

Change who gets your form messages

How to ask us to send contact form messages to a different email address, and why the request must come from the contact on file.

Maybe a manager now handles bookings, or you've started using a new email address. Here is how to change who receives the messages from your site's contact form.

What to send us

Email hello@zossoz.com from the address we have on file for you, and include:

- The email address or addresses that should receive messages, written out in full
- Whether the old address should stop receiving them
- The date you want the change to start, if it isn't now

For example: "Please send form messages to orders@mybusiness.com and keep sending them to me for two weeks."

What happens next

1. We make the change in your site's form settings.
2. We send a test message through the form and check that it reaches the new address.
3. We write back to confirm, and ask you to check your inbox too.

Why we ask you to write from the address on file

Form messages can hold customer details. To protect you, we only change where they go when the request comes from the contact person on your account. If someone else on your team writes, we'll reply to you first and ask you to confirm.

Good to know

- You can have messages go to more than one person. Each of them will need to check their own spam folder the first time.
- A shared address, like info@ or orders@, is a good choice when more than one person answers. It also means messages don't get lost when someone leaves.
- Please use an address that you or your team actually read. If a message goes to an inbox nobody checks, the customer waits.
- This is a change to your contact details, so it counts as one of your small changes for the month.
- If the form's messages are the issue because you're not getting them at all, see [Where your form messages go](#).

Need a hand?

Tell us what you'd like to happen, in your own words, and we'll suggest the setup. Email hello@zossoz.com.

Related guides: [Where your form messages go](#) · [What your contact form asks for, and why](#) · [Update your phone number or address](#) · [Request a change](#)

More guides: [the Zossoz Help Center](#) · [Questions?](#) Email hello@zossoz.com