How to: View & Manage website contact submissions

This is a how-to guide on viewing contact submissions in the AUT Events Induction Portal.

The following submissions will be entered into the contact submissions table: contact form submissions, user name, position, and department change requests, and induction feedback.

Manager or Administrator access required

Last updated by Thomas Brears on 05/05/25. V1.0

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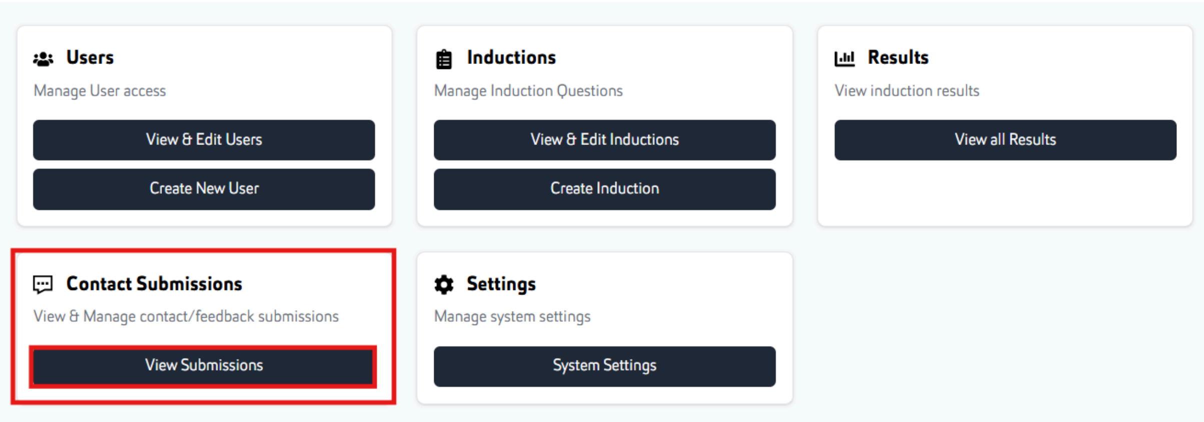
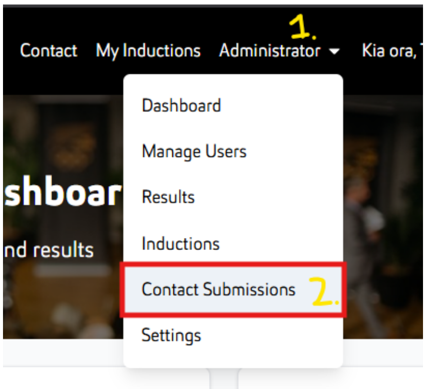
1. Navigate to the contact submissions page

Use the "View Submissions" button from the management dashboard on the Contact Submissions card, or use the navigation page dropdown and "Contact Submissions"



OR



NOTE: For administrators, this dropdown text in the navigation is called Administrator, and for Managers, it is called Manager

2. Submissions page overview:

a. **Submission stats:** The total number of submissions and the number and percentage of contact form vs. module feedback submissions.

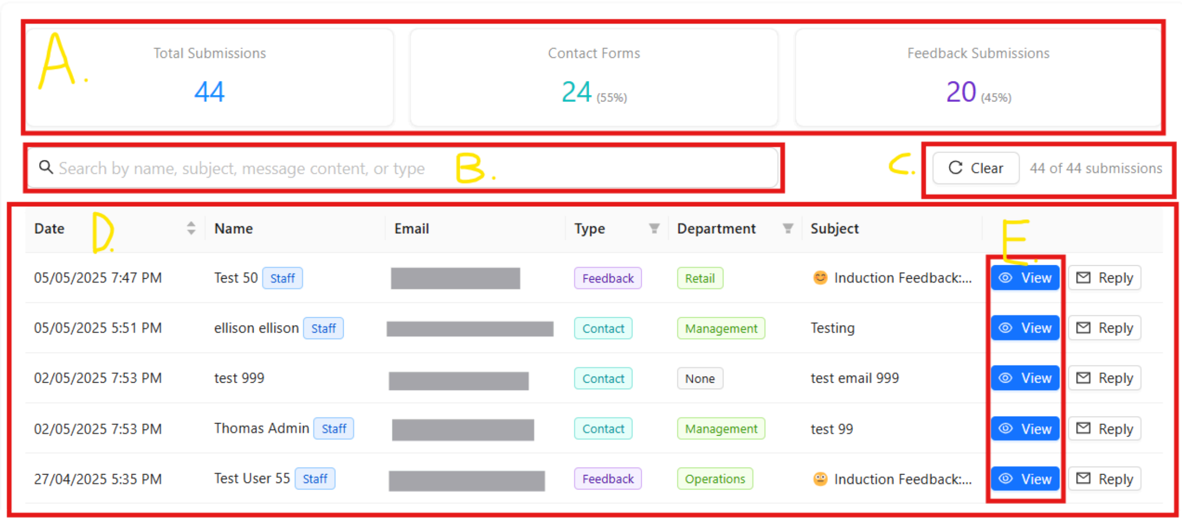
b. **Search bar:** Filter results by searching based on the submitter's name, the message's content, subject or submission type.

c. **Clear filter and number of submissions shown:** Here you can clear the filters applied from the search bar as well as seeing how many results are currently being displayed

d. **Table of submissions:** Here, all submissions are displayed, along with the date, the submitter's name, email and department, the submission type, and the subject, along with action buttons to view more information and the main body content.

e. **View content button:** Click this button to view the full submission message, including the body text.

f. **Page changer:** (Not shown on screenshot - bottom right of the table) Up to 10 submissions are displayed per page, and the pages can be navigated through.



2.1. Submissions table details

Here is a further breakdown of the submissions table

Each submission has its own row.

There are eight columns in this table

(From left to right)

1. **Date:** The date and time of submission is here (in DAY/MONTH/YEAR HOUR:MINUTE PM format)
2. **User's name:** The users first and last name is here - If they have been signed in when they submitted it, it will authenticate them as a staff member and have the staff tag next to their name
3. **Email address:** Next is the email address
4. **Feedback type**: Here is the feedback type - Currently, only Contact form and Induction feedback are available types (Contact / Feedback, respectively)
5. **Department**: Next is the department that the user is assigned to (if they are logged in when submitting)
6. **Message Subject:** We then have the submission's subject line here so you can have an overview of the submission
7. **View button**: This button will open a pop-up with the details of the submission and the full body content of the submission. See step 4 of this

guide for the details

8. **Reply button**: This button opens up your default email provider to send an email with the subject, like prefilled as the submission's subject line.

(**NOTE**: On smaller screens, it will be card layout instead of table)

3. Filter submissions

3.1. Search submissions

To search for a particular submission, use the search bar and filter the displayed results.

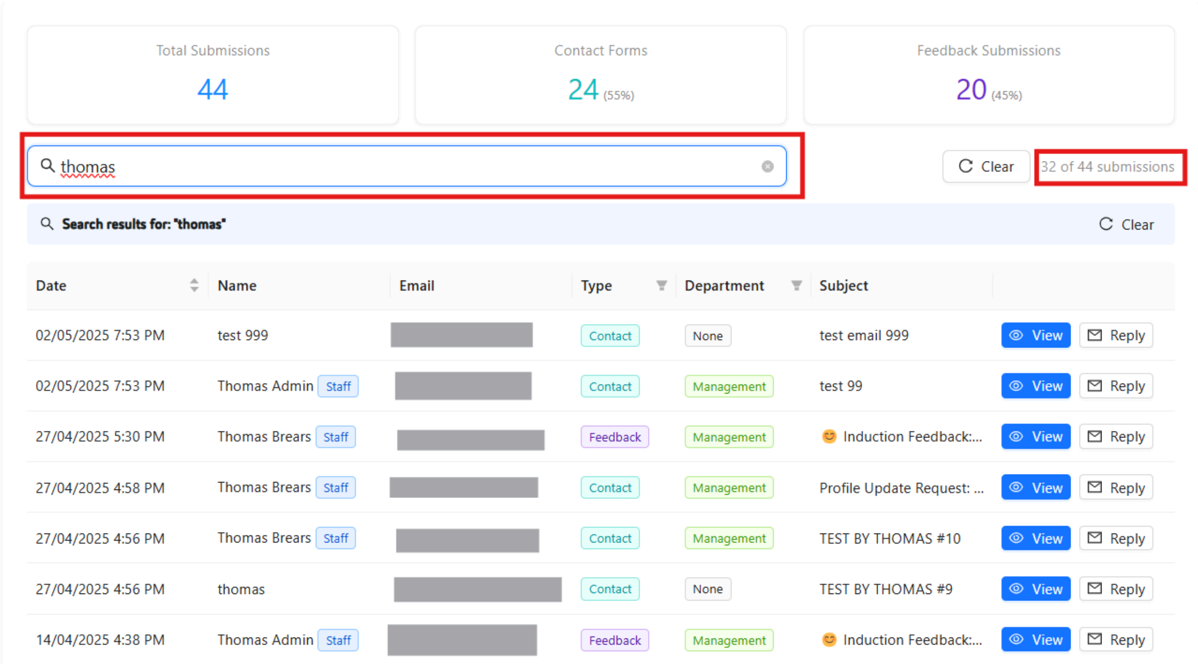
First, the search bar

Second, type in the search query

Results matching your query will be displayed as you type.

You can search based on the following information:

- The submitters name
- The submission subject
- The submission body message
- The submission type (Contact or Feedback)

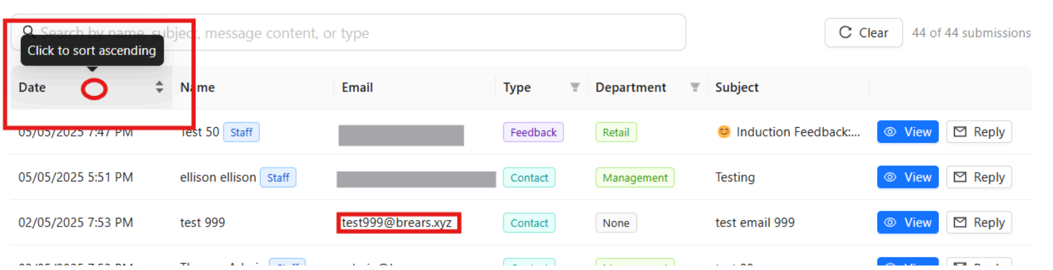


3.2. Filter submissions based on type, department, or sort by date

To filter the results by date, message type or department, use the filters within the table

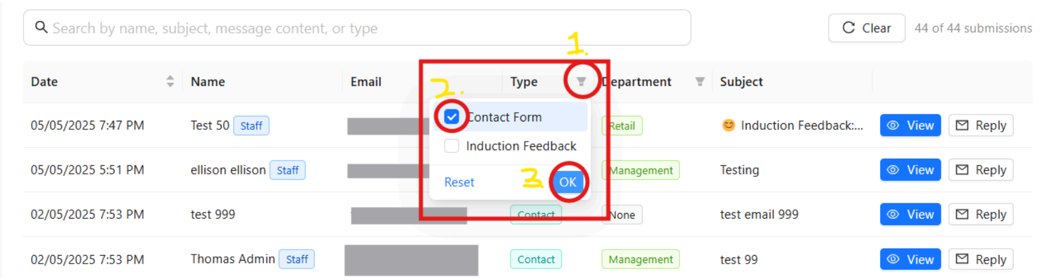
- **Sort by date:**

To sort by the date, click the arrow keys next to the title text "Date" in the first row. Clicking this will change the sort by date in ascending, descending or latest first (default)



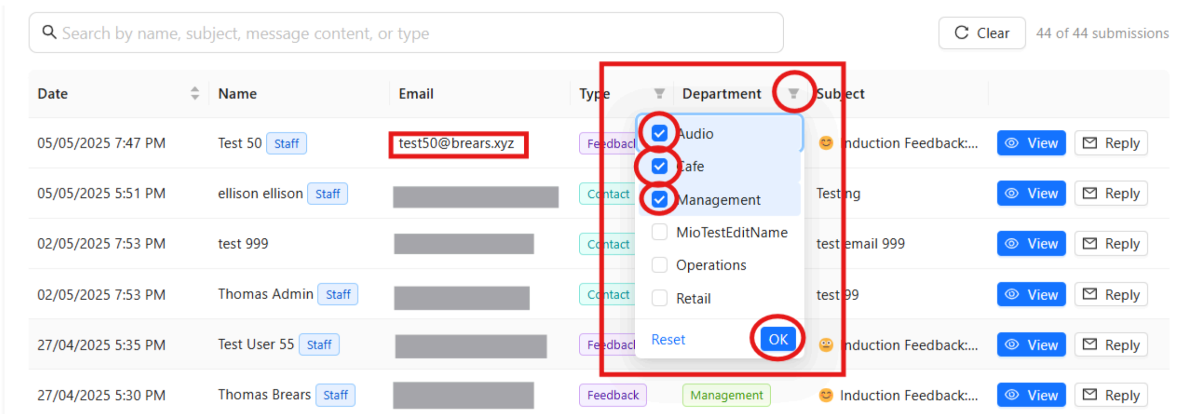
- **Filter by submission type:**

To filter by submission type (Contact form or Induction Feedback),
Click the symbol next to the title text "Type",
Select the type you would like to filter by (i.e. Contact Form)
Click the blue "OK" to apply the filter



- **Filter by department:**

To filter by the available departments
Click the symbol next to the title text "Department",
Select one or more department(s) you would like to filter by (i.e. Audio, Cafe, Management)
Click the blue "OK" to apply the filter

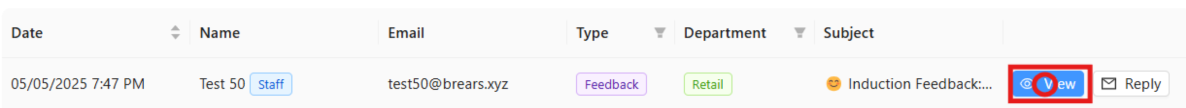


NOTE: This option is only available on larger devices where the table is used.

4. Extended information on the submission

To view more information of a submission, click the blue "View" button at the end of its row

This will open up a pop-up with an extended view of the submission



4.1. Extended info pop-up overview

a. **Feedback type title:** Type will be in the pop-up's title

b. **Submitter's details:** The submitter's name and email address will be displayed here.
If a logged in staff member submitted the form, they will have a "Staff" tag next to their name and have a button that'll navigate you to the edit details page to view their information.

c. **Submission date and ID:** Here is the date of submission along with the ID associated with this submission.

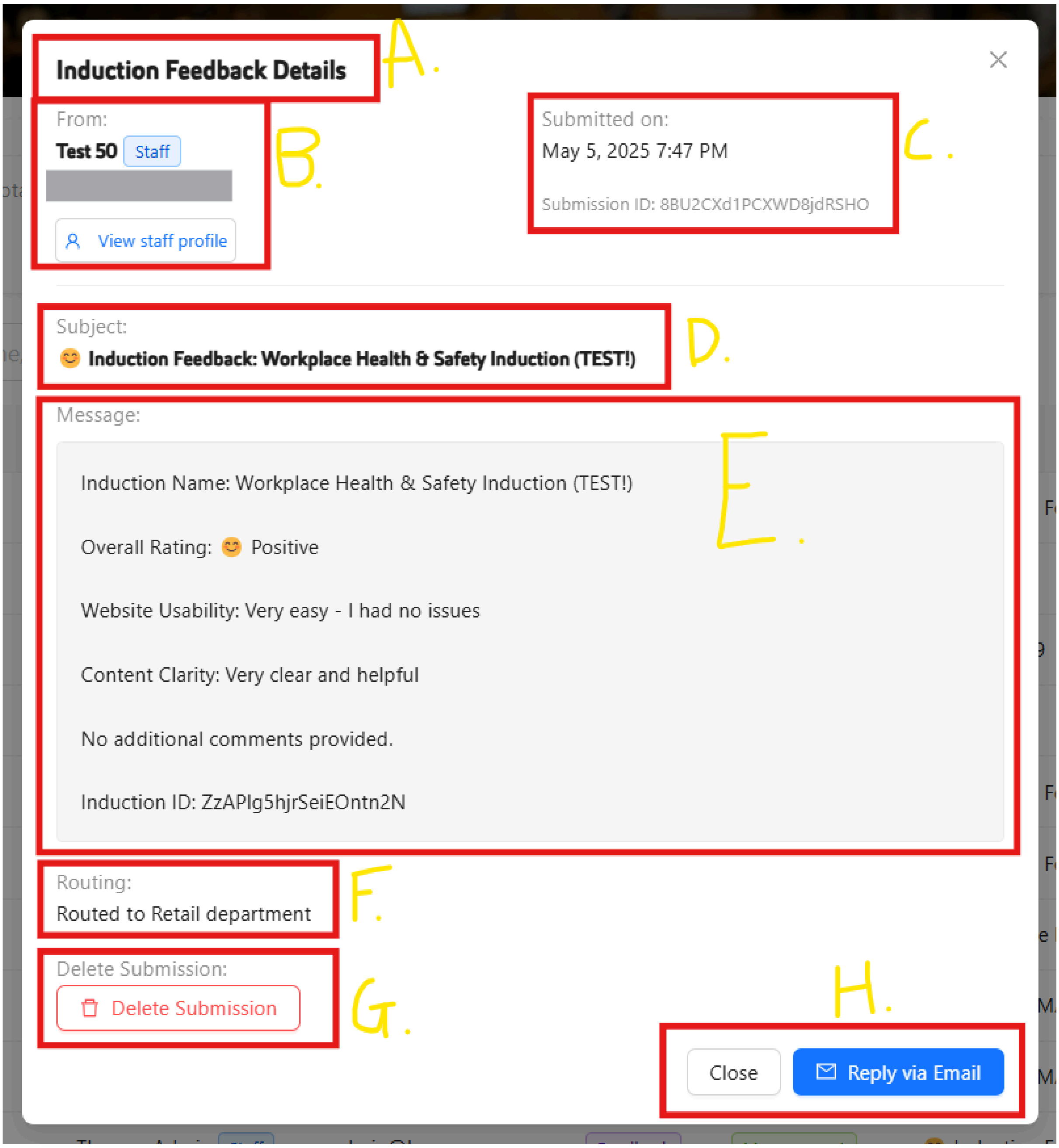
d. **Submission subject:**

e. **Submission body text:**

f. **Routing info:** Where this message was routed to will be shown here. if the user has a department, it'll be routed there by default, otherwise to default contact.

g. **Delete button** (**ADMINISTRATOR PERMISSION REQUIRED**): Admins will see a red "Delete submission" button, where clicking this will permanently delete this submission.

h. **Close and reply buttons:** Lastly, we have an outlined "Close" button that will close the pop-up and a blue "Reply" button that opens your default email provider to send an email with the subject, like prefilled, as the submission's subject line.



You are now able to view and manage contact submission sent to the system.

AUT

EVENTS

Induction Portal