

FlexiContact Plus for Joomla

User Guide

Version 10.06c
1 December 2015
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Introduction

FlexiContact Plus is a Joomla extension that enables you to easily create contact forms on your Joomla website. It is a more sophisticated version of the popular free extension, FlexiContact.

The contact page and its behaviour are extensively configurable by using the menu system found in the Joomla administration interface, under Components, FlexiContact Plus.

FlexiContact Plus consists of a Component and an optional Plugin. We assume that you are familiar with these Joomla terms.

Licence

FlexiContact Plus is licensed under the GNU General Public License Version 2, the same licence that Joomla itself uses. The GNU General Public License is a Free Software license, in the sense that you have full access to the source code and are allowed to modify and re-distribute it. For more details please see http://www.gnu.org/licenses/old-licenses/gpl-2.0.html

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Installation

Installing the Component

Install the FlexiContact Plus Component using the Joomla Extension Manager.

Following installation, you will find a new administrative component called "FlexiContact Plus", where you can manage the configuration.

To create a contact form on the site, create a menu item of type FlexiContact Plus Contact Page.

Installing the Plugin

The FlexiContact Plus Plugin allows you to create a contact form or a "popup" contact form anywhere in any article, or in a Custom HTML Module.

The Plugin is not installed when you install the Component. You must download it separately and install it using the Joomla Extension Manager. You must then enable it in the Joomla Plugin Manager.

The Plugin requires the Component to be installed. It cannot function without the Component, and all configuration is performed in the Component.

Upgrading

To upgrade to a newer version of FlexiContact Plus, just install the new version. There is no need to uninstall first. You will not lose your configurations or any other data. If you have created a highly customised CSS for FlexiContact Plus, there may be some impact, since the html structure can change from time to time.

Version 8.00 introduced some changes to the form structure as well as the structure of radio buttons and checkboxes. As a result the CSS files needed to change, and the CSS files were renamed from com_fcp_*.css to fcp_*.css. When you install a new version over a version older than 8.00, your configurations are automatically updated to use the closest matching new CSS file. Any old CSS files are moved to an "old_css_files" directory under the components/com_flexicontactplus/assets directory.

Upgrading From FlexiContact

FlexiContact Plus is completely separate from FlexiContact. Both can be installed at the same time if you wish. FlexiContact Plus does not import your configuration from FlexiContact, but you can import your log entries if you wish.

Uninstalling

To uninstall either the Component or the Plugin, use the uninstall option in Extension Manager. The software and any image packs you have installed will be completely removed. Two database tables will remain, jos_flexicontact_plus_log and jos_flexicontact_plus_config. You can remove these using a database utility such as PhpMyAdmin.

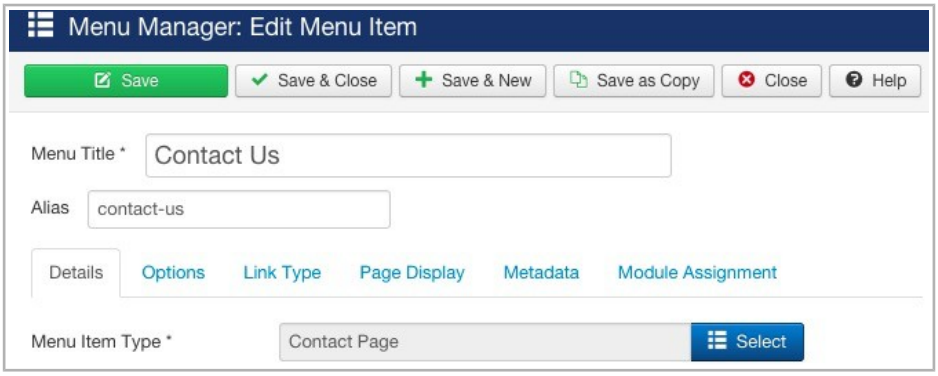
Joomla Global Mail Settings

FlexiContact Plus uses the Mail Settings in Joomla's Global Configuration. If you have not already set these up, you must do so before FlexiContact Plus will work properly.

Go to Site, Global Configuration, Server. The "Mail from" address should be a valid email address otherwise some mail servers will reject your messages as spam. Some servers will only send mail successfully if the from address mailbox exists on the sending server.

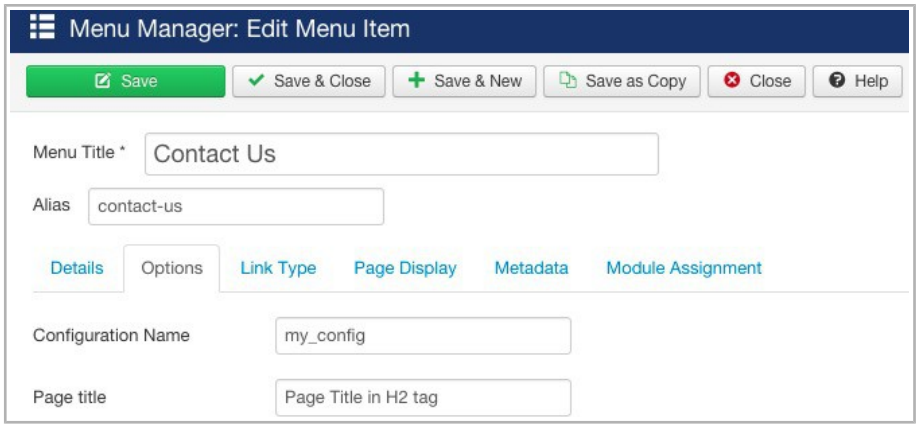
Making a Contact Page Using a Menu Item

The simplest way to make a contact page is to create a menu item of type FlexiContact Plus Contact Page. This method only requires the FlexiContact Plus Component to be installed. You do not need to install the Plugin. These are screenshots from Joomla 3.4. Things might look a little different in your version.



To create one simple contact page with one configuration, that is all you need to do.

If you have created additional configurations, or you use multiple languages, you will need to specify the FlexiContact Plus Configuration Name on the Options tab.



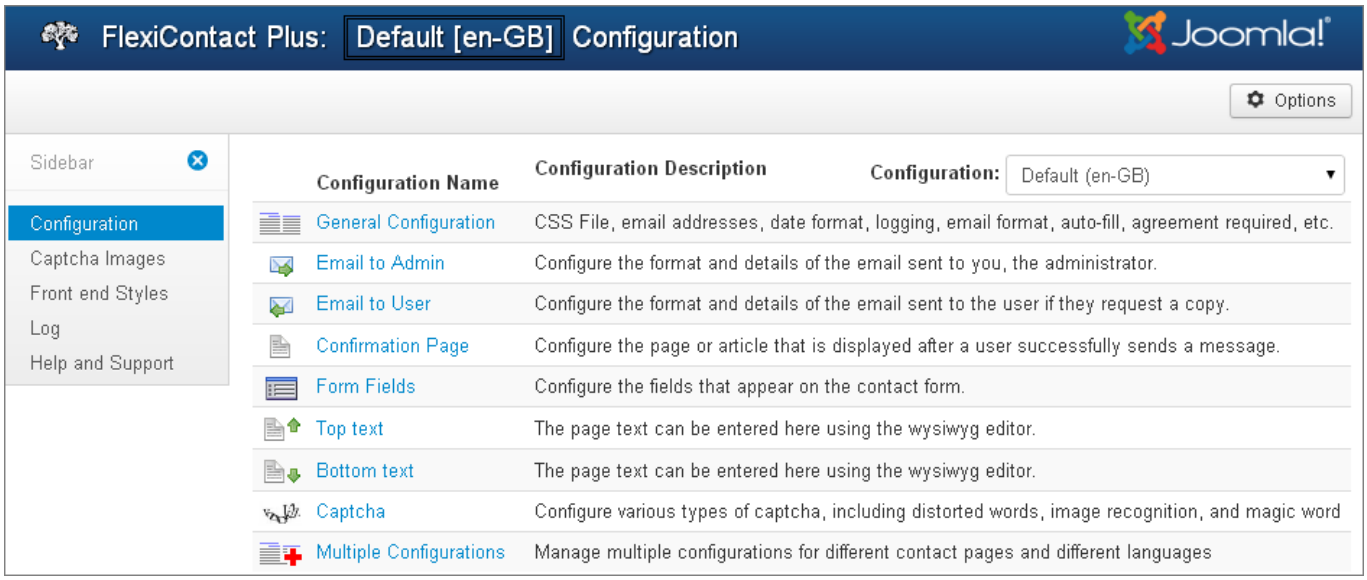
If you only need one contact form, you can ignore the Configuration Name (leave it blank) and it will default to your one and only form. If you use multiple configurations or multiple languages, you must enter the name of the relevant configuration here.

If you want a page title in an <H2> tag, use the Page Title of the Options tab. If you want a page title in an <H1> tag, use the Page Heading in the "Page Display" tab, and set "Show Page Heading" to Yes.

You should now have a working contact form, which will send emails to the "From email" name setup in Joomla Global Configuration. You can change this in General Configuration.

Configuration

In the Joomla administration interface, click on Components, FlexiContact Plus. The Configuration section has its own menu, like this:



If you only use one configuration, you do not see the Configuration selector, at the top right of this menu.

FlexiContact Plus is installed with one basic configuration, which you can change to suit your requirements. This section describes the options for a single configuration. All of the options can be different for different contact forms and different languages, but we will leave that discussion until later.

General Configuration

CSS File

FlexiContact Plus comes with a selection of CSS files, which each give the contact form a different appearance. The dropdown list shows all the CSS files available. See the section on Styling for more information.

Send button text

If you leave this option blank, the "Send" button on the contact form will be drawn with the default text for the current language, e.g. "Send", "Envoyer", "Abschicken", etc. If you enter some text here, this text will be used instead.

Script file

If you enter the name of a Javascript file here, the file will be loaded on the contact page. If a file is specified, it must exist in the <site>/components/com_flexicontactplus/assets directory. You do not need to specify a script file for FlexiContact Plus to work properly. This feature is only for advanced users.

From name

If you leave this setting blank:

- The from name of the "admin email" (the one sent to the Email To, Email Cc and Email Bcc addresses entered below) is the user's name from the contact form data.
- The from name of the "user email" (the copy sent to the user, if any) is the Mail From name set in Joomla Global Configuration.

If you enter anything in this field it overrides the from name in **both** emails.

From email address

Please take a moment to understand this setting. The "from address" of an email can be very relevant to whether it is treated as "spam" or not. For reliable email delivery, we recommend that you enter an email address here that has its domain registered on your server.

If you leave this setting blank:

- The from address of the "admin email" is the ***user's email address from the contact form***.
- The from address of the "user email" is the Mail From address set in Joomla Global Configuration.

If you enter an email address here it is used as the from address in **both** emails.

In either case, the "Reply-to" address of the admin email is always set to the user's email address from the contact form.

Some servers will happily send emails with an arbitrary from address. Some servers will not send such emails at all. For servers that do send such emails, they might sometimes be delivered successfully, and sometimes treated as spam.

We discuss this subject in more detail in the Email Troubleshooting section.

Email To

This is the email address that messages entered on your contact forms are sent to. When the component is installed this is set to the "From Email" address setup in Joomla Global Configuration. You can leave it like that, or enter a different address. You can only enter one address here. If you want the user to be able to select from multiple destinations (departments, for example), you can add a Recipient Selector field to your form. If a Recipient Selector field is used, it will override the email address specified here.

Email Cc

Any email addresses that you want to be copied. You can enter multiple addresses here, separated by commas. A Recipient Selector field does not override this email address.

Email Bcc

Any email addresses that you want to be blind copied. You can enter multiple addresses here, separated by commas. A Recipient Selector field does not override this email address.

Date Picker

If your contact form includes any date picker fields, you can choose from several different date pickers. Each of them has a slightly different visual style, and some may suit your site better than others. It is sometimes possible for Javascript conflicts to prevent one or more of the date pickers from working properly, and in these cases the easiest solution is just to choose a different one. The options are:

None	No date picker. The user must type dates in the correct format.
HTML5	Uses a date picker drawn by the browser. At the time of writing only Chrome, Safari and Opera support this, but it is part of the HTML5 standard so in the future this should be a good option.
Joomla	The date picker normally seen in the back end of Joomla. It uses MooTools.
JQuery (grey) JQuery (sunny)	The JQuery date picker with a grey or yellow ('sunny') theme.
Mootools (grey) Mootools (gold) Mootools (green)	A date picker using the Mootools Javascript library and a selection of different themes. These date pickers are responsive and a good choice for mobile phones. The

Mootools (blue) Mootools (sunny)	themes are also fairly easy to modify.

Input Date Format

If your contact form includes any date picker fields, you have a choice of date formats. If you choose the HTML5 date picker, this option is disabled because the browser uses the user's regional settings to determine the date format.

Start day of week

If your contact form includes any date picker fields, you can choose the first day of the week for the date picker. If you choose the HTML5 date picker, this option is disabled because the browser uses the user's regional settings to determine the first day of the week.

Logging

Logging is on by default, but you can switch it off. When logging is on, all emails are logged to the database, and are viewable and searchable in the log list.

Send HTML

If set to Yes, emails are sent in HTML format, and so can include text formatting, links to images, etc. If set to No, emails are sent in plain text format.

Autocomplete Off

If you set this option to Yes, the *autocomplete="off"* attribute is added to the form. This should prevent browsers from displaying options to fill in the form fields based on values entered previously.

Autofill

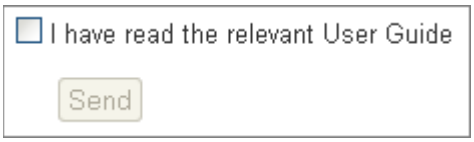
Controls automatic filling of the name and email address for users who are logged on to the front end of your site. You can choose whether the user's name or username is used to populate the name field.

Email to User

When a user successfully fills in the contact form, an email is always sent to the "Email To" address. You may or may not want an additional email to be sent to the user, or you might want to let the user choose whether or not to receive a copy of his enquiry.

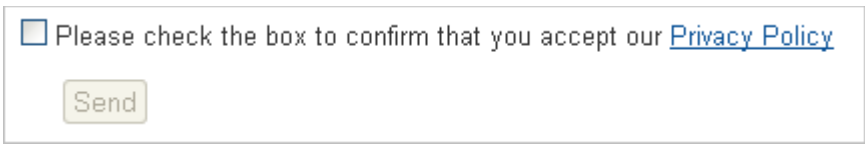
Agreement Required

This option allows you to require that users click a checkbox to enable the Send button. This function is triggered by entering something in the Prompt field. For example:



The send button is initially disabled. Clicking the checkbox enables the Send button.

The Name and Link fields are optional. If they are both non-blank, the link is added after the prompt, and when clicked, the link opens in a popup window, if the browser allows. In this example the Name is "Privacy Policy" and a link is specified:



The Link can be any valid URL. You might like the popup window to contain just text without your site template. You can do this using the Joomla "tmpl=component" URL parameter, which tells Joomla to display component output without the template or modules. For a non-SEF site you could add it like this:

index.php?option=com_content&view=article&id=4&Itemid=18**&**tmpl=component

For a SEF site (where tmpl is the first parameter) it needs to be like this:

index.php/privacy-policy**?**tmpl=component

Note that when an article is loaded in this way, the site template is not loaded, so none of the usual css styles are available, and the text willl look rather plain. If you want to have more control over the formatting of your popup window, you can specify the URL of a completely stand-alone html formatted page. For example:

http://mysite.com/documents/terms.html

File Types

A list of file types that can be uploaded using file attachment fields. For example to accept all photos you might want to specify "jpg, gif, png". The default is that no file types are allowed, so if you intend to use file attachment fields, you must enter the relevant file types here.

Max File Size

The maximum size of files that can be uploaded using file attachment fields, specified as a number of kilo-bytes. The maximum is restricted to 10240 (i.e. 10Mb) or the PHP "upload_max_filesize" setting, whichever is the smaller.

This setting applies for each individual file attachment field. Most servers can accept and email one or two 10Mb uploads, however this does depend on the amount of memory allocated to your hosting account. If your form requires multiple large file attachments, you should thoroughly test it using files of the maximum size.

Email Templates

These options allow you to specify the exact contents and format of the emails sent. Email to Admin is the main email that is always sent to the "Email To" address. Email to Client is the email that is optionally sent to the user.

You can make these emails completely different if you wish. The emails are setup as templates, with data entered by the user represented by variables. The default admin email is as follows:

```
From %V_FROM_NAME% at %V_FROM_EMAIL%

%V_OTHER_DATA%
```

When FlexiContact Plus sends the email, it replaces the **%V_FROM_NAME%** with the name that the user entered on the form. It replaces **%V_FROM_EMAIL%** with the email address that the user entered on the form. And it replaces **%V_OTHER_DATA%** with all the other data that the user entered.

Using the various **%V_...%** definitions, you can customise the emails to your exact requirements. Here's an example of a customised Client Email:

```
Dear %V_FROM_NAME%,

Thank you for contacting Les Arbres Design. We have received
your message regarding %V_FIELD_VALUE_04% and we will respond
as soon as we can.

Best regards,
Les Arbres Design

The message we received from you was:

%V_OTHER_DATA%
```

You can remove any variables you don't want to see, change the layout, and add text wherever you want. The full list of variables is on the screen when you edit the emails.

Note that Joomla does not allow the following texts to appear in email content and will strip them out:

"From:", "To:", "Cc:", "Bcc:", "Subject:", "Content-type:"

The Confirmation Page

You can configure the page that is shown after a user sends an email. You can either configure a link to an article already on your site, or you can specify the contents of the page here. If you specify both, the link takes precedence. The link can be a full HTTP URL, or it can be a path relative to your site root.

If you specify the page contents, you can include any of the same variables used for the email templates. For example:

```
Thank you for your enquiry about %V_FIELD_VALUE_04%. We have
received your message.

We have sent a confirmation email to %V_FROM_EMAIL%. Please
check that you receive it because we will reply to the same
email address.

We will reply as soon as we can. The message we received from
you was:

%V_OTHER_DATA%
```

Template Variables

The following variables can be used in the two email templates and the confirmation page.

%V_FROM_NAME%	The user's name, as entered into the field of type "From name".
%V_FROM_EMAIL%	The user's email address, as entered into the field of type "From email address".
%V_SUBJECT%	The email subject, as entered into the field of type "Email subject".
%V_OTHER_DATA%	All data other than the above, including the field prompt and the data entered for it.
%V_ALL_DATA%	All form data including the name, email address and subject.
%V_FIELD_PROMPT_xx%	The prompt for field xx, where xx is the two digit field number shown on the field list, for example %V_FIELD_PROMPT_04% **Note that if you re-order the fields, these numbers change.**
%V_FIELD_VALUE_xx%	The value entered by the user in field xx, where xx is the two digit field number shown on the field list. For a file attachment field, the value is the filename, for example %V_FIELD_VALUE_04%. **Note that if you re-order the fields, these numbers change.**
%V_BROWSER%	The user's browser type.
%V_IP_ADDRESS%	The user's IP address.
%V_SITE_NAME%	The site name as configured in Joomla Global Configuration.
%V_SITE_URL%	The URL of the site.
%V_URL_PATH%	The "path" portion of the URL of the contact page.
%V_PAGE_TITLE%	The page title. For the component view this is the title configured in the menu item. For the plugin, this is the article title. This variable does not work for modules or popup contact forms.

Top Text and Bottom Text

You can configure some content to appear above and below the contact form. It can include formatting, images, links, and calls to plugins (but not to the FlexiContact Plus Plugin).

Top Text and Bottom Text is not displayed by the FlexiContact Plus Plugin. When you use the plugin, you can specify the relevant text around the form directly in the article or module.

Captcha

FlexiContact Plus supports five types of Captchas. All are optional. You can enable multiple captcha systems on the same contact form, but you cannot enable both Google captchas at the same time.

Show Captcha for Logged in Users

This option defaults to Yes, in which case any configured Captcha is used regardless of whether the user is logged in or not. If you set this option to No, Captcha will not be used for logged in users.

Magic Word

The magic word is a word or phrase that the user must find and enter before they can send you a message. FlexiContact Plus does not display the magic word, it is up to you to show it somewhere on your site. You could display it on the contact page itself (in the top or bottom text), or you could make it more difficult to find, for example by placing it on another page or inside a PDF document that you want people to read before sending you a message. The magic word is not case sensitive.

Image Captcha

Image captcha displays a number of images at random, and asks the user to click on the cat / mouse / dog / etc. It is a simplistic system that provides basic spam protection without making life difficult for potential customers.

Please be aware that picture based systems like this are less secure than traditional Captcha systems. Even picture systems with millions of images are not considered totally secure. Microsoft once developed a system with more than three million images, which researchers claim to have broken (http://en.wikipedia.org/wiki/CAPTCHA).

To use the image captcha system, set the "Number of captcha images" to a number greater than zero and less than or equal to the number of images installed. That number of images will be displayed at the bottom of the contact form, and the user must select the correct image for the email to be sent.

If you leave the height and width blank, the images are shown at their true size. If you specify both height and width, the images are shown at exactly the size configured. If you only specify one of the parameters, the other is calculated according to the image's true aspect ratios.

Adding noise or distortion to the images should make the system harder to break. There are several types of noise and distortion to choose from. Some types of server caching can interfere with the system. Try "raw image mode" if you experience any problems with the system.

Traditional Captcha

The open source SecureImage captcha system is more user-friendly than the original version of the Google reCAPTCHA system. To enable it, simply select any of the options other than "None". You can select words or simple mathematical puzzles, easy or hard levels of distortion, the size of the image displayed, and the colours used. The size of the font used is determined by the image height.

This captcha might not work properly with certain kinds of server caching. If you experience problems, make sure that Joomla caching is switched off in Global Configuration, and make sure the Joomla system cache plugin is not enabled.

Google reCAPTCHA

This is the original version of the Google reCAPTCHA system. To enable it, select any of the theme options other than "None". You must obtain a site key and a secret key by registering at this web page:

https://www.google.com/recaptcha/admin/create

It's best to leave the language blank and let Google auto-detect it. You can force a language by entering a two or five character language code, for example "en", "RU", "pt_PT", "pt_BR", etc. The full list of language codes is here:

https://developers.google.com/recaptcha/docs/language

Google NoCAPTCHA

This is Google's newer version of reCaptcha. To enable it, select either of the theme options other than "None". You must obtain a site key and a secret key by registering at this web page:

https://www.google.com/recaptcha/admin/create

Some old reCaptcha keys can be re-used for the new system, some can't. It's best to get new keys. The language setting is the same as for reCaptcha.

Note that with the introduction of NoCAPTCHA, Google changed their key terminology from public and private to site and secret, so we now use the new terminology.

Form Fields

The default configuration of FlexiContact Plus places four fields on a contact form: Name, Email address, Subject, and Message. But you can add many more (up to 100 in total) extra fields.

The Configuration, Form Fields page shows the fields currently defined and allows you to re-order them, delete them, add new ones, or restore the four default fields. When you add a new field, you choose a field type, which controls its appearance on the form and the type of data that the user can enter into it. Each field type is discussed in detail below. Each field type has a different set of characteristics (properties) which are discussed in detail after the list of field types.

Email Fields

You can only define one of each of these field types per configuration.

From email address

The field where the user will type their email address. It will be validated as an email address.

From name

The user's name.

Email subject

The subject of the email.

The subject field can have a default value which is already filled in when the form is displayed. If the field is visible, the user can change the default text.

The subject field also can be invisible, which means that it is still present in the emails that are sent, but the user can't change it. If you make the subject field invisible with some default text, all your emails from the contact form will have the same subject line.

The subject field can include variables, but if so, the subject field must be invisible (otherwise the variable definitions would appear to the user). This feature is very useful if you want to have more control over the format of the subject lines that appear in your inbox. For example, if you have a number of articles with contact forms, you might want the email subject to be the article title. See the section A Case Study: Our Contact Page for another example.

Do not include a URL in the subject - the message will most likely be treated as spam.

If you use the plugin, you can make the email subject the title page of the article it appears in, using the %V_PAGE_TITLE% variable.

Recipient selector

A drop down list that allows the user to select the department or person to send the message to. You can only define one of these per configuration. In the "recipients" box, you can enter a list of recipients in this special format:

```
Name1, email1@x.com;
Name2, email2@y.com;
Name3, email3@z.com;
```

If 'mandatory' is selected, the user cannot select the first item, so the first item needs to be something like: "Select …, x@x.com". In this case the x@x.com will never actually be used but needs to look like an email address for the list to be accepted.

Input Fields

These are fields that the user can type into.

Text field (any characters)

A single line field that can contain any characters.

Text field (numbers only)

A single line field that can only be used to enter numbers.

Text area

A multi-line text field. No matter what size you make it, the user can enter much more text than will visually fit. Scroll bars appear if needed. Most browsers allow the user to resize the field using their mouse.

Password

A single line field that can contain any characters and displays dots instead of the characters entered.

Advanced validation

A single line field where you define the validation as a PHP Regular Expression and/or a SQL query. Such validations can provide powerful bespoke validation in terms of formatting and/or the presence of some relevant data in your site database. Regular expressions are discussed with examples in Appendix 2. There are many websites that can help you to learn about SQL queries.

If you define a regular expression, the value entered by the user must match the regular expression for the field to be considered valid.

If you define a SQL query, it must return a numeric value greater than 0 (zero) for the field to be considered valid. In the SQL query, the value entered in the field by the user is represented by %VALUE %, for example:

```
SELECT COUNT(*) FROM `#__transactions` WHERE `transaction_id` = '%VALUE%'
```

In this example, if the transaction ID entered by the user does not match a record in the #__transactions table, the query will return zero and the field will not be valid. If the transaction ID entered by the user does match a record in the #__transactions table, the query will return 1 (or more) and the field will be valid.

In SQL queries, the standard Joomla "#_" convention can be used to represent the table name prefix for the current site. For example if your table prefix is "jos_", you can write "jos_transactions" or "#__transactions". It's usually best to use the "#_" convention.

If you define both a regular expression and a SQL query, both must pass the relevant validation for the field to be considered valid.

You can define a custom error message, which is shown when the text entered in the field is invalid. If you do not define a custom error message, the default error message is "Invalid".

Selection Fields

Date picker

A date field that invokes a popup date picker. The General Configuration page defines the date picker, date format and first day of the week for the date picker.

Date fields can be validated in one of four ways:

Any valid date	Any valid date is accepted.
Must be in the past (or today)	The date must be before or equal to today's date. Your

	server date/time is used to determine the current date, which may not be the same as your user's date!
Must be in the future (or today)	The date must be greater than or equal to today's date. Your server date/time is used to determine the current date, which may not be the same as your user's date!
Must be greater than the previous field	The date must be greater than the date selected for the previous field. Only the immediately preceding field is used for this check, and it must be a date field. This option allows you to create, for example, an enquiry form for accommodation, where an arrival date and a departure date are required.

List box

A multiple choice selector. In the "list items" box, you enter the list of items that the user can select from, like this:

```
First item, second item, third item, etc
```

The default delimiter is the comma, but if your items need to contain commas, you can change the delimiter.

If you make this field type mandatory the user cannot pick the first item, so you need to make it something like this:

```
Please select …, first item, second item, third item, etc
```

Checkbox (Left)

A checkbox where the checkbox appears to the left of the prompt.

Checkbox (Right)

A checkbox where the checkbox appears to the right of the prompt.

Checkbox (Horizontal)

This field type is deprecated and will be removed in a future version. If you used this field type, please change your configuration to use "Checkbox (multiple horizontal)" instead. It's much simpler to use.

Checkbox (multiple horizontal)

Shows multiple checkboxes on a single line, wrapping to subsequent lines if necessary. In the "Checkbox texts" box, you enter the list of checkboxes, like this:

```
First item, second item, third item, etc
```

The default delimiter is the comma, but if your text needs to contain commas, you can change the delimiter.

Radio Buttons (vertical)

Radio buttons work in sets. You can only pick one radio button of a set. In the "Button texts" box, you enter the text for the buttons, and the text that will be returned in the email when the user picks a particular button. The button text to be shown on the form can include html. The text to be returned in the email cannot. For example:

```
<img src="/images/icon_1_5.png" />, Joomla 1.5;
<img src="/images/icon_1_6.png" />, Joomla 1.6;
<img src="/images/icon_1_7.png" />, Joomla 1.7;
<img src="/images/icon_2_5.png" />, Joomla 2.5;
<img src="/images/icon_3_0.png" />, Joomla 3.0;
```



The default delimiter is the comma, but if you need to use the comma in your button texts or descriptions, you can change the delimiter. You can't change the semicolon delimiter.

The Default Button controls which button is selected when the form is initially displayed. The first button is number 1.

Radio button text can be just text, of course.

Radio Buttons (horizontal)

These work exactly the same way as vertical radio buttons but are shown horizontally.



Attachment (file upload)

Defines a field that allows the user to select a file to be attached to the email. To use this feature you must specify the allowable file types and maximum file size in General Configuration.

Non-input Fields

These field types do not create input fields but create text or layout effects that can make the form easier to navigate.

Fixed text

Creates an extra prompt and/or some text that will appear among the input fields. The prompt appears on the left, like all the other prompts. The fixed text appears on the right, where the fields are. You can apply different styles to fixed texts to create interesting effects, for example:



Fixed text can include html.

Fieldset Start and End

Fieldsets create borders around related fields, with an optional title (the prompt):



For this example we used:

- A Fieldset Start with a prompt of "This is a fieldset".
- A From name
- A From email address
- A Fieldset End

If you don't create a Fieldset End, the fieldset runs to the start of the next Fieldset Start, or to the end of the form, after the send button. If you place a "Fieldset start" field as the first field on the form, and do not include a "Fieldset end" field, the entire contact form will be enclosed by the fieldset.

Field Properties

Many of the field types have common properties that have not been described above.

Prompt

The text that tells the user what to enter in the field.

Placeholder

Placeholder text initially appears in entry fields and disappears when you start typing into the field. It can be used as a hint or example to help the user understand what is required. Some websites use placeholders instead of labels but this is not their intended purpose.

Width

Field widths can be specified in several ways.

- If you leave the width blank or set it to 0 (zero), no width specification is given for the field. The field width will be entirely dependent on the CSS.
- If you specify a number, the field width is specified in characters using the html "size" attribute.
- If you specify a number followed by "px", "em", or "%", the field width will be specified using an inline CSS style, for example: style="width:50% !important;".

The html "size" attribute is not valid for fieldset elements. You can use "px", "em", or "%".

There is some further discussion about field widths in More on Field Widths.

Height

For "Text area" fields only, the height of the field, in lines.

Mandatory

Forces the user to enter something in the field. This has a special meaning for list boxes, as described above.

Default Value

The text initially in the field when the form is displayed.

Tooltip

For most field types you can define some helpful text to give the user more information about the data that is required for the field. By default the text is displayed as a popup "tooltip" when the user hovers their mouse over the field. This is useful to explain exactly what is required in the field without cluttering the form with excessive text.

If "Show as icon" is set to "yes", a small icon is shown next to the field, and the tooltip text appears when the user hovers the mouse over the icon.

Tooltip text can include a title by separating it from the rest of the text by two colons, like this:

    Title :: Remaining text

The tooltip text can also include html.

CSS Class

The name of a CSS Class for the or containing the field. If you leave this property blank, a default class name is assigned. You should not normally need to use this property, but it can be used to override the default class if required.

More About File Attachments

You can add one or more file attachment fields to your contact forms. If you use file attachment fields you must also specify the list of allowable file types and the maximum allowable file size in General Configuration.

Files are only uploaded to the server once all the form fields, file types and file sizes have been validated. After the files are uploaded to the server, they are verified again and are discarded if the initial validation has somehow been bypassed. The files are attached to the admin email only, never to the email that goes to the user. Files are deleted from the server as soon as the email has been sent.

File attachments work on all modern browsers, but not on Internet Explorer version 9 and below. In old browsers that do not support file attachments, any file attachment fields are disabled and a message is displayed near the Send button. In such cases, if any file attachment fields are mandatory, the user will not be able to submit the form using their old browser.

On most browsers a % counter shows the progress of the file uploads. On versions of Internet Explorer that support file attachments, no progress counter is shown.

Multiple Configurations and Multiple Languages

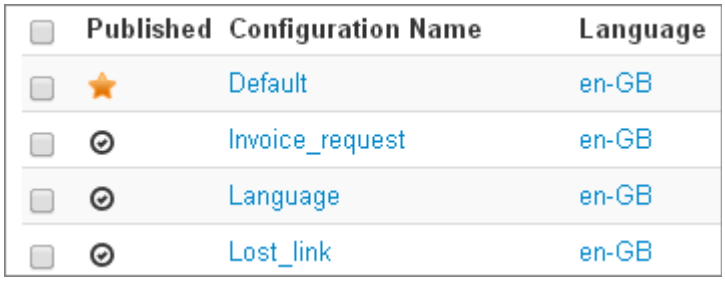
When FlexiContact Plus is installed, it has one basic configuration, which you can change to suit your requirements. If you only need one contact form and one language, you don't need to know about configuration names or languages, and you don't need to read this section.

If you do need different contact forms, or forms in different languages, you can create whole new configurations, and give them names that you can refer to on menu items and plugin calls.

You can define up to 100 configurations. Each configuration is a complete, entire copy of all of the FlexiContact Plus configuration items. Each configuration has a name, and a language.

The Default Configuration

The configuration that is installed with FlexiContact Plus is known as the "default" configuration. You can change it, you can rename it and you can change its language, but you cannot delete it or unpublish it. It always remains the default configuration. The default configuration has a star icon in the list of configurations:



There is **only one** default configuration, and it only applies to **one** language.

The default configuration is used if a menu item or plugin call does not specify a configuration name, or if the one specified doesn't exist, or if it doesn't exist for the current site language. Its main purpose is to simplify usage of the product for sites that only need one configuration. It is also used as the "fall-back" when a named configuration cannot be found.

For sites with multiple different contact pages or multiple languages, please ensure that all your FlexiContact Plus menu items or plugin calls explicitly name the desired configuration.

Example 1 - Three Different Contact Forms

You need three different contact forms, one for sales, one for support, and one for general enquiries. Each needs to collect different information and send the enquiries to different people. You have a single language website.

You need to setup three configurations:

Configuration	Language
Sales	en-GB
Support	en-GB
General	en-GB

You can now build three menu items of type FlexiContact Plus Contact Page, specifying a different configuration name for each of them.

Example 2 - A Multi-Language Site

You only use one contact form, but your site runs in multiple languages.

You need to setup a configuration for each language. It doesn't matter what you call the configurations, and there is nothing special about the name "Default" here. **But all the names must be the same**.

Configuration	Language
Default	en-GB
Default	fr-FR
Default	de-DE

Now, in the FlexiContact Plus menu item (or the plugin call), you **must call this configuration by name**. FlexiContact Plus will automatically detect the current site language, and load the correct configuration to match the site language.

Please note that for this to work properly, you cannot just leave the configuration name in the menu item (or plugin call) blank.

Example 3 - Different Contact Forms in Multiple Languages

You need two different contact forms, but your site runs in three languages.

You need to setup six configurations:

Configuration	Language
Default	en-GB
Default	fr-FR
Default	de-DE
Presales	en-GB
Presales	fr-FR
Presales	de-DE

You can now build FlexiContact Plus menu items (or plugin calls) for the Default and Presales configurations. FlexiContact Plus will load the configuration that matches the site language.

Making a Contact Page for a Specific Configuration

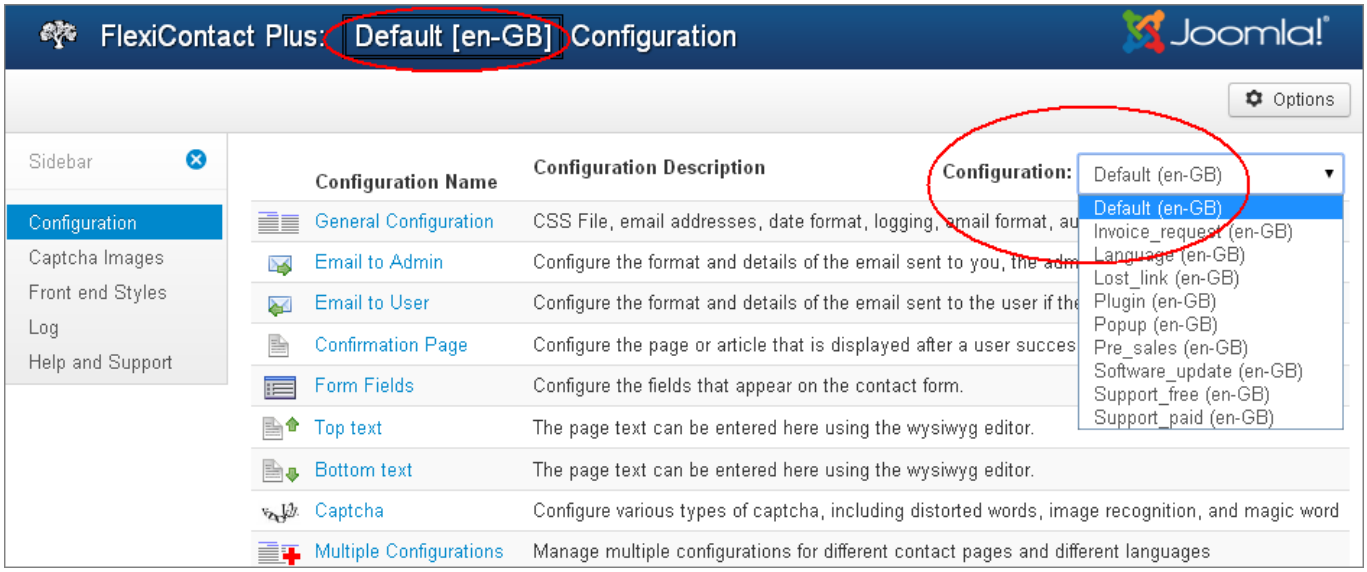
When you create a menu item of type FlexiContact Plus Contact Page, you can optionally specify the name of the configuration to use:



When FlexiContact Plus displays the contact page, it automatically detects the current site language, and loads the correct configuration to match the site language. This means that the top text, bottom text, field prompts, email templates, and confirmation page are completely customised for each language.

Selecting a Configuration

When you have more than one configuration, the configuration selector appears on the Configuration menu, and the "current" configuration name appears in the title bar. The "current" configuration is the one you are editing. It is the one that all of the configuration options currently apply to. The configuration selector lets you choose which configuration to make changes to.



Creating New Configurations

To create a new configuration, click on the Multiple Configurations link at the bottom of the main configuration menu. This is where you create and manage multiple configurations.

To create a completely new configuration, click on the "New Config" toolbar button, and enter the following items:

Base configuration

This is the existing configuration that will be copied to the new configuration.

Name

This is the configuration name that you will use in menu items and plugin calls.

Language

If your site has more than one language installed, you will be able to select from a list of installed languages. Each configuration is assigned to one language. When FlexiContact Plus displays a contact form, it will automatically choose the configuration that matches the current site language.

Configuration Description

This is for your own use. It is not used by FlexiContact Plus.

Creating New Languages

To create a new language for an existing configuration, select an existing configuration and click the "New Language" toolbar button. In this case, you just select a language for the new configuration.

The effect here is the same as creating a new configuration and typing in the same name as an existing configuration. It's just easier to use the "New Language" toolbar button.

Publishing and Unpublishing Configurations

You can publish and unpublish configurations in much the same way as any other item in Joomla. When a configuration is unpublished, you can still work with it in the back end, but it is invisible to the front end. If an unpublished configuration is used in a menu item or plugin call, it does not exist, so the default configuration will be loaded instead.

Using the Plugin

Making a Contact Form in an Article

If you have installed the FlexiContact Plus Plugin, you can include a contact form anywhere in any article, by adding this text:

```
{flexicontactplus}
```

This will load a contact page using the default configuration.

If you use multiple configurations, you can specify a configuration name on the plugin call, like this:

```
{flexicontactplus pre_sales}
```

Making a Popup Contact Form

If you have installed the FlexiContact Plus Plugin, you can include a link to a popup contact form anywhere in any article, by adding this text:

```
{flexicontactplus modal=650,350,"Contact Us"}
```

This will create a link in the article with the text "Contact Us". When you click on the link, a contact form will popup in a "lightbox" window. In this example, it will be 650 pixels wide and 350 pixels high. The popup window dimensions must each be three digits.

If you use multiple configurations you can specify a configuration name on the plugin call, like this:

```
{flexicontactplus pre_sales modal=800,350,"contact form"}
```

The popup loads the form in a fixed size html iframe, including your template css file and the relevant FlexiContactPlus css file. Please note that popup forms are not currently responsive, even if your Joomla template and FlexiContactPlus css is responsive. Also note that a few template css might not correctly resize within the iframe, which can result in layout issues. We can't guarantee success with every Joomla template.

Multiple Contact Forms on the Same Page

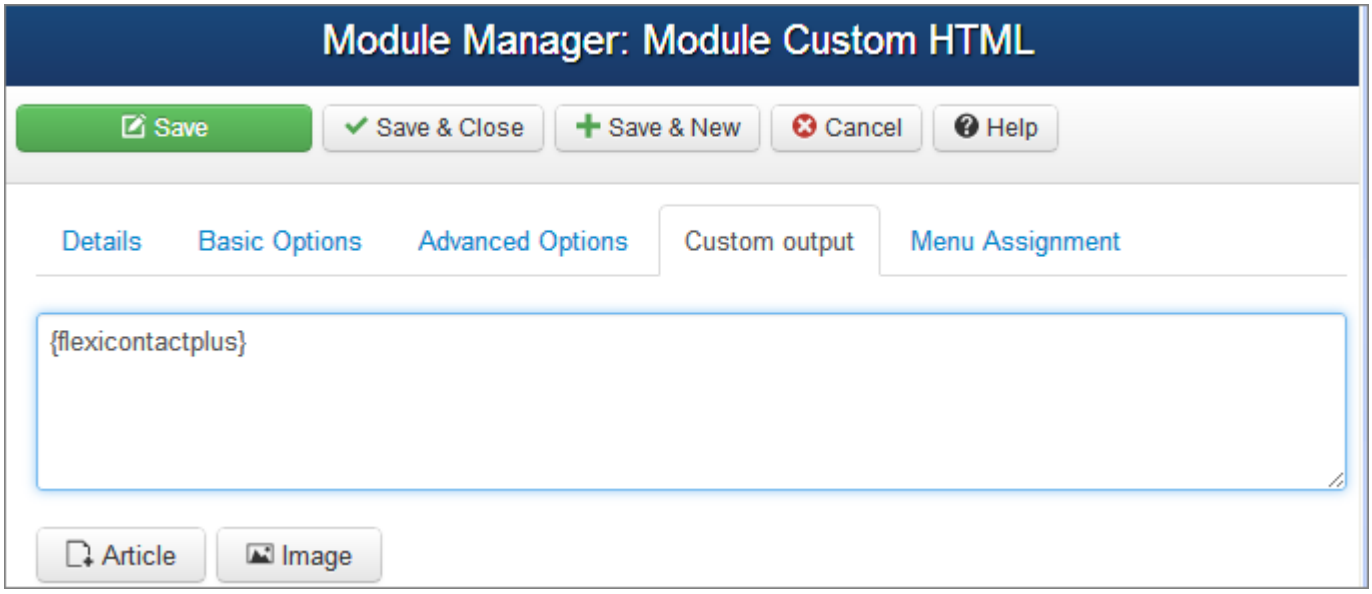
The Plugin can create multiple popup forms on the same page, but only one embedded form. For example, if you do this:

```
{flexicontactplus pre_sales    modal=800,350,"contact form"}
{flexicontactplus support_free modal=800,350,"contact form"}
{flexicontactplus support_paid modal=800,350,"contact form"}
{flexicontactplus}
{flexicontactplus other_enquiries}
```

The last plugin call will not generate a contact form because there can only be one visible contact form on a page.

Making a Contact Form in a Module

The FlexiContact Plus Plugin can be used very effectively in a Joomla Custom Html Module. Use the Module Manager to create a new Custom HTML module. In the "Custom output" field, you can put any content you like, including calls to the FlexiContact Plus Plugin.



Make sure the "Prepare Content" option (in Basic Options) is enabled.

Select a position for the module and some pages to publish it on, and make sure it is enabled.

For a small module position, you might need to create a specific new configuration in FlexiContact Plus with shorter field lengths. See the section on Multiple Configurations.

Captcha Images

If you add one or more of our captcha image packs, you might want to delete some images. The captcha image manager allows you to view all your images, filter by image pack, and delete one or more images at a time. To delete images, select them using the checkbox, and click the Delete toolbar button. The captcha system will work with as many images as are left.

Adding More Images

Twenty images are installed with FlexiContact Plus. Additional image packs (Themes) are available from our website.

Each theme is a zip file containing the images and some language files (which contain the image descriptions). Download the zip file to your computer and use the Joomla Extension Manager to install it.

There is currently no way to uninstall a theme, but you can use the FlexiContact Plus admin interface to delete any images you don't want.

Making Your Own Images

You can make your own captcha images. To be accepted by FlexiContact Plus they must be less than 150 pixels wide. Add them to the directory:

```
components/com_flexicontactplus/images
```

To look good they need to be a consistent size and style, and they need to be clear and unambiguous.

For each image, you must add a description of the image to the language file, for example for the English language, edit the file at language/en-GB/en-GB.com_flexicontactplus.ini.

Each image must have an entry in the language file. For example an image called "018.gif" should have an entry COM_FLEXICONTACT_IMAGE_018.GIF="pyramid".

Note the use of upper case in the language file tag, even if the filename is lower case.

```
COM_FLEXICONTACT_SELECT_IMAGE="Please click on the "
COM_FLEXICONTACT_IMAGE_001.GIF="light bulb"
COM_FLEXICONTACT_IMAGE_002.GIF="duck"
COM_FLEXICONTACT_IMAGE_003.GIF="plane"
...
```

Notes for Translators

Note that in English, the "article" is always “the”, so it is part of the “SELECT_IMAGE” text.

```
COM_FLEXICONTACT_SELECT_IMAGE="Please click on the "
COM_FLEXICONTACT_IMAGE_001.GIF="light bulb"
COM_FLEXICONTACT_IMAGE_002.GIF="duck"
COM_FLEXICONTACT_IMAGE_009.GIF="suitcase"
COM_FLEXICONTACT_IMAGE_A_021.GIF="apples"
```

In some languages, the article depends on the object. For example, in French, we have:

```
COM_FLEXICONTACT_SELECT_IMAGE="S'il vous plaît cliquer sur "
COM_FLEXICONTACT_IMAGE_001.GIF="l'ampoule"
COM_FLEXICONTACT_IMAGE_002.GIF="le canard"
COM_FLEXICONTACT_IMAGE_009.GIF="la valise"
```

```
COM_FLEXICONTACT_IMAGE_A_021.GIF="les pommes"
```

Note that there is one space after “S'il vous plaît cliquer sur ”, so that when the full text is displayed, it becomes:

S'il vous plaît cliquer sur l'ampoule
S'il vous plaît cliquer sur le canard
S'il vous plaît cliquer sur la valise
etc.

In some languages (such as Japanese) the object must come at the beginning of the sentence. For these languages you can add a special line anywhere in the front end language file:

COM_FLEXICONTACT_OBJECT_FIRST="Yes"

FlexiContact will switch the order of the prompt, like this: "Light bulb, please click on the".

Styling and CSS Files

The style of the contact form is controlled by a combination of your site template and the FlexiContact Plus CSS file. Site templates vary a lot and some will have more influence than others on the style of the form, but in most cases, the majority of the styling should come from the FlexiContact Plus CSS file.

FlexiContact Plus comes with a selection of CSS files that you can choose from, so even if you know nothing at all about CSS, you can choose from a number of different styles and layouts.

CSS (Cascading Style Sheets) is a language for describing the look and formatting of web pages. CSS can be very complicated but even without really knowing CSS you should be able to customise your contact form to some extent. If you want to be more adventurous, there are many websites that can help you to learn more about CSS. This section goes on to discuss some very advanced techniques that will only be of interest to website designers. If you are new to CSS, we suggest that you ignore most of this section and just stick to changing text and background colours!

Please Note

We have made our best efforts to ensure that the supplied CSS files work well in as many templates as possible.

We can't guarantee they will work in every template!

There are so many different templates for Joomla, using so many different techniques, that we cannot guarantee anything. Some Joomla templates are extremely complex, and solving the integration issues that can arise can involve many hours of work. We welcome your comments, suggestions, contributions, and requests, but we cannot solve your integration issues for you!

The Supplied CSS Files

FlexiContact Plus loads its own CSS file on every page where it draws a contact form. Various CSS files are provided, and in General Configuration you can choose the one that is actually loaded. If you use multiple configurations, each configuration can load a different CSS file.

The CSS files are located here:

<site>/components/com_flexicontactplus/assets

You can change any of the supplied CSS files, or you can create your own. The drop down selector in General Configuration shows all of the CSS files in the assets directory (*.css). If the first line of the file is a comment, the comment is also shown in the selector.

You can edit CSS files using your own editor or using the simple editor provided in the FlexiContact Plus administration interface. Please note that if you re-install FlexiContact Plus or upgrade to a newer release, any changes you made to the supplied files will be lost, so make sure you save your changes elsewhere, or better still, rename your modified files so that they will not be overwritten.

The supplied CSS files demonstrate several different layouts and designs. If you don't know CSS, we suggest you try all of the supplied files and use the one that suits you the best. You can see some of the styles on our demonstration site, http://tryit.lesarbresdesign.info/.

The Alternative CSS File

FlexiContact Plus provides a CSS override mechanism. You can create a complete copy of the FlexiContact Plus front end assets directory below the active site template directory:

<site>/templates/<active_template>/com_flexicontactplus/assets

If this directory exists and contains a file called "fcp.css", FlexiContact Plus will load this CSS file in preference to any other. This allows you to keep your own personalised styles and any related images completely separate from the FlexiContact Plus installation. Any files in this location will not be affected if you re-install FlexiContact Plus or upgrade it to a newer release.

Please note that the built-in CSS editor can only edit the files in the component assets directory, not the one in the template directory.

Customising the CSS

To see the styles used by a particular element of a web page, it's best to use either Google Chrome or Firefox, which have built in development tools. Right click on an element of a page and select "Inspect element". It is well worth taking the time to learn about these tools as they allow you to see the "cascading" of the styles and make changes to CSS rules "on the fly" which is much quicker than editing and re-loading the CSS file.

Page Structure

A page drawn by FlexiContact Plus is structured like this:

```
<div class="fcp_page">
     <h1>Page Title</h1>
     <div class="fcp_top">Top text</div>
     <div class="fcp_wrapper">
          <form class="fcp_form" … >
               … fields …
          </form>
     </div>
</div>
```

Notice the of class "fcp_wrapper". This wraps the entire form, and we use it to set the border and background colour, among other things. Here is the "fcp_wrapper" class definition in the "black and gold" CSS file:

CSS File Text	Explanation
.fcp_wrapper {	We are defining rules for the class "fcp_wrapper"
border: 1px solid #6B6B6B;	Add a one pixel border in a dark grey
border-radius: 5px;	Give the border a curved radius.
padding: 5px;	Add some space inside the border
background-color: black;	The black background
font-family: Arial, sans-serif;	The fonts used on the form
font-size: 90%;	The font size relative to the rest of the site
font-weight: bold;	All text on the form is bold
color: white;	All text on the form is white
display: inline-block;	We use this to make the wrapper only as wide as the widest element of the form.
width:75%; }	Make the form 75% of the width of its container

Even if you don't know CSS, you can see that it is easy to change many properties of the form here.

When it is defined as inline-block, the width of the wrapper is defined by its contents. Depending on the content of the form, the width might vary depending on the error messages being shown, which might be unwelcome. You could remove the "display:inline-block;" rule, which would change the display type to "block", which would make the wrapper the full width of its containing element. In this example we set the width to 75%, which will make it 75% of the width of your template's component area. Alternatively you could give the wrapper a fixed width, for example, "width: 650px;". Like many aspects of the form, it depends on your template, and your requirements.

When a user successfully sends an email, the confirmation message replaces the entire contents of the wrapper. This may be another reason to give the wrapper a fixed width, or you could give the confirmation message a fixed width. Remember to test the appearance of your confirmation message.

Field Structure

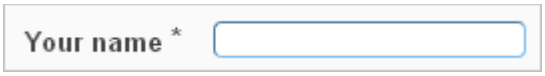
If you try the various supplied CSS files, you will notice two different field layouts, "single-line" layout, and "two-line" layout. In either case the HTML generated is exactly the same:

```
<div class="fcp_line fcp_text" id="fcp_div001">
     <label for="field001"><span >Your name</span></label>
     <input type="text" name="field001" value="">
</div>
```

The layout is controlled entirely by the CSS. For a "single-line" layout, we use this CSS:

CSS File Text	Explanation
div.fcp_line {	Define rules for elements of class "fcp_line"
clear: left;	Go past any other left floating elements
padding-top: 0.5em;	Half a character of empty space
}	
div.fcp_line label {	Define rules for <label> elements within elements of class "fcp_line"
display:inline-block;	Allow other elements to sit on the same line..
text-align: right;	Align the label text to the right (within the width)
width: 12em;	Fix the width of the label "column" at 12em
margin-right: 1em; }	Allow 1em of empty space to the right of the text

Since the <label> is an inline-block, the <input> elements position themselves to the right of the labels, like this:

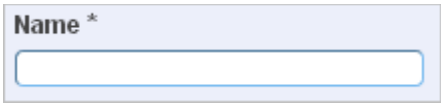


You can change the width of the label column, and the margin between the labels and the input fields.

For a "two-line" layout, we change the label definition, like this:

CSS File Text	Explanation
div.fcp_line label {	Define rules for <label> elements within elements of class "fcp_line"
display: block;	Make sure the label is the only element on the line.
text-align: left; }	Align the label text to the left

Since the <label> is a block, the <input> elements now position themselves below the labels:

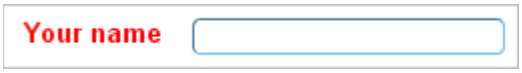


We use this layout in forms that are intended to work in narrow spaces because it avoids any possibility of the labels and input fields colliding. Later we'll show you how we automatically switch between the two styles at different screen widths to create responsive forms.

Mandatory Fields

Mandatory field prompts have the class "fcp_mandatory". The supplied CSS files demonstrate several different ways to highlight mandatory fields, usually by adding an asterisk or an image of an asterisk. Here are some more examples:

```
.fcp_mandatory {color: red; font-weight: bold;}
```




```
.fcp_mandatory:after {content:"(Required)"; font-size: smaller; color: red;
          margin-left:0.5em;}
```



Error Messages

Two different ways of displaying error messages are supported. You can display simple text, styled to your requirements, like this:



Or you can display an icon of your choice, which shows the error message when you hover the mouse over it, like this:



The appearance is controlled entirely by CSS. The error message HTML looks like this:

```
<span id="fcp_err001" class="fcp_error_msg">
     <span class="hasTooltip" title="Required"></span>
     <span class="fcp_err">Required</span>
</span>
```

For text error messages, we simply style the "fcp_error_msg" class as required, for example:

```
.fcp_error_msg {margin-left:5px; font-size:90%; font-weight:normal; color:white;
     white-space:nowrap; background-color:red; padding:0 5px 0 5px;}
```

For an icon with a tooltip containing the error message, we hide the text and add a background image to the outer .

```
.fcp_error_msg  {display:inline-block; margin-left:5px; vertical-align:text-bottom;
                 background:url('css_images/val_err1.png') no-repeat left center; }
.fcp_error_msg span  {display:inline-block; height:16px; width:16px; }
span.fcp_err         {display:none; }
```

The "hasTooltip" class is used by some Javascript to display the title attribute as a popup tooltip. The tooltip styles can also be changed. See the styles at the bottom of each CSS file for details.

Input Fields in Error

Input fields in error have the class "fcp_error_field". The supplied CSS files demonstrate several different ways to highlight input fields in error, typically by turning the border red.

Sub Headings

The Fixed Text field type can be used in several different ways. In the "black and gold" CSS, it makes useful sub-dividers, like this:



Fixed text is controlled by the "fcp_fixed_text" class, so you can change the colours and font styles to suit your needs.

Note that every field can have a "CSS Class", which overrides the default CSS class for the field type. If we give the fixed text field a non-existent class name (say, "xxx") it now looks like this:

This is a fixed text

You can use real class names to create multiple sub-heading styles.

Fieldsets

Fieldsets are useful for complex forms with a lot of fields. The included CSS files have various styles for fieldsets and their labels. Note that <fieldset> is by default a "block level element", meaning that it takes the entire width of its containing element. Some of the supplied CSS files give it a display type of "inline-block", which makes it only as wide as the widest element inside it, and makes it possible for multiple fieldsets to sit side by side. You can set the width of a fieldset in px, em, or %, but this only works when the fieldset element is defined as inline-block.

When two "inline-block" fieldsets try to sit next to each other but run out of width, the second floats below the first, but note that if the wrapper is variable width (inline-block), this results in the width of the wrapper expanding to the full width of its container. You can cancel this effect by place an invisible block level item between the two fieldsets, for example a fixed text with a non-existent class and no text.

Placing Fields Side By Side

In this example, we will place two list fields side by side to form a time input field. We start by defining two list fields containing the required range of numbers. The html for the minute field looks like this:

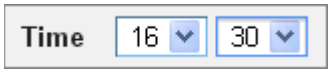
```
<div class="fcp_line fcp_list" id="fcp_div004">
    <label for="field004"><span>Minute</span></label>
    <select name="field004" id="field004">
        <option value="0" selected="selected">00</option>
        <option value="1">10</option>
        <option value="2">20</option>
        <option value="3">30</option>
        <option value="4">40</option>
        <option value="5">50</option>
    </select>
</div>
```

Notice that the enclosing has a unique id of "fcp_div004". We can use this to target the itself, or any element within it. Normally a is a block level element so it starts a new line, but in this case we want it to appear next to the previous field. The solution is to override the display property of the to make it "inline" instead of "block". It will then appear next to the hour field. These rules can be added anywhere in the CSS file.

```
#fcp_div004 {display:inline;}
#fcp_div004 label {display:none;}
```

The first rule changed the enclosing to be an inline element instead of a block element. This makes it appear on the same line as the previous element - provided there is enough space.

The second rule hides the label element for this field. Our labels normally have a fixed width, and we wanted the minute list to appear immediately next to the hour list.



Alternatively you could keep the label visible and change its width. For example:

```
#fcp_div004 {display:inline;}
#fcp_div004 label {width:4em; margin-right:1px;}
```



You can make any number of fields appear next to each other simply by changing their enclosing from *display:block* to *display:inline*.

The Send Button

Most of the supplied css files include styling for the send button. Here's the html around the button:

```
<div class="fcp_line fcp_sendrow">
     <input type="submit" class="button" name="fcp_send_button" value="Send">
     <div id="fcp_spinner"></div>
</div>
```

These are the "button" styles in the "black and gold" CSS:

CSS File Text	Explanation
.fcp_sendrow {	Define rules for class "fcp_sendrow"
margin-left:10%; }	Add some blank space to the left of the button
.fcp_form input.button {	Define rules for <input> elements of class "button" within elements of class "fcp_form". This is just one way of targeting the send button.
background-color:#F8972A;	Set a background colour for old browsers that don't support gradients
background:linear-gradient (#F8972A,#CC7019);	Set a gradient background colour
border:1px solid #BA711F;	Give it a border…
border-radius:2px;	.. with curved corners
width:auto;	Override any width specified by the site template
min-width:65px;	Set a minimum width regardless of the text width
margin:2px 2px 2px 5px;	Space around the outside of the button
padding:3px 5px 3px 5px;	Space between the text and the button border
text-shadow:-1px -1px 0px #CC7019;	Text shadow
text-align:center;	Put the text in the centre of the button
font-weight:bold;	Bold the text
font-size:1.2em;	Make the text bigger than the rest of the form
color:white;	The text colour
cursor:pointer;	The "clickable" mouse cursor
}	
.fcp_form input.button:hover {	Rules for when the mouse hovers over the button
background-color:#edb500;	A different background colour
background:linear-gradient(to bottom, #fcef79 0%,#edb500 100%);	A different background gradient
border:1px solid #BA711F;	A different border
}	
.fcp_form input.button:disabled {	Rules for when the button is disabled (by the "agreement required" checkbox)
opacity:0.5;	Make it look "faded out"
border:none;	Remove the border
cursor:default;	The normal mouse cursor
}	

Responsive Design

It is now essential for most websites to adapt automatically to different screen sizes and proportions. Building a "responsive" site firstly means choosing a responsive template, but forms generated by components also need to be responsive.

All of the CSS files included with FlexiContact Plus adapt to any screen size using a number of different techniques.

The CSS files assign a maximum width to labels and input fields as a percentage of their containing element. Fields and labels will be drawn at their defined size if space allows, but are constrained to a little less than the size of their container.

Many of the CSS files dynamically switch from single line to two-line mode using CSS "media queries". Two-line mode allows more width for both the labels and the input fields.

CSS media queries enable CSS to respond to the actual screen size of the display device. We use media queries to switch from single line to two-line layout at screen widths below 800 pixels, like this:

```
div.fcp_line {clear:left; padding-top:0.5em; }

@media screen and (min-width: 800px)      /* if width is at least 800 pixels */
{
    div.fcp_line label {display:inline-block; text-align:right; width:12em;
          max-width:20%; margin-right:1em; }
}

@media screen and (max-width: 800px)      /* if width is less than 800 pixels */
{
    div.fcp_line label {display:block; text-align:left; }
}
```

More on Field Widths

Field widths can be specified in several ways.

- If you leave the width blank or set it to 0 (zero), no width specification is given for the field.
- If you specify a number, the field width is specified in characters using the html "size" attribute.
- If you specify a number followed by "px", "em", or "%", the field width will be specified using an inline CSS style, for example: style="width:50% !important;".

The choice depends on your template, the FlexiContact Plus CSS, and your requirements.

No Width

If you set a field width blank or 0 (zero), no width specification is given to the field. The field width is entirely controlled by CSS. This is the best choice if you are happy for all your input fields to have the same width.

More and more Joomla templates set a fixed width for all input fields:

```
    input, textarea { width: 210px; }
```

This works well on mobile devices, but is not very satisfactory on laptop and destop computers, so many of the CSS files supplied with FlexiContact Plus override this behaviour by including:

```
    .fcp_form input, .fcp_form textarea     {width:auto !important;}
```

This reverts back to the default behaviour of respecting the html "size" attribute, so that different fields can be different widths.

The FlexiContact Plus CSS file "fcp_large_2.css" sets all field widths to 90% (of the form wrapper). For this to work properly, you should set all fields to "No Width".

Size in Characters

If you specify a field width as just a number, your input field will have an html "size" attribute, like this:

```
<input type="text" size="40" name="field003" id="field003" />
```

This is a good option if you want your input fields to have different widths and your CSS does not override the field widths.

A width set in CSS will always override the "size" attribute, so in a template that defines fixed widths for input fields, and in the absence of the {width:auto !important;} rule, these size attributes are ignored.

Pixels, em's, or %

If you specify a field width as a number followed by "px", "em" or "%", your input field will have an inline style, like this:

```
<input type="text" style="width:40em !important;" name="field003" id="field003" />
```

Specifying a width this way overrides any other CSS specification.

Unless you have a good reason, you should try to avoid specifying field widths in pixels, as the fields will not adjust to changes in font size.

The em unit is a good choice, since the fields will always hold the same number of characters, regardless of the user's choice of font.

Maximum Width

For a responsive site, you will want input fields to reduce their width on smaller screens. The FlexiContact Plus CSS files achieve this by specifying "max-width:95%;" for input fields.

CSS Styles in Popup Contact Forms

Popup contact forms are effectively a new browser window. They load the FlexiContact Plus component **without the site template**. Styles that are normally inherited by your contact form from the site template will not be present in popup contact forms. The FlexiContact Plus CSS file for the popup configuration **is** loaded, and you might have to add some styles to it to compensate for styles that are not inherited from the site template. This might apply particularly to top text, bottom text, and the confirmation page.

The Log

If logging is enabled in Global Configuration, the log stores all the details of every contact form submission, including the sender, subject, message, IP address, and browser type.

The search box allows you to search for matching text in the name, email address, subject, or message.

The Configuration filter shows a list of all the configurations for which messages exist in the log, and allows you to show all the log entries for a selected configuration.

The import button only appears if you previously used the free version of FlexiContact and the flexicontact_log database table is still present. You can import your old log records into FlexiContact Plus.

The Download button downloads the log as a tab delimited .txt file, respecting the current setting of the filters.

Once you have more than one month of data in the log table, the Stats button shows a graph of the average number of enquiries received per day for each month.



The Log Detail View

If you click on the date/time of a specific log entry, you can see the full details of the log entry.

The log detail view is an important diagnostic tool in case emails are not sent, or not delivered. The log detail view tells you whether your emails were sent, or not. If you see that the emails were sent, you can be sure that they were, in fact, sent. Whether they were delivered or not is a separate issue.

Admin email status	Sent ok
User email status	Sent ok

If an error occurs in sending an email, it will be logged here, for example:

Admin email status	SMTP connect() failed.
User email status	Not sent

From version 10.05 of FlexiContact Plus, more details are included here, including the full text of the merged emails sent to the administrator and the user, and all of the email addresses involved. The email addresses are especially useful when investigating why emails were not delivered. Please see the troubleshooting section for more details.

The "User email option" shows why the user email was, or was not, sent. There are four cases:

Never:	The configuration option is "Never send a copy to the user"
Always:	The configuration option is "Always send a copy to the user"
Checkbox: checked	The configuration option is "Show a checkbox and allow the user to choose", and the user checked the box.
Checkbox: not checked	The configuration option is "Show a checkbox and allow the user to choose", and the user did not check the box.

The Download button downloads a file containing the technical details we need if you ask us a question about an email that was not sent or not delivered. This file is not intended for any other purpose.

Language Translation

Form Prompts

Using the default configuration, your form prompts will initially be in English. If this is not appropriate for your site, you can easily change them. In the back end of your site, go to Components, FlexiContact Plus, Configuration, then Form Fields. Some fields are configured automatically by default. Click on them one by one to edit the prompt text.

For any new fields that you add, you simply write the prompt in your own language.

Fixed Texts

Some of the text used by FlexiContact Plus is held in Joomla language files. For example, the word "Send" that appears on the Send button is defined in a language file, like this:

```
COM_FLEXICONTACT_SEND_BUTTON="Send"
```

When FlexiContact Plus draws the Send button, it asks Joomla for the translation of COM_FLEXICONTACT_SEND_BUTTON. Joomla knows the current site language and looks up the text in the relevant language file.

FlexiContact Plus includes many language files contributed by users. When you install FlexiContact Plus, any language files relevant to your site are also installed. That is, any languages for which you have **already** installed the Joomla language pack.

Creating and Changing Language Files

FlexiContact Plus has separate language files for the front end and the back end. They are:

Front End

```
<site>/language/en-GB/en-GB.com_flexicontactplus.ini
<site>/language/fr-FR/fr-FR.com_flexicontactplus.ini
etc
```

Back End

```
<site>/administrator/language/en-GB/en-GB.com_flexicontactplus.ini
<site>/administrator/language/en-GB/en-GB.com_flexicontactplus.sys.ini
<site>/administrator/language/fr-FR/fr-FR.com_flexicontactplus.ini
<site>/administrator/language/fr-FR/fr-FR.com_flexicontactplus.sys.ini
etc
```

If your language is not included with FlexiContact Plus, you can create the relevant language file yourself. Make a copy of one of the existing language files to a new file of the correct name for your language, then translate the text on the right hand side of the = signs. For example:

en-GB.com_flexicontactplus.ini	COM_FLEXICONTACT_FROM_NAME="Your name"
fr-FR.com_flexicontactplus.ini	COM_FLEXICONTACT_FROM_NAME="Votre nom"

- Be careful to preserve any %s or %i markers. These mark the place where text or numeric values are inserted when the text is used.
- Each translation must be in "double quotes". Do not use double quotes inside the text.
- Please also refer to the note in the previous section about translating image file names.
- Use a text editor to edit the file, not a word processor. For example Notepad++.
- Save the file with UTF-8 encoding otherwise accented characters will not be displayed properly.

When you copy the new file to the correct place on your website, it becomes active immediately. There is no need to reinstall the component.

Many of the language files included with FlexiContact Plus contain a mixture of translated text and English text. As we add new features, we often need new language texts. We don't attempt to translate these new texts into languages we don't know, as this would sometimes be completely wrong, so we add them in English.

Please send new and updated language files to us so that we can include them with the product. Although FlexiContact Plus is a commercial product, it is also Free Open Source, and contributions from the user community are an important part of the Free Open Source concept.

Advanced Techniques

Linking to a Contact Page without a Menu Link

You might want to create a link to a component (such as FlexiContact Plus) without having that link visible on a menu. For example, you might want to include the link within the text of an article. You can achieve this using a hidden menu:

- In Menu Manager, create a new menu. Call it "Hidden".
- Create a menu item of type FlexiContact Plus Contact Page on this new “Hidden” menu.
- Go to Module Manager and create a new module of type menu, select the hidden menu, and enable the module.
- Go to your site front end, where you should see the new menu somewhere. Click on the link to FlexiContact Plus and make a note of the URL.
- Now go back to Module Manager and disable the “Hidden” module. Now, this menu will never be shown on your site, but the URL that you saved remains valid. You can use this URL to create a link in an article.

Using an Image as a Link to a Popup Contact Form

You can use an image as the link text in a call to the plugin in popup mode. You will need to edit your article in html mode. Use double quotes around the <img> tag, and single quotes around the src and alt attributes:

```
{flexicontactplus my_config modal=650,350,"<img src='/my_site/images/my_image.jpg'
alt='click here' />"}
```

Making a Menu Item Link to a Popup Contact Form

It is a little tricky to make a menu item invoke a popup contact form directly, but it is usually possible in reasonably standard Joomla installations. However, we have seen some templates and menu system that make the technique described here unworkable, so we do not offer any guarantee that the technique presented here will work in your template. The information provided here is for the guidance of advanced users and should not be regarded as definitive instructions for all sites.

Please do not ask for support with this technique as the issues that may arise are far too complex and time-consuming for us to get involved in.

Add Modal Popup Support to Your Site Template

You need to edit the index.php file in your template directory. Look in Template Manager to find out which front end template you are using. If, for example, you are using the "beez5" template, you will need to edit the file <yoursite>/templates/beez5/index.php. Use a text editor to add a single line of PHP code similar to the one shown below, where the x and y parameters define the size of the modal popup window. You can change the numbers but be careful not to change anything else:

JHTML::_('behavior.modal','a.fcp_modal',array('handler'=>'iframe','size'=>array('x'=>**600**, 'y'=>**360**)));

You need to be aware that php files can contain two types of code, HTML and PHP. **<?php** switches into PHP mode, and **?>** switches into HTML mode. The new line can be added almost anywhere the file is in PHP mode. One suitable place would be near the top, right after the line "defined('_JEXEC') or die;".

Create a Menu Item

You can now create a menu item of type ***External URL***. The ***Link*** must be as shown below, where ***myconfig*** is the name of the FlexiContact Plus configuration you want to use:

index.php/component/flexicontactplus/?view=contact&tmpl=component&config_name=**myconfig**

In "Link Type Options", you must set "Link CSS Style" to "**fcp_modal**" (without the quotes).

Passing Initial Field Values to a Contact Form

Some field types in FlexiContactPlus allow you to define a default value that appears in the field when the form is initially displayed. You can specify that the default value is a Get or Post data variable by enclosing a variable name in %%...%%

Let's say we have a text field and set its default field value to %%product_name%%. One way to set a value for %%product_name%% would be using a specially constructed link to the form page, like this:

```
http://mysite.com/contact_us?product_name=my%20product%20name
```

Here, we used the URL to create the variable 'product_name' and gives it the value 'My Test Product'. This works for the component view and the plugin in normal article mode.

There are several other ways to create variable values. Another way is to use a plugin like Sourcerer or DirectPHP to create variables using inline PHP in an article. For example, using Sourcerer, you could add something like this to an article:

```
{source}
    <?php
     $jinput = JFactory::getApplication()->input;
     $jinput->set('product_name', 'My Test Product');
    ?>
{/source}
{flexicontactplus my_config}
```

The PHP statement *$jinput->set('product_name', 'My Test Product');* creates the variable 'product_name' and gives it the value 'My Test Product'. You can now use %%product_name%% as the default value in fields that support a default value.

Note that to add code to an article like this, you'll need to set your article editor to None or CodeMirror so that you edit the article in html mode. Wysiwyg editors don't handle this kind of usage very well.

To invoke a popup contact form passing a Get variable, you must build the popup link yourself. Again, you will need to edit your article in html mode:

```
{flexicontactplus modal=001,001,""}
<a class="fcp_modal" href="/mysite/index.php/component/flexicontactplus/?
view=contact&tmpl=component&config_name=my_config&product_name=my%20product"
rel="{handler:'iframe', size:{x:650, y:350}}">Your Link Text</a>
```

The plugin call with no "link text" loads the Javascript modal dialog support but does not generate the popup link. You can then write the link directly in the article yourself, adding any Get variables required.

A Case Study: Our Contact Page

The Contact Page on our website handles several different types of enquiry. For each type of enquiry, we need to show the user some specific information before they contact us, and then present a form tailored to that particular type of enquiry. We use the Accordion FAQ Plugin to make the page easier to read, and to present the exact text that we want people to read before they contact us. Each case leads to a different contact page with fields tailored to each case. We use a single email account for all enquiries, but to keep our inbox organised, we have configured FlexiContact Plus with a hidden Subject field using variables to include some of the form data. For example, the Subject field for the Paid Product form is as follows:

Paid Product Support Query about %V_FIELD_VALUE_04% from %V_FROM_NAME%

Our email inbox allows us to see at a glance what each email is about:

Paid Product Support Query about Rentalot Plus from Sue Smith	15:21
Lost Download Link from Peter Pan	15:20
Language File Query from Stephan Gee	15:19
Paid Product Support Query about Plotalot from Dave Rogers	15:17
Free Product Support Query about Flexicontact from Fred Fish	15:17
Pre-Sales Enquiry about Flexicontact Plus from Allan Pringle	15:16

This system works very well for us. We sense that people are reading exactly what we want them to read before contacting us. We are getting the right information for each type of enquiry, and we can see at a glance what we have to deal with. Each contact form has a specific set of fields and different acknowledgement text that describes our target response time.

Email Troubleshooting

There are many things that can go wrong with sending or delivering email. Google "php email not received" and you'll get millions of results - not very helpful, except to tell you that there is not much point sending us the same query. We don't know what your specific problem is any more than Google does.

Please don't panic, and please do not assume that FlexiContact Plus "doesn't work". It does, and when you eventually fix the problem you will realise that it was not FlexiContact Plus that was at fault.

This section will lead you step by step through investigating and resolving the problem. In most cases you will be able to fix the problem by yourself. Occasionally we do need to get involved, in which case this section will help you to send us the information we need. Please do not contact us about an email sending or delivery problem until you have worked through this section.

Check the Log

The log section of FlexiContact Plus is a very useful diagnostic tool, and is the first place to look in your investigation. Three different types of problem can occur.

(a) The contact form does not work at all and no log entries are created.

(b) Log entries are created but show that an email sending error occurred.

(c) Log entries show that emails are sent successfully, but the emails are not delivered.

It's easy to establish which case you are dealing with. We'll deal with each case separately.

Case (a) The Contact Form Does Not Work At All

If no log entries are created (and assuming that you have not disabled logging in General Configuration) the contact form is not sending data to your server. The form relies on Javascript to do its work, and it is possible for a Javascript error or conflict to prevent it working properly. The more extensions your website uses, the more you are likely to encounter conflicts and problems.

The first thing to do in this case is to call up the Console page of Developer Tools in Chrome or Firefox. If any Javascript errors have occurred while loading the page, they will be shown there. For example, in this case, a third party plugin prevented the FlexiContact Plus Javascript from loading:



When the form loads, it tries to call a Javascript function called fcp_setup. In the example above, that function was not available because the FlexiContact Plus Javascript file was not loaded correctly.

If your site loads multiple versions of jQuery, it is possible that the active version is too old for FlexiContactPlus to work properly. FlexiContact Plus needs at least version 1.7 of jQuery. It's easy to find out which version is active. In the Chrome console, type:

```
alert("You are running jQuery version: " + jQuery.fn.jquery);
```

We realise that most of you are not Javascript experts, so we will always help you if you encounter a Javascript problem, but we do need to see the actual web page, not a screenshot.

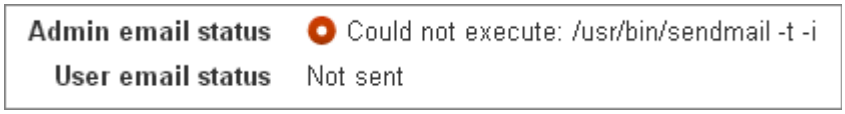
Case (b) Email Sending Errors

If log entries are being created, you would normally expect them to show one or two green tick icons, indicating that the admin and user emails were sent correctly:



If an email sending error occurs, you would see red dots instead of green ticks. For example:



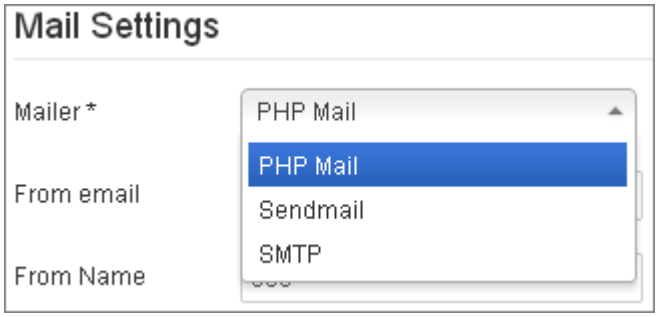


If email sending errors occur, you need to fix your Joomla email configuration. First, you need to understand how Joomla sends emails.

How Joomla Sends Email

Joomla provides a centralised mechanism for sending emails, with the relevant settings in Joomla Global Configuration, Server, Mail Settings. All applications and components in Joomla use this common mechanism. The settings tell Joomla how to interact with the email sending systems on your web server.

Joomla can use any one of three different mechanisms to send email. You only need to get one of these methods working.



PHP Mail

This is the default option because on most servers, it just works without any further configuration. If your hosting provider has configured the server correctly, PHP Mail should just work, and this is the case on the vast majority of servers. All you have to do is provide a From email name and address. The other settings are not used for this option. Joomla uses this option simply by using the "mail" function of PHP.

Sendmail

Sendmail is the next easiest option. To use this option, Joomla must be able to find and execute the "sendmail" server command. Usually the server will have a pre-configured "path" to the sendmail command so you don't need to provide one, but if not, you will need to get the correct path from your hosting provider and enter it in the Joomla Mail Settings.

SMTP

SMTP is slightly more difficult to setup than the other two methods, but is often faster and more reliable than the other methods. Using SMTP avoids some bugs and problems introduced by recent versions of Joomla (see below).

Almost any server can send mail using an external SMTP server. You can even setup a server at home to send mail using a Gmail account. But you must get all of the settings exactly right or it won't work.

Your hosting provider probably documents, somewhere, the settings necessary to get SMTP working on their servers.

Problems After Upgrading to Joomla 3.2

Several people have reported that emails were no longer sent after they upgraded to Joomla 3.2. The following post should help if you experience similar problems:

http://forum.joomla.org/viewtopic.php?f=706&t=825521

Email Sending Error Messages

Sometimes, an error message may be displayed on the screen after you click the Send button, Google the error. You should find some clues that will help you fix the problem.

Could Not Instantiate Mail Function

This error should only occur when Joomla is configured to use PHP Mail. This error occurs when the call to the PHP "mail" function fails.

You can either ask your hosting provider to fix this, or to try one of the other mail sending methods in Joomla Global Configuration.

Some versions of Joomla have a bug in this area. See this thread on the Joomla forums:

http://forum.joomla.org/viewtopic.php?f=615&t=752981

A patch is given that you can try. Alternatively, it might be easier to try one of the other mail sending methods.

The Following From Address Failed

This error message usually means that the server refused to send the email because the from address is not a valid mailbox on the server. Note that if you leave the "From email address" in General Configuration blank, the from address of the "admin email" is the user's email address from the contact form. Some servers do not allow this. If you experience this error, you will have to enter a valid email address that exists on your server into the "From email address" field in General Configuration.

This error message can also occur when your email sending method is SMTP and an SMTP authentication failure occurs. Carefully check all of the SMTP authentication parameters against your hosting provider's documentation.

You don't have permission to send email from this server ...

You might find that emails are rejected by your server with an error like "You don't have permission to send email from this server with a header that states the email is from gmail.com". This means that your host does not allow emails to be sent out pretending to be from a different server. There's more information about this below. You will have to use a from address that has a domain name registered to your server.

Case (c) Email Delivery Problems

If the FlexiContact Plus Log shows that your emails were sent correctly, then the problem is an email delivery problem.

Getting email delivered is becoming more and more difficult due to spam control protocols. If your emails are being sent but not delivered, please check the following notes.

Check the "To" Address

Are you sure you are checking the email address that the mail was actually sent to? Check the *Email To* address in the FlexiContact Plus Log. Have you checked the Spam folder?

Check the "From" Address

By default, the email that FlexiContact Plus sends to you (the site admin) has its *From* address set to the address given by the user on the contact form. This is convenient because you see the user's name as the sender, but it doesn't always work.

Many servers will send out such emails, and many email systems will receive them. However, such emails are actually guilty of "email spoofing" (specifying a false sender), and can be rejected as spam according to the Sender Policy Framework. Many email providers reject emails that violate SPF unless the recipient manually marks them as not spam. Note that it can sometimes take up to a few days for messages regarded as spam to appear in your spam folder. Your hosting provider should help you with all matters relating to the Sender Policy Framework on your server.

If your admin emails are not being delivered, the first thing to try is to setup a valid address in the "From email address" setting of FlexiContact Plus General Configuration. Your emails have a much better chance of being delivered if the *From* address is a domain registered on your server.

Try Your Web Host's Email Client

In really stubborn cases where you are unable to get email delivered correctly, try to reproduce the problem using a webmail client provided by your web host. If you can reproduce the problem using the hosted webmail client, you can ask your host for support.

Other Email Problems

Mail From and Mail To Should Not be the Same

Some servers won't send email if the from and to addresses are the same. To be safe, make sure you use two different addresses.

Reply-To Address is Ignored

You might experience this problem if you use Gmail. When you reply to a mail from your contact form, the reply comes straight back to you. It's very annoying!

If the *From* address is either the same as the *To* address, or is configured in your GMail Settings as one of the 'Send As...' accounts, Gmail replies to the *To* address instead of the *Reply-To* address. There has been some discussion about this problem here:

http://www.google.com/support/forum/p/gmail/thread?tid=74d00d5e2605242d&hl=en

The only solution is to specify a from address that is not related to your to address.

Emails Have Two Reply-To Addresses

This was a bug in several older versions of Joomla. It was fixed in Joomla 3.1.

The Mail Function Has Been Temporarily Disabled On This Site, Please Try Again Later

This is a known problem when updating to Joomla 3.2. Please see this page for the solution:

https://www.theturngroup.com/joomla-forum/topic/26-the-mail-function-has-been-temporarily-disabled-on-this-site-please-try-again-later/#entry43

Try the Joomla Contacts Component

An important step in any investigation into email sending problems is to try the Joomla Contacts Component, which is automatically installed with Joomla.

The Joomla Contacts Component provides a definitive test of whether your Joomla installation is correctly setup to send email.

This is an absolutely vital step in any investigation into email sending problems, and is the most important item of information we will need if you intend to ask us for help about an email sending or delivery problem.

How to Report an Email Problem

If you contact us about an email problem, please include the following information:

(d) What kind of email problem is it (a, b, or c)?
    (a) The form does not work at all and no log entries are created.
    (b) Log entries are created but show that an email sending error occurred.
    (c) Log entries show that emails are sent successfully, but the emails are not delivered.

(e) If log entries are created, please include an example file from the log detail Download button.

(f) If the problem is a delivery problem, does the same problem occur with the Joomla Contacts Component, using exactly the same from and to addresses?

(g) For case (a), please include the URL of the page with the problem.

(h) The ***exact text*** of any error messages, preferably with a screenshot.

(i) Your Joomla and FlexiContact Plus version numbers.

(j) A trace file, as described in Appendix 1, is sometimes useful but not usually required as a first step.

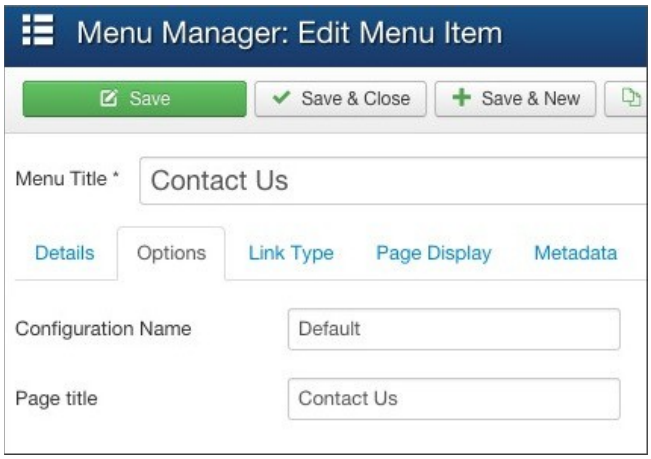
Unless you include all of this information, we will assume you have not yet found this section of the user guide and we will ask you to work through this section before contacting us again.

Language Troubleshooting

Language Switching Problems

The most common cause of language switching problems is not specifying the name of your configuration in the menu item parameters or plugin call. For automatic language switching to work, you must always specify a configuration name.

For example, if your configurations are named “Default”, you must specify the name “Default” in your menu items:



This is how FlexiContact Plus decides which configuration to load:

- Get the configuration name from the menu item parameters or the plugin parameters. If it is blank, load the (one and only) default configuration.
- Get the current site language from Joomla.
- Try to find the named configuration for the current site language.
- If no such configuration exists, get the (one and only) default configuration.

There is only one default configuration, and it only applies to one language. For sites with multiple different contact pages or multiple languages, your menu items and plugin calls **must** reference the desired configuration by name.

If you are using FaLang to translate your menu items do not forget to put the configuration name in the field parameters of the translated menu item content element.

For difficult cases, Trace Mode can help you determine which configuration is being loaded.

Language Translation Problems

FlexiContact Plus comes with numerous language translations contributed by users. All the translations are built into the component zip file.

In order for a language file to be installed, the Joomla language pack for your language must be installed ***before*** FlexiContact Plus is installed. When a Joomla language pack is installed, two directories are created to contain the translation files. For example:

<site>/language/nl-NL
<site>/administrator/language/nl-NL

The first directory contains the translations used by the front end, and the second contains the translations used by the back end. **The Joomla extension installer only installs language files into the language directories that already exist when the extension is installed.**

If your language modifications are not working as you expect, Joomla has a language debugging system which is very easy to use. Go to Global Configuration, System, and enable both debug settings. Then, at the bottom of every page of your site, you will see a lot of information about which language files are loaded, and details of any errors.

All of our translations have been donated by other users, and most require updating because with each release, we add new features, which require new language strings. If you update language files, please send them to us so that we can include them in the next release of FlexiContact Plus and save other users from having to duplicate your work.

How to Report a Language Problem

If you contact us about a language problem, please include the following information:

1. FlexiContact Plus version
2. Joomla version
3. The URL of the contact page with the problem.
4. The ***exact text*** of any error messages, preferably with a screenshot.
5. A trace file, as described in the Trace Mode section.

Other Troubleshooting

Plugin Not Working

Please check that the plugin is installed, and that it is enabled in the Joomla Plugin Manager.

Captcha Images Don't Display Properly

Several users have reported this problem when using Rocketheme templates. The solution is to turn off 'smart load' in the features setting of the template manager.

Another problem can occur if you have enabled the System Cache Plugin. This is a standard Joomla plugin that can provide a good performance boost for sites that have fairly static content. However, it is a very simplistic tool and does not allow any configuration or overrides. With this plugin enabled, the contact page will be served from the cache whenever possible, and it does not allow the captcha images to be served by the component. If you experience such problems, set the "Add noise" option to "raw image mode". Some other types of server caching (e.g. Varnish) can also cause problems - all should be solved by using "raw image mode".

A user reported that Jotcache is much more configurable and gives good results.

Custom SEF Components

Custom SEF components like SH404SEF and AceSEF require special configuration to work with third party components. We can't help you with that. The simplest solution is to use the FlexiContact Plus plugin to place your contact form in an article. The SEF component will work just as it does for any other article. A user contributed this solution to using SH404SEF with FlexiContact Plus:

1. Lookup the FlexicontactPlus URL and ID in the Joomla menu manager. My URL was "index.php?option=com_flexicontactplus"

2. Open the SH404SEF URL manager and create a new URL. Enter your desired SEF URL and then for the non-SEF URL rewrite the URL from step #1 to include the ID number (index.php?option=com_flexicontactplus&Itemid=XXX) where XXX is the ID number. Save. (Note that SH404SEF will rewrite the non-SEF URL to include the language "index.php?option=com_flexicontactplus&Itemid=188&lang=en")"

Checkboxes Not Appearing

A user reported that checkboxes did not appear properly on the contact form. On examining the html, we found that the RocketTheme Gantry framework had tried to modify the checkboxes but had done so incorrectly. The solution was to switch off "Input Styling" in the RocketTheme advanced template settings.

Checkbox Anomaly with Beez3 Template

When a checkbox is checked in Beez3, an additional tick icon is added to the field label:



You can fix this by adding the following rule to whichever FlexiContact css file you are using:

```
label:before {content:'' !important; border:0 !important; }
```

How to Change Text and Prompts

If you need to change any of the text or prompts used by FlexiContact, just change the language file for your language. See the Language Translation section for details.

Styles Not Loading Correctly

FlexiContact Plus loads its own css style sheet. If you look at the html on the contact page of our site, the style sheet is loaded like this:

```
<link rel="stylesheet" href="/components/com_flexicontactplus
      /assets/fcp.css" type="text/css" />
```

A customer reported that the FlexiContact Plus styles were not loading correctly. Looking at the html source, we found this:

```
<link rel="stylesheet" href="/components/com_flexicontactplus
      /assets/css-f69f5e205bb7f28d69242074c758c9aa.php" type="text/css" />
```

The problem turned out to be a plugin called RokGZipper from RocketTheme. Disabling this plugin fixed the problem.

Contact Form Does Not Submit Correctly

A user reported that this problem was resolved by disabling the "EU e-Privacy Directive" extension. If anyone knows how to reproduce this problem, please contact us.

Date Picker Problems

Javascript conflicts can occur on pages with a lot of Javascript. One way to find problems is to disable the various scripts one by one until the problem goes away. Simplify the page until the date picker works, then re-enable the more complicated elements one by one until the problem occurs. You will then know the cause of the problem.

Emailed Images not Working

If you include a link to an image in one of the email templates, you might find that the image does not display properly in the received email. This may be because the default configuration of the TinyMCE editor is to modify links so that they are relative to your site. If the editor finds an image like this:

It will helpfully modify to this:

This will work perfectly for an article on your site, but will not work in an email. The solution is to change the configuration of TinyMCE so that it doesn't do this modification. Go to Plugin Manager, TinyMce, and change URLs to "Absolute". Other editors should have a similar option.

Cannot Run With PHP Magic Quotes On

Magic quotes is a very old and outdated feature of PHP. For Joomla 2.5 it is recommended to switch it off. Joomla 3 cannot be installed on servers with magic quotes switched on.

http://docs.joomla.org/Magic_quotes_and_security

If you try to install FlexiContact Plus on a server with PHP magic quotes switched on, you will receive an error message. There is some information here about how to switch magic quotes off:

http://docs.joomla.org/How_to_turn_off_magic_quotes_gpc_for_Joomla_3

Your web host should also be able to help you.

Setting Required on Go Daddy Servers

With a Go Daddy Cpanel hosting account, you have to change a setting to enable a form to send emails. The setting is in the Mx entry tab, under the email group of the account control panel. The domain name you are working with has to be selected and the entry remote mail exchange also has to be selected.

Help and Support

The Help and Support page of FlexiContact Plus contains a number of useful links, and also shows the latest released version of FlexiContact Plus. If the latest version is later than yours, you can follow the link to the Version History to see exactly what has changed.

If you use FlexiContact Plus, please post a rating and a review at the Joomla Extensions Directory:

http://extensions.joomla.org/extensions/contacts-and-feedback/contact-forms/20045

If you find a bug in FlexiContact Plus, please contact us giving us as much detail as you can including your Joomla and FlexiContact Plus version numbers.

To contact us, use the contact page on our website:

http://www.lesarbresdesign.info/contact-us

The detailed version history for FlexiContact Plus is here:

http://www.lesarbresdesign.info/version-history/flexicontactplus

How to Report a Problem

If you contact us about a problem, please include the following information:

- FlexiContact Plus version
- Joomla version
- The URL of the contact page with the problem.
- The ***exact text*** of any error messages.

Appendix 1: Trace Mode

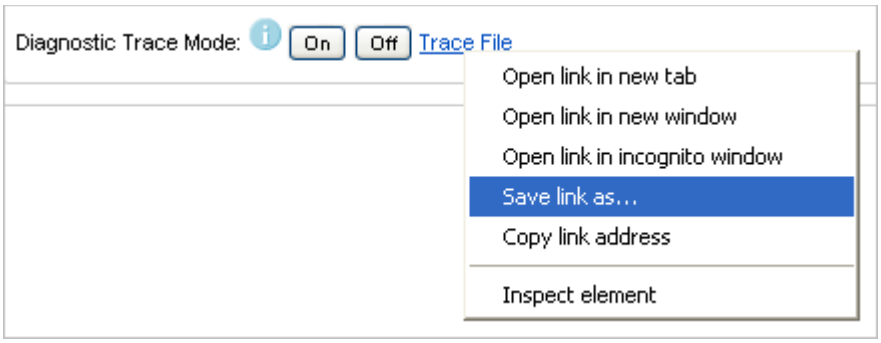
FlexiContact Plus has a built-in trace feature, which is mainly used for resolving complex problems. If you contact us with a problem, we will sometimes ask you to send us a trace. Of course there is nothing to stop you examining the trace yourself before contacting us. You might be able to spot the cause of the problem yourself. The trace is especially useful for understanding configuration and language problems.

To obtain a trace, in the administration interface, go to the FlexiContact Plus Help and Support page. At the bottom of the page are two buttons. Click the On button. A link to the trace file is displayed, but don't download the file yet.



Now, on the front end of the site, load the FlexiContact Plus contact page or article that has the problem. If email sending is the problem, fill in the required fields and click the Send button.

Now go back to the Help and Support page and download the trace file. Please don't just click on the link and paste the contents into an email, it's much easier for us to read as an attachment.



Once you have downloaded the trace file, click the Off button to switch tracing off. The trace file will be deleted. Active trace files might be accessible over the web and might contain live contact information, so it's important to switch tracing off after use. Tracing automatically switches off after 6 hours.

Appendix 2: Regular Expressions

Regular expressions describe very precisely how to match particular sequences of characters. You can use them in the advanced validation field type to match any special sequence of characters.

Regular expressions syntax looks daunting at first, but it is very powerful. If you work through these examples from top to bottom, you should be able to create regular expressions to handle most requirements. There are many resources around the web that can help you with more advanced regular expressions.

Regular Expression	Description	Valid	Invalid
`/x/`	Regular expressions must start and end with a delimiter, conventionally "/". The letter "x" has no special meaning, so here the string will be valid provided it contains at least one x.	x abcxd	abc
`/bill|ted/`	| means "OR" so the string will be valid if it contains the text "bill" or "ted"	bill ted abcbillxyz	abc BILL TED
`/^bill|ted$/`	^ means the start of the string and $ means the end of the string, so now the string must consist of "bill" or "ted".	bill ted	abcbillxyz BILL TED
`/^x*$/`	* means zero or more of the previous expression, so now the string may be any number of x's (including none)	 xxx	abx
`/^x+$/`	+ means one or more of the previous expression, so now the string must contain at least one x	x xxx	abx
`/^x?$/`	? means zero or one of the previous expression, so now the string can be blank or contain one x	 x	xx
`/^\d*$/`	\d means any digit (0 - 9), so the string may contain any number of digits (including none)	12345	12345x 12345.7
`/^[aeiou]*$/`	[...] means any of the characters within the brackets, so with the * we can have any number of the characters aeiou	aeua aaa	aeuab
`/^[a-z]*$/`	- (used like this) means a range of characters, so now we can have any number of any of the characters a-z	abcdeee	abcdeF
`/^[a-z]*$/i`	i at the end of the regular expression makes it case insensitive	abcdeee aBcDeEe	abc8
`/^[a-z0-9-]*$/i`	Allow any number of a-z, 0-9, and -, case insensitive	aeua-123A-	aeua-123A-_
`/^\d+\.\d\d$/`	Require one or more digits followed by a dot followed by two digits. Note that . has a special meaning in regular expressions so we have to precede it by \ to use it as a normal character.	12345.67	12345.7 1234 .37
`/^\d+\.?\d*$/`	Require one or more digits, followed by an optional dot, followed by any number of digits.	1234.678 1234	.37
`/^[\d -]*$/`	Allow any number of numbers, spaces or -	1234-5678 9	1234-5678-A
`/^[A-Z][A-Z]`	Require two upper case letters followed by any	AB12345	ABC12345

`[\d-]*$/`	number of numbers or -	AB123-45-67	
`/^[A-Z]{3}-\d{4}/`	{...} specifies an exact number of the previous expression, so here we require three upper case letters followed by - followed by four numbers. Since we omitted the $, the end of the string can contain any characters at all.	ABC-1234 XYZ-1234567 ABX-1234xyz	AB-123A
`/^\(\d{3}\) \d{3}-\d{4}$/`	Require a string in the exact format (999) 999-9999. Note that (and) have special meaning in regular expressions so we have to precede them by \ to use them as normal characters.	(123) 456-7890	123 456 7890
`/^(([0-9])|([0-1][0-9])|([2][0-3])):(([0-9])|([0-5][0-9]))$/`	Validates a time	3:59 03:59 23:59	12:67 25:60 13.30

Here's the regular expression we use on our site to validate the "Purchase ID or email" field of our contact form. It needs to capture either an email address or a 32 character hexadecimal transaction ID:

```
/(^[abcdef0-9]{32}$)|(^[A-Z0-9._%+-]+@[A-Z0-9.-]+\.[A-Z]{2,4}$)/i
```

It's really two separate expressions bracketed and separated by the vertical bar which means that the entire expression can match either the left hand expression or the right hand expression.

The left hand expression requires 32 hexadecimal characters:

```
^[abcdef0-9]{32}$
```

The right hand expression requires an email address:

```
^[A-Z0-9._%+-]+@[A-Z0-9.-]+\.[A-Z]{2,4}$
```

The final "`i`" makes the entire expression case insensitive.

You can find many more examples around the web.

Appendix 3: Javascript, Ajax, MooTools, and jQuery

This section explains what all these terms mean and how FlexiContact Plus uses MooTools and jQuery. You can safely ignore this section if it doesn't interest you.

Javascript

Javascript is the programming language that makes web pages interactive. These days almost all non-trivial web pages use Javascript to some extent. The Javascript code is downloaded into the browser when the page is loaded, and is executed by the browser on the user's computer. For example, when you click on one of the captcha images on a FlexiContact Plus contact form, a small piece of Javascript code is invoked and draws a border around the image you clicked on.

MooTools and jQuery

More complex features need more Javascript. To save re-writing lots of code over and over again, web programmers use code libraries that take care of a lot of the hard work. Libraries make life easier for developers, and make the end user experience more reliable and consistent across different browsers and platforms. There are many such libraries. MooTools and jQuery are two of the most popular ones, but there are many others. When a web page uses a Javascript library, the library must be downloaded into the browser's cache when the page is loaded (unless it is already in the cache).

Ajax

Ajax is a style of Javascript programming that allows a web page to communicate with the server "behind the scenes" and update parts of the page without reloading the whole page. FlexiContact Plus uses Ajax to validate the form and load the confirmation text when the email has been successfully sent. To do this reliably in all the different browsers, FlexiContact Plus uses the jQuery Javascript library.

Which Javascript Library?

From the end user's point of view, it makes no difference which Javascript library a website uses. It's also perfectly possible for a website to use both MooTools and jQuery at the same time. Some website builders think it is inelegant for a page to load both libraries, and that it is an unnecessary performance overhead. To put this into perspective, MooTools is about 64kb, and jQuery is about 56kb. Many websites have multiple graphic images far larger than this. These are tiny amounts of data these days.

For many years MooTools was the preferred Javascript library in Joomla. Joomla 3.0 introduced jQuery, and MooTools is now officially deprecated, which means that it will no longer be distributed with future versions of Joomla. It will still be possible for Joomla extensions to load and use MooTools, just as many extensions used jQuery in Joomla versions prior to version 3.0, but it will become more and more preferable for extensions to switch to jQuery.

How FlexiContact Plus uses jQuery and MooTools

FlexiContact Plus uses jQuery for its Ajax and form handling. It always loads jQuery.

FlexiContact Plus offers a choice of MooTools or jQuery date pickers. The default "Joomla" date picker currently uses MooTools although this will no doubt change in the future.

FlexiContact Plus uses MooTools to create modal popup contact forms. This will change to jQuery in a future version of FlexiContact Plus.