

Manual QA Checklist for Contact Forms (Frontend + Backend)

1. Form Rendering & Layout (Frontend)

- Form loads correctly on the page (no blank space or errors)
 - All form fields are visible and not cut off on any screen size
 - Labels, placeholders, and help texts are accurate and aligned
 - Submit button is visible, styled, and not overlapping other elements
 - Multi-step forms navigate smoothly between steps
-

2. Functional Testing

- All fields accept correct data (e.g., email, phone, number, text)
 - Required field validation works
 - Form does not submit when required fields are empty
 - Field-specific validation works (e.g., correct email format)
 - Success message or redirect occurs after submission
 - Form does not submit multiple times on double-click or refresh
-

3. Email Delivery Testing

- Submission triggers an email to the site admin or configured recipient
- Email includes all submitted field values
- Admin email uses correct subject, sender name, and format

- Auto-reply (if enabled) is sent to the submitter's email
 - Emails are not marked as spam (check junk folder)
 - Email logs (if plugin is used) record all submissions
-

4. Spam Protection (CAPTCHA/Anti-Spam)

- CAPTCHA is visible (if enabled)
 - CAPTCHA blocks form submission if not passed
 - Honeypot or other anti-spam features are working (invisible to user)
 - Bot submissions are blocked
 - CAPTCHA does not block legitimate users or cause false errors
-

5. Backend / Admin Panel

- Form entries are stored in the WordPress database (if supported)
 - Admin can view entries in dashboard (e.g., WPForms Entries)
 - Notifications are enabled and properly configured
 - All admin settings reflect what is rendered on the frontend
 - Redirects or thank-you pages are set correctly
 - Confirmation messages can be edited and previewed
-

6. Cross-Browser & Device Testing

- Form displays correctly on:
 - Chrome

- Firefox
 - Safari
 - Edge
 - Form works on:
 - Desktop
 - Tablet
 - Mobile (iOS/Android)
 - Form and fields are responsive and touch-friendly
 - No overlapping or misaligned fields in mobile view
-

7. Data Accuracy & Field Behavior

- Dropdowns, checkboxes, radios show selected value in email
 - Default field values (if set) appear correctly
 - Conditional logic (show/hide fields) works correctly
 - File uploads (if used) are accepted and attached to email
 - Uploaded files are virus-scanned or size-limited
-

8. Security Testing

- No form field allows HTML/script injection (XSS)
- No user can submit spam or SQL payloads (basic injection test)
- Form uses nonces or anti-CSRF tokens (plugin dependent)
- File uploads are restricted by type and size
- Form submission does not expose sensitive data

9. Integration Testing (Optional)

- Mailchimp or CRM integrations trigger properly (if configured)
- Submissions are pushed to Google Sheets / 3rd party
- Webhooks or automation tools (Zapier, Make) receive data
- Conversion tracking (GA4, Facebook Pixel) works on thank-you page

10. Error Handling

- Clear error messages show if submission fails
- Validation messages are user-friendly and localized
- JS console has no errors on page load or submit
- Form reloads or scrolls to top if submission fails
- Timeout errors (e.g., slow server) do not crash the form

11. Plugin-Specific Checks (Bonus)

Elementor Forms

- Elementor form widget settings save properly
- Actions after submit (email, redirect, Mailchimp, webhook) are tested
- Multi-column layouts remain responsive

Contact Form 7

- Shortcodes render properly in posts/pages
- Flamingo stores messages (if enabled)
- AJAX-based submit shows spinner and success without reloading page

WPForms

- Entry storage works
- Smart conditional logic behaves properly
- Templates can be reused without breaking

Final Recommendations

- Test with multiple real email addresses (Gmail, Yahoo, custom domain)
- Log sample submissions for demo/tracking purposes
- Periodically test forms even after go-live (monthly or quarterly)
- Backup form data if using database entry logging