

See and download your form messages

Find every message people sent through your forms, search them, reply, and download the whole list as a spreadsheet file.

Every message sent through your forms is saved in a list, as well as emailed to you. The list is handy when an email gets lost, when you want to look up an old enquiry, or when you want everything in one spreadsheet.

See the list in your editor

1. Log in to your site editor.
2. In the side panel, click **More**, then **Settings**.
3. Click **Manage Form Responses**.
4. Click the tab for the form you want. You'll see one row per message, with the date and every answer.
5. To find one message, type an exact name, phrase or number in the **Search responses** box. Partial or misspelled words may not match.

Download the list as a file

1. Open your site dashboard from your site list.
2. Click **Form Responses** under **Site Overview**.
3. Click **Export to CSV** at the top right. The file opens in Excel, Numbers or Google Sheets.

The **Export to CSV** button shows only when your live site has at least one message. You can also right-click your contact form in the editor and choose **Download responses**. If you don't see it, there may be no messages on the live site yet. A multi-step form can be downloaded only from the dashboard.

Reply to a message

- In the email the form sends you, click **Reply to Customer**. The customer's email address fills in for you. If they gave more than one address, only the first one is used.
- Replies sent this way can land in the customer's spam folder. For an important one, copy their address and write a fresh email.
- If they gave a phone number, you can call instead.

Good to know

- A test message sent from the preview reaches your inbox, but it doesn't appear in the list or in the downloaded file.
- A downloaded file holds people's details. Keep it somewhere private and delete it when you're done.
- If a message you expected isn't in the list, see [Where your form messages go](#).

Need a hand?

Email hello@zossoz.com with your business name and what you're looking for, and we'll take care of it. We reply within one business day. See [Request a change](#).

Related guides: [Where your form messages go](#) · [Change who gets your form messages](#) · [Delete someone's form messages when they ask](#) · [Add a contact form](#)

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