

Change the message people see after sending a form

Write your own thank-you message, send people to another page after they submit, and decide what the automatic reply email says.

When someone sends your form, they should know it worked and what happens next. You can change that message, send them to another page instead, and edit the email they get back.

On a contact form

1. Log in to your site editor and open the page with the form.
2. Click the form to open its floating menu, then open its content settings. You can also right-click it and choose **Edit Content**.
3. Click the **Submission** tab, then **Actions after submission**.
4. In the thank-you box, write the message people see after they send the form. You can add color, bold, italics, underline and bullets.
5. In the error box, write what people see if something goes wrong.
6. To send people to another page instead, use **Redirect settings** and choose a page on your site or a page on another site.
7. Scroll to **Email Settings**. By default, the person who sent the form gets an automatic reply with a copy of what they wrote, as long as their email address is valid.
8. To change that reply, set the **Form name** (the sender name people see), the **Email subject line** and the **Email message**. Uncheck the box to include a copy of their answers if you don't want that.
9. To stop the reply altogether, turn off **Auto-reply to form submitter**. The other email settings then disappear.
10. Publish. If you don't see a **Publish** button, tell us and we'll publish it for you.

On a multi-step form

1. Click the form, then click **Steps** in its floating bar.
2. Click **Success** or **Error**. The page now shows that message instead of your questions.
3. Click the text and change the words. You can add other widgets here too.
4. For the automatic reply, click **Settings** in the floating bar and open **Email Notification to Site Visitor**. Turn on **Auto-reply to form submitter**, then fill in **Sent from**, **Email subject line** and **Email message**.
5. To send people to another page, open **After Submission Settings** and click **Redirect to a page after submission**. This skips the success message.

Tips

- Say what happens next, in your own words: "Thanks, we got your message and will be in touch." Only promise what you can keep.
- Keep the thank-you short.
- Send a test message to see exactly what customers see and what the reply email looks like.

Need a hand?

Email hello@zossoz.com with your business name, the page, and the wording you'd like, and we'll take care of it. A wording change on an existing form counts as one of your small changes for the month. We reply within one business day. See [Request a change](#).

Related guides: [Add a contact form](#) · [Add or change the questions on a form](#) · [Where your form messages go](#) · [Build a form with several steps](#)

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