



# So you want to host a webform

## What is a webform?

A **form** on a **website** used to collect information which can then be sent to a recipient via email, uploaded to a database, etc.

## Why webforms are useful

- 1 They can vary in format, length, content type, and appearance
- 2 They allow inbound messages without exposing specific emails to the Internet (potential spam & abuse)
- 3 They can require input in a specific order, so when the form is submitted the info is complete and organized

## Webform tips & tricks

- The **purpose** of your form must be clear; request only **relevant & necessary** info
- **Character limits** should be reasonable and balanced; make sure form users can provide **enough information** to explain their issue
- Let the form user easily get a **copy of the form** as it is submitted
- Work with your Security team to determine how to safely and securely allow **file attachments** (e.g. limit to certain file types)
- **Protect data in transit** with an SSL Certificate, so submissions are only visible to the form's owner
- Maintain **accessibility standards**. Start with a resource like [W3C's Forms Tutorial](#) and make sure your forms conform
- Use a **CAPTCHA** to ensure the form cannot be used by bots, but also remember that not everyone can access CAPTCHA services

**ICANN requires registrars to receive certain types of communication which can benefit from the standardization and anti-spam capabilities of webforms, including:**

- ★ Abuse reports (e.g. under the new RAA Amendment)
- ★ Data disclosure requests (e.g. under the new Registration Data Policy)