

Manual steps needed to correct implementation of LJC-255 task

Perform on your integration org:

- 1) Setup -> Web-to-case-> Make sure Web-to-case is enabled and fill as below (make sure your white spaces are correct, because otherwise client will receive multiple response)

Web-to-Case Settings

Use a simple web form or a self-service customer community to make it easy for customers to submit cases directly to your customer support group. For detailed information on setting up Web-to-Case or Self-Service Community templates, see the Salesforce help.

Basic Settings

Enable Web-to-Case ☒ [i](#)

Require reCAPTCHA Verification ☐ [i](#)

Default Case Origin Web [i](#)

Auto-Response Email Settings

Default Response Template [i](#)

Hide Record Information ☐ [i](#)

Email Signature [i](#)

[Save](#) [Cancel](#)

Save

- 2) Setup -> All sites -> Products -> Builder
- 3) Pages -> Contact Support
- 4) Click on Contact Support Form

Contact Support Form [x](#)

Let users create cases using global actions.

> General Settings

> Site Performance

> Authenticated Users

▼ Guest Users

Global Action [i](#)

GuestCommunityCase [v](#)

Configure global actions for guest users

> Style

> Confirmation Text

Allow only required cookies for this site ☐ [More Details](#)

Redirect to custom domain ☐ [i](#)

Cache public Visualforce pages ☒ [More Info](#)

Guest Access to the Payments API ☐ [i](#)

Guest Access to the Support API ☒ [i](#)

Available Quick Actions		Selected Quick Actions
NewCase NewCommunityCase	Add Remove	GuestCommunityCase

Save

5) Publish your page