

Cut down spam from your forms

Your forms already have a built-in spam check. See how it works, adjust how it looks, and what to do about junk that still gets through.

Forms attract junk from bots. Every new form on your site already comes with a spam check (reCAPTCHA). It is there to keep spammers out and to make sending quicker for real people. You can't turn it off.

Change where the check shows

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. Find the **reCAPTCHA** section.
4. Choose a position for the check on the form.
5. Choose whether it shows as an icon or as text.
6. Preview the page, then publish. If you don't see a **Publish** button, tell us and we'll publish it for you.

If junk still gets through

- Delete it from your list of messages. In the editor, click **More**, then **Settings**, then **Manage Form Responses**, and use the delete option on the row. See [See and download your form messages](#).
- Tell us if the junk is constant. Email us the page and a couple of examples.

If real messages go missing

Sometimes the problem is the opposite: your email provider sends form messages to spam.

1. Check your spam or junk folder, and mark the message as not spam.
2. Look at your email filters and blocked-sender list in case a rule is catching them.
3. Check that the address in the form settings has no typos.
4. Send a test message through the form.

If they still don't arrive, email us. We can send you the sender address to add to your safe list, and check the form itself. See [Where your form messages go](#).

Need a hand?

Email hello@zossoz.com with your business name, the page and a few examples of the junk, and we'll take care of it. We reply within one business day. See [Request a change](#).

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

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