

CUNY Academic Commons - Support #9726

technical error on Contact page

2018-05-07 10:11 PM - Marilyn Weber

Status:	Abandoned	Start date:	2018-05-07
Priority name:	Normal	Due date:	
Assignee:		% Done:	0%
Category name:	WordPress Plugins	Estimated time:	0.00 hour
Target version:	Not tracked		
Description			
Kristin Cribbs writes:			
I am the Human Research Protection Program (HRPP) Coordinator at the CUNY School of Public Health.			
I noticed what seems to be a technical error on my Contact page (https://sphhrpp.commons.gc.cuny.edu/about-us/contact-us/) . I embedded a Google Form into my contact page to capture queries. During the past few months, I noticed that the following url is displayed underneath the form: /static/forms/client/js/2007436456-formviewer_prd.js (https://sphhrpp.commons.gc.cuny.edu/static/forms/client/js/2007436456-formviewer_prd.js) . It seems to be a link associated with the Google form, but when I enter edit mode, the code is not visible in either the Visual or Text panels, so I am unable to delete it. I've tried deleting and re-adding the Google form code, but that does not resolve the issue and delete the url. Any insight into how I can get rid of this url while maintaining my Google form would be appreciated.			

History

#1 - 2018-05-07 10:12 PM - Marilyn Weber

Hmm, trying again for clearer formatting

I noticed what seems to be a technical error on my Contact page (<https://sphhrpp.commons.gc.cuny.edu/about-us/contact-us/>) . I embedded a Google Form into my contact page to capture queries. During the past few months, I noticed that the following url is displayed underneath the form: /static/forms/client/js/2007436456-formviewer_prd.js (https://sphhrpp.commons.gc.cuny.edu/static/forms/client/js/2007436456-formviewer_prd.js) . It seems to be a link associated with the Google form, but when I enter edit mode, the code is not visible in either the Visual or Text panels, so I am unable to delete it. I've tried deleting and re-adding the Google form code, but that does not resolve the issue and delete the url. Any insight into how I can get rid of this url while maintaining my Google form would be appreciated.

#2 - 2018-05-07 10:37 PM - Boone Gorges

- Status changed from New to Reporter Feedback

Could you please pass the following link along to the user? It could be that changing the setting mentioned in this thread will fix the problem: <https://wordpress.org/support/topic/static-forms-link-under-submit-button/>

#3 - 2018-05-08 10:53 AM - Boone Gorges

- Category name set to WordPress Plugins

- Target version set to Not tracked

#4 - 2018-12-10 03:53 PM - Boone Gorges

- Status changed from Reporter Feedback to Abandoned

Closing due to lack of activity.