

Create / Update a Web contact

Overview

Create or update a contact from a web site contact form. If you just need to remove a contact, without replacing it, you should use the [Delete a Web contact](#) step-by-step.

Advanced level

This operation needs to use the "Tridion Content Manager" instead of the better known "Site Edit".

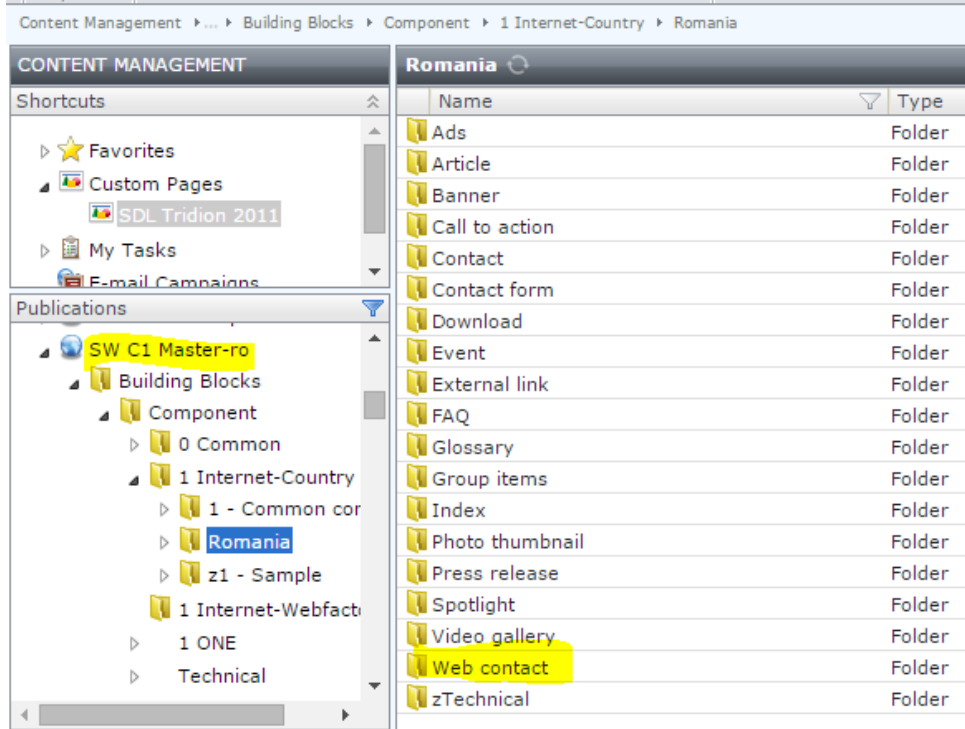
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Step-by-step

Create or update contact - Step 1

1. According to your entity, go to the following location in the Tridion Content Manager.
<http://contentmanager.solvay.com/>



The screenshot shows the Tridion Content Manager interface. The breadcrumb path is: Content Management > ... > Building Blocks > Component > 1 Internet-Country > Romania. The left pane shows a tree view with 'SW C1 Master-ro' selected, and 'Building Blocks' > 'Component' > '1 Internet-Country' > 'Romania' highlighted. The right pane shows a list of folders under 'Romania', with 'Web contact' highlighted.

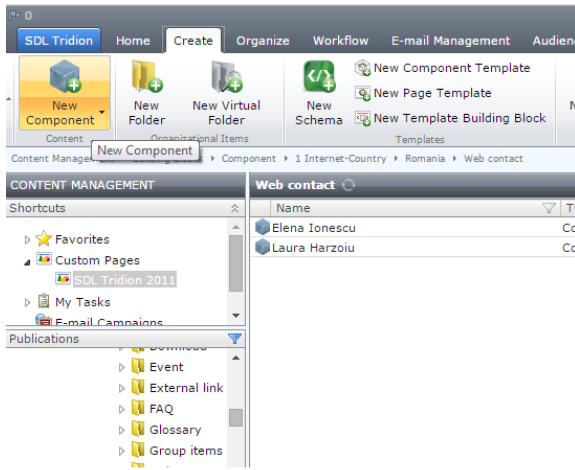
Name	Type
Ads	Folder
Article	Folder
Banner	Folder
Call to action	Folder
Contact	Folder
Contact form	Folder
Download	Folder
Event	Folder
External link	Folder
FAQ	Folder
Glossary	Folder
Group items	Folder
Index	Folder
Photo thumbnail	Folder
Press release	Folder
Spotlight	Folder
Video gallery	Folder
Web contact	Folder
zTechnical	Folder

a. Create a contact

i Advanced level

This option is valid only when you need to create an additional contact not updating one.

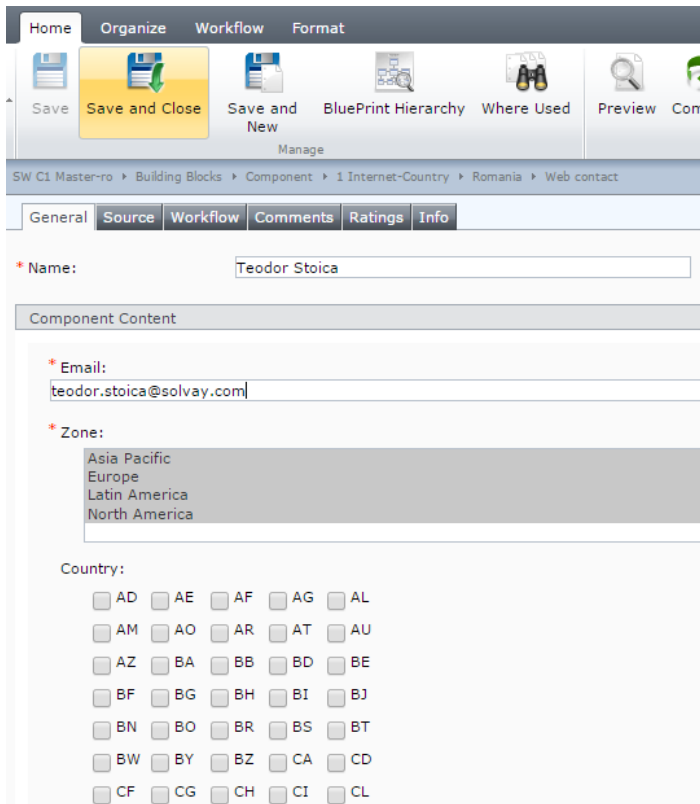
1. On Create tab, click on New Component. A form opens.



2. Fill in the name and the email and associate zones or countries to your contact (depending which scope he will cover).

i Country selection

If no "Country" are ticked, only the "Zones" are taken in account.



3. Select the contact type
Communications & the concerned
entity

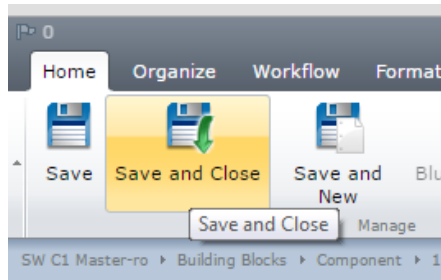
* Contact Type:

Business
Communications
Purchasing

Entity:

Australia
Bicar Z
Bicarbonato
Brand

4. Click on Save & Close to save
your new contact.



b. Update a contact

2. Select the contact to modify &
double click on it to open the form.

3. In the form, update the name &
email if the contact has changed.
You can also modify zone or select
country manually if relevant.

Home Organize Workflow Format

Save Save and Close Save and New Blueprint Hierarchy Where Used Preview Com

Manage

SW C1 Master-ro > Building Blocks > Component > 1 Internet-Country > Romania > Web contact

General Source Workflow Comments Ratings Info

* Name: Teodor Stoica

Component Content

* Email: teodor.stoica@solvay.com

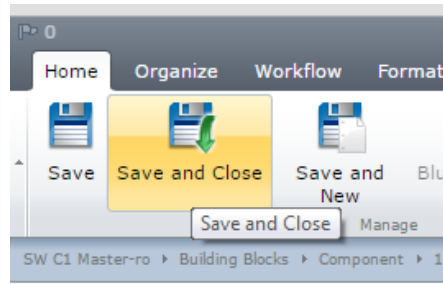
* Zone:

Asia Pacific
Europe
Latin America
North America

Country:

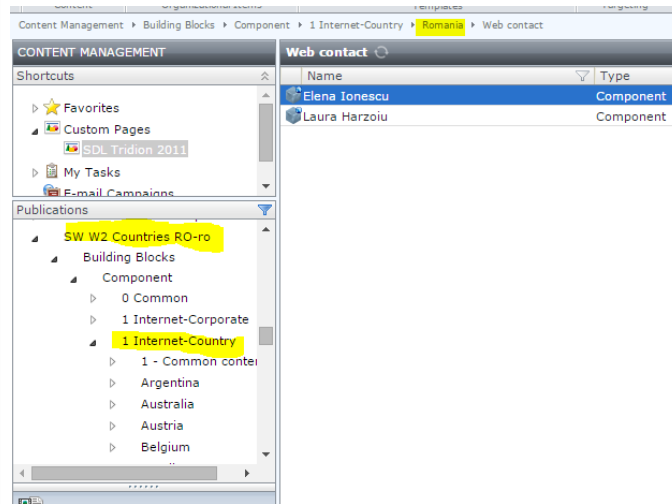
AD AE AF AG AL
 AM AO AR AT AU
 AZ BA BB BD BE
 BF BG BH BI BJ
 BN BO BR BS BT
 BW BY BZ CA CD
 CF CG CH CI CL

4. Click on Save & Close to save your updated contact.



Step 2: Publish new / updated contact

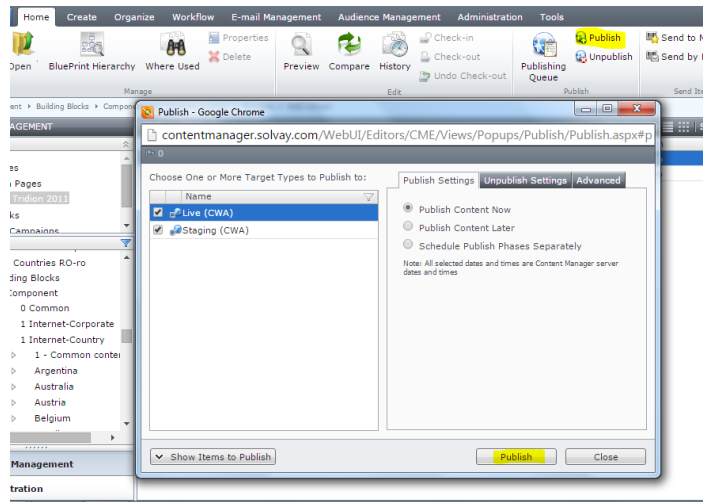
1. According to your entity, go to the following location in the Tridion Content Manager and select the new / updated contact



2. Click on Publish icon. A pop-in opens. Stick staging & Live & click on publish.

Your new / updated contact will now receive emails when a request will be sent on the contact form.

If you want, you can test the contact form in live website.



Related articles

Can't find information?

Related docs

- [Web support contact](#)