

Publishing Troubleshooting

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The form displays unexpected characters, such as 'Ã€' or 'ï¿½'

Make sure that your page contains the following line, near the top of the HTML source, inside the `<head>` element:

```
<meta charset="UTF-8" />
```

Once the UTF-8 character encoding is set, your form should display properly. This also ensures that we capture the data correctly, including the characters that are specific to your language.

For more information on changing the page encoding, please visit:

<http://www.w3.org/International/questions/qa-changing-encoding>

The form does not display properly in Internet Explorer

The HTML code we provide is for the web form only. It is meant to be inserted into a valid HTML page, presumably based on your website template.

Trying to display the form as is without the proper `<input type="text" />`, `<input type="password" />`, and `<input type="button" />` tags will result in an incorrect rendering in Internet Explorer.

Other browsers such as Firefox are a bit more forgiving and should render the page properly.

Embedding Multiple Forms on the Same Page

In general, we do not advise embedding multiple forms on the same website page. This can often lead

to issues, particularly when using the API or Copy and Paste method for embedding.
