Valhalla Contact Form

Solving Problems

Form Layout is Broken

It definitely shouldn't happen if you're using the Valhalla WordPress theme, since VHCF was made for it, so it's 100% compatible.

If you aren't using our theme, it also should be working well, unless your theme has any stylesheet or custom script that may be affecting VHCF. So, check for incompatible CSS or JS using the Firefox Inspector.

Forms Are Not Being Sent to My Email

This have to do with your SMTP settings. By default, WordPress uses the PHP mail() function to send mails but not all servers have this feature enabled. What you should do is to install the WP Mail SMTP plugin https://br.wordpress.org/plugins/wp-mail-smtp/ and configure your desired SMPT like Gmail, Mailgun, SendGrid or any other SMTP server you have access to, including your host's.

Configuration Errors

When something needs your attention in your form, you'll see a configuration error message indicated by a red (!). Let's check how to solve those errors.

Errors in the Form Tab

Unavailable words: you may have named a form field with a word already in use by WordPress. To avoid this kind of incompatibility, we recommend to add a prefix to the name, for example, your-name instead of name.

Multiple fields inside a single label: we recommend that form fields go outside label elements. But if you insist on doing the opposite, each <label> tag must contain only a single field.

Errors in the Mail Tab

There is a possible empty field: empty fields in the Mail tab can cause problems while sending mails. That's why you shouldn't fill those fields with only mail-tags. For example, if the subject field contains only the tag [your-subject], this tag will be replaced by the subject text a user entered in the form. But, in case subject isn't a required field and users leave it empty, emails will have no subject. To avoid this, do something like Subject: You got a message "[your-subject]".

Invalid mail box syntax is used: in the To, From and Additional Headers fields, you can use mail-tags or directly type email addresses. In the second case, you must follow some formats that are supported.

Valid formats:

john@example.com

John Smith <john@example.com>

John Smith <john@example.com>, John Smith Jr. <johnjr@example.com>

Invalid format:

John Smith john@example.com

Sender email address doesn't belong to the site domain: imagine the SMPT server from where forms are being sent is server1.com, but in the From field in the Mail tab you typed an email address that belongs to server2.com, for example, myemail@server2.com. This generates an error because most servers including Gmail don't accept the From being different from the actual email address sending the email.

There are invalid mail headers fields: in the Additional Headers field you must type only valid mail header strings.

Valid:

Cc: boss@example.com

Reply-To: me@example.com

Invalid:

Cc boss@example.com // Missing colon

Reply To: john@example.com // Space in the field name

Attachment file doesn't exist: you're allowed to set file paths in this field but a file must actually exist at the specified path.

It's not allowed to use files outside wp-content folder: if you specify file paths in the File Attachments field, this path must refer to a file inside wp-content directory.

Errors in the Labels and Messages Tab

HTML tags are used: the fields in the Labels and Messages tab only accept text inputs. Please don't use any kind of HTML tag in them.