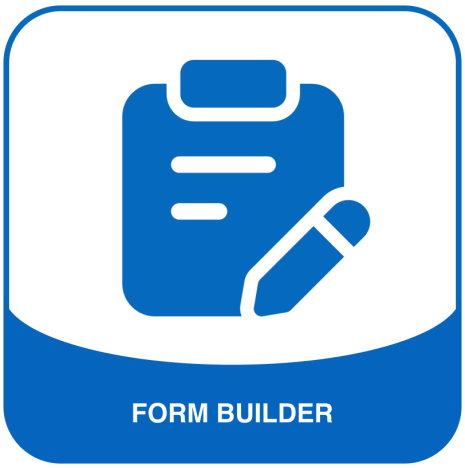
Custom Form Builder

for Magento 2

Module & User Documentation



Version 1.0.0

Vendor: Magexweb | info@magexweb.com | www.magexweb.com

Module code: Magexweb_FormBuilder

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1. Overview

The Magexweb Custom Form Builder extension lets you build contact forms, quote requests, applications, registrations and surveys in the Magento admin, without code, and show them anywhere on your store: on their own page, in CMS pages and blocks, and on product pages as product enquiry forms.

Forms are made of **fields** placed on a 12-column grid. A form can have one step or several **steps** with a progress header. **Conditions** show, hide or require fields, and skip whole steps, depending on the answers. Every answer is checked in the browser and again on the server, and **submissions** are stored in Magento, emailed, or both.

> ⚠ ***Important:*** *Uploaded files are stored outside the public web folder (`var/mxw_forms`) under random names and are only delivered to admins with the Submissions permission or to the customer who sent them. Magento cron must run: it removes uploads that were never submitted and applies the retention period.*

1.1 Key Features

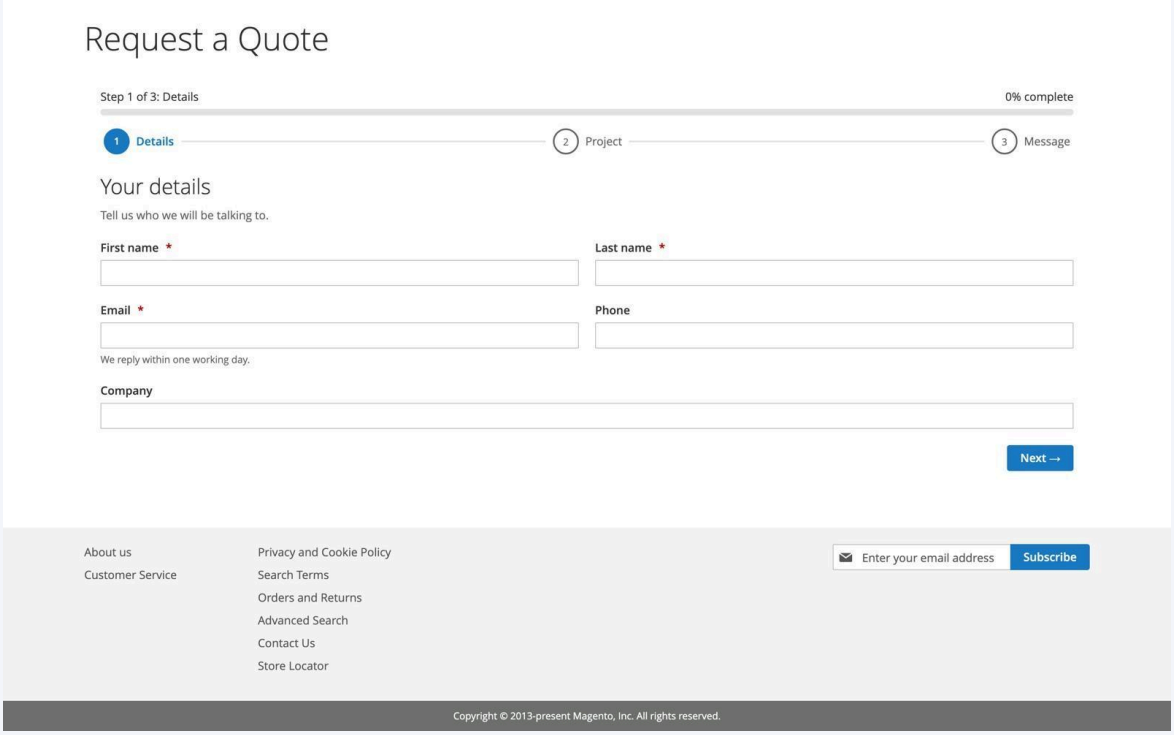
- Drag-and-drop builder with **26 field types**: text, email, phone, number, date and time, choices, Select2, star rating, rich text, address with autocomplete, country and state, file and image upload, consent, captcha, headings and HTML
- Separate field widths for **desktop, tablet and mobile** on a 12-column grid
- **Multi-step forms** with numbered steps, a progress bar or tabs, per-step buttons and step skip rules
- **Conditions**: show, hide or require fields, and skip steps, when answers match (all or any rule)
- **Validation** in the browser and on the server: lengths, patterns, number and date ranges, number of choices, "after another field" and "matches another field"
- **Product enquiry forms**: a button below Add to Cart that opens a popup, or a product tab, for all products, selected categories or selected products
- CMS widget for pages and blocks, and a block for layout XML
- **Spam protection**: honeypot, minimum fill-in time, submissions per visitor per hour and Magento's own Google reCAPTCHA
- **Emails**: admin notifications, conditional recipients, a copy to the customer, editable templates, sent right away or through the message queue
- **Submissions grid** with the form's answers as columns, statuses, assignment, internal notes, CSV and Excel export
- **My Account › My Submissions** for logged-in customers
- **Privacy tools**: hashed or truncated IP addresses, retention per form, anonymizing and a right-to-erasure command

- Full page cache support, granular admin permissions and a REST API
- Magento Open Source and Adobe Commerce 2.4.7 – 2.4.9; PHP 8.2 – 8.5

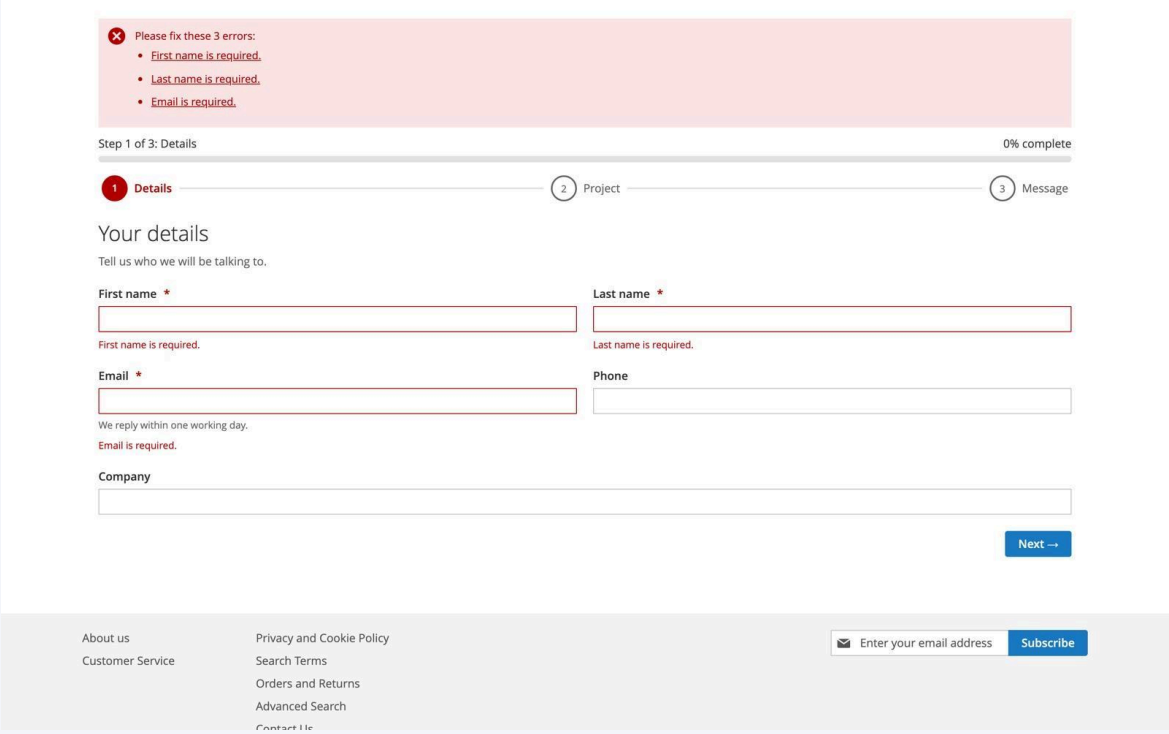
1.2 How It Works

You build a form in **Form Builder › Forms**, choose the store views and customer groups that may use it, and show it on its own page, in a CMS page or block, or on product pages. Customers fill it in on the storefront:

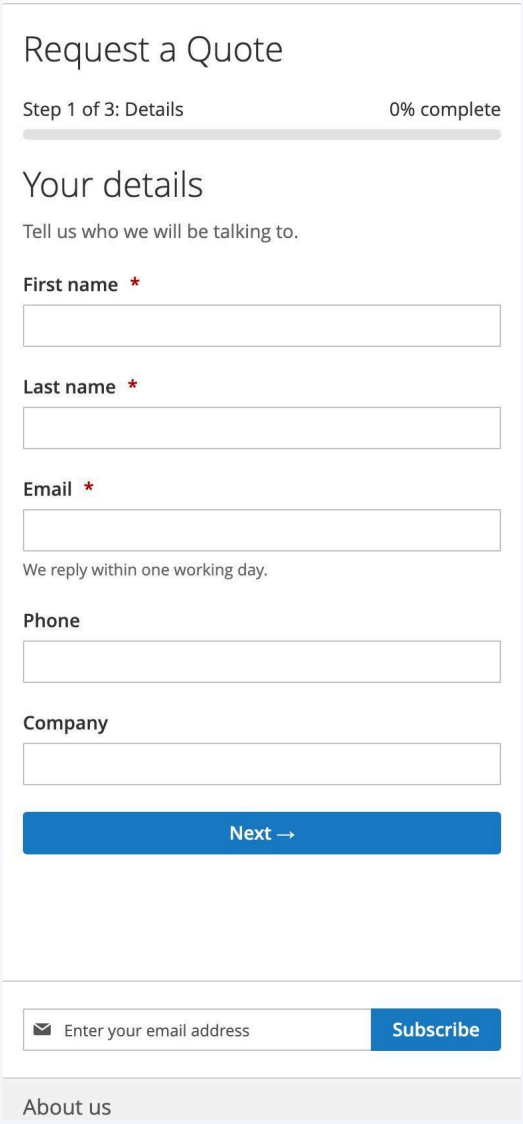
- A multi-step form shows a progress header with the steps and the percentage completed:



- When a required field is empty or an answer is not valid, the customer sees the message next to the field and a summary at the top:



- On phones, fields use the full width of the screen and the buttons stack:



Every submission appears in **Form Builder › Submissions**, where you read the answers, download files, change the status and add internal notes.

2. Installation

Requirements: Magento Open Source or Adobe Commerce 2.4.7, 2.4.8 or 2.4.9, PHP 8.2 – 8.5 (as supported by your Magento version), and Magento cron.

2.1 Composer Installation (Recommended)

1. Place the extension in your project (via the Adobe Commerce Marketplace, a private Composer repository, or by copying it under app/code).

2. From the Magento root, run the following commands:

Command	Purpose
`composer require magexweb/formbuilder`	Only if distributed via a Composer repository (Marketplace)
`php bin/magento module:enable Magexweb_FormBuilder`	Registers and enables the module
`php bin/magento setup:upgrade`	Creates the Form Builder tables and the example form
`php bin/magento setup:di:compile`	Recommended for production mode
`php bin/magento setup:static-content:deploy -f`	Required in production mode
`php bin/magento cache:enable mxw_forms`	Enables the Form Builder cache type (storefront form definitions)
`php bin/magento cache:flush`	Clears the Magento cache

2.2 Manual (ZIP) Installation

- Extract the ZIP package to **app/code/Magexweb/FormBuilder** in your Magento installation, so that app/code/Magexweb/FormBuilder/registration.php exists
- Run the same bin/magento commands listed in section 2.1 (module:enable, setup:upgrade, di:compile, static-content:deploy, cache:enable mxw_forms, cache:flush)
- Verify the module is active: `php bin/magento module:status Magexweb_FormBuilder`

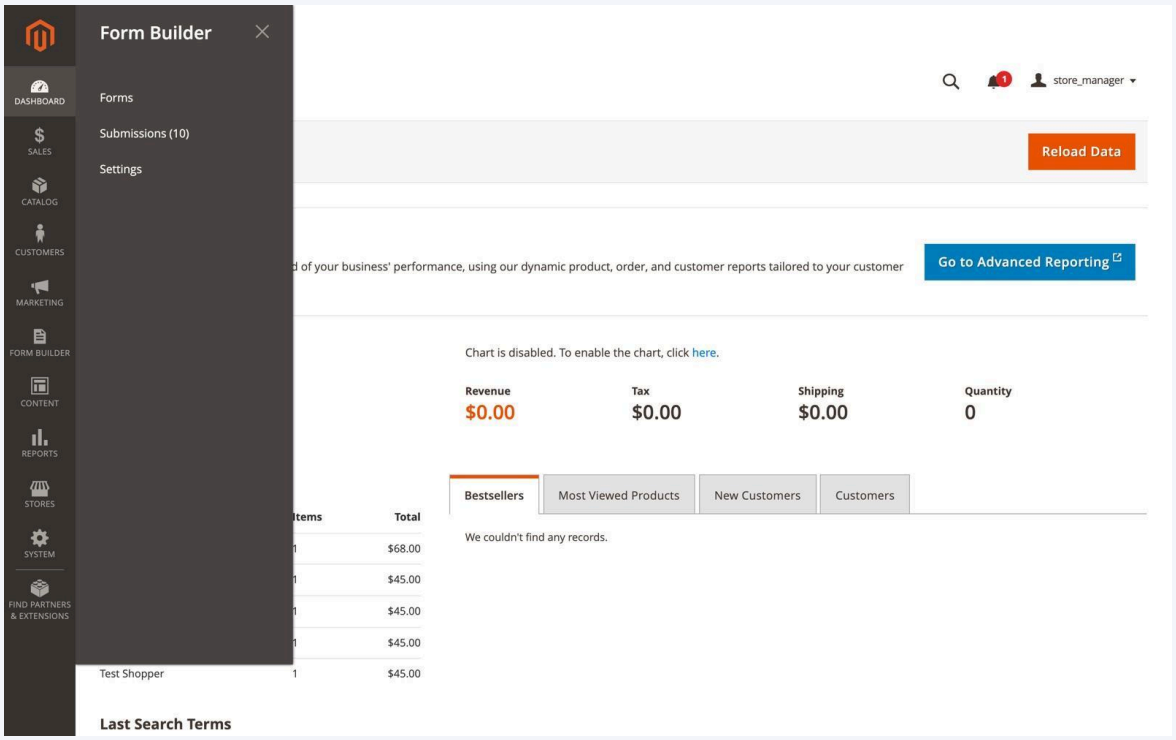
2.3 After Installing

- Make sure Magento cron runs (`php bin/magento cron:install`). It deletes uploads that were never submitted, applies retention and, with queued email delivery, sends the emails.
- Magento enables new cache types only on a fresh installation, so enable `mxw_forms` as shown above. Forms work without it, but each page view then loads the form from the database.
- An example form, **Contact us**, is installed inactive. Open it to see how a form is put together.
- Check the email sender and the admin recipients in the configuration (section 3).

> ⚠ ***Note:*** *Form pages are at /forms/{code}, for example /forms/contact-us. A URL rewrite can take over the path.*

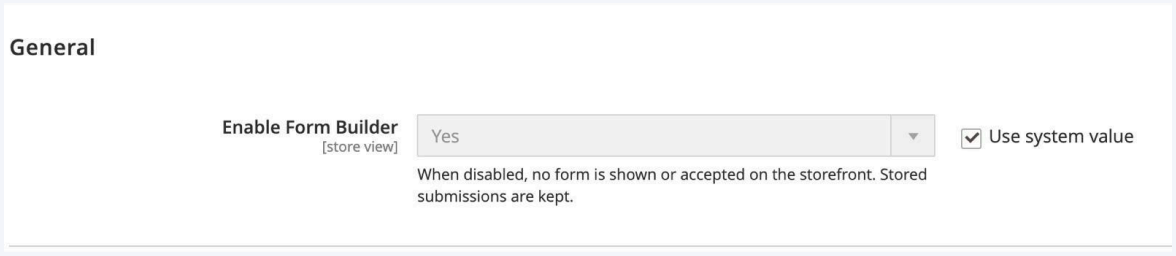
3. Admin Configuration Guide

The extension has its own **Form Builder** item in the admin menu, with **Forms**, **Submissions** (with the number of new submissions) and **Settings**:



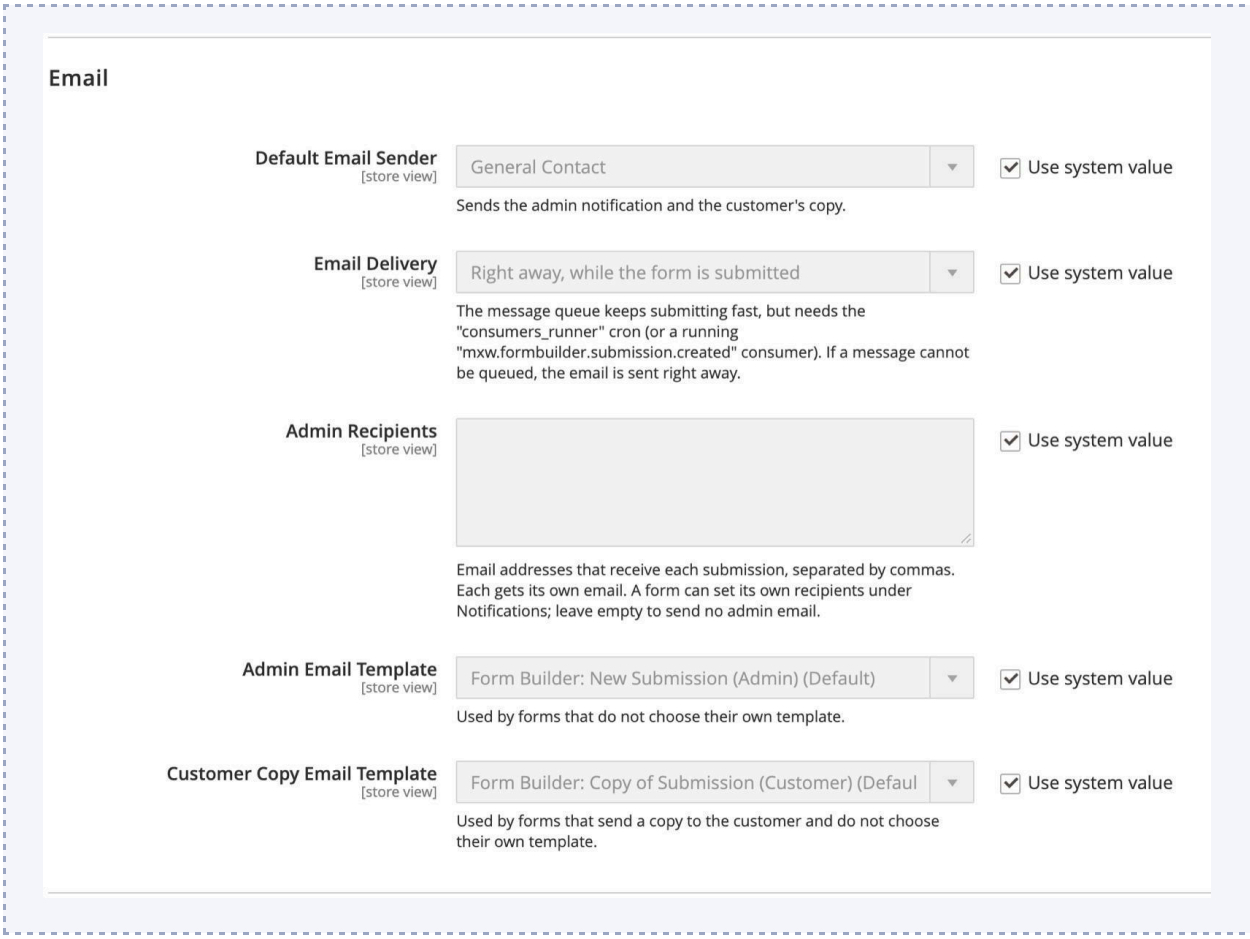
All settings live under **Stores > Settings > Configuration > Magexweb Extensions > Form Builder** (also available from **Form Builder > Settings**). Use the Scope switcher at the top of the page to use different settings for a website or store view.

3.1 General



Field	Description
Enable Form Builder	Master switch. Set to **No** to hide every form and refuse submissions in this store view. Stored submissions are kept. Scope: store view. Default: Yes

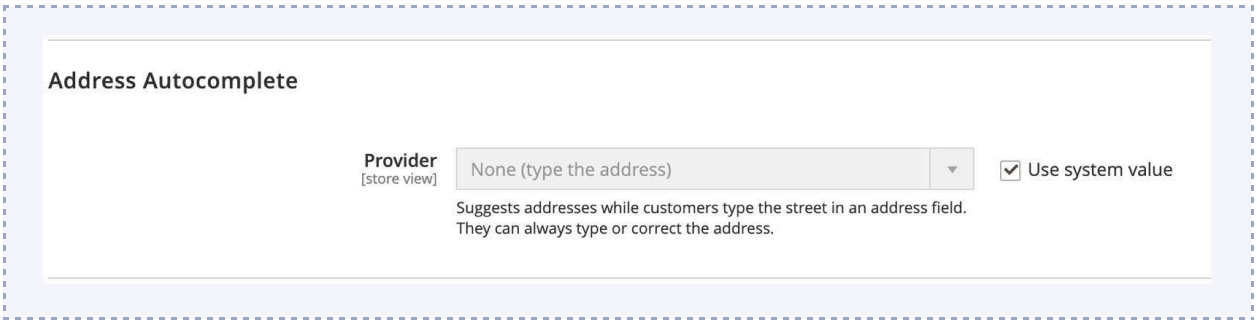
3.2 Email



Field	Description
Default Email Sender	Sender of the admin notification and of the customer's copy. Scope: store view. Default: General Contact

Field	Description
Email Delivery	Right away, while the form is submitted, or through the message queue. The queue keeps submitting fast but needs the consumers_runner cron (or a running mxw.formbuilder.submission.created consumer). If a message cannot be queued, the email is sent right away. Default: Right away
Admin Recipients	Email addresses that receive each submission, separated by commas (up to 20). Each gets its own email. A form can set its own recipients under Notifications. Leave empty to send no admin email. Default: (empty)
Admin Email Template	Used by forms that do not choose their own template. Default: Form Builder: New Submission (Admin)
Customer Copy Email Template	Used by forms that send a copy to the customer and do not choose their own template. Default: Form Builder: Copy of Submission (Customer)

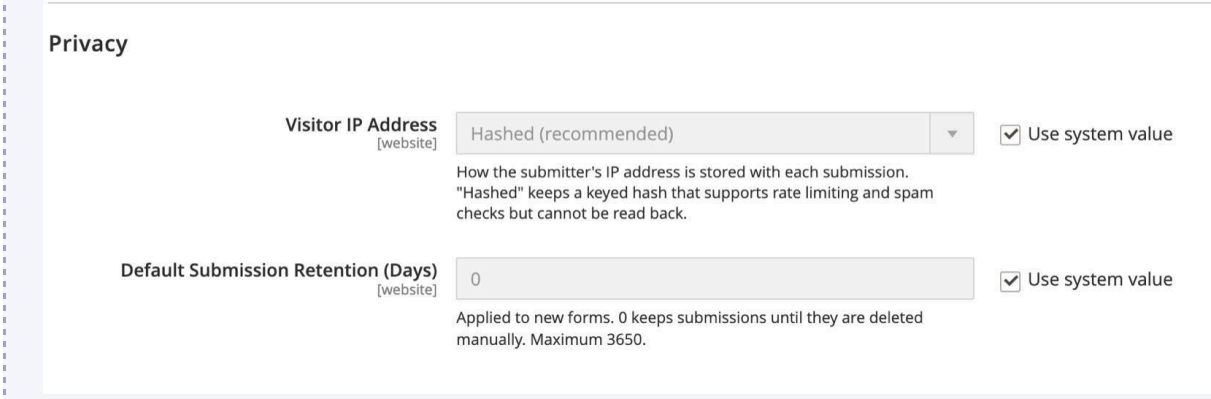
3.3 Address Autocomplete



Field	Description
Provider	Google Places, or none. Suggests addresses while customers type the street in an Address field; they can always type or correct the address. Default: None

Field	Description
Google Maps API Key	Shown when the provider is Google. A browser key, visible in the page: in the Google Cloud console, restrict it to your store's domains (HTTP referrers) and to the Places API (New) and Maps JavaScript API. Default: (empty)

3.4 Privacy



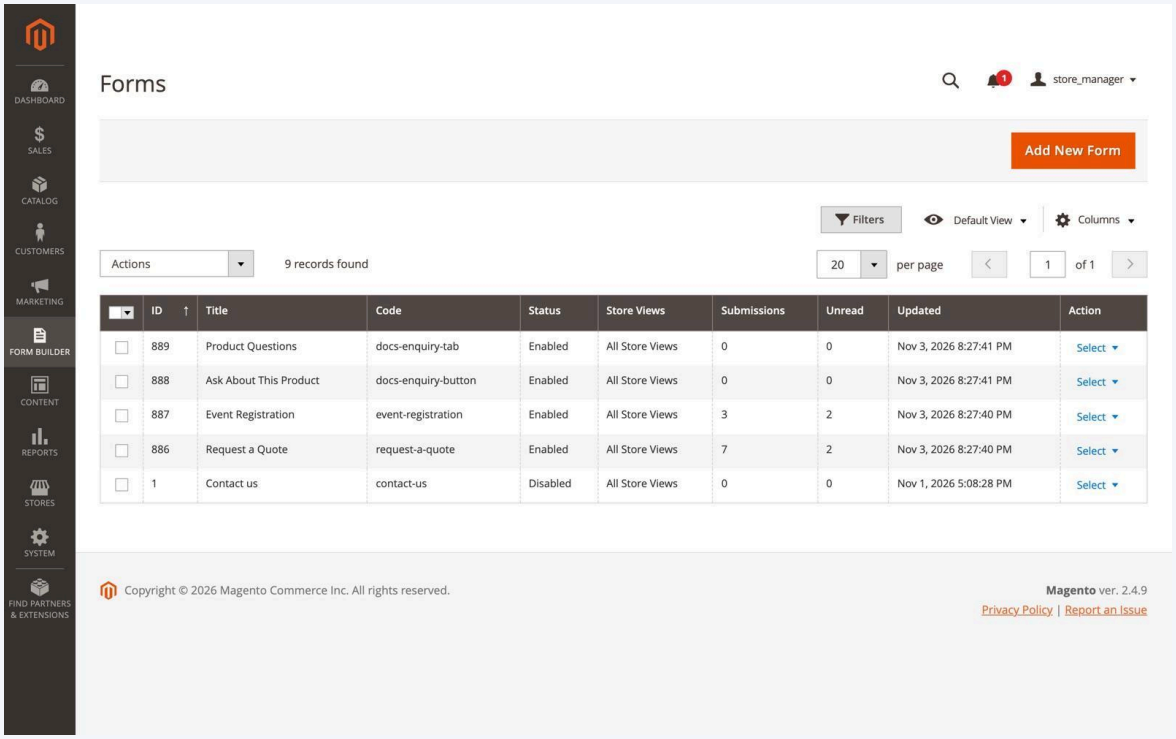
Field	Description
Visitor IP Address	How the submitter's IP address is stored: Hashed (a keyed hash that supports rate limiting but cannot be read back), Truncated, or Do not store. Scope: website. Default: Hashed
Default Submission Retention (Days)	Applied to new forms. 0 keeps submissions until they are deleted. Maximum 3650. Scope: website. Default: 0

3.5 Google reCAPTCHA

Form Builder uses Magento's own reCAPTCHA. Turn it on under **Stores > Configuration > Security > Google reCAPTCHA Storefront > Storefront > Enable for Form Builder Forms** and choose the type (checkbox, invisible or v3); the keys are Magento's. Each form can turn it off under Spam & Limits (section 10).

4. Forms

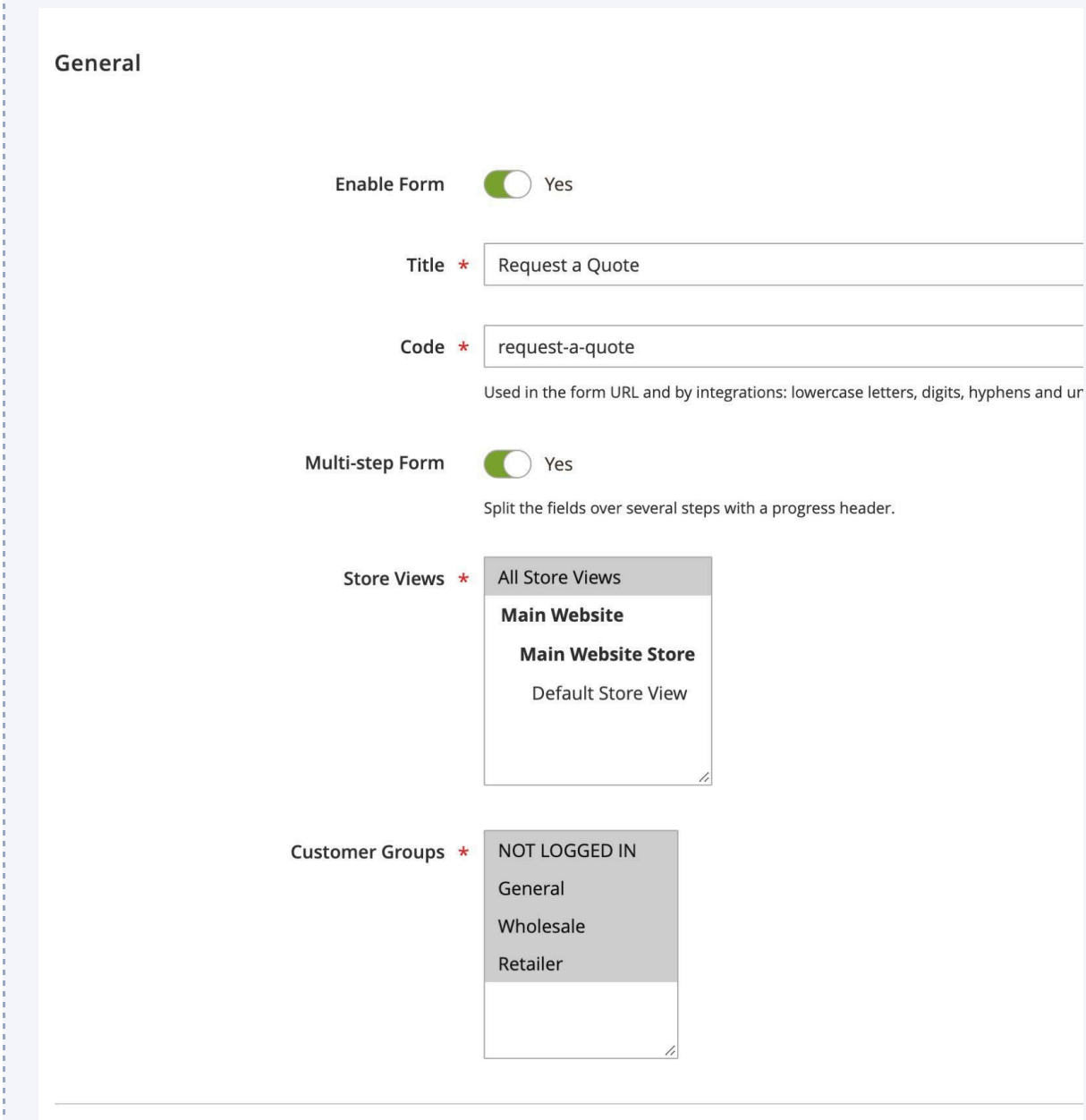
Manage forms in **Form Builder > Forms**. The grid shows each form's code, status, store views, number of submissions and unread submissions. Use **Select > View** to open an active form on the storefront, and the Actions menu to enable, disable or delete several forms at once.



> ⚠ ***Note:*** *Deleting a form keeps its submissions, with the form title as it was when they were submitted. Use retention or delete the submissions to remove them.*

4.1 General

Click **Add New Form**. The General section decides what the form is called, where it lives and who may use it:



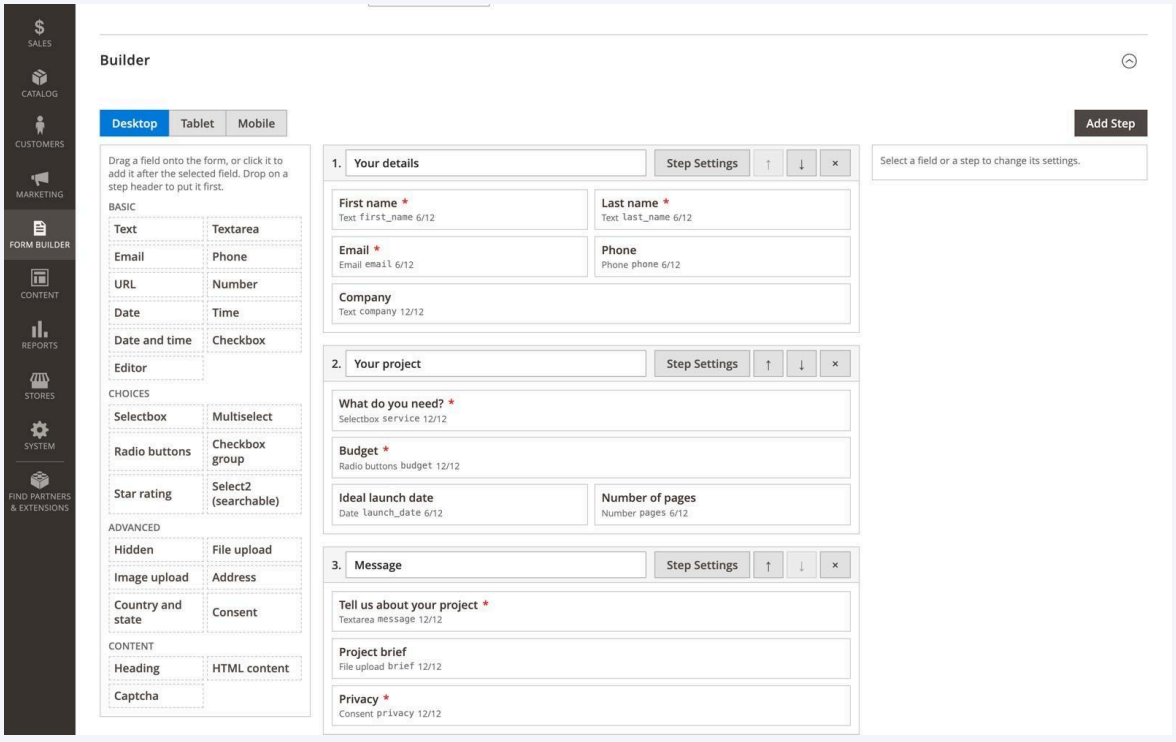
Field	Description
Enable Form	Inactive forms are not shown: their page shows "Page not found" and a widget shows nothing.
Title	Shown to customers as the page title and the popup or tab heading.
Code	Used in the form address (/forms/{code}) and by integrations: lowercase letters, digits, hyphens and underscores.

Field	Description
Multi-step Form	Splits the fields over several steps with a progress header (section 6).
Store Views	All Store Views or specific store views.
Customer Groups	Groups that may use the form. Include NOT LOGGED IN for guests.

Click **Save**, then **Preview** to try the form. The preview opens the last saved version in a new tab, whatever its status; the link works for one hour and nothing is saved.

4.2 The Builder

The Builder section has the field palette on the left, the form in the middle and the settings of the selected field or step on the right. Click a field type to add it after the selected field (or at the end of the selected step), or drag it onto the form. Drag fields to reorder them or to move them between steps: drop on the top or bottom half of a field to put it before or after it, on its right edge to put the two side by side, or on a step header to put it first. The arrow buttons on a field move it one place, or straight to the top or bottom of its step.

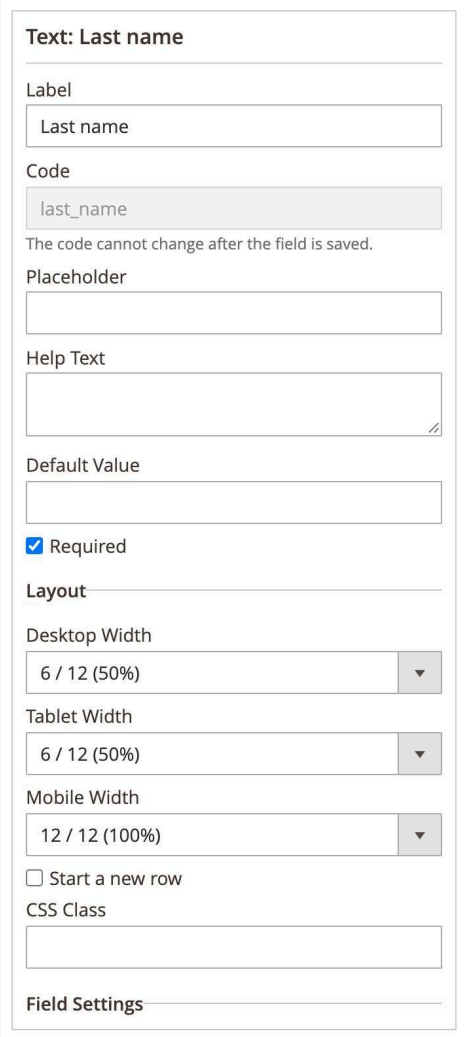


- **Desktop / Tablet / Mobile**: switch the device at the top to set each device's field widths. Drag a field's right edge (or focus it and use the arrow keys) to change its width.

- The builder checks the form when you save: codes must be unique, choice fields need options, conditions must refer to fields on the same or an earlier step, and so on.
- A field's code cannot change after the form is saved, because its answers are stored under that code.

4.3 Field Settings

Click a field to edit it in the panel on the right:

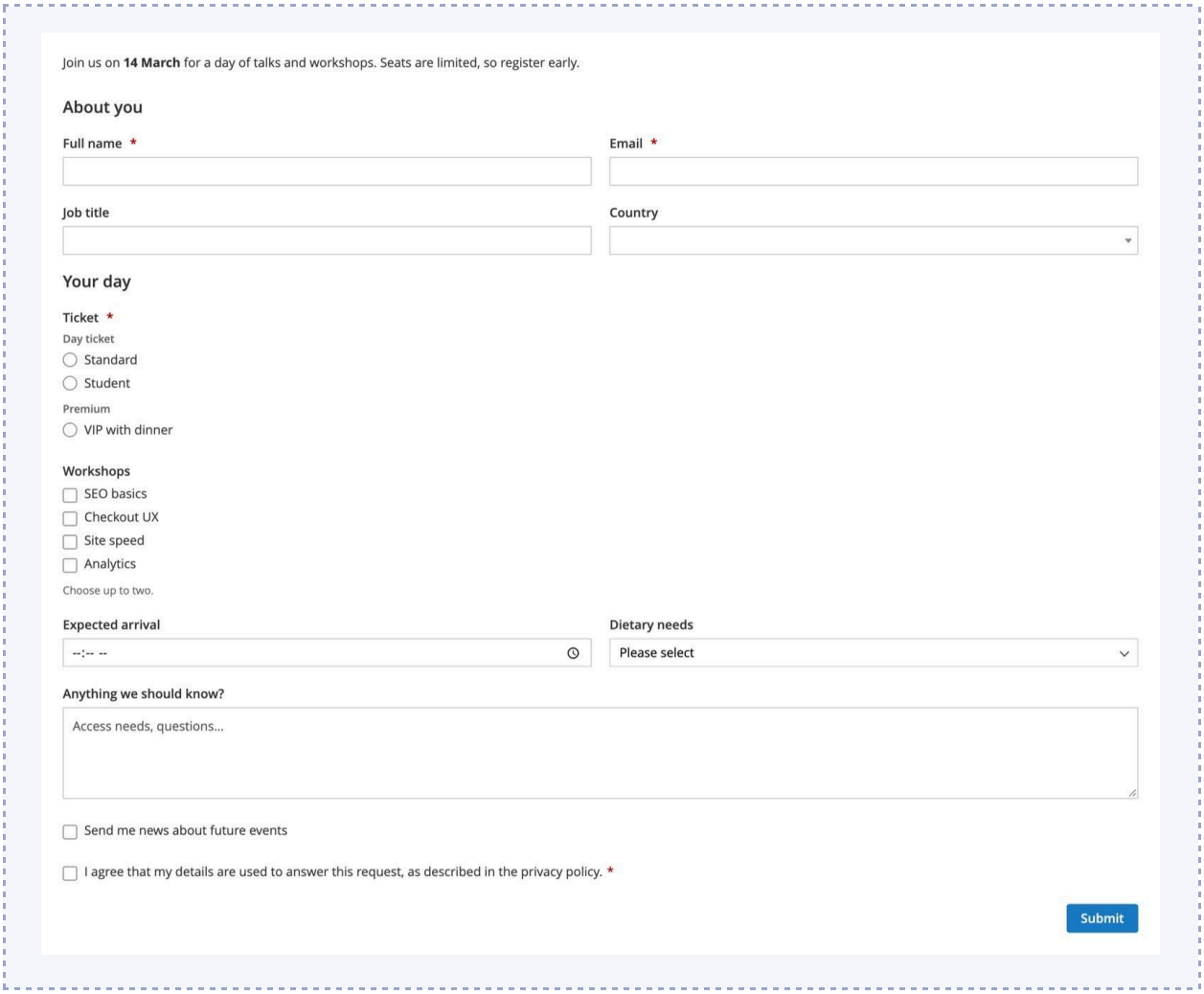


Field	Description
Label	Shown to customers. Translate it per store view in the field panel.

Field	Description
Code	Unique code of the field; answers are stored under it. Cannot change after saving.
Placeholder, Help Text, Default Value	Text inside the input, text below it, and the value filled in when the form opens.
Required	The field must be filled in. A condition can also require it.
Desktop / Tablet / Mobile Width	Columns out of 12 on each device. Start a new row forces the field onto its own row.
CSS Class	Extra class for your theme's styles.
Field Settings	The settings of the field type: options, allowed file types, number of stars, address parts and so on (section 5).
Validation	Rules that make sense for the type (section 5.3).
Conditions	Show, hide or require the field when its rules match (section 7).
Visible to Customer	Whether the answer appears in My Account (section 8.2).
Exclude from Storage	The answer is emailed but never saved.

5. Field Types

Group	Field types
Text	Text, Textarea, Email, Phone, URL, Number, Editor (rich text), Hidden
Date and time	Date, Time, Date and time
Choices	Selectbox, Radio buttons, Multiselect, Checkbox group, Select2 (searchable, optional tags), Checkbox, Star rating
Special	Address (with optional autocomplete), Country and state, File upload, Image upload, Consent, Captcha
Content	Heading, HTML content (not stored)



> ⚠ ***Note:*** *There is no password field: forms are not a place to collect passwords.*

5.1 Options

- Add options one by one, or paste a list with one option per line as `value,label` (or `value,label,group`). The value is stored; the label is what customers see.
- Options that share a group show under that group's heading (Selectbox, Radio buttons, Checkbox group).
- **Options Layout** (Radio buttons, Checkbox group): Vertical shows the options one under another; Horizontal shows them side by side, wrapping when they do not fit.
- Only option values the field defines are accepted; anything else is refused.

5.2 Special Fields

Field	Behaviour
Phone	Checked in international format: + and the country code.
URL	http and https addresses with a domain name; https:// is added when missing.
Star rating	3 to 10 stars (5 by default). Stored as a number, for example "4 of 5".
Hidden	Fills itself from a URL parameter (for example ?utm_source=newsletter), the page address or the referring page.
Address	Checks the country, region and postcode against your store's country settings. Under Address Parts, untick the parts you do not need (street, second street line, city, postcode, country, state); only the parts shown are asked for and checked.
Country and state	A country and its state/province. The state list follows the country; countries without states get a text box. Enter a country code (for example US) as the default value to preselect it, and limit the countries in Field Settings.
File upload, Image upload	Drag and drop or Choose files. Choose the allowed extensions, the maximum size and the number of files (section 11).
Consent	Stores the exact text and version the customer agreed to. Change the version number when you change the text.

Field	Behaviour
Editor	Bold, italic, underline, lists and links (http, https and mailto only). Stored as cleaned HTML.
Captcha	Sets where the reCAPTCHA widget appears; without it, the widget appears above the buttons.

5.3 Validation Rules

Open **Validation** in the field panel. Only the rules that make sense for the field type are offered:

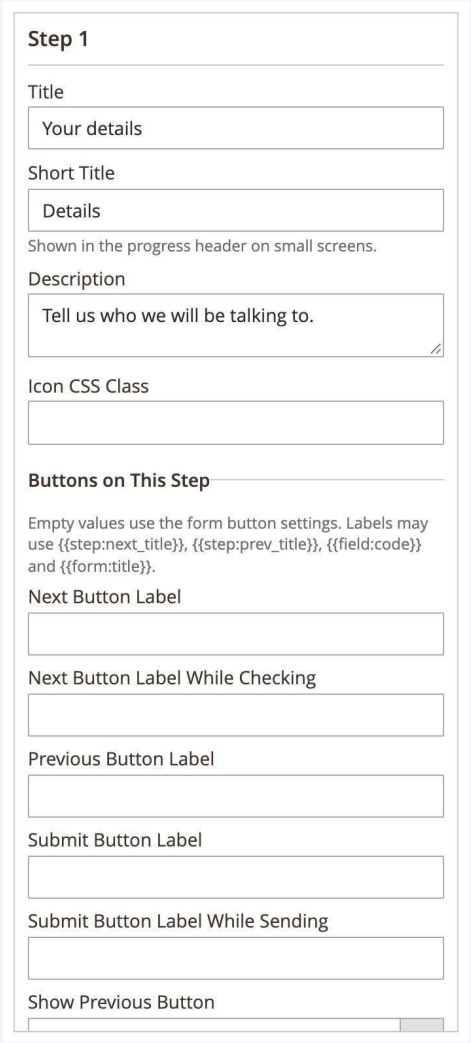
Rule	Field types
Minimum / maximum length	Text, Textarea, Editor (visible text)
Pattern with your own message	Text, Textarea, Email
Minimum / maximum value	Number
Earliest / latest date (or "today")	Date, Date and time
Minimum / maximum number of choices	Multiselect, Checkbox group, Select2
After another field (for example an end date after a start date)	Number, Date, Time, Date and time
Matches another field (for example confirm email)	Text, Email

6. Multi-step Forms

Set **Multi-step Form** to Yes under General. The builder then shows steps: click **Add Step**, drag fields between steps and use the arrows to reorder them. Each step is named "Step 1", "Step 2" and so on until you type a title in its header; customers see it above the step and in the progress header.

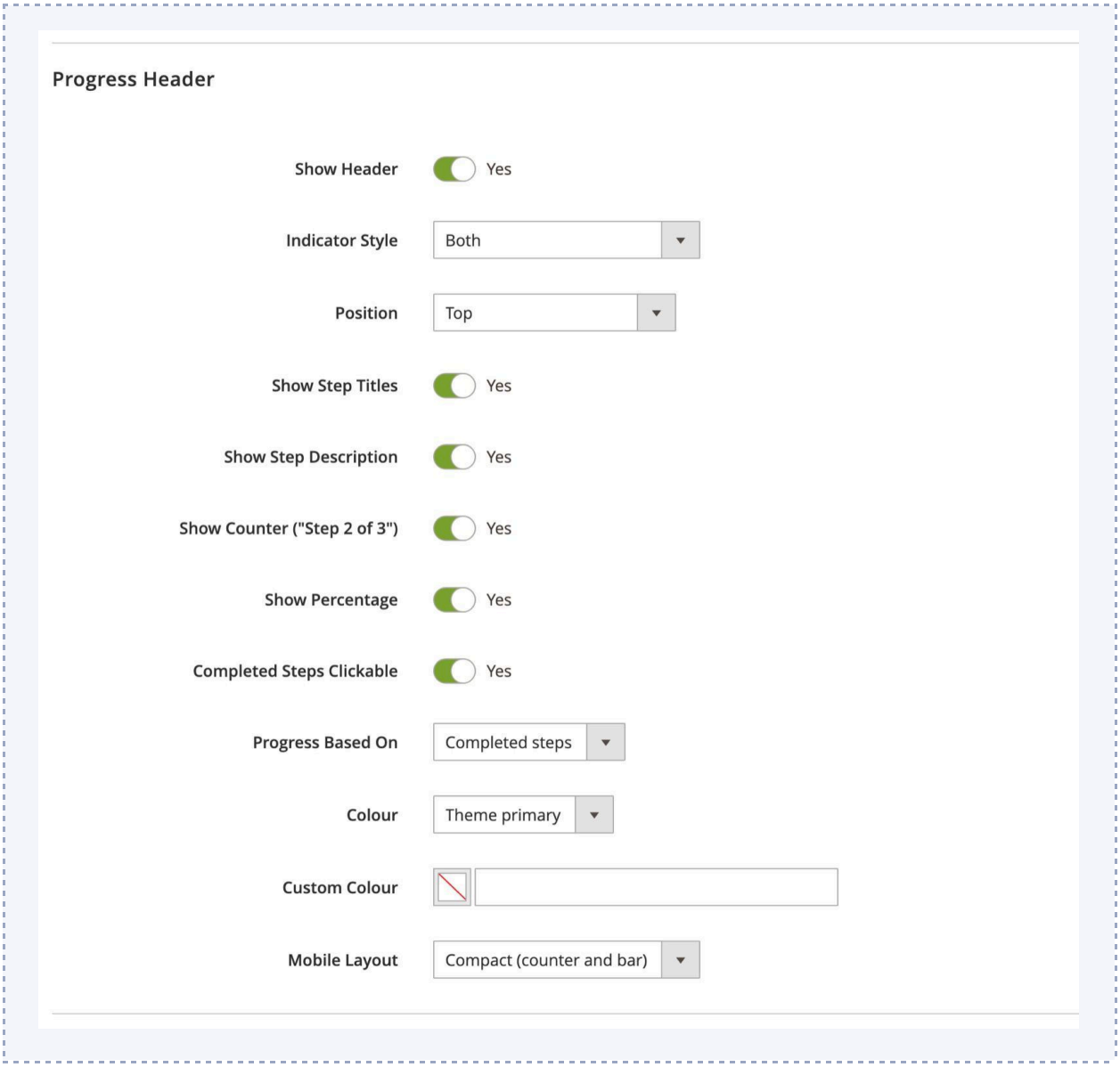
6.1 Step Settings

Click **Step Settings** in a step's header to edit the rest of the step:



Field	Description
Title, Short Title	Shown above the step and in the progress header. The short title is used on small screens.
Description	Text below the title.
Icon CSS Class	An icon class from your theme, shown in the progress header.
Buttons on This Step	Labels of Next, Previous and Submit for this step only. Labels may use {{step:next_title}}, {{step:prev_title}}, {{field:code}} and {{form:title}}.
Button Label Rules	Change a button label when answers match, for example "Continue as {{field:first_name}}".
Skip Rule	Skip the whole step when its rules match (section 7).

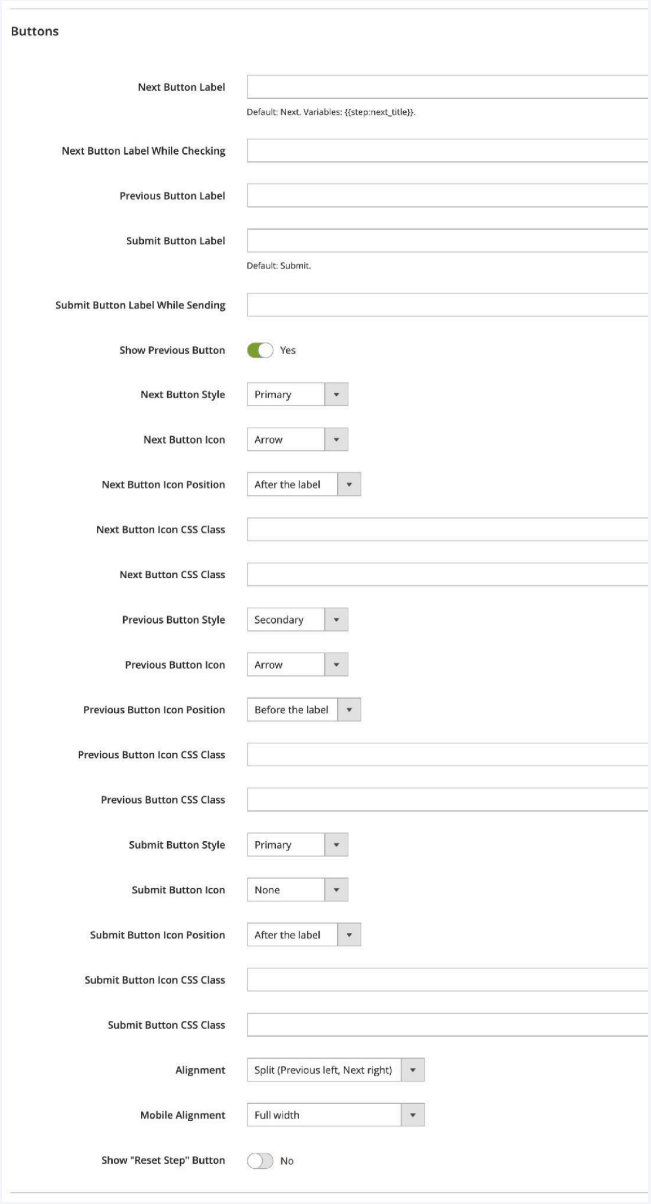
6.2 Progress Header



Field	Description
Show Header	Shows the progress header above (or below) the steps. Default: Yes
Indicator Style	Numbered steps with titles, Progress bar only, Both, or Tabs. Default: Both

Field	Description
Position	Top, Bottom (above the buttons) or Both. Default: Top
Show Step Titles / Show Step Description	Shows each step's title and description. Default: Yes
Show Counter ("Step 2 of 3") / Show Percentage	Text above the bar. Default: Counter Yes, Percentage No
Completed Steps Clickable	Customers can go back to a completed step from the header. Default: Yes
Progress Based On	Completed steps, or the current position. Default: Completed steps
Colour / Custom Colour	Theme primary colour or your own. Default: Theme primary
Mobile Layout	Compact (counter and bar) or Full. Default: Compact

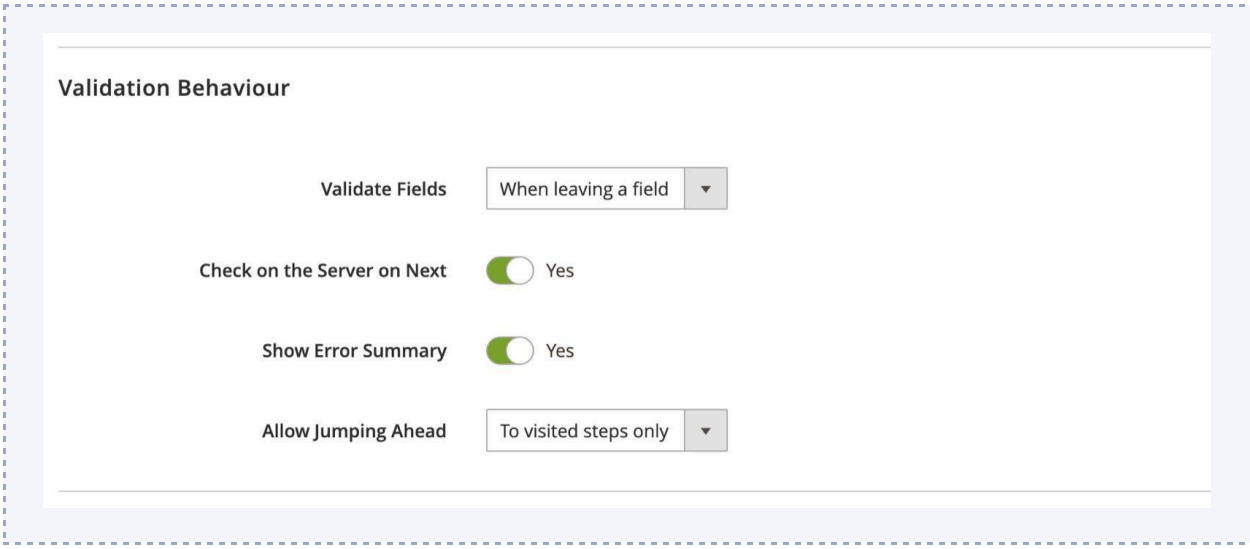
6.3 Buttons



Field	Description
Next / Previous / Submit Button Label	Labels for the whole form; steps can override them. Empty uses Next, Previous and Submit. Default: (empty)

Field	Description
... Label While Checking / While Sending	Shown while the step is checked or the form is sent. Default: (empty)
Show Previous Button	Shows the Previous button on steps after the first. Default: Yes
Button Style, Icon, Icon Position, CSS Class	Primary, Secondary, Link or a custom class; an arrow, no icon or your own icon class, before or after the label. Default: Next and Submit primary, Previous secondary
Alignment / Mobile Alignment	Left, Right, Split (Previous left, Next right) or Full width. Default: Split / Full width
Show "Reset Step" Button	Lets customers clear the answers of the current step. Default: No

6.4 Validation Behaviour



Field	Description
Validate Fields	When leaving a field, while typing, or only on Next. Default: When leaving a field

Field	Description
Check on the Server on Next	Next also asks the server to check the step before moving on. Default: Yes
Show Error Summary	A list of the errors at the top of the step, with links to the fields. Default: Yes
Allow Jumping Ahead	No, or to steps the customer has already visited. Default: To visited steps only

> ⚠ ***Note:*** *Customers never lose their answers when they go back. On Submit, every shown step is checked again in the browser and on the server.*

7. Conditions

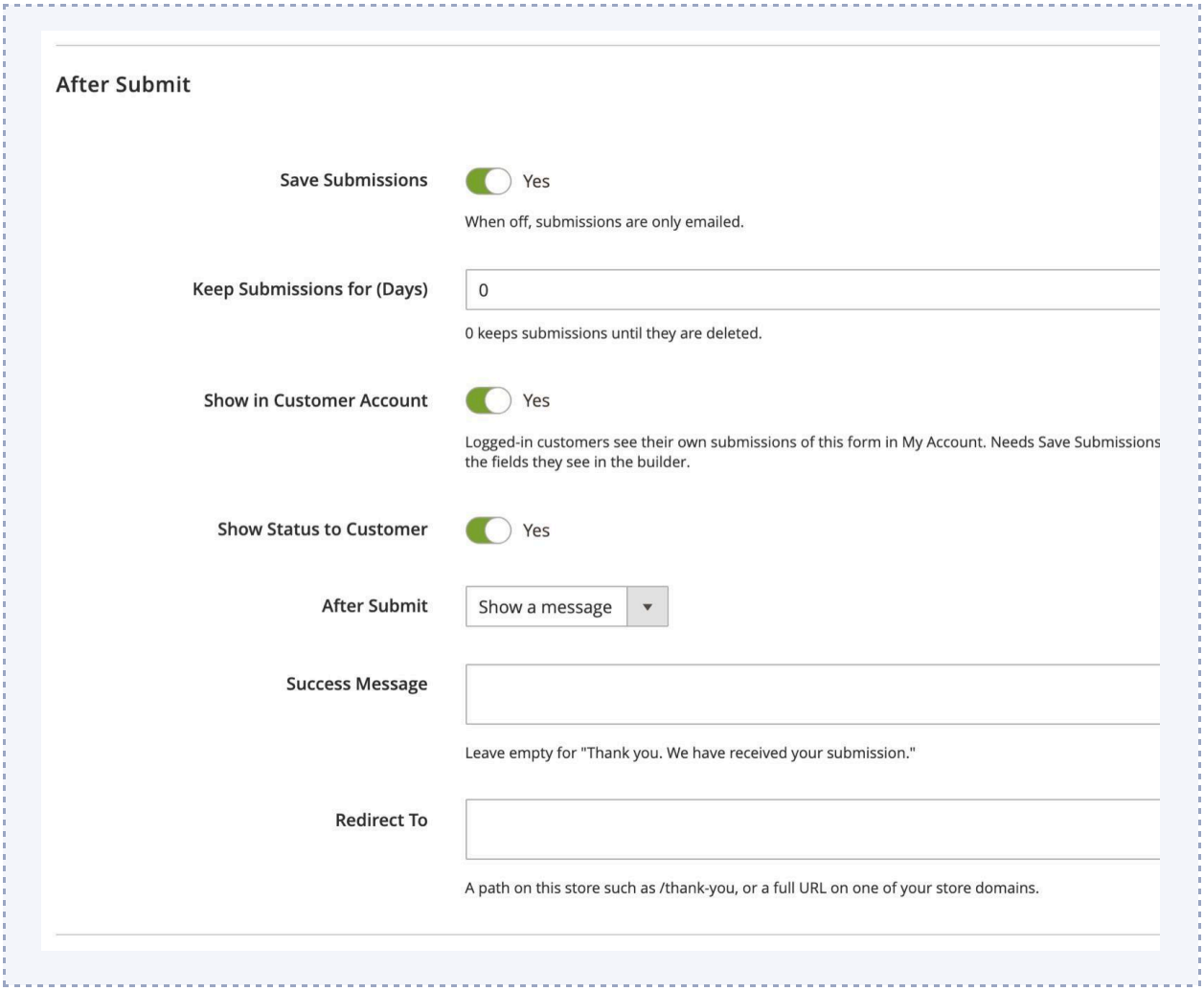
Conditions make a form react to the answers given.

- **Field conditions** (field panel > Conditions): **show**, **hide** or **require** a field when its rules match. For example: show Company name when Customer type equals Business.
- **Step skip rules** (Step Settings): skip a whole step when its rules match. Skipped steps disappear from the progress header and their answers are not sent.
- Rules compare another field with a value: equals, does not equal, is one of, is not one of, contains, is empty, is not empty, greater than, less than. Choose whether **all** or **any** rule must match.
- **Country and state** and **Address** fields compare by country: pick the country from the list, or for "is one of" enter country codes such as US, CA.
- A condition can only use fields on the same step or an earlier step, so the answer is known when the condition is checked.

> ⚠ ***Note:*** *Hidden fields and skipped steps are never checked and their answers are not saved, so a hidden required field never blocks a customer.*

8. After Submit and My Account

8.1 After Submit



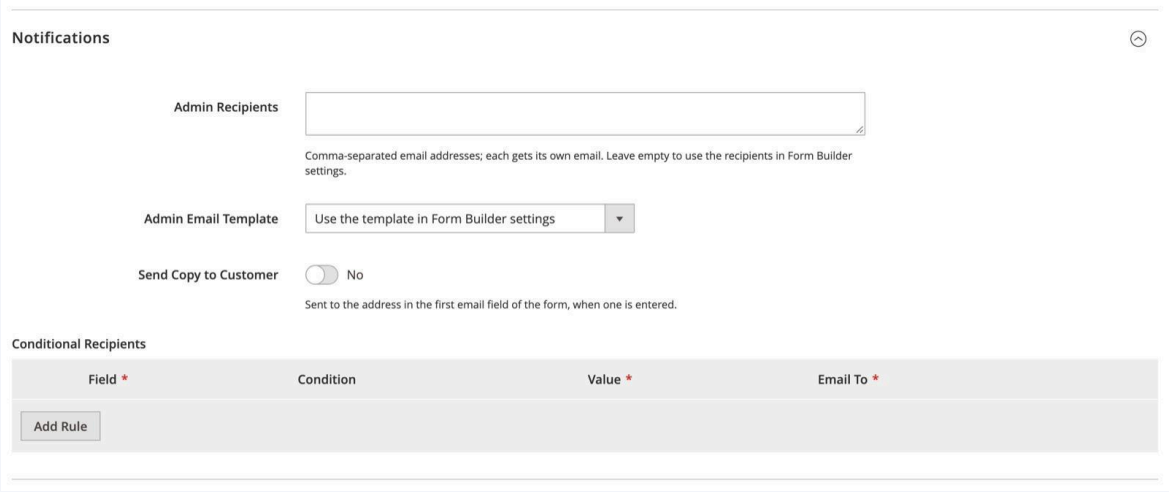
Field	Description
Save Submissions	When off, submissions are only emailed. File fields need this on. Default: Yes
Keep Submissions for (Days)	Submissions older than this are deleted automatically, with their files. 0 keeps them until they are deleted. Default: From the configuration (0)

Field	Description
Show in Customer Account	Logged-in customers see their own submissions of this form in My Account. Needs Save Submissions. Default: No
Show Status to Customer	Shows the submission status in My Account. Default: Yes
After Submit	Show a message, or go to a page. Default: Show a message
Success Message	Leave empty for "Thank you. We have received your submission." Default: (empty)
Redirect To	A path on this store such as /thank-you, or a full URL on one of your store domains. Default: (empty)

8.2 My Account > My Submissions

- Customers see the date, the form, the status (if you allow it), the fields marked **Visible to customer**, and their files.
- They never see internal notes, the assigned admin, IP address, browser, source page or hidden fields.
- Only submissions sent while logged in appear. Turning the setting off hides them at once; nothing is deleted.

9. Notifications and Emails



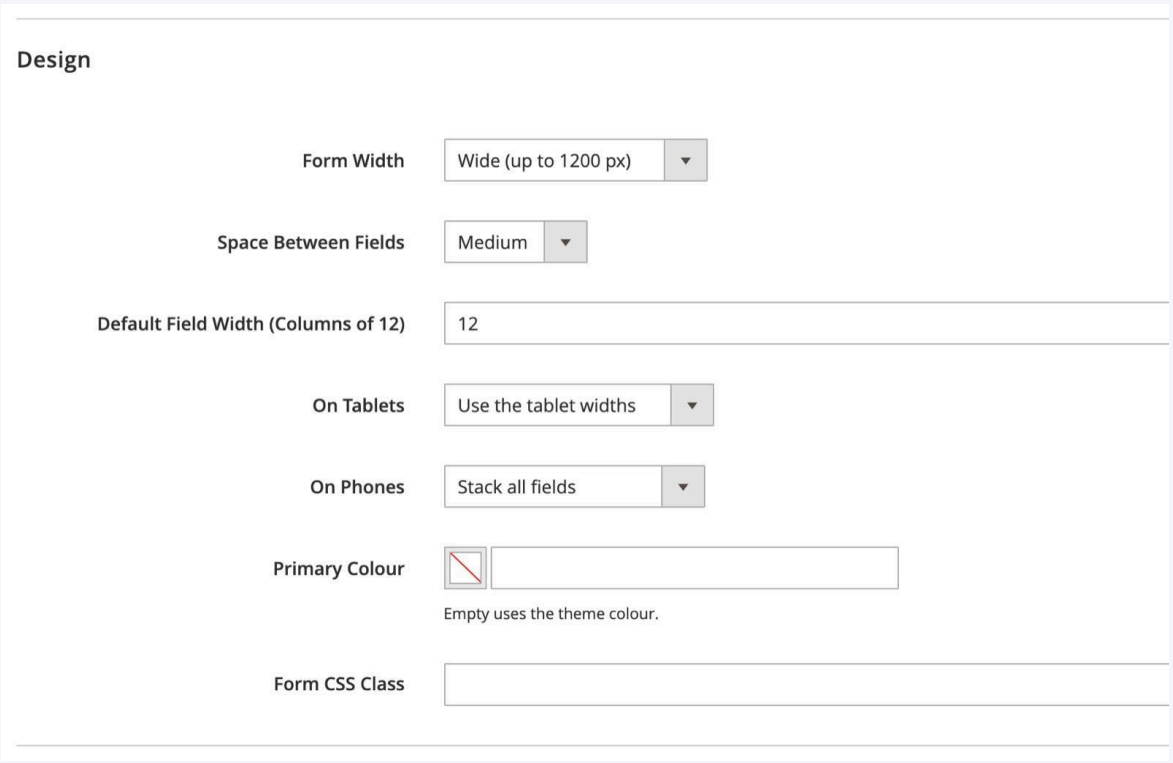
Field	Description
Admin Recipients	Comma-separated email addresses; each gets its own email. Leave empty to use the recipients in the configuration. Default: (empty)
Admin Email Template	Template of the admin notification; empty uses the configuration. Default: (empty)
Send Copy to Customer	Sends a copy to the address in the first email field of the form, when one is entered. Default: No
Customer Email Template	Template of the copy; empty uses the configuration. Default: (empty)
Conditional Recipients	Also email someone when an answer matches, for example Topic equals Sales > sales@your-store.com. Up to 20 rules per form, one condition each. Default: None

- The admin notification contains every answer and has its reply-to set to the customer.

- Copy and change the templates "Form Builder: New Submission (Admin)" and "Form Builder: Copy of Submission (Customer)" under **Marketing > Email Templates > Add New Template > Load Template**, then choose your template in the configuration or per form.
- A failed email is logged in var/log/system.log and never loses the submission.

10. Design, Spam and Limits

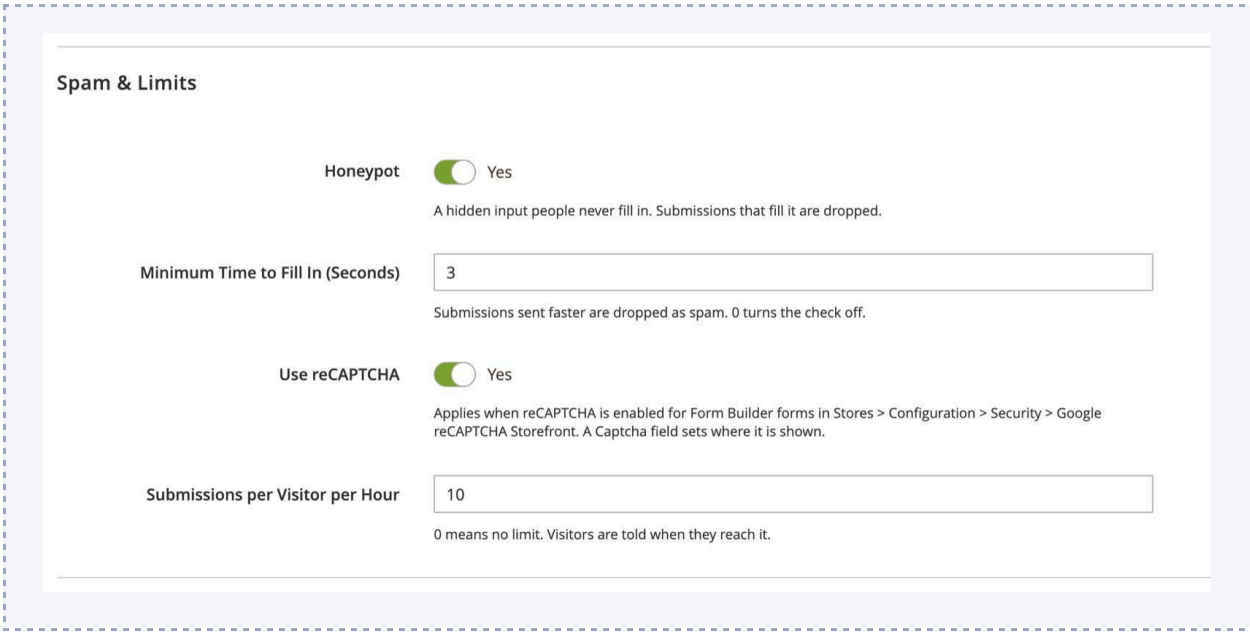
10.1 Design



Field	Description
Form Width	Full width of the page, Wide (up to 1200 px), Medium (up to 960 px) or Narrow (up to 640 px). A form narrower than the page is centred. Default: Wide
Space Between Fields	None, Small, Medium or Large. Default: Medium
Default Field Width (Columns of 12)	Width of new fields. Default: 12
On Tablets	Use the tablet widths, or the desktop widths. Default: Use the tablet widths

Field	Description
On Phones	Stack all fields, or use the mobile widths. Default: Stack all fields
Primary Colour	Colour of buttons and the progress header. Empty uses the theme colour. Default: (empty)
Form CSS Class	Extra class on the form for your theme's styles. Default: (empty)

10.2 Spam & Limits



Field	Description
Honeypot	A hidden input people never fill in. Bots that fill it get a normal thank-you message, but nothing is saved or sent. Default: Yes
Minimum Time to Fill In (Seconds)	Submissions sent faster are dropped the same way. 0 turns the check off. Default: 3

Field	Description
Use reCAPTCHA	Applies when reCAPTCHA is enabled for Form Builder forms (section 3.5). A Captcha field sets where it is shown. Default: Yes
Submissions per Visitor per Hour	0 means no limit. Visitors are told when they reach it. Default: 10

11. File Uploads

File upload and Image upload fields take files by drag and drop or a **Choose files** button. For each field you choose the allowed extensions (from a safe list), the maximum size and the maximum number of files.

- Every file is checked on the server: the extension, the size, and that the content really is that type. Script and executable types (php, phtml, phar, html, svg, js, exe, sh and similar) are always refused.
- Images (jpg, png, gif) are re-saved, which removes hidden data such as the camera location (EXIF). Images wider than 2400 px are resized in the browser first.
- Files are stored in var/mxw_forms with random names, never under pub/, and are downloaded as attachments, never shown in the browser.
- Files that were uploaded but never submitted are deleted after 24 hours by cron.
- File fields need **Save Submissions** on (an email-only form has nowhere to keep files).

12. Showing a Form

A form appears only when it is **active**, assigned to the store view and to the customer's group, and Form Builder is enabled for that store view. Otherwise its page shows "Page not found" and a widget shows nothing.

Where	How
Its own page	https://your-store.com/forms/{code}
A CMS page or block	Content > Pages (or Blocks) > edit > Insert Widget > Magexweb Form > choose the form
A product page	The form's Product Enquiry settings (section 12.3)
A theme layout	The block Magexweb\FormBuilder\Block\Form with the argument identifier (section 12.2)

Form pages and widgets work with Magento's full page cache; saving a form refreshes the cached pages that show it. Logged-in customers get their name and email filled in.

12.1 CMS Widget

1. Open **Content > Pages** (or **Content > Blocks**) and edit the page or block.
2. Click **Insert Widget** in the editor. In Page Builder, add an HTML Code or Text element first and insert the widget there.
3. Choose **Magexweb Form** as the Widget Type, pick the form and click **Insert Widget**.

You can also type the directive into the content, where contact-us is the form's code:

```
{{widget type="Magexweb\FormBuilder\Block\Form" identifier="contact-us"}}
```

> ⚠ ***Note:*** *The widget cannot be used in emails.*

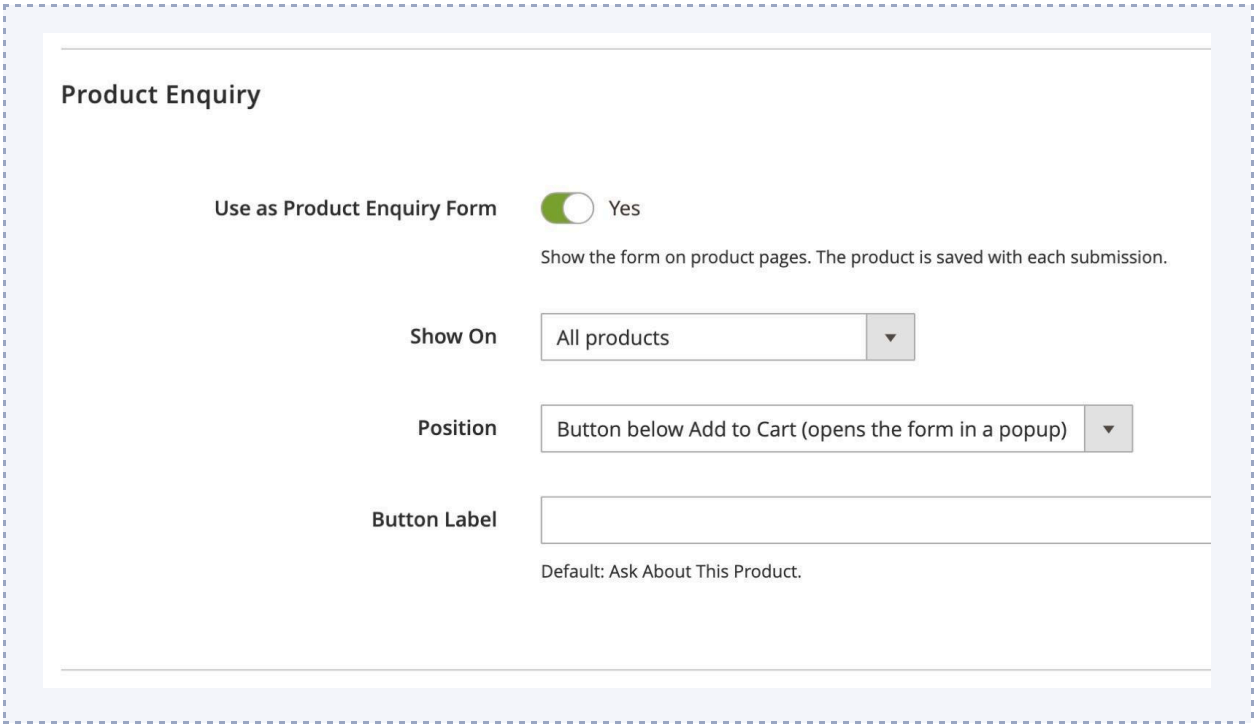
12.2 Layout XML

Developers can place a form in any layout handle with the Form block and the form code (or form_id):

```
<block class="Magexweb\FormBuilder\Block\Form" name="my.form"><arguments><argument
name="identifier" xsi:type="string">contact-us</argument></arguments></block>
```

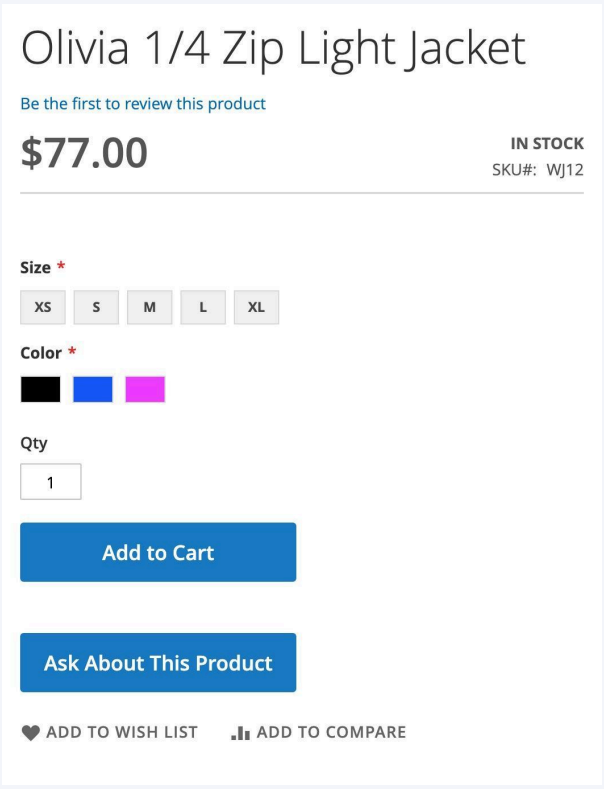
12.3 Product Enquiry Forms

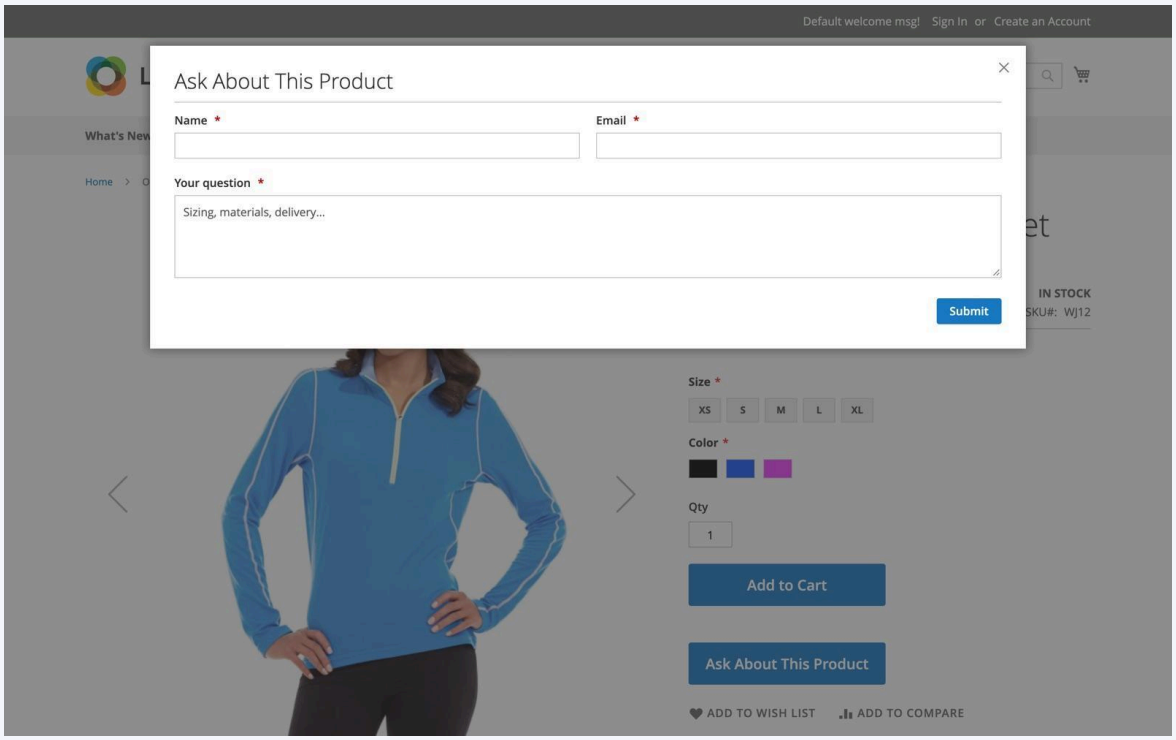
Let shoppers ask about a product from its page. Open the form and expand **Product Enquiry**:



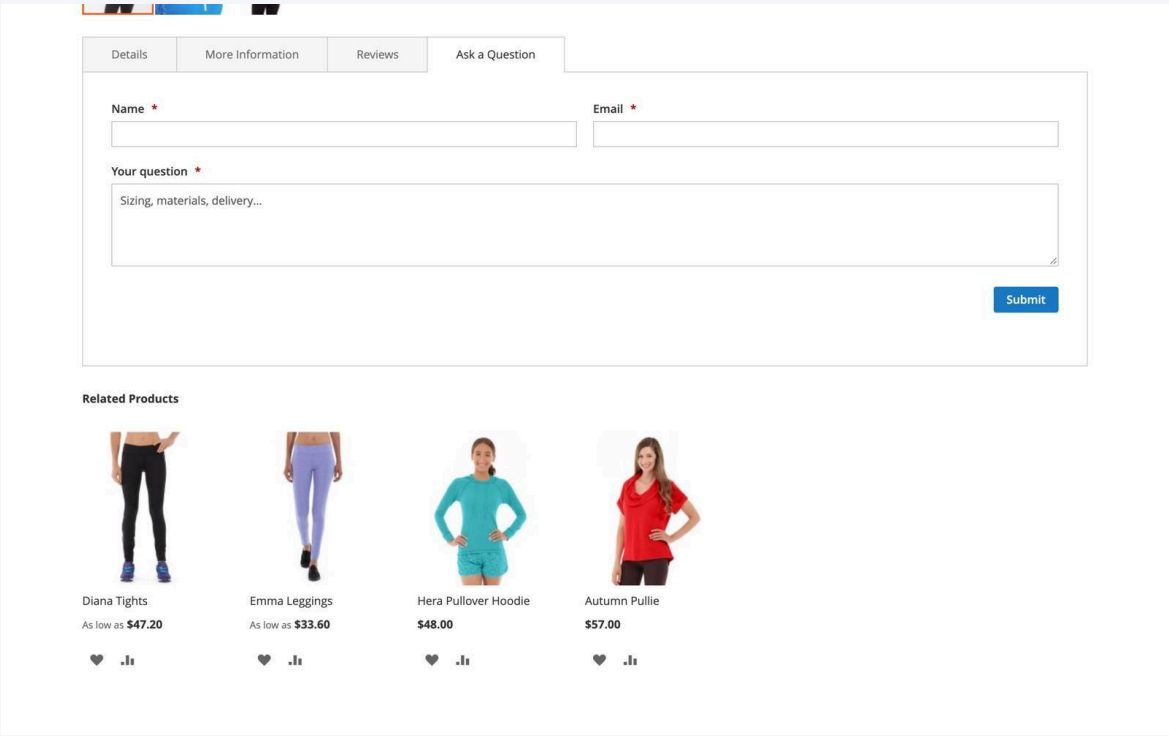
Field	Description
Use as Product Enquiry Form	Shows the form on product pages. The product is saved with each submission. Default: No
Show On	All products, Products in selected categories (products in their subcategories count too) or Selected products (search by name or SKU). Default: All products
Position	Button below Add to Cart (opens the form in a popup) or Product tab. Default: Button below Add to Cart
Button Label / Tab Label	Empty uses "Ask About This Product" or "Product Enquiry" in the shopper's language. Default: (empty)

- **Button below Add to Cart**: the button uses the theme's primary button style and opens the form in a popup:


Olivia 1/4 Zip Light Jacket
Be the first to review this product
$77.00
IN STOCK
SKU#: WJ12
Size *
XS
S
M
L
XL
Color *
Qty
1
Add to Cart
Ask About This Product
ADD TO WISH LIST
ADD TO COMPARE


Default welcome msg! Sign In or Create an Account
Ask About This Product
Name *
Email *
Your question *
Sizing, materials, delivery...
Submit
IN STOCK
SKU#: WJ12
Size *
XS
S
M
L
XL
Color *
Qty
1
Add to Cart
Ask About This Product
ADD TO WISH LIST
ADD TO COMPARE

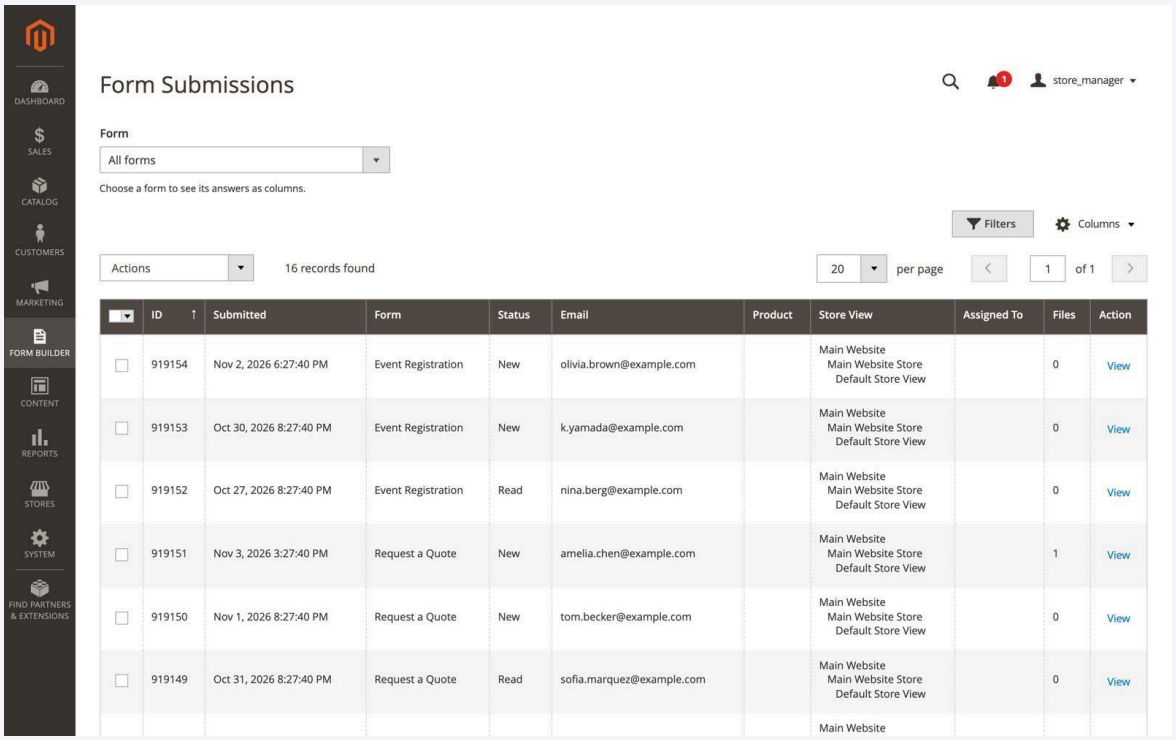
- **Product tab**: the form appears in its own tab next to Details and Reviews:



- The form still has to be active and assigned to the store view and customer group. If several enquiry forms match a product, each gets its own button or tab.
- Each submission remembers the product: its name and SKU are on the submission page, in the Product column of the submissions grid (add Product SKU with Columns), in both emails and in My Account.

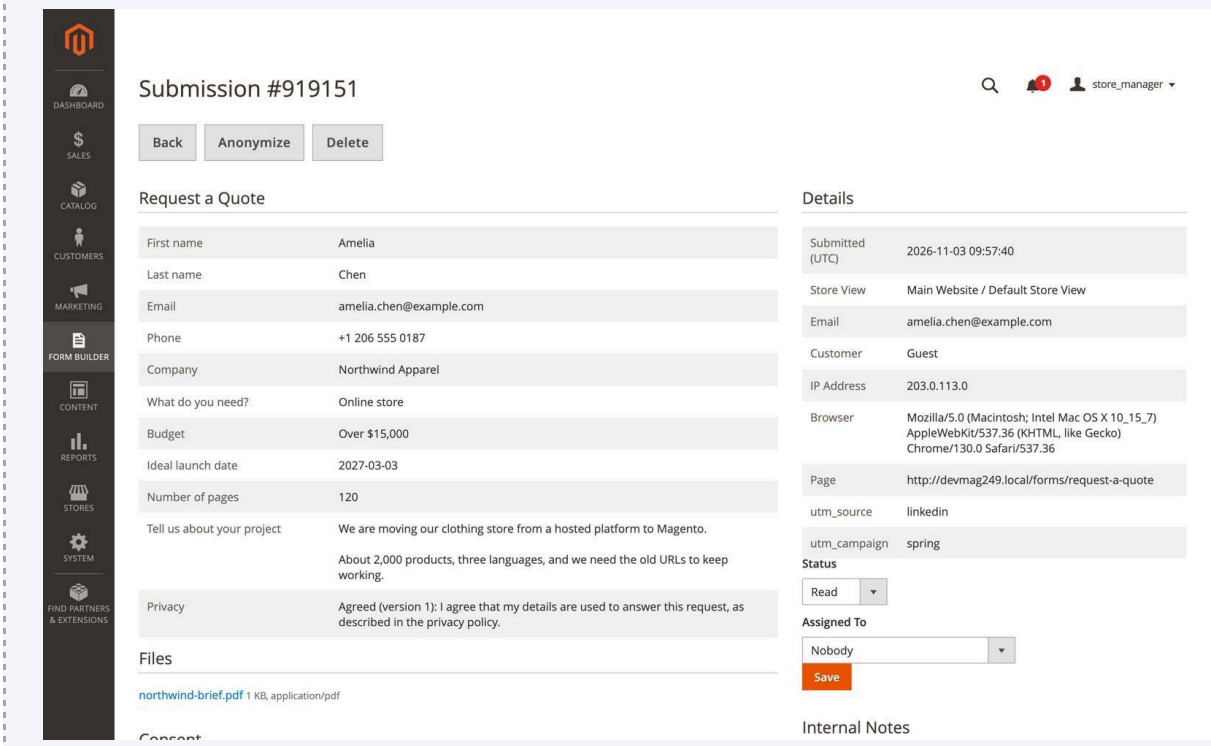
13. Submissions

Form Builder > Submissions lists every submission; the menu shows how many are new. Choose a form above the grid to see its answers as columns (up to 40), and filter or sort on them.



13.1 Viewing a Submission

Click **View** to see the answers (with the labels as they were submitted), files, consent texts, and details such as store view, customer, source page, campaign (UTM) values and, for a product enquiry, the product. Opening a new submission marks it **Read**.



- **Status**: New, Read, Replied or Spam.
- **Assigned To**: a colleague who handles the submission.
- **Internal notes**: notes for your team. Customers never see them.

13.2 Mass Actions and Export

- Mass actions work on the selected rows, or on everything the filters match: change status, export to CSV or Excel, anonymize, delete.
- **Export**: CSV (opens in Excel with accents intact) or Excel XML. Values that a spreadsheet would run as a formula are made safe.
- **Delete** removes the submission, its answers, files and notes. **Anonymize** removes every answer, file and personal detail and keeps the fact that a submission was made.
- **Customer page**: Customers > All Customers > edit > **Form Submissions** shows that customer's submissions.

14. Privacy

- **IP address**: stored as a keyed hash (default), truncated, or not at all (section 3.4).
- **Retention**: each form deletes its submissions after a number of days (After Submit > Keep Submissions for (Days)); 0 keeps them. Deleted submissions take their files with them.
- **Anonymize** (on a submission or as a mass action): removes every answer, file and personal detail.
- **Consent** fields keep the text and version agreed to, shown on the submission page.
- **Right to erasure**: the command below finds every submission with an email address (as the submitter or in any email answer).

Command	Purpose
`php bin/magento formbuilder:submissions:erase name@example.com`	Shows how many submissions have that address
`php bin/magento formbuilder:submissions:erase name@example.com --yes`	Deletes them
`php bin/magento formbuilder:submissions:erase name@example.com --yes --anonymize`	Anonymizes them instead

The extension loads no external scripts, fonts or styles, except Google reCAPTCHA when it is enabled and the Google Maps JavaScript API when address autocomplete is set up.

15. Permissions

In **System > Permissions > User Roles > Role Resources**, each area is a separate permission, so you can give staff exactly the access they need:

Resource	Allows
Form Builder > Forms	View forms
... Save Forms	Create and edit forms
... Delete Forms	Delete forms
Form Builder > Submissions	View submissions, change status and assignment, add notes, download files
... Export Submissions	Export submissions (CSV, Excel XML)
... Delete and Anonymize Submissions	Delete and anonymize submissions
Stores > Configuration > Form Builder Configuration	Change the module settings

16. REST API

All endpoints are under /rest/V1/formbuilder and need an admin or integration token (Authorization: Bearer <token>) with the matching Form Builder permission.

Endpoint	Description
`GET /forms, /forms/:formId`	List or get forms (permission Forms)
`POST /forms, PUT /forms/:formId`	Create or update a form (Save Forms)
`DELETE /forms/:formId`	Delete a form (Delete Forms)
`GET /submissions, /submissions/:submissionId`	List or get submissions (Submissions)
`DELETE /submissions/:submissionId`	Delete a submission (Delete and Anonymize Submissions)

- PUT may send only the values that change. Send steps only to replace the form's step and field tree.
- Lists accept searchCriteria with a page size of 1 – 200 (default 20). Lists do not include the steps or the answers; get the single item for those.
- The same services are available to developers as PHP service contracts (see the README).

17. Cron Jobs and Commands

Cron job	Schedule	Purpose
`mxw_formbuilder_cleanup_uploads`	Hourly (minute 15)	Deletes uploads that were never submitted (older than 24 hours)
`mxw_formbuilder_delete_expired_submissions`	Hourly (minute 35)	Deletes submissions older than their form's retention period
`consumers_runner (Magento)`	Every minute	Sends queued emails, when Email Delivery is set to the message queue

Command	Purpose
`php bin/magento formbuilder:submissions:erase <email>`	Find, delete (--yes) or anonymize (--yes --anonymize) the submissions of an email address

18. Uninstallation

To switch the extension off but keep everything, set **Configuration > General > Enable Form Builder** to No, or run php bin/magento module:disable Magexweb_FormBuilder. Forms and submissions are kept.

To remove it completely:

- Export the submissions you want to keep (section 13.2).
- `php bin/magento module:disable Magexweb_FormBuilder`
- Composer: `composer remove magexweb/formbuilder`. Manual installation: delete the app/code/Magexweb/FormBuilder folder.
- Optionally delete the data: the tables starting with mxw_form, the configuration (core_config_data paths starting with magexweb_formbuilder/), the module's setup_module row and the folder var/mxw_forms/.
- `php bin/magento setup:upgrade`, `php bin/magento setup:di:compile` and `php bin/magento cache:flush`

> ⚠ ***Important:*** *Back up your database and the var/mxw_forms folder before deleting data: forms, submissions and uploaded files are deleted permanently.*

19. Troubleshooting & FAQ

Question	Answer
The form page says "Page not found"	Check that the form is enabled and assigned to the store view and customer group, and that Form Builder is enabled for the store view. Logged out, you are in the NOT LOGGED IN group.
A widget shows nothing in a CMS page	The same checks as above. If it still shows nothing, flush the cache (System > Cache Management).
Changes do not show on the storefront	Save the form again. If you changed templates or styles, flush the cache.
The enquiry button or tab does not show on a product	Use as Product Enquiry Form is on, the form is active and assigned, and the product is in a selected category (or its subcategories) or is a selected product. A custom theme must keep Magento's product info and product tabs blocks.
No admin email arrives	Recipients are set (form or configuration); Magento can send email at all; with queued delivery, cron runs. Failures are in var/log/system.log.
"Your session has expired" on submit	The page was open for a long time or cookies are blocked; reload the page.
An upload is refused	The extension is not allowed for the field, the file is larger than the limit (also check PHP's upload_max_filesize and post_max_size), or its content does not match the extension.
Address suggestions do not appear	Provider and key are set, and the key allows your domain and the Places API (New).
Too many submissions from bots	Turn on reCAPTCHA and lower Submissions per Visitor per Hour.
Old uploads pile up in var/mxw_forms/tmp	Cron is not running. Run php bin/magento cron:run or install the cron jobs.

20. Support

For help, contact Magexweb at **info@magexweb.com** or visit **www.magexweb.com**. Please include your Magento version, PHP version, the extension version and a description of the problem, and if possible the relevant lines of var/log/system.log and var/log/exception.log.