Smart Forms & Surveys · TwinStack Solutions

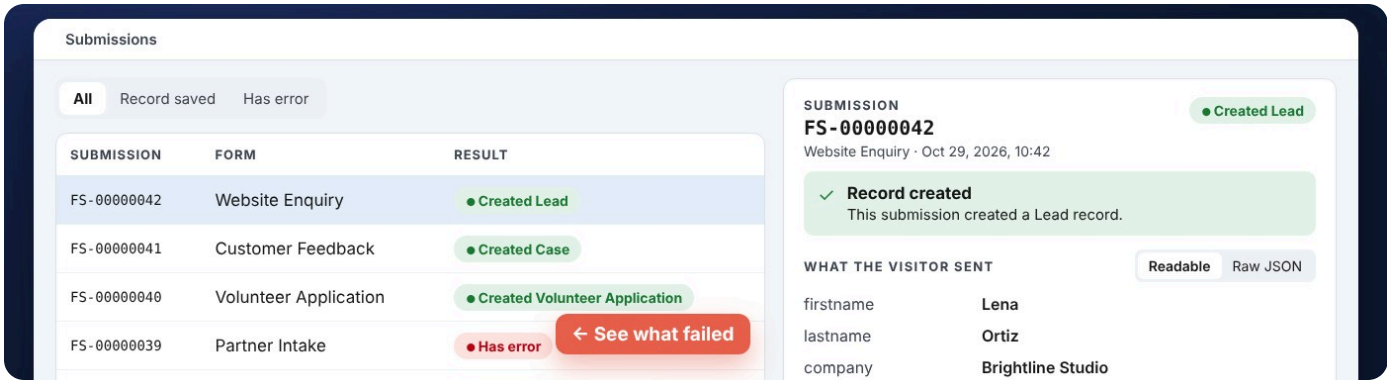
GUIDE 9 · TROUBLESHOOTING

Troubleshooting Salesforce public form submissions

When a form won't open or a response doesn't become a record, these checks find the cause quickly.

Start with Submissions

The **Submissions** tab lists everything visitors sent. Each entry shows the record it created or updated, or the error that stopped it. Use the **Has error** filter to see only the failures, select one, and read the message.



Submissions: the record each response created, what the visitor sent, and errors. Sample data.

The form won't open

Check	Where
Is the public site active?	Get started: click **Recheck**. Setup › Sites: the PublicForm site is Active.
Is the link address set?	Custom Settings › Form Builder Settings: Public Form Base Url ends with `?id=`.
Can visitors reach the page?	Public Access Settings include `twinforce.PublicForm` and `twinforce.FormController`.
Is the form shared?	The form is marked Is Public, and the Form Sharing Rule (Is Public = True, Read Only) exists.
Does the guest have the app's permission set?	The site guest user has `Form Builder Guest` assigned.

The form opens but the response doesn't save

- **Read the error message** in Submissions; it usually names the problem, for example a missing required field.
- **Required fields:** if someone made a field required on the object after the form was built, add it to the form and save again.
- **Guest access:** object and field-level security apply to guest submissions. Make sure the guest user can create the form's object and edit the fields on the form. Grant only what the form needs.
- **Validation rules and automation:** your org's own rules still apply. A validation rule or Flow error can stop a record from saving.

> **WATCH OUT**
> Never fix a failing form by assigning `FormBuilder_Admin` to the guest user. It would give the public access to all forms and submissions.

After you fix it

1. Save the form again with **Save & generate form** if you changed it.
2. Open the public link in a private browser window and send a test submission.
3. Confirm the new entry in Submissions shows the record it created.

Still stuck? Open **Help & FAQ** in the app, or email **info@twinstack.net**.



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