



INDITION FORMS

Frequently Asked Questions

Answers for form builders and administrators

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Contents

- Building
- Conditional logic
- Multi-step and branching
- Stop points
- API calls
- Embedding
- Submissions
- Protection
- Troubleshooting

Quick answers

The questions form builders and administrators ask most, grouped by topic. For walkthroughs see the **User Manual**; for platform preparation see the **Setup Guide**.

Building

| Can one form have more than one design?

Yes. A form's fields are its data model; each design is a visual presentation of them, published at its own page. A short landing-page variant and a full-detail variant can feed the same submissions grid, and each design can place a different subset of the fields.

| I added a field to the form — why is it not on the page?

New fields start unplaced. Open each design that should show the field and drag it from Available Elements onto the canvas (or use Add All Element Fields).

| How many columns can a row have?

Up to four. Set a base column layout (one, two or three) to have added fields flow into that structure automatically.

| Does applying a theme keep my custom colors?

No — a theme is a complete look and replaces the previous one, including backgrounds. Apply the theme first, then make per-element adjustments.

| Can I limit how many people pick an option?

Yes — option constraints cap an option's total selections across submissions (seats, slots, inventory) and retire it when the quota is reached.

| Can visitors add repeated rows of the same fields?

That is a Repeating Section: define the row once and visitors add rows up to your maximum, with an optional required-rows minimum and totals over the rows.

Conditional logic

Can a field appear only for some visitors?

Yes — the Logic tab on any field builds show/hide rules from other answers: show or hide, when all or any of the conditions match, with operators from equality through numeric comparisons.

Does a hidden required field block submission?

No. Requirements apply only while a field is visible; the moment logic reveals it, the requirement returns. Hidden fields also submit no value.

Can a rule depend on a field from an earlier step?

Yes — logic evaluates across the whole form, so a step-3 field can key off a step-1 answer.

Can several fields share one rule?

Conditions are reusable: build once, attach to as many fields as need it, and edits apply everywhere it is used.

Do my old rules from before the builder still work?

Yes. Legacy rules keep evaluating exactly as before and remain editable as a toggle list alongside builder-managed rules.

Why is my show rule not firing?

Check the match mode first — *all* requires every condition to hold. Then check the operator: *is* compares the stored option value, and numeric operators need numeric answers. Test in preview with the browser at the actual answers.

Multi-step and branching

Can I reorder steps after building them?

Yes, by dragging the step chips in the rail — until the form has submissions, at which point order locks to protect collected data. A stop point can never be the last step.

How does branching decide where a visitor goes?

A branch-point step defines named branches, each targeting a step; the visitor's answer on that step selects the branch when they continue. Every branch must point at a valid step — the designer refuses to save otherwise.

Can visitors review their answers before submitting?

Enable the preview step: it shows everything they entered, grouped by step under each step's preview title, before the final submit.

What happens if a visitor quits halfway?

Every completed step is captured, so they appear under Partial Submissions with everything they finished. Save & resume additionally lets them return via an emailed link.

Can I track step progress in Google Analytics?

Yes — each step's continue button can carry its own GA event label, so drop-off per step shows up in your analytics.

Stop points

What is a stop point?

A step where the submission pauses for human review — applications, approvals, identity checks. The submission is captured, named after the stop point, and queued in the Stop Point Submissions workspace until your team acts.

What does the visitor see when their form stops?

The stop point's own success experience — a message or destination you configure, separate from the final-submit success. Write it to set expectations about what happens next.

What can reviewers do with a stopped submission?

Open and edit its entries (where the stop point permits), view a read-only detail with a screenshot rendition, email the applicant from templates, continue it past the stop point, re-run its processing, or delete it. Completed submissions move to their own list.

Can the applicant fix their own submission?

If the stop point allows editing after submission, their emailed link reopens the step. Steps can also be agent-interactive, letting your staff complete them with or for the applicant.

What is reprocessing?

Re-running a stopped submission's processing chain — including its API calls — after corrections. Each process shows its status, so you can re-run just the one that failed.

Why can't I put a stop point on the last step?

A stop point pauses a submission *on its way somewhere*; the last step has nowhere to continue to. End-of-form review is what the preview step is for.

API calls

Where can a form call an API?

Four places: as a processing step after submission, at a step boundary in a multi-step form, at a stop point (and again on reprocess), and on a button click.

Can an API call stop a visitor from continuing?

Yes — a step-boundary call that fails blocks the step and shows the API's message, and a required API-populated field blocks submission until the API confirms a valid value. That is the standard verify-before-accept pattern.

How do form fields get into the request?

Attribute mapping: each request attribute takes its value from a form field or a fixed value. Requests go out as JSON, name/value pairs or multipart form data, with static credentials or a token fetched from a separate auth API first.

Can the response fill in form fields?

Yes — response mapping populates API-populated fields (an account lookup filling name and tier, a postcode lookup filling city and state) or stores response data with the submission.

Where do I see what an API call actually sent and received?

The submission's response logs keep each call's request and response. Failed calls can be reprocessed after you fix the data or the remote system recovers.

Embedding

Iframe embed or JavaScript embed — which should I use?

The JavaScript embed, when your plan includes it: it sizes itself to the form automatically (through steps and conditional reveals, shrinking as well as growing), needs no libraries on your site, and locks embedding to your approved domains. The iframe embed is the universal fallback with a size you manage yourself.

The JavaScript Code tab is missing — why?

It appears from the Silver plan up. If your plan qualifies and it is still missing, the design may predate the current release — re-open and save it, then check again.

My embedded form says “This form is not available on this website.”

The embedding page's domain is not on your allowed-domains list. Add the exact host or a wildcard (`*.example.com`) in your tracking settings; the blocked-domains log shows exactly which host was refused.

Can the page hosting the embed read what visitors type?

No. The form renders in a sandboxed frame on your Indition domain; the host page cannot reach into it, and the only signal that crosses the boundary is the frame's height. The embedded form also cannot redirect or script the host page.

Does the embed work with multi-step, stop points, uploads, payments and CAPTCHA?

Yes — the embedded frame runs the same runtime as the hosted page, so the full feature set works, including save & resume and stop-point flows.

Do I need jQuery on my site for the embed?

No. The loader is dependency-free; everything the form needs loads inside its own frame.

Submissions

How do I get submissions out?

Export (selected rows) or Export All from the grid menu, with a date range and your choice of columns — or generate PDFs, singly or for a selected set.

Can I delete test submissions?

Yes: select them and use Delete selected item(s); each deletion asks for confirmation. Deletion is permanent, so export first if you need a record.

| Who gets notified when a form is submitted?

Whatever the form's processing chain says: notification emails to your team, a confirmation to the respondent, generated files, API calls and the visitor's on-success experience — in the order you arranged them.

| Where are partial and stopped submissions?

Partial Submissions has its own tab beside Submissions; stopped submissions live in the Stop Point Submissions workspace with their review workflow.

Protection

| How do I stop spam?

Enable spam protection on the design (Google reCAPTCHA), or require a CAPTCHA on specific steps of a multi-step form. Domain enforcement on embeds blocks off-site abuse, and the blocked-domains log records every refused attempt.

| Are submissions validated on the server?

Yes. Client-side validation is a convenience; the platform re-validates on submission, verifies CAPTCHA when enabled, and applies the same domain rules to embedded submissions as to embed loads.

Troubleshooting

| The designer looks wrong after an upgrade.

Hard-refresh the browser (or clear the site's cached assets) so the new designer assets load.

| Continue does nothing on a step.

One of the step's Checks is failing (CAPTCHA or query validation), or a step API call rejected — the message appears at the relevant field.

| A cloned form is missing submissions.

That is by design — cloning copies fields, designs and settings, never submissions.

| My export is missing a column.

The export configuration includes a checkbox per field; untick nothing you need, and re-run. Fields added after a submission was made are simply empty for older rows.

| An API-driven dropdown is empty.

Check the call's response log first (auth, format, endpoint), then the response mapping that fills the options.