Why is My Form Under Moderation?

Download the PDF of this article.

In this Article

Related Articles

What is Form Moderation?

Moderation is our process of monitoring the use of FormAssembly forms to ensure they are not being used for phishing or any other malicious purpose.

Why Might a Form be Under Moderation?

In general, any form that asks for the following pieces of information will be placed under moderation in order to make sure that it is not being used for malicious purposes:

- Social security numbers
- Passport numbers
- Passwords
- Bank account information
- Credit card information
- Driver's License

Why Might a Form be Denied?

Below is a list of the potential reasons your form might be denied during the moderation process.

- The form asks for email, social media account, or website usernames and passwords.
- The form asks for personal information, including social security numbers, bank account information, or passport numbers, without your account contact information being complete in your account.
    - To collect social security numbers, bank account information, or passport numbers, please make sure that **all** of your contact information has been filled out in your FormAssembly account. This includes fields such as the Organization Name field and the Address field.
- The form asks for credit card information without the credit card number and CSV code fields being marked as sensitive.

Who Should I Contact with Moderation Questions?

Please contact FormAssembly Support and let us know the form ID of the form that is under moderation. We recommend including the word "Moderation" in your subject line. Support will be more than happy to help you resolve any moderation issues!