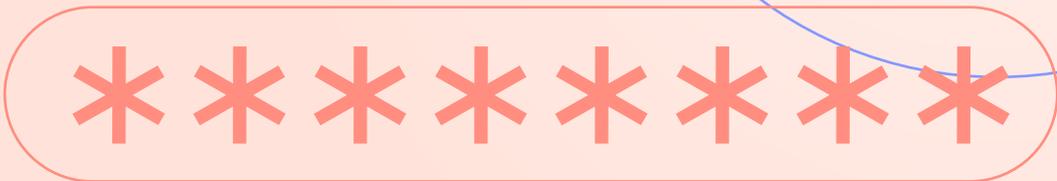
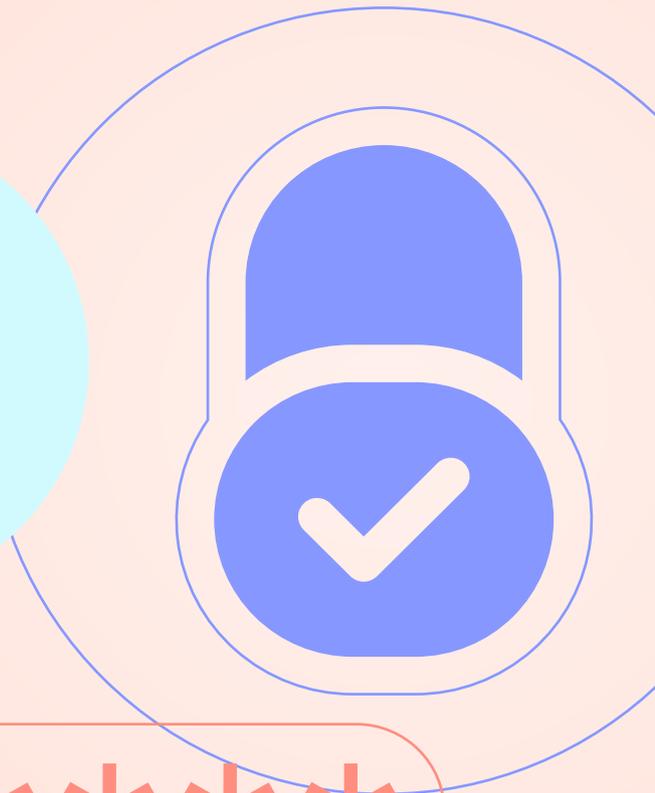
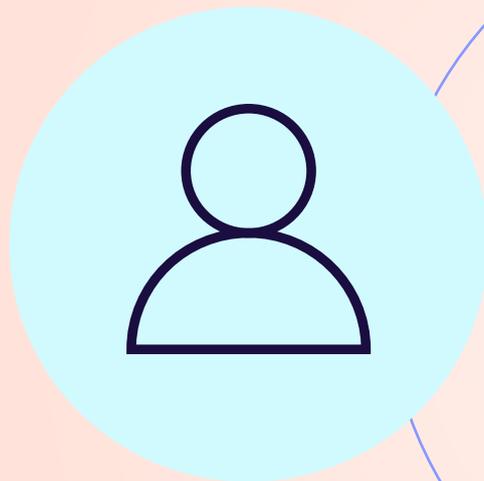




Online Form Functionality Checklist



Online Form Functionality Checklist

Cadence _____

Last Review _____

Date _____

By _____

Your online forms are the gateway between your business and your customers. If your forms break, so too does your business. A malfunctioning form can result in lost sales, a tarnished reputation, or worse, damage to your core IT infrastructure through cyberattack. As such, regularly checking the integrity of your online forms is crucial.

Load and Display

- Forms appear correctly across all devices and browsers.

Input Validation

- Mandatory form fields are properly noted.
- Proper format validations are in place (e.g., email addresses, phone numbers).
- Error prompts are working.

Submission Process

- Submitted forms process correctly, and required confirmation message displays.

Backend Integration

- Submitted data appears correctly where it's intended to be stored or sent (i.e., database or email).

Error Handling

- Appropriate error messages appear (intentionally make mistakes, like entering letters in a phone number field, etc).

Mobile Responsiveness

- Forms display correctly on mobile devices.
- Form submissions work correctly on mobile.

Bot-Prevention or CAPTCHA

- Bot prevention (i.e., reCAPTCHA) work properly.

Attachment/Upload Features

- Form allows attachments (test for different file types and sizes).

Auto-fill & Auto-suggest Features

- Features are working as intended.

Third-party Integrations

- Integrations (like CRM systems, emailing, payment gateways, etc) are working and recording data as intended.

