

Anonymous Submissions Visibility Rules

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The [Anonymous Portal](#) allows anonymous users to submit sensitive information without their identities being revealed. After enabling the [Submitter Property](#), Admins can configure form sections to show or hide based on the user's input in the **Remain Anonymous** Boolean. When section visibility to is set to "Only if" in the **Edit Form Section** modal, the Submitter Property appears at the top of the Available Components Rules list.

The Remain Anonymous Boolean drives the logic for this rule, so when the property is selected, the options/values should display as Anonymous and Not Anonymous.

To adjust Anonymous Submission visibility conditions:

1. In the right-side **Form Elements** palette, drag and drop the relevant Fields (e.g., Phone number).
2. Click the right-side edit icon to **Edit Form Section**.
3. Click **Only If**.
4. In the **Available Components** single select list, select the **Submitter** property.
5. In the **Options and Values** single select list, select **Not Anonymous**.
 - Similarly, if you wanted more info from an Anonymous submitter, select **Anonymous** from the Options and Values list to show/hide sections (based on the Boolean true/false value you previously set).
6. Click **Done** on the bottom right of the pop-up window.

Edit Form Section ✕

Section Width

25 33 50 66 75 100

Centered

Section Title

Make Section Collapsible

Visibility

Always Only If

Available Components

Submitter

[+ ADD RULES](#)

Enable Tabs

Options and Values

Select one...

Anonymous

Not Anonymous

Section must be empty before it can be deleted

Anonymous Submissions visibility settings.

The Remain Anonymous Boolean

The Submitter property displays to the user as a bundle of text/fields:

- Remain Anonymous Boolean (mandatory): user will answer No/Yes to remain anonymous (no = default).
- Name text field (optional): displays only when identity is not anonymous, so that user can enter their name.
- Email text field (optional): displays only when identity is not anonymous, so that user can enter their email address. The email field requires email format (i.e., it must include an @ sign, followed by the associated web domain).

If Remain Anonymous Boolean is **No**:

- User inputs email, the modal pop-up has the Stay informed checked by default. User hits Confirm to continue.
- User does not input an email and the modal pop-up does not have the Stay informed checked. User has to select check box and then input their email address.

If Remain Anonymous Boolean is **Yes**:

- Name and Email fields are hidden and the black incognito mode coloring displays around the guidance text and Boolean.
- Upon submission of the form, the user is prompted with a modal to stay informed, and they can decide if they want to continue with or without providing their email address.

The Stay Informed Modal pop-up

- **Body text:** Hardcoded legal text that cannot be changed by the customer or translated.
- **Opt in checkbox:** User wishes to receive ongoing email communication on this issue.
- **Confirm:** When selected, closes modal and confirmation page display and email details are saved.
- **Continue Without Email:** When selected, closes modal and confirmation page display and no email details are saved.
- Object is created no matter which button they select. Except for clicking the x – that will not create the object. Closing the modal will take them back to the form.
- Once the Form is submitted, the property should be in Read-only for other users and user cannot make any change:
 - If Boolean is **No**: data in fields displays as read-only
 - If Boolean is **Yes**: only Boolean displays.
- Similar to email submissions, once a user submits through the Portal, they will receive a confirmation email.
- The email address that's been selected for the form component in the Form Config has a template.
- The Submitter has opted in to receiving ongoing email communication, so we have the email address for the confirmation email.
- The confirmation email is sent regardless of whether the Submitter has chosen to remain anonymous or not.



Help our team follow up... Confidentially

You can stay informed on how this issue is progressing and help our team follow up by providing your email address. By entering your email address and clicking “confirm”, you are agreeing to send your email address to Resolver for the purpose of facilitating confidential communication between you and Resolver’s customer. How does this work? Resolver replaces your email with “Anonymous User”, and delivers the email messages between you and Resolver’s customer without ever sharing your email address. For more information on Resolver’s privacy practices, please see [Resolver’s Privacy Policy](#).

The team can ask you questions that help them understand the issue and act quickly. You can reply right from your email, all while remaining confidential.

I wish to receive ongoing email communication on this issue

CONTINUE WITHOUT EMAIL

✓ CONFIRM

The Stay Informed Pop-up.