

# Conditional Email Notifications

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### Overview

You may use our formula processor to make your forms smart and email notifications conditional!

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## Example Uses

Use a field alias in the **Email responses to** field to send an email notification to a different recipient dependent upon the multiple-choice options of a field. This method is shown below. Alternatively, you can use an @IF() formula in the "**Email Responses To**" field.

You can also change the subject title and sender information with the use of aliases and formulas.

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## Setting Up Conditional Email Notifications

Open your form in the Form Builder and **click the multiple-choice field** that will determine where the email notification will be sent.

Go to **Options > Calculations** (If you do not see the Calculations menu, check the **Show Advanced Features** option).

The image shows a toolbar with icons for Bold, Italic, U/line, Image, Link, Clear, Req'd, Choices, Options, Copy, Delete, and Done. Below the toolbar is a question field with the text "What do you need help with?" and three radio button options: Copywriting, Graphic Design, and Video Editing.

Check **This is a variable** and name the variable. Variables are case-sensitive and should be easy to remember and use later. For this example, we have named the variable "department".

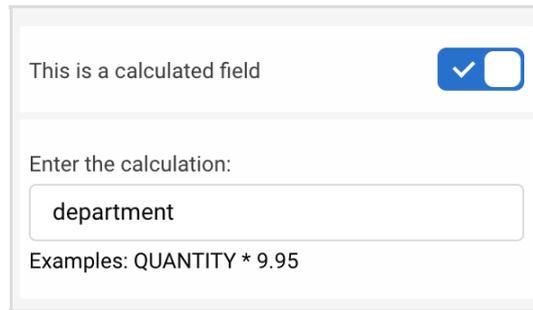
The image shows a configuration form for a variable. It has a toggle switch labeled "This is a variable" which is turned on. Below it is a text input field with the name "department" and a label "Choose a name for this variable:". Below the input field are examples: "Examples: QUANTITY, QTY or PRICE".

For each choice, **enter the email address** to which you'd like to send the notification.

If you plan on using a multi-select field like a checkbox and want to send notifications to multiple people, you should add a comma at the end of each email address when you assign the values. If you are adding multiple email addresses to a single value they should only be separated by commas. Spaces should **never** be used in calculation values.

The image shows a configuration form for a multiple-choice question. It has a label "This is a multiple-choice question. Assign a value for each choice:". Below it are three rows, each with a choice name, an equals sign, and an email address in a text input field: Copywriting = copy@formas, Graphic Design = design@forma, and Video Editing = video@formas.

**Add a text field.** Open the Calculations menu for that field, check **This is a calculated field**, and type in the variable name you just created.



This is a calculated field

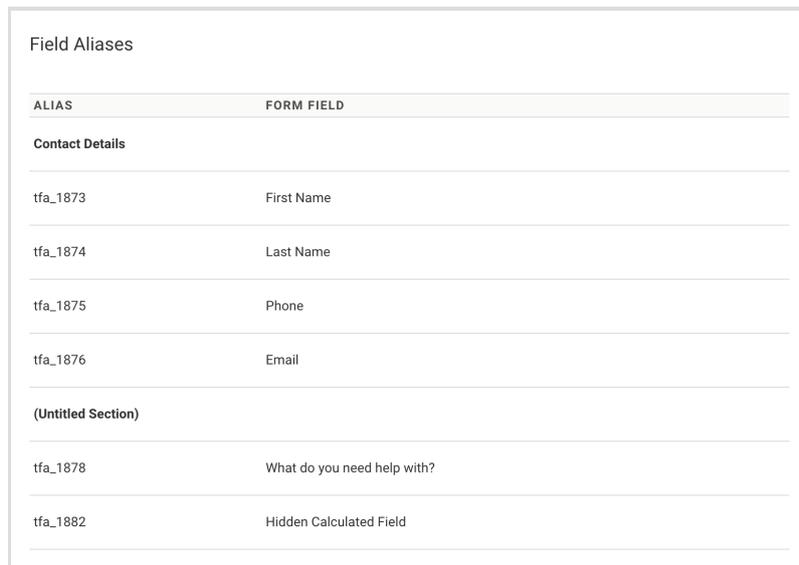
Enter the calculation:

department

Examples: QUANTITY \* 9.95

**Save** and exit the Form Builder. Go to the **Notifications** page of your form.

At the bottom of the page, click the **Show the list of available aliases for this form** link and scroll down to find the alias for your hidden field.



ALIAS	FORM FIELD
<b>Contact Details</b>	
tfa_1873	First Name
tfa_1874	Last Name
tfa_1875	Phone
tfa_1876	Email
<b>(Untitled Section)</b>	
tfa_1878	What do you need help with?
tfa_1882	Hidden Calculated Field

Go back to the Notifications page and enter the hidden field alias surrounded by double percent signs (see image below) into the **Send Responses To** box. Click Apply.

**Note:** If you would like the "Email Responses To" field to be hidden, place it within a section and hide the section with the **Access Control** settings.

YOUR NOTIFICATIONS

YOUR EMAIL NOTIFICATION:

enabled (HTML email) ▼

EMAIL TEMPLATE:

Default template

Customized template

EMAIL RESPONSES TO:

%%tfa\_1882%% f

BCC:

f

**Note:** You must use double percent signs (%%) around your aliases in order for them to be recognized. For example: %%tfa\_1&&

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## Use within Redirect Links and Connectors

The ideas discussed above can also be applied to custom [redirect links](#) and formulas in connectors.

For example, if you wanted a redirect link to go to a particular website based on a selection within a form, you could set this up the same way as the email notifications discussed above. The only difference would be you would use website URLs instead of email addresses. Then, you could use the field alias within your custom redirect link, just like it was used within the email notifications.

Similarly, within connectors, anywhere you have a mapping that is set to get its value from "Text or a Formula" you could use field aliases to send conditional values.

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