is now moving all reCAPTCHA services under **Google Cloud Console** for **centralized management**.

❓ What Does This Mean for You?

- If you **already have reCAPTCHA Classic keys**, you can still use them **until the end of 2025**, but you need to migrate them to a **Google Cloud project**.
- If you're **setting up reCAPTCHA for the first time**, you must generate **new keys** in **Google Cloud Console** instead of the old Google reCAPTCHA Admin.

🔷 What You Need to Do

If you are using reCAPTCHA Classic keys:

To continue using your existing keys, you must migrate them to Google Cloud Console.

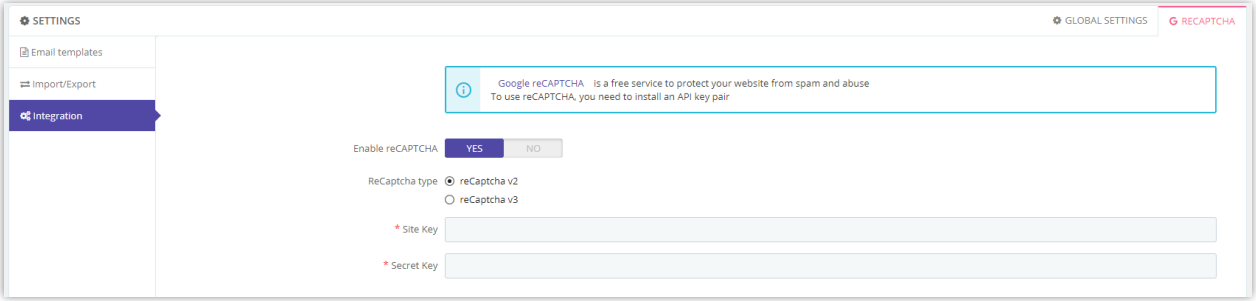
Follow this guide: How to Migrate reCAPTCHA Classic to Google Cloud

If you need new reCAPTCHA keys:

You must create new keys, depending on where you want to manage them:

- **Using the old Google reCAPTCHA Admin (until it is fully deprecated):** Create reCAPTCHA Key in Google reCAPTCHA Admin
- **Using Google Cloud Console (recommended for future compatibility):** How to Create reCAPTCHA Keys in Google Cloud

Navigate to **Settings > Integration > reCAPTCHA** subtab. Enable reCAPTCHA feature then enter your reCAPTCHA key.



Click "**Save**" to finish.

VIII. IP AND EMAIL BLACKLIST

With **Contact Form Ultimate**, you can enter IP addresses and email addresses of spammers and ban them from submitting your forms.

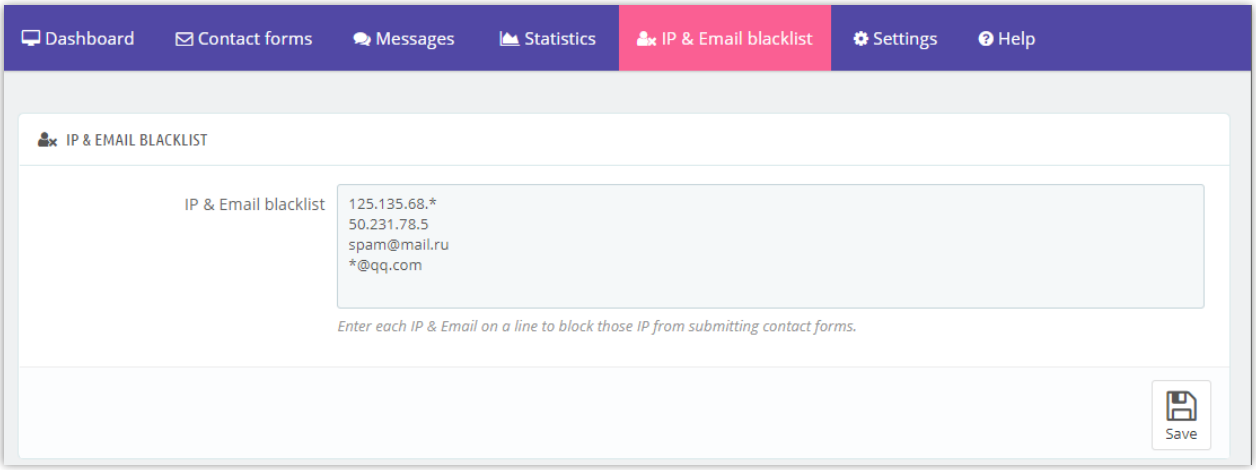
You may enter the exact IP address (for example: 69.89.31.226) or an IP pattern using "*" character, each IP/IP pattern on one line.

NOTE:

IP pattern is a way to represent an IP address range. You can replace one or several octets of IP address with "" character. For example, if you enter this IP pattern: 69.89.31.*, **Contact Form Ultimate** will ban all IP addresses from 69.89.31.0 to 69.89.31.255*

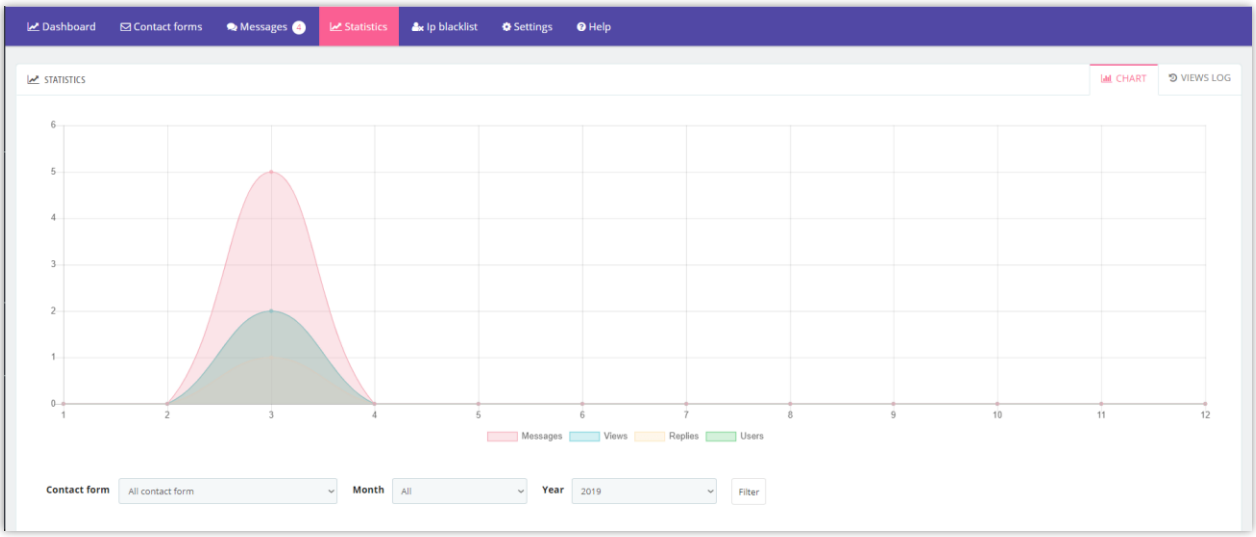
Similar to banning IP addresses, you can enter the exact email address or email pattern using "*" character, each email or email pattern on a line.

For example, if you enter *@mail.ru email pattern, **Contact Form Ultimate** will ban all emails which are sent from users having "@mail.ru" on their email addresses.



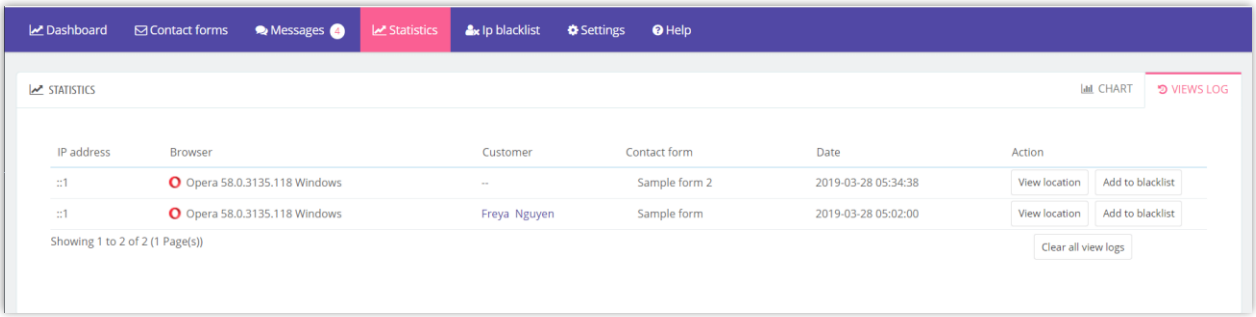
IX. STATISTIC

In this tab, you can see a statistic chart of messages, views and replies received through your contact forms.



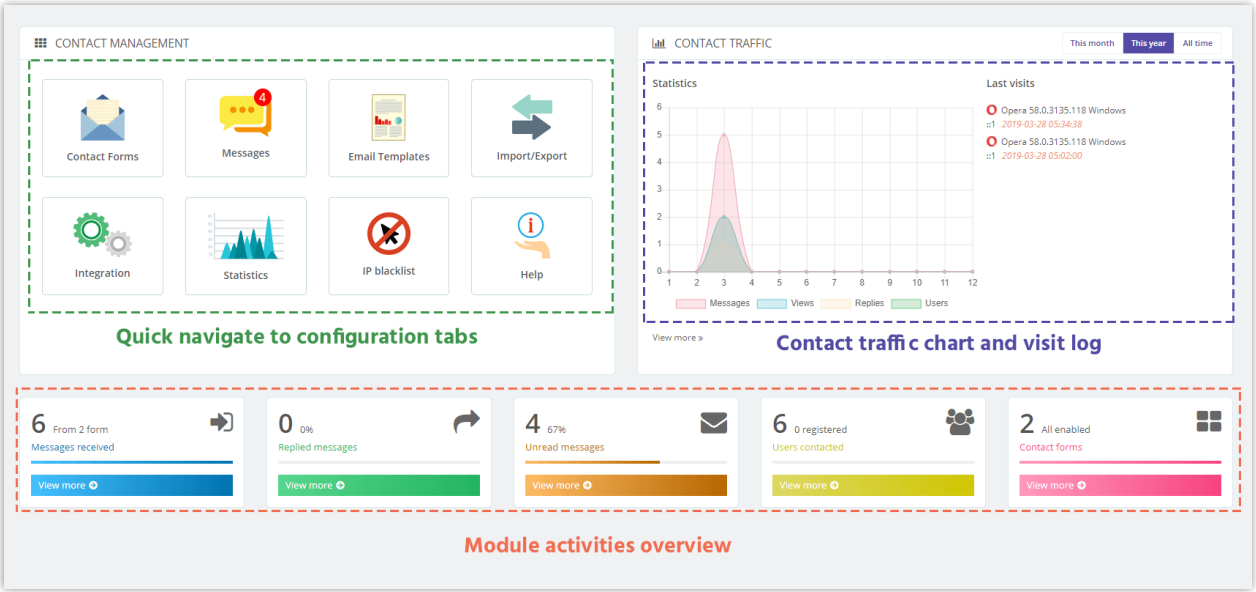
At the bottom of "**Chart**" tab, you can select some conditions to filter the chart like: contact form name, month and year.

From "**Views log**" tab, you can see the information of the customers who sent messages via contact forms.



- You can add any customer's IP address into IP blacklist by clicking "**Add to blacklist**" button.
- "**View location**" button will navigate you to an info page with your customer correct location.

X. DASHBOARD



XI. THANK YOU

Thank you again for purchasing our product and going through this documentation. We hope this document is helpful and efficient in the complete setup of this module on your website.

If you have any questions for which the answer is unavailable in this document, please feel free to contact us.