



SUPPORT FORUM APPLICATION





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Overview

With WAG™ everyone can create custom mobile and web apps and run them for large scale audiences – free of charge.

The types of apps that can be created with WAG™ include: Consumer, Business, Government (including GovCloud), Healthcare, Education, Non-Profits and many other verticals.

An app that takes several programmers one year to develop, takes a few days to create using WAG™ - without requiring programming experience.

WAG™ is unlike any other product on the market. WAG™ empowers people to do things that they just can't do today. We call this *democratizing application development*™.

Create your app once - and it runs on all the major desktop browsers and all the major mobile devices as a native app on, just the way Facebook can be accessed via a web browser and via a native mobile app.





Objective

In this tutorial we take a look at creating a Support Forum App. The app also serves as a knowledge base forum where answers to previous questions can be found by future users.

In the user mode we show how a Support Request is being submitted by a user on their iPhone.

The network Admin sees the Request on his iPad and responds immediately.

Within a few minutes the support Request is handled and closed.

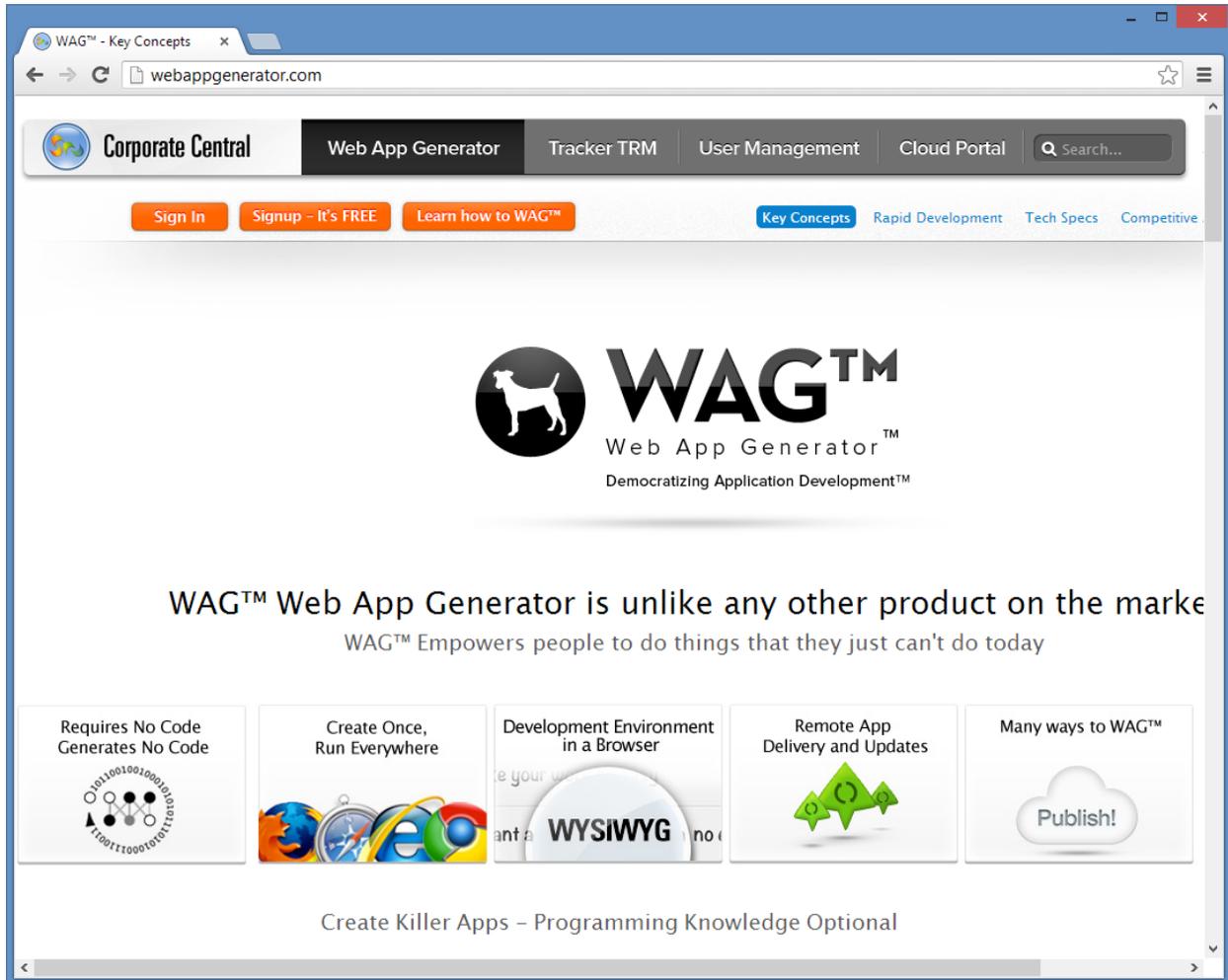
We demonstrate some great features that can be used while creating any app using WAG™.

By the end of this tutorial (about 20 minutes), you will have created a fully working *Support Forum* application that it runs on all the major desktop browsers and all the major mobile devices as a native app with access to the mobile devices resources including camera, photo gallery, location etc.

You can also find the video tutorial for creating the *Support Forum Application* at our YouTube channel.

Visit www.youtube.com/WebAppGenerator

WAG™ Web App Generator allows you to create mobile and web apps that run on all major devices.



[Step 1. Getting Started With WAG™](#)

❖ Create an Account

1. Go to www.corporatecentral.com.
2. Click the **Signup—It's FREE** button.
3. Fill out the Form with your information and click **Signup**.
4. Check your email account. You should receive an email message with a link to activate your subscription (if you don't see the email, check your spam folder).

Once you've activated your subscription, return to corporatecentral.com and click **Sign In**.



Support Forum *User Mode* | *Design Mode* Learn how to WAG™ Logged in as John Doe :: Log Off

[Design Home](#) [Forms](#) [Views](#) [Applications](#) [Themes](#)

[Add New Application](#)

Application Information	
Application Name:	<input type="text" value="Support Forum"/> <small>Name of the application</small>
Application Description:	<input type="text"/> <small>Description of the Application (Optional)</small>
Application Theme:	<input type="text" value="iOS Inspired (Global)"/> <small>Theme of the application.</small>
Private:	<input type="checkbox"/> <small>Private Application will not be displayed in Application List.</small>
Email Address for Testing:	<input type="text"/> <small>All Email Actions will be sent to the comma delimited email address list entered here, overriding application and global definitions</small>
Choose Application Design Template	
<input checked="" type="radio"/> No Design Template <input type="radio"/> Select a WAG™ Application to use as my Design Template	
Allow design changes:	<input checked="" type="checkbox"/> <small>If Checked, changes will be allowed to the application design</small>

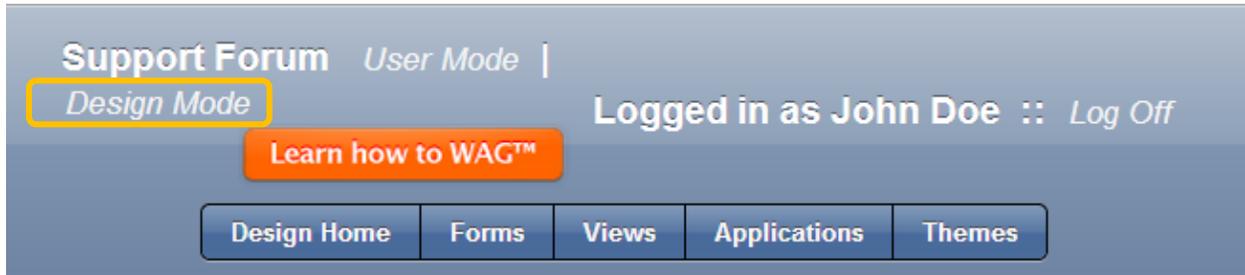
[Create Application](#) [Cancel](#)

[Step 2. Creating a New Application](#)

- ❖ Now you are ready to create your new application
 1. Click **Add New Application**
 2. In the above screen, enter your Application Name. In this case, *Support Forum*
 3. Click **Create Application** to continue.



✓ Creating a New Form



Forms
Add a New Form

1) Design Mode

Key Point

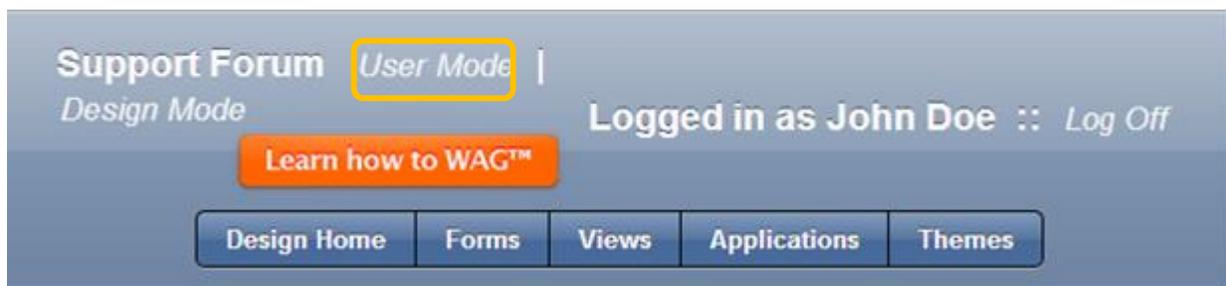
Design Mode is where you to create your app.

1. Click on Add a New Form.

Key Point

Forms allow inputting data into your app. For example, this would be where a user types in an item in a To Do List. In the case of our application, you will create a Support Forum using the Forms.

✓ Creating a New Form called **Category**



Forms
Add a New Form



1. Click on Add a New Form.

Save Cancel

Name *: Category |

Description:

Select a Type to Copy:

2. Type *Category* in the Name field.

Category: Show Advanced Options

Description:

Unique Keys: Buttons Visibility: Default Mode: Read Mode

Delete Form Close

Category

Category

Click here to Add Fields

Toolbox

- ▼ Tabs/Columns
- ▼ Section
- ▼ Fields

Section - Category

Edit Add

Section Name Category

Display Order 0

Theme -Default-

Section Type Standard

User Mode Help [Add](#)

Show in Print Preview

Visibility Control

Editability/Enable Control

Location:

Tab Category

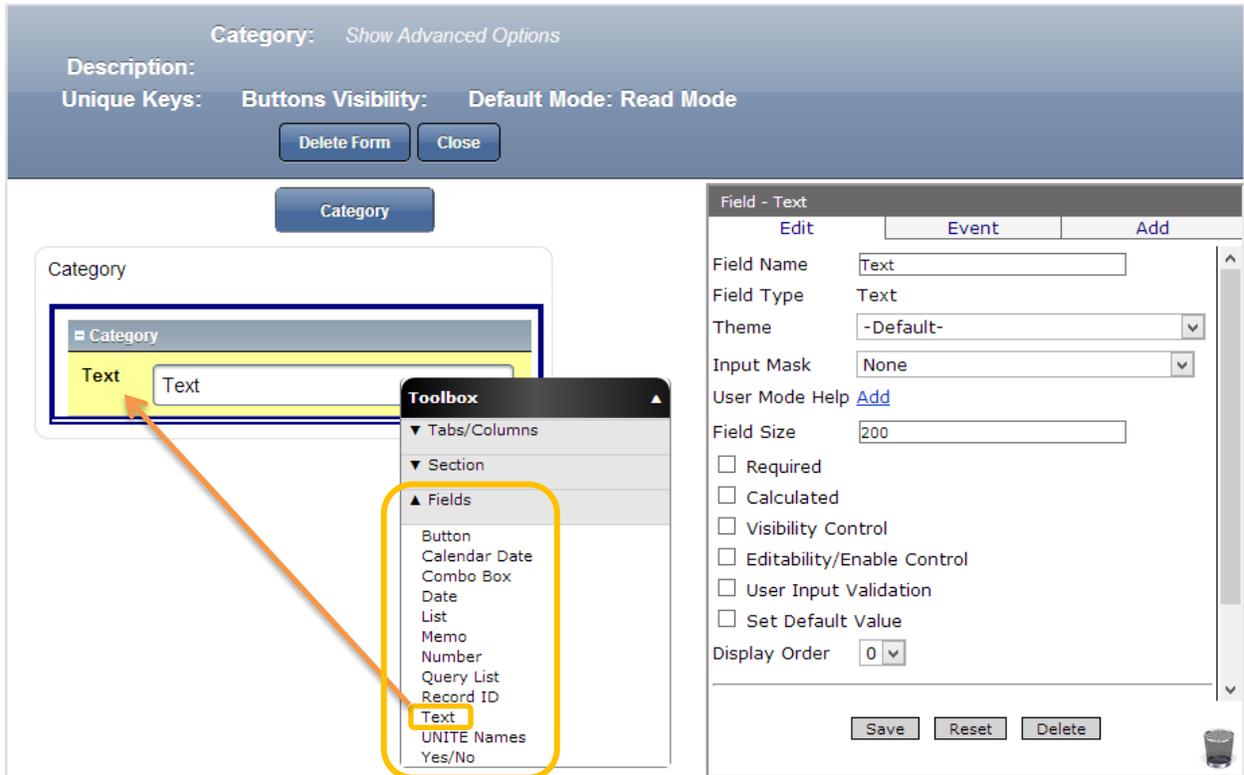
Column Category

Save Reset Delete

1. Click Fields in the Toolbox.



✓ Creating a Text Field Named Category



The **Fields** category in the **Toolbox** should now be expanded as in the screen above.

✓ Drag and drop a **Text Field** from the **Toolbox** beneath the **Category Section**



❖ Creating **Unite Names** fields called Help Desk Support

The screenshot displays the WAG software interface for configuring a form. At the top, there is a header bar with the text "Category: Edit". Below this, the "Description:" field is empty. The "Unique Keys:" field is set to "Buttons Visibility:", and the "Default Mode:" is set to "Read Mode". There are "Delete Form" and "Close" buttons. A "Category" button is located below the header. The main workspace shows a form preview on the left and a configuration panel on the right. The form preview shows a "Category" section with a "Text" field and a "UNITE Names" field. The configuration panel, titled "Field - UNITE Names", shows the "Field Name" as "UNITE Names", "Field Type" as "UNITE Names", and "Theme" as "-Default-". A "Toolbox" is open, showing a list of field types: Button, Calendar Date, Combo Box, Date, List, Memo, Number, Query List, Record ID, Text, UNITE Names, and Yes/No. The "UNITE Names" field type is selected. The "Tab" is set to "Category". There are "Save", "Reset", and "Delete" buttons at the bottom of the configuration panel.

- ✓ Drag and drop a **UNITE Names** field from the **Toolbox** beneath the **Category** Section

Key Point

UNITE Names fields sync with User Management and hold user group(s) information by which a currently logged in user can be validated. We will now add UNITE Names fields to forms to add user control functionality.



❖ Name the UNITE Names Field

The screenshot shows the configuration interface for a field. On the left, a 'Category' window displays a list of fields, with 'UNITE Names' highlighted in yellow. On the right, the 'Field - UNITE Names' configuration window is open. It has tabs for 'Edit', 'Event', and 'Add'. The 'Field Name' is 'Help Desk Support', 'Field Type' is 'UNITE Names', and 'Theme' is '-Default-'. The 'UM Groups' section has 'Add' and 'Remove' links highlighted with a yellow box. Other options include 'User Mode Help', 'Custom Groups', 'Users Only for selected Custom Groups', 'Specific Names', 'Multiple Values', 'Required', 'Visibility Control', 'Editability/Enable Control', 'Set Default Value', and 'Display Order' (set to 1). The 'Location' is 'Category' and the 'Tab' is 'Category'. There are 'Save', 'Reset', and 'Delete' buttons at the bottom.

1. In the Properties Box, click in the **Field Name**.
2. Type *Help Desk Support*
3. Click **Save**

✓ We should define Help Desk Support Groups. For that click on ADD next to UM Groups.

The window will pop up :

The 'Select Groups' dialog box has a title bar. Below it, there are two input fields: 'Current Search' containing the letter 'a' and 'Virtual Environments' containing 'mycompany'. To the right of these fields are three buttons: 'Search', 'Ok', and 'Cancel'.



- ✓ Write a or anything in the current Search tab and click search

Select Groups

Current Search **Virtual Environments**

mycompany Groups

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Contact Company	
		mycompa	ny

Once it finds your organization name, check the box next to it, and click ok. Then click save on the parent screen and close the form by clicking Close.



- ❖ Create Form named Sub Category:

Support Forum User Mode | Design Mode | Logged in as John Doe :: Log Off

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Forms

Add a New Form

Form	Public Access Settings
Sub Category	None

1. Click on Add a New Form.

Save Cancel

Name *: Sub Category

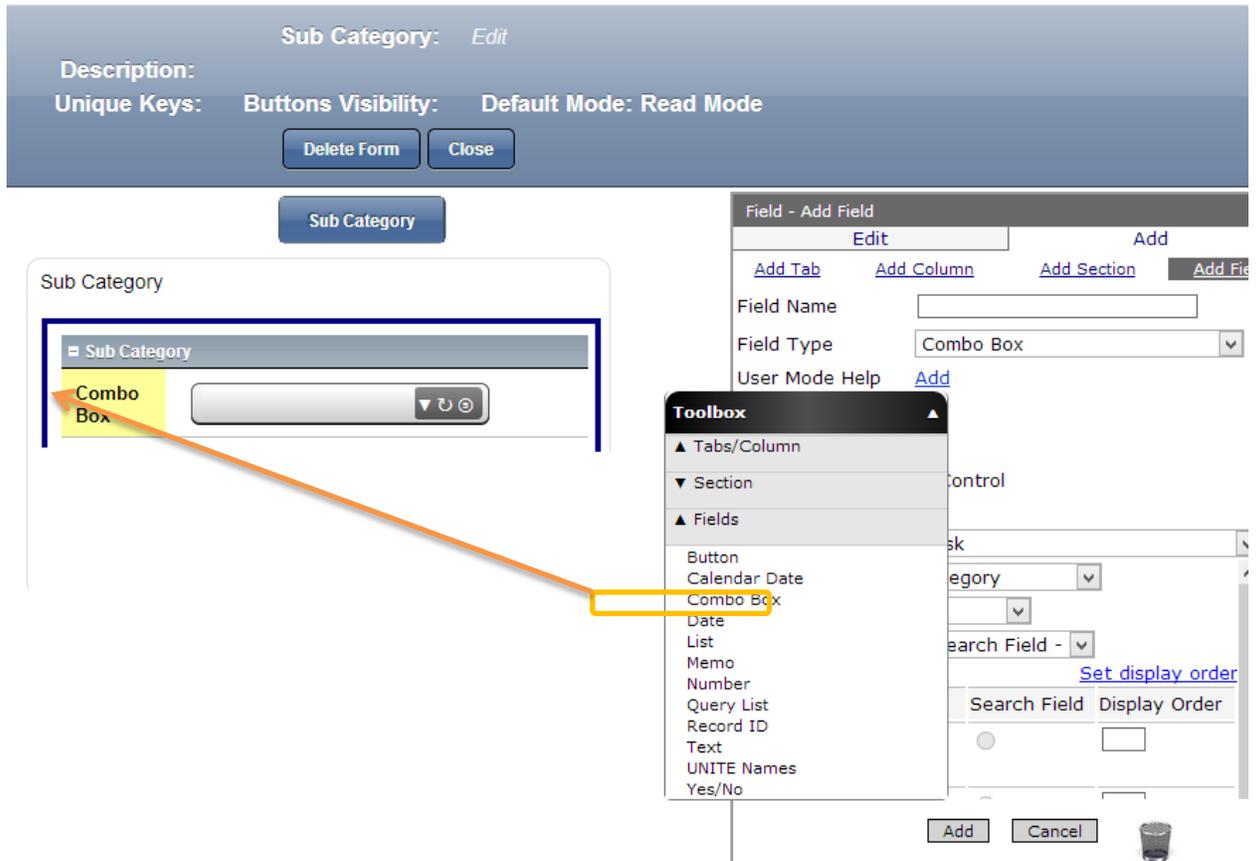
Description:

Select a Type to Copy:

2. Type *Sub Category* in the Name field and save.



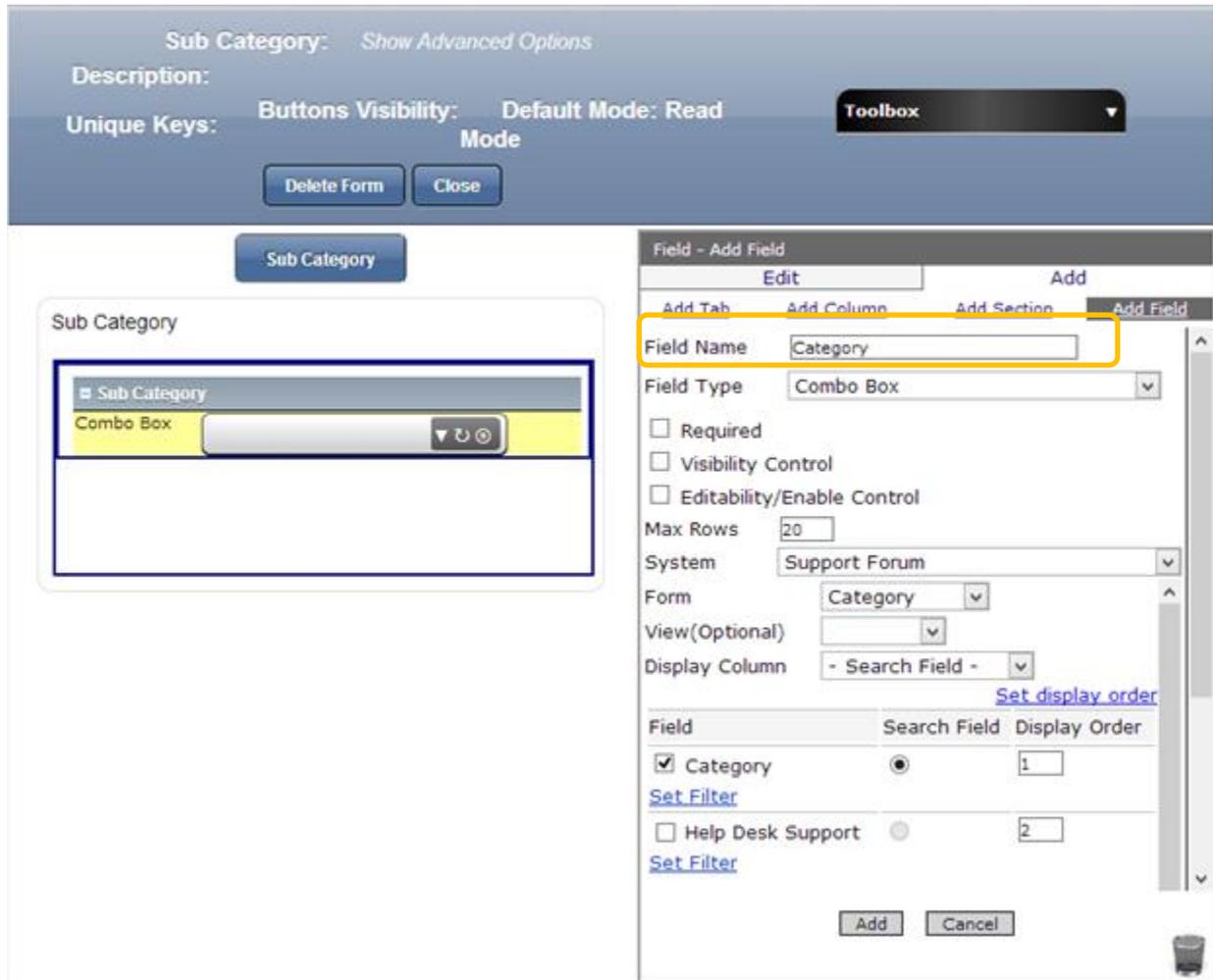
- ❖ Create a Combo box field in your New Form Named **Category**



- ✓ Drag and drop a **combo box** from the **Toolbox** beneath the *Sub Category* Section.



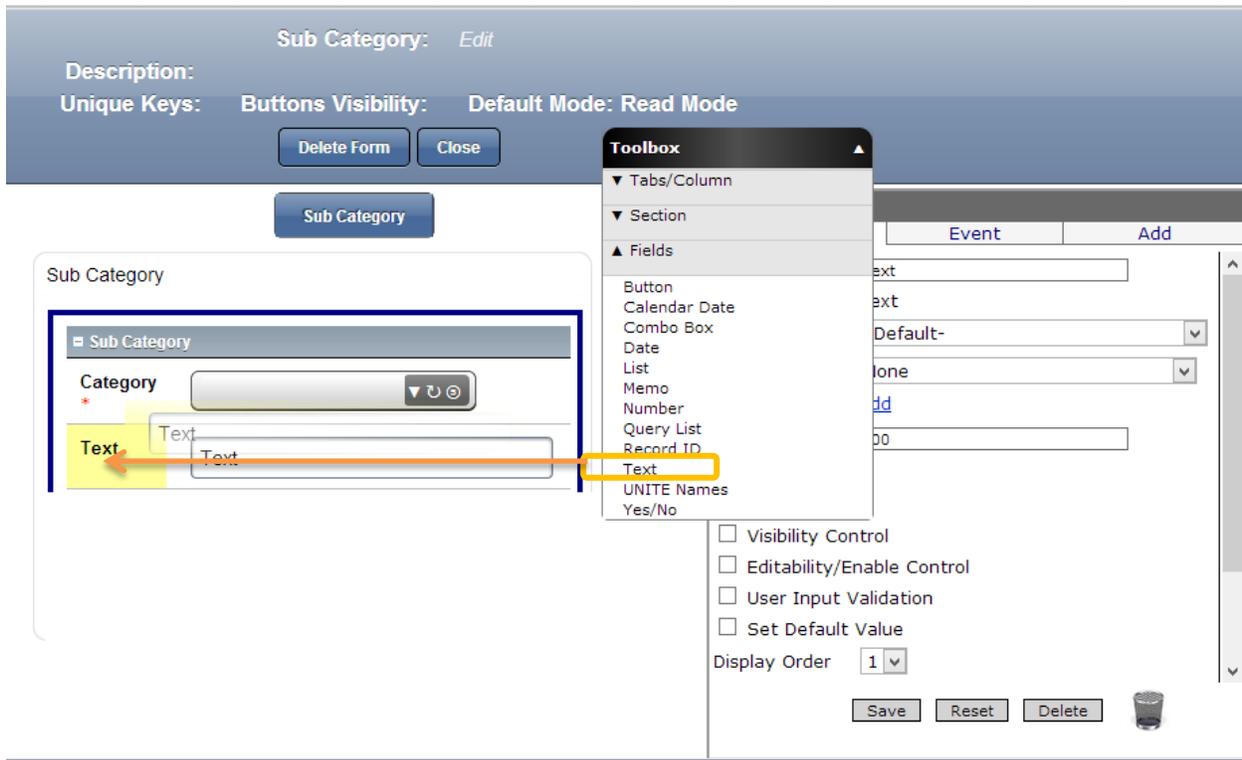
- ❖ Name your new Text Field as Sub Category



1. In the Properties Box, click in the **Field Name**.
2. Type *Category*.
3. Check box next to Required
4. Check the box next to Category and Help Desk Support beneath the **Field**.
5. Type 1 and 2 in the display order.
6. Click **Add**



❖ Create a Text Field Named Sub-Category



- ✓ Drag and drop a Text Field from the Toolbox beneath the category field



❖ Name your Text field

The screenshot shows the WAG software interface. At the top, there is a header bar with 'Sub Category: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below this are buttons for 'Delete Form', 'Close', and a 'Toolbox' dropdown. A 'Sub Category' button is also visible. The main workspace shows a form design for 'Sub Category' with a 'Category' dropdown and a 'Text' field. The 'Text' field is highlighted in yellow. To the right, the 'Field - Text' properties box is open, showing the 'Field Name' set to 'Sub Category', 'Field Type' as 'Text', 'Theme' as '-Default-', 'Input Mask' as 'None', 'User Mode Help' as 'Add', 'Field Size' as '200', and 'Required' checked. At the bottom of the properties box are 'Save', 'Reset', and 'Delete' buttons, with 'Save' highlighted in yellow.

1. In the Properties Box, click in the **Field** Name.
2. Type *Sub Category*
3. Check the box next to *required*
4. Click *Save*



❖ Creating UNITE Names Field called Help Desk Support

The screenshot displays a software configuration window for a 'Sub Category'. At the top, there are fields for 'Sub Category: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. A 'Sub Category' button is also present. The main area shows a 'Sub Category' form with three fields: 'Category' (with a dropdown arrow), 'Sub Category' (containing the text 'Text'), and 'UNITE Names' (highlighted in yellow). A 'Toolbox' is open, listing various field types such as 'Button', 'Calendar Date', 'Combo Box', 'Date', 'List', 'Memo', 'Number', 'Query List', 'Record ID', 'Text', 'UNITE Names', and 'Yes/No'. The 'UNITE Names' field type is selected. To the right, a 'Field - UNITE Names' configuration window is open, showing 'Field Name' as 'UNITE Names' and 'Field Type' as 'UNITE Names'. It also has 'Add', 'Remove', and 'Add/Remove New' options. At the bottom right of the toolbox, there are 'Save', 'Reset', and 'Delete' buttons.

✓ Drag and drop a UNITE Names Field from the **Toolbox** beneath the sub-category field.



❖ Name the UNITE Names field

1. In the Properties Box, click in the **Field Name**.
2. Type Help Desk Support
3. Click add next to UM groups
4. This window will pop up :

5. Write 'a' or anything in the current Search tab and click search.

- 6) Click Ok. Click Save on the parent form, and close the form



- ❖ Create your third new Form named **Response**

Forms
Add a New Form

Form	Public Access Settings
Category	None
Sub Category	None

1. Click on **Add a New Form**.

1. Type **Response** in the **Name** field and save.
2. In your new form you will be dragging and dropping fields Using **Toolbox**
3. We will be adding the following elements as shown in the table



Element Type	Name
Text	Submitted By
Text	Submitter Email
Text	Responded By
Date	Response Date
Memo	Response
Button	Submit Response
Text	Responded
UNITE Names	Help Desk Support



- ❖ Create a text Field named Submitted by

The screenshot shows the WAG software interface for configuring a form. At the top, there is a header bar with 'Response: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below this are 'Delete Form' and 'Close' buttons. A 'Response' button is also visible. The main area shows a 'Response' section with a 'Text' field. An orange arrow points from the 'Text' field in the 'Fields' list of the 'Toolbox' to the 'Text' field in the 'Response' section. The 'Field - Text' configuration panel is open, showing 'Text' selected in the 'Fields' list. The 'Toolbox' is also open, showing 'Text' selected in the 'Fields' list. The 'Field - Text' configuration panel includes fields for 'Field Name', 'Field Type', 'Theme', 'Input Mask', 'User Mode Help', 'Field Size', 'Required', 'Calculated', 'Visibility Control', 'Editability/Enable', 'User Input Validation', 'Set Default Value', 'Display Order', 'Location', and 'Tab'. The 'Toolbox' includes sections for 'Tabs/Column', 'Section', and 'Fields'. The 'Fields' section includes 'Button', 'Calendar Date', 'Combo Box', 'Date', 'List', 'Memo', 'Number', 'Query List', 'Record ID', 'Text', 'UNITE Names', and 'Yes/No'. The 'Text' field in the 'Fields' list is highlighted with a yellow box. The 'Response' section in the main area is highlighted with a yellow background. The 'Text' field in the 'Response' section is also highlighted with a yellow background. An orange arrow points from the 'Text' field in the 'Fields' list to the 'Text' field in the 'Response' section.

- ✓ Drag and drop a Text Field beneath the Response section from the Toolbox .



❖ Name your new Text field

Response: *Edit*

Description:

Unique Keys: Buttons Visibility: Default Mode: Read Mode

Delete Form Close

Response

Response

Response

Text Text

Toolbox

Field - Text

Edit Event Add

Field Name Submitted by

Field Type Text

Theme -Default-

Input Mask None

User Mode Help [Add](#)

Field Size 200

Required

Calculated

Visibility Control

Editability/Enable Control

User Input Validation

Set Default Value

Display Order 0

Save Reset Delete

1. In the Properties Box, click in the **Field Name**.
2. Type *Submitted by*.
3. Click **Save**.



❖ Creating a text Field Named Submitter Email

The screenshot displays the WAG interface for creating a text field. At the top, there is a header bar with 'Response: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below this are 'Delete Form' and 'Close' buttons. A 'Response' button is also visible. The main area shows a 'Response' section with a 'Submitted by' field and a 'Text' field. A 'Toolbox' menu is open, listing various field types: Button, Calendar Date, Combo Box, Date, List, Memo, Number, Query List, Record ID, Text, UNITE Names, and Yes/No. The 'Text' field in the toolbox is highlighted with a yellow box. An orange arrow points from this 'Text' field to the 'Text' field in the response section.

- ✓ Drag and drop a Text Field from the Toolbox beneath the Response Section.



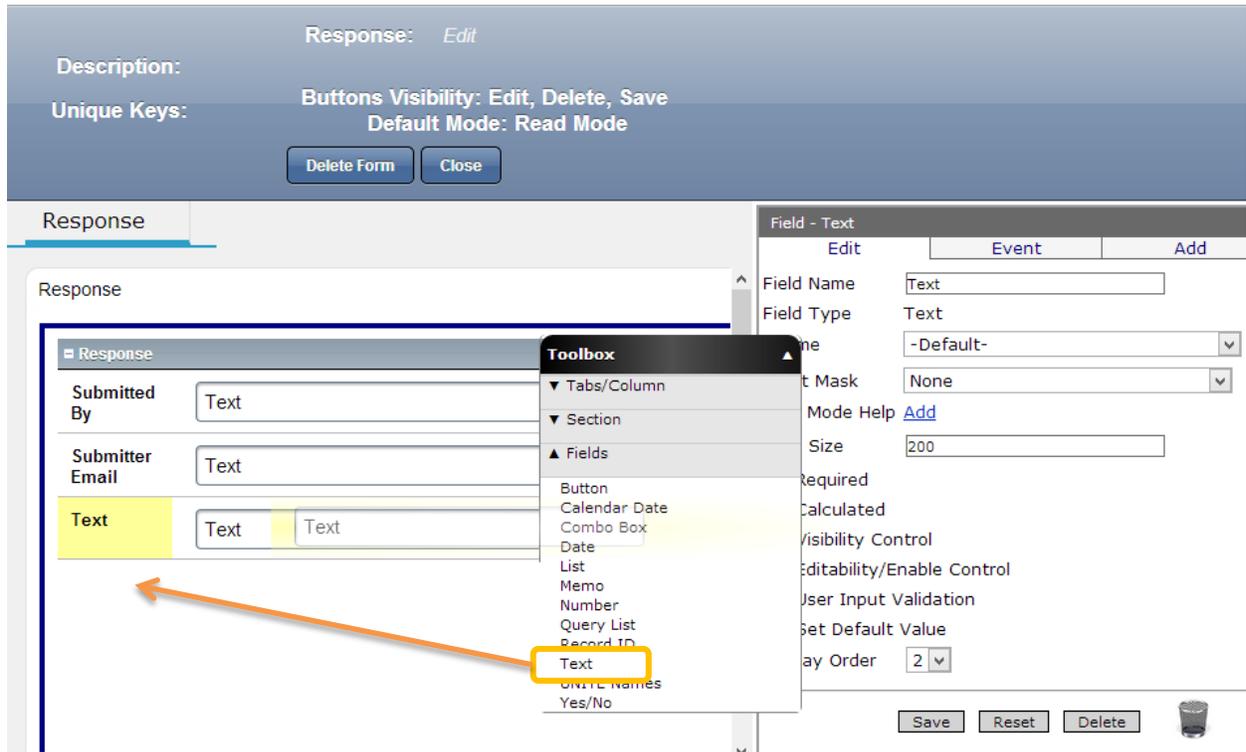
❖ Name the Text Field

The screenshot shows the WAG software interface. At the top, there is a header bar with 'Response: Edit' and a 'Toolbox' dropdown. Below this, there are sections for 'Description:', 'Unique Keys:', and 'Buttons Visibility: Edit, Delete, Save' with 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. The main area is titled 'Response' and contains a form with two text fields. The second field is highlighted in yellow. A 'Field - Text' properties box is open on the right, with the 'Field Name' field set to 'Submitter Email' and highlighted with a yellow border. The properties box includes options for Field Type, Theme, Input Mask, User Mode Help, Field Size, and various checkboxes for Required, Calculated, Visibility Control, Editability/Enable Control, User Input Validation, and Set Default Value. At the bottom of the properties box are 'Save', 'Reset', and 'Delete' buttons.

1. In the Properties Box, click in the **Field Name**.
2. Type *Submitter Email*.
3. Click **Save**.



❖ Creating Text Field named Responded By



- ✓ Drag and drop a Date Field from the Toolbox beneath the Response Section.



❖ Name the Text Field

The screenshot shows the WAG software interface. At the top, there is a header bar with 'Response: Edit' and 'Buttons Visibility: Edit, Delete, Save' and 'Default Mode: Read Mode'. Below this, there are 'Delete Form' and 'Close' buttons. The main area is divided into a 'Response' section and a 'Field - Text' properties box. The 'Response' section contains a table with three rows: 'Submitted By', 'Submitter Email', and 'Text'. The 'Text' row is highlighted in yellow. The 'Field - Text' properties box is open, showing various settings for the selected field. The 'Field Name' property is highlighted with a yellow box and contains the text 'Responded by'. Other properties include 'Field Type' (Text), 'Theme' (-Default-), 'Input Mask' (None), 'User Mode Help' (Add), 'Field Size' (200), and several checkboxes for 'Required', 'Calculated', 'Visibility Control', 'Editability/Enable Control', 'User Input Validation', and 'Set Default Value'. The 'Display Order' is set to 2. At the bottom of the properties box are 'Save', 'Reset', and 'Delete' buttons.

1. In the Properties Box, click in the **Field Name**.
2. Type *Responded By*
3. Click **Save**.



❖ Creating a Date Field Called Response Date

The screenshot shows the WAG interface for editing a 'Response' section. At the top, there are buttons for 'Delete Form' and 'Close'. Below this, the 'Response' section is visible, containing fields for 'Submitted By', 'Submitter Email', 'Responded By', and a newly added 'Date' field. An orange arrow points from the 'Date' field in the 'Toolbox' to the 'Date' field in the form. The 'Toolbox' is open, showing a list of fields under the 'Fields' section, with 'Date' highlighted. The 'Date' field configuration panel on the right shows the following settings: Name: Date, Type: Date, Format: MM/dd/yyyy, and Display Order: 3. The 'Location' section at the bottom right contains 'Save', 'Reset', and 'Delete' buttons.

✓ Drag and drop a **Date Field** from the **Toolbox** beneath the **Response Section**

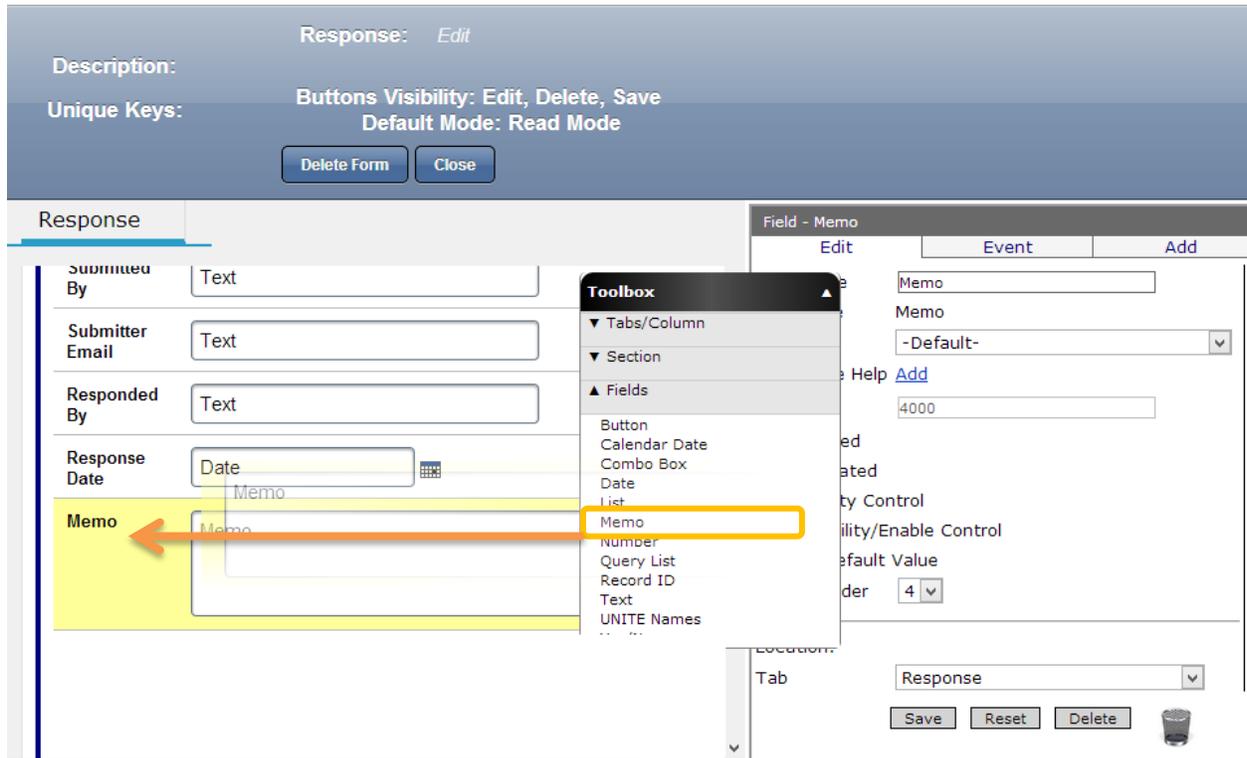


❖ Name the Date Field

1. In the Properties Box, click in the **Field Name**.
2. Type *Response Date*
3. Click **Save**.



❖ Creating a Memo field named Response



- ✓ Drag and drop a Memo Field from the Toolbox beneath the Response Date field.



❖ Name the Memo field

The screenshot shows the WAG software interface. At the top, there is a header bar with 'Response: Edit' and 'Buttons Visibility: Edit, Delete, Save' and 'Default Mode: Read Mode'. Below this, there are 'Delete Form' and 'Close' buttons. The main area is divided into two panes. The left pane shows the 'Response' field configuration with fields for 'Submitted By', 'Submitter Email', 'Responded By', 'Response Date', and 'Memo'. The right pane shows the 'Field - Memo' properties, including 'Field Name' (set to 'Response'), 'Field Type' (Memo), 'Theme' (-Default-), 'User Mode Help' (Add), 'Field Size' (4000), and 'Display Order' (4). The 'Field Name' field is highlighted with a yellow box. At the bottom of the right pane, there are 'Save', 'Reset', and 'Delete' buttons.

1. In the Properties Box, click in the **Field Name**.
2. Type *Response*
3. Click **Save** and then close.



❖ Creating Button Field Called **Submit Response**

The screenshot displays the WAG system interface for editing a 'Response' field. At the top, there is a header bar with 'Response: Edit' and 'Buttons Visibility: Edit, Delete, Save' and 'Default Mode: Read Mode'. Below this are 'Delete Form' and 'Close' buttons. The main area is divided into two panes. The left pane, titled 'Response', shows a form with fields for 'Submitted By' (Text), 'Submitter Email' (Text), 'Responded By' (Text), 'Response Date' (Date), and a 'Response' (Memo) field. At the bottom of this pane, two 'Button' fields are visible. The right pane, titled 'Field - Button', shows the configuration for the selected 'Button' field. It includes fields for 'Field Name' (Button), 'Field Type' (Button), 'Theme' (-Default-), 'User Mode Help' (Add), and 'Button Group Name'. A 'Toolbox' is open, listing various field types: Button, Calendar Date, Combo Box, Date, List, Memo, Number, Query List, Record ID, Text, UNITE Names, and Yes/No. The 'Text' field type is highlighted in yellow. At the bottom of the right pane, there are 'Reset' and 'Delete' buttons.

- ✓ Drag and drop a **Button Field** from the **Toolbox** beneath the response field.



❖ Name the Button Field

The screenshot shows the WAG interface for editing a form. At the top, there's a header with 'Response: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility: Edit, Delete, Save', and 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. Below this is a 'Response' tab. The main form area contains several fields: 'Submitted By' (Text), 'Submitter Email' (Text), 'Responded By' (Text), 'Response Date' (Date), and 'Response' (Memo). A blue 'Button' is positioned at the bottom of the form. To the right, the 'Field - Button' properties box is open, showing 'Field Name' as 'Submit Response', 'Field Type' as 'Button', and 'Make Button Available' checked for 'Edit Mode'. Other options include 'Visibility Control', 'Editability/Enable Control', and 'Display Order' set to 5. Location settings for 'Tab' and 'Section' are both set to 'Response'. 'Save', 'Reset', and 'Delete' buttons are at the bottom of the properties box.

1. In the Properties Box, click in the **Field Name**.
2. Type *Submit Response*
3. Click **Save**.



❖ Creating Text Field Named Responded.

The screenshot displays the 'Response: Edit' configuration page. At the top, there are buttons for 'Delete Form' and 'Close'. Below this, the 'Response' tab is active, showing a form with the following fields: 'Submitted By' (Text), 'Submitter Email' (Text), 'Responded By' (Text), 'Response Date' (Date), and 'Response' (Memo). A 'Submit Response' button is located below the 'Response' field. A 'Text' field is highlighted in yellow at the bottom of the form. On the right side, a 'Field - Text' configuration panel is open, showing 'Field Name' as 'Text' and 'Field Type' as 'Text'. A 'Toolbox' is also open, listing various field types: Button, Calendar Date, Combo Box, Date, List, Memo, Number, Query List, Record ID, Text, UNITE Names, and Yes/No. The 'Text' field type is highlighted in the toolbox. At the bottom of the configuration panel, there are 'Save', 'Reset', and 'Delete' buttons, along with a trash icon.

✓ Drag and drop a **Text Field** from the **Toolbox** beneath the Submit Response Button.



❖ Name the Text Field

The screenshot displays the WAG software interface for editing a form. At the top, there's a header with 'Response: Edit' and a 'Toolbox' dropdown. Below this, 'Description:' and 'Unique Keys:' are visible, along with 'Buttons Visibility: Edit, Delete, Save' and 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. The main form area shows several text fields: 'By', 'Submitter Email', 'Responded By', 'Response Date', and a large 'Response' memo field. A 'Submit Response' button is located below the memo field. At the bottom, a 'Text' field is highlighted in yellow. On the right side, a 'Field - Text' properties box is open, showing the 'Field Name' set to 'Reponded'. Other properties include 'Field Type: Text', 'Theme: -Default-', 'Input Mask: None', 'User Mode Help: Add', 'Field Size: 200', and several unchecked checkboxes for 'Required', 'Calculated', 'Visibility Control', 'Editability/Enable Control', 'User Input Validation', and 'Set Default Value'. The 'Display Order' is set to 6. At the bottom of the properties box, there are 'Save', 'Reset', and 'Delete' buttons, along with a trash icon.

1. In the Properties Box, click in the **Field Name**.
2. Type *Responded*.
3. Click **Save**.



❖ Creating Unite Names Field called Help Desk Support.

The screenshot displays the WAG system interface. At the top, there is a header bar with the text "Response: Edit". Below this, the "Description:" field is empty, and the "Unique Keys:" field contains "Buttons Visibility: Edit, Delete, Save" and "Default Mode: Read Mode". There are two buttons: "Delete Form" and "Close".

The main form area is titled "Response" and contains several fields: "By" (Text), "Submitter Email" (Text), "Responded By" (Text), "Response Date" (Date), "Response" (Memo), and "Responded" (Text). A "Submit Response" button is located below the "Response" field.

On the right side, a configuration panel titled "Field - UNITE Names" is open. It has tabs for "Edit", "Event", and "Add". The "Field Name" is "UNITE Names" and the "Field Type" is "UNITE Names". A "Toolbox" is visible, listing various field types: Button, Calendar Date, Combo Box, Date, List, Memo, Number, Query List, Record ID, Text, UNITE Names, and Yes/No. The "UNITE Names" field type is highlighted. Below the toolbox, the "Location:" is set to "Response" and the "Tab" is set to "Response". There are "Save", "Reset", and "Delete" buttons at the bottom of the configuration panel.

✓ Drag and drop a **Unite Field** from the **Toolbox** beneath the **Responded Field**



❖ Name the Unite Names Field

1. In the Properties Box, click in the **Field Name**.
2. Type *Help Desk Support*.
3. Click on *Add* next to *UM Groups*



4. Click Search, and after the groups appear, check the box as shown on the screen.

Response: Show Advanced Options

Select Groups

Current Search: [] Virtual Environments: John Doe [v] Search Ok Cancel

Nino Davitashvili Groups

<input type="checkbox"/>	+	Contact Company	Contact Role
<input type="checkbox"/>	+	John Doe	
<input checked="" type="checkbox"/>	+	John Doe	General: IT Manager

Submit Response

Section: Response [v]
Save Post Delete

5. Click Ok.

6. Click Save. On the parent form



❖ Creating Document Management Section called Multimedia

- ✓ Drag and drop a Document Management Section from the Toolbox beneath the Help Desk Support Field



- ❖ Name the Document Management Section.

The screenshot shows the 'Section - Document Management' configuration window. The 'Section Name' field is set to 'Multimedia'. The 'Display Order' is '1', 'Theme' is '-Default-', and 'Section Type' is 'Document Management'. A 'Toolbox' is open, showing a list of sections and fields. The 'Section' list includes 'Standard', 'Matching', 'Document', 'Document Management', 'Fixed HTML', 'Rich Text - Enhanced', 'Rich Text', 'DataGrid - Subform', 'Discussion', 'DataGrid - Internal Storage', and 'DataGrid - SQL Read-Only'. The 'Fields' list includes 'Chart'. At the bottom are 'Save', 'Reset', and 'Delete' buttons.

1. In the Properties Box, click in the Section Name.
2. Type *Multimedia*
3. Click Save.
4. Close the form



❖ Create A New Form Named Support Request

Support Forum *User Mode* | *Design Mode* Logged in as **John Doe** : [Log Off](#)

[Design Home](#) [Forms](#) [Views](#) [Applications](#) [Themes](#)

Forms
[Add a New Form](#)

Form	Public Access Settings
Category	None
Response	None
Sub Category	None

1. Click Add New Form



1. Give the new form a **Name**, *Support Request*, then click **Save**.

- ✓ In next few pages we will be Dragging and dropping fields from the **Toolbox** to finish our *Support Request* Form. We will be adding the following elements:

Element Type	Name
Text	Subject
Combo Box	Category
Combo box	Sub Category
Text	Submitted by
Text	Submitter's Email
Date	Date Created
Rich Text Enhanced	Detailed description
Document Management	Attachments
DataGrid-Subform	Response

Key Point

Use the **Toolbox** to add Tabs/Columns, Sections, and Fields to your form. The next few pages will show you how to Drag and Drop fields onto your form, and how to name those fields and set other Properties.



❖ Defining Column width

The screenshot displays the WAG interface for editing a form. At the top, there's a header bar with 'Support Request: Edit' and 'Description:'. Below this, there are fields for 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. The main area shows a 'Support Request' form with a column highlighted in yellow. To the right, a 'Column - Support Request' properties panel is open, showing 'Column Name' as 'Support Request', 'Column Width' as '50%' (with a note '% or px'), and 'Display Order' as '0'. There are checkboxes for 'Visibility Control' and 'Editability/Enable Control'. The 'Location:' section shows 'Tab' set to 'Support Request'. At the bottom of the panel are 'Save', 'Reset', and 'Delete' buttons.

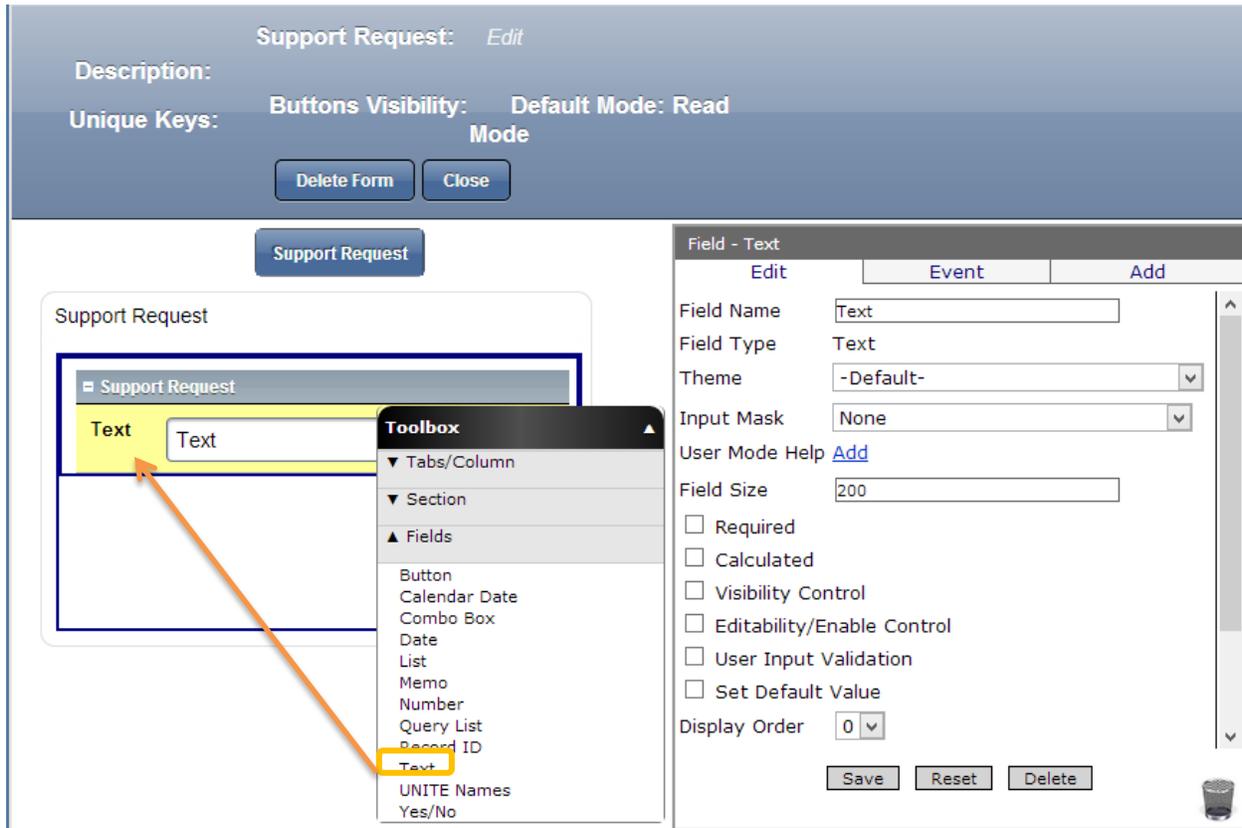
1. Click on Support Request Column
2. In the Properties Box Click in Column width and type 50%
3. Click Save

Key Point

Column width allows organizing columns in desirable sizes.



❖ Creating a Text Field named Subject



✓ Drag and drop a Text field from the Toolbox into the Support Request section.



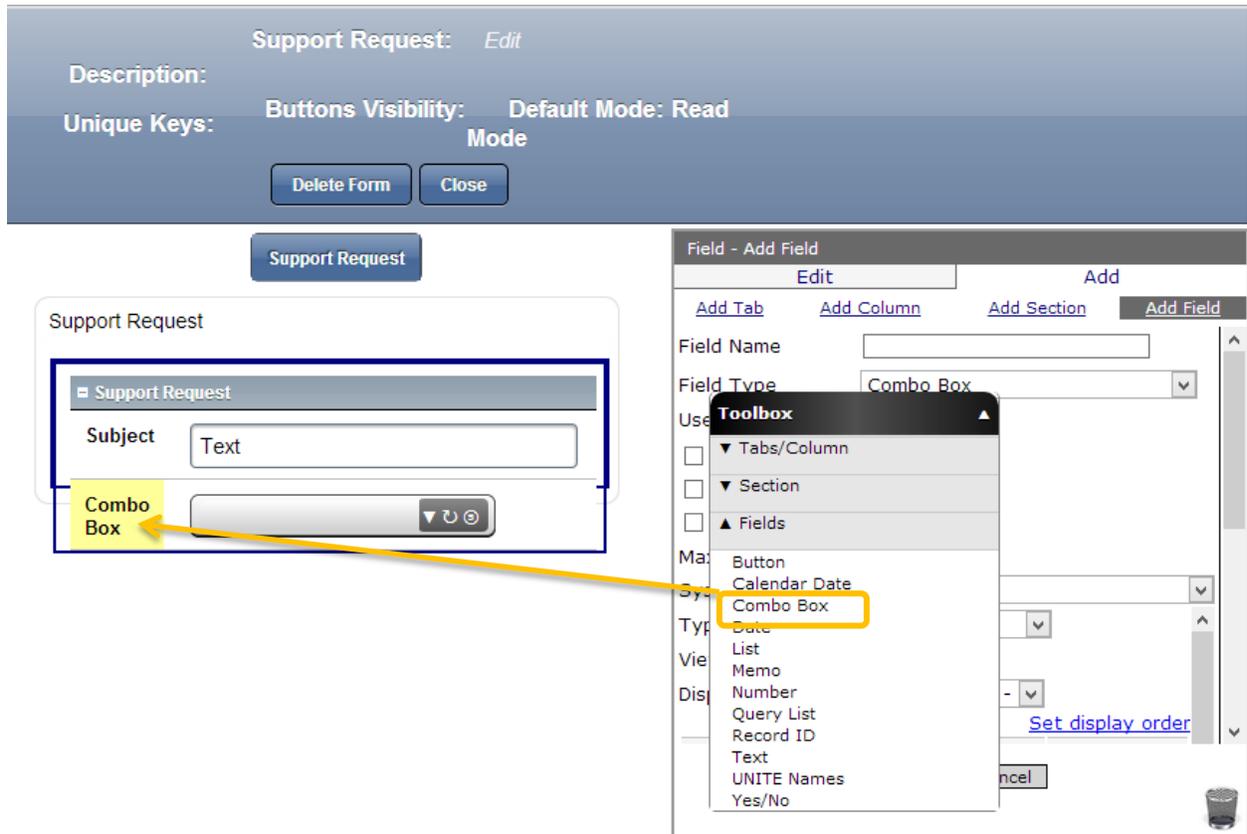
❖ Name the Field as Subject

The screenshot shows the WAG software interface for designing a 'Support Request' form. At the top, there are options for 'Support Request: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. The main workspace shows a 'Support Request' form with a 'Text' field. A 'Toolbox' is open, listing various field types such as Button, Calendar Date, Combo Box, Date, List, Memo, Number, Query List, Record ID, Text, UNITE Names, and Yes/No. The 'Field - Text' properties box on the right is active, showing the 'Field Name' set to 'Subject', 'Field Type' as 'Text', 'Theme' as '-Default-', 'Input Mask' as 'None', 'User Mode Help' as 'Add', 'Field Size' as '200', and several checkboxes for 'Required', 'Calculated', 'Visibility Control', 'Editability/Enable Control', 'User Input Validation', and 'Set Default Value'. The 'Display Order' is set to '0'. 'Save', 'Reset', and 'Delete' buttons are at the bottom of the properties box.

1. In the Properties Box on the right side of your screen, click **Field Name**.
2. Type *Subject* and click **Save**.



- ❖ Creating a Combo box named *Category*.



1. Drag and drop a **Combo Box** field from the **Toolbox** into the **Support request** section beneath our **Subject** Text field.



❖ Name the the Combo Box

The screenshot shows the WAG interface for editing a 'Support Request' form. The top bar includes 'Support Request: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility: Default Mode: Read Mode', and a 'Toolbox' dropdown. Below the bar are 'Delete Form' and 'Close' buttons. The main form area shows a 'Support Request' form with a 'Subject' text field and a 'Combo Box' field. The 'Field - Add Field' dialog is open, showing the 'Add Field' tab. The 'Field Name' is 'Category', 'Field Type' is 'Combo Box', and 'Max Rows' is '20'. The 'System' is 'Support Forum' and 'Type' is 'Category'. The 'Display Column' is '- Search Field -'. The 'Field' list shows 'Category' checked and 'Search Field' selected. The 'Add' button is highlighted.

1. In the Properties Box click **Field Name** and type Category.
2. In the **Type** drop down list choose *Category*
3. In the **Field** check the box next to category and search field.
4. Click **Add**.

Key Point

Combo boxes allow you to view and search through an object's data to ultimately choose a single record.



❖ Another Combo Box Named Sub Category

The screenshot shows the WAG software interface. At the top, there's a header for 'Support Request: Edit' with fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below this are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also present. The main area shows a 'Support Request' form with a 'Subject' text field, a 'Category' dropdown, and a 'Combo Box' field. An orange arrow points from the 'Combo Box' field in the form to the 'Combo Box' option in the 'Toolbox' of the 'Field - Add Field' dialog box. The dialog box also shows 'Field Name', 'Field Type' (set to 'Combo Box'), 'User Mode Help', and various checkboxes like 'Required' and 'Visibility Control'. The 'Toolbox' lists various field types, with 'Combo Box' highlighted in yellow.

- ✓ Drag and drop a **Combo Box** from the **Toolbox** to the **Support Request** section beneath the **Category** field.



✓ Name the Combo Box

The screenshot shows the WAG interface for editing a form. At the top, there's a header with 'Support Request: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility: Default Mode: Read Mode', and a 'Toolbox' dropdown. Below this are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also visible. The main form area shows a 'Support Request' form with fields for 'Subject' (Text), 'Category' (Combo Box), and another 'Combo Box'. The 'Field - Add Field' dialog box is open, showing the 'Field Name' field highlighted with a yellow box, containing 'Sub Category'. The 'Field Type' is 'Combo Box', 'User Mode Help' is 'Add', and 'Max Rows' is '20'. The 'System' is 'Support Forum', 'Type' is 'Support Request', 'View(Optional)' is empty, and 'Display Column' is 'Subject'. A table below shows the 'Field' configuration:

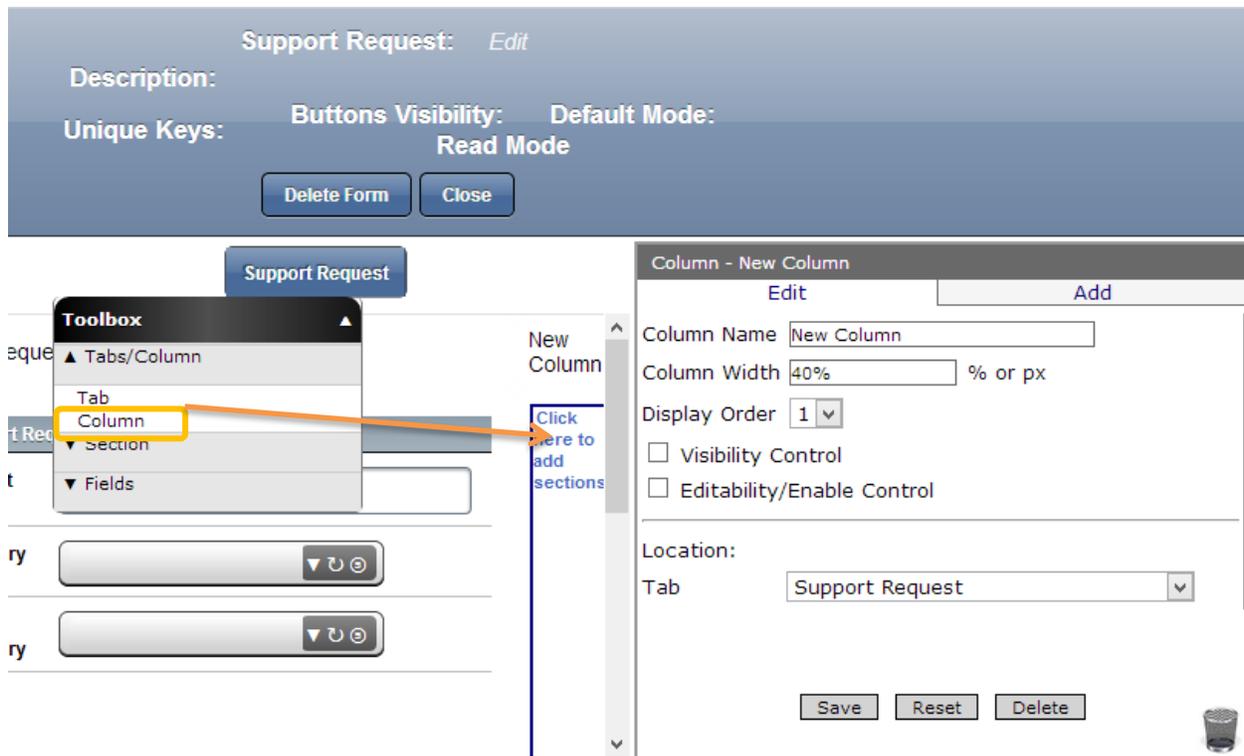
Field	Search Field	Display Order
<input type="checkbox"/> Category	<input type="radio"/>	
<input checked="" type="checkbox"/> Subject	<input checked="" type="radio"/>	1

Buttons for 'Add' and 'Cancel' are at the bottom of the dialog.

1. In the Properties Box, click **Field Name**.
2. In the **Type** drop down list choose *Support Request*
3. In the *Display Column* choose *Subject* from the drop down list.
4. In the *Field* check the box next to *Subject* and search field.
5. Click **Add**.



❖ Creating a new Column Named Support Request



Key Point

Having **Columns** is a nice way to arrange information in the **Form** in a more user friendly way.

1. In the **Toolbox** click on **Tabs/Column**
2. Drag the **Column** element from the **Toolbox** and drop it to the right of the *Support Request* section.



❖ Name the Column

The screenshot displays the WAG interface for editing a 'Support Request' form. The main form on the left includes sections for 'Support Request' (with fields for Subject, Category, and Sub Category) and 'Attachment' (with a Document Management section). A 'Submit' button is at the bottom. On the right, a 'New Column' properties dialog is open, showing fields for Column Name (set to 'New Column'), Column Width (set to '50%'), and Display Order (set to '1'). There are also checkboxes for 'Visibility Control' and 'Editability/Enable Control', and a 'Location' dropdown set to 'Support Request'. The dialog has 'Save', 'Reset', and 'Delete' buttons at the bottom.

1. Click on **New Column**
2. In the Properties Box, click in the **Column Name** field.
3. Type *Submitter Information*.
4. Type *50%* in the **Column Width**.
5. Click **Save**



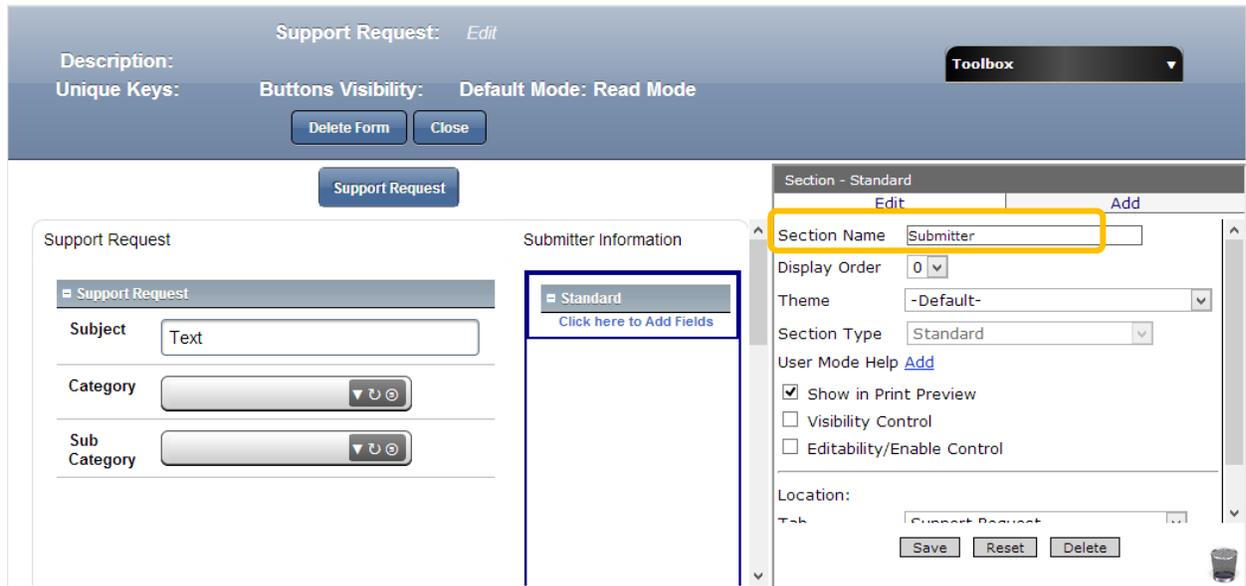
❖ Adding a Standard Section to the Form

The screenshot displays the WAG form editor interface. At the top, there is a header bar with the text "Support Request: Edit" and "Default Mode: Read Mode". Below this, there are buttons for "Delete Form" and "Close". A "Support Request" button is centered below the header. The main area is split into two panes. The left pane shows a form with fields for "Subject", "Category", and "Sub Category". A "Toolbox" is open over the "Support Request" column, listing various section types. The "Standard" section type is highlighted with a yellow box, and an orange arrow points to a "Click here to Add Fields" link in the "Submitter Information" pane. The right pane shows the configuration for the "Standard" section, including "Section Name", "Display Order", "Theme", "Section Type", and "Location".

- ✓ Drag and drop a **Standard** Section from the **Toolbox** beneath the **Support Request** Column



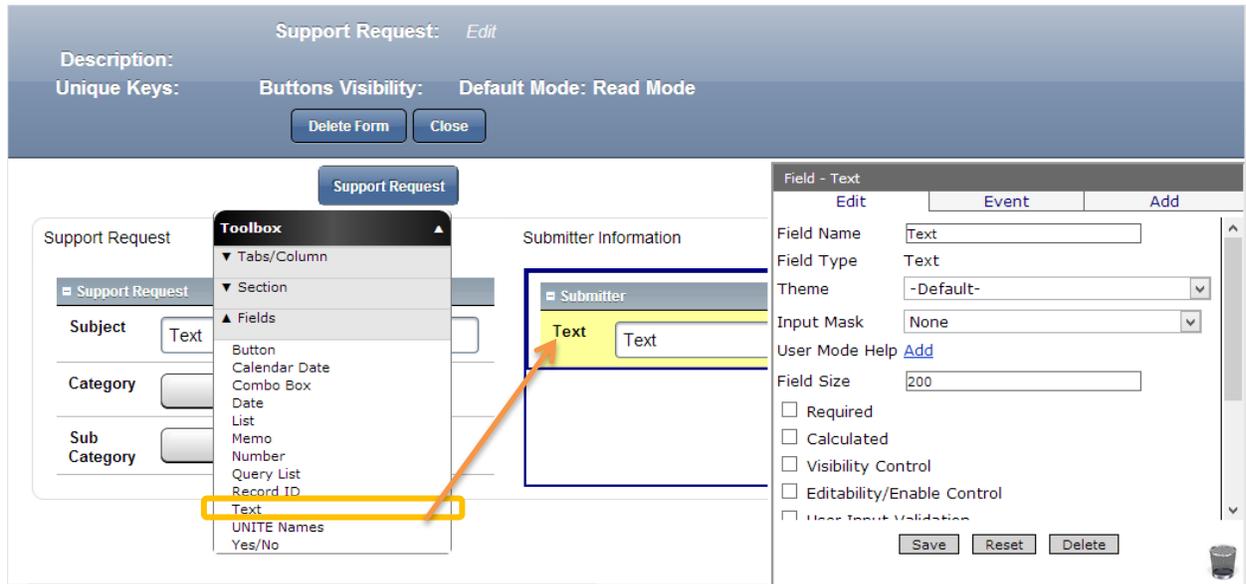
❖ Name the Section



- 1) In the Properties Box, click in the Section Name.
- 2) Type *Submitter*
- 3) Click **Save**.



- ❖ Creating a **Text Field** in the new column Named **Submitter email**



- ✓ Drag and drop a **Text Field** from the **Toolbox** beneath the Ingredients **Section**



❖ Name the Text Fields

1. In the Properties Box, click in the **Field Name**.
2. Type *Submitter Email*
3. Click **Save**



❖ Creating a Text Field Named Submitted by.

The screenshot displays the WAG form editor interface for a form titled "Support Request". At the top, there are fields for "Description:", "Unique Keys:", "Buttons Visibility:", and "Default Mode: Read Mode", along with "Delete Form" and "Close" buttons. The main workspace shows a form structure with a "Support Request" section containing "Subject", "Category", and "Sub Category" fields. A "Toolbox" is open, showing a list of field types under the "Fields" section, with "Text" highlighted. An orange arrow points from the "Text" field in the toolbox to a new "Text" field being added to a "Submitter" section within the "Support Request" form. On the right, a "Field - Text" configuration panel is visible, showing settings for "Field Name" (Text), "Field Type" (Text), "Theme" (-Default-), "Input Mask" (None), "User Mode Help" (Add), and "Field Size" (200). There are also checkboxes for "Required", "Calculated", "Visibility Control", "Editability/Enable Control", and "User Text Validation", along with "Save", "Reset", and "Delete" buttons.

✓ Drag and drop a Text Field from the Toolbox into the new Section.



❖ Name the Text field

Support Request: *Edit* **Toolbox**

Description:
Unique Keys: Buttons Visibility: Default Mode: Read Mode

Delete Form Close

Support Request

Support Request

Subject Text

Category

Sub Category

Submitter Information

Submitter

Submitter Email Text

Text Text

Field - Text

Edit Event Add

Field Name Submitted by

Field Type Text

Theme -Default-

Input Mask None

User Mode Help [Add](#)

Field Size 200

Required

Calculated

Visibility Control

Editability/Enable Control

User Input Validation

Save Reset Delete

1. In the Properties Box, click in the **Field Name**.
2. Type Submitted By



❖ Creating a **Date Field** named Date created

- ✓ Drag and drop a **Date Field** from the **Toolbox** beneath the Submitted by text field



❖ Name the Date field

The screenshot displays the WAG software interface. At the top, there is a header bar with the text "Support Request: Edit". Below this, there are fields for "Description:", "Unique Keys:", "Buttons Visibility:", and "Default Mode: Read Mode". A "Toolbox" dropdown menu is visible on the right. Below the header, there are "Delete Form" and "Close" buttons. A "Support Request" button is also present. The main area shows a "Submitter Information" form with three fields: "Submitter Email" (Text), "Submitted by" (Text), and "Date" (Date). The "Date" field is highlighted in yellow. To the right of the form is a "Field - Date" properties box. This box has tabs for "Edit", "Event", and "Add". The "Edit" tab is active, showing the following settings: "Field Name" is "Date Created", "Field Type" is "Date", "Theme" is "-Default-", "User Mode Help" is "Add", and "Field Format" is "MM/dd/yyyy". There are also checkboxes for "Required", "Calculated", and "Visibility Control", all of which are currently unchecked. At the bottom of the properties box are "Save", "Reset", and "Delete" buttons.

1. In the Properties Box, click in the field Name and type Date created
2. Click Save



❖ Create Document Management Section Named Attachment

The screenshot displays the WAG software interface for configuring a 'Support Request' form. At the top, there are fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also present. The main form area is divided into two sections: 'Support Request' and 'Document Management'. The 'Support Request' section contains fields for 'Subject' (Text), 'Category', and 'Sub Category'. The 'Document Management' section is currently empty and has a 'Click here to Add Fields' link. On the right side, a 'Section - Document Management' configuration window is open, showing 'Edit' and 'Add' tabs. The 'Section Name' is 'Document Management', 'Display Order' is '1', and 'Section Type' is 'Document'. A 'Toolbox' is open over this window, listing various section types. The 'Document Management' option in the toolbox is highlighted with a yellow box, and an orange arrow points from it to the 'Document Management' section in the main form.

- ✓ Drag and drop a Document Management Section from the Toolbox beneath the Sub Category field.



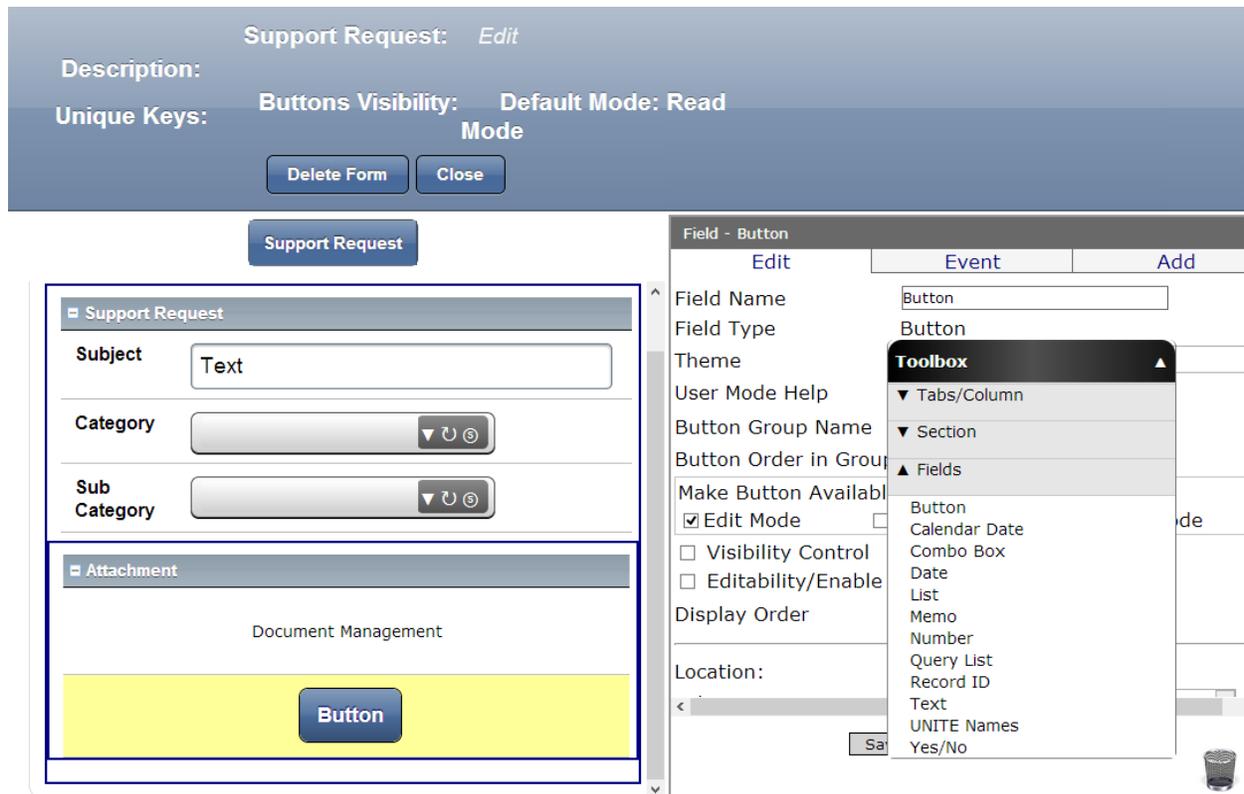
- ❖ Name the Document Management Section

The screenshot shows the WAG interface for editing a 'Support Request' form. At the top, there are fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read'. A 'Toolbox' dropdown menu is visible. Below these are 'Delete Form' and 'Close' buttons. The main form area is titled 'Support Request' and contains two sections: 'Support Request' and 'Document Management'. The 'Support Request' section has fields for 'Subject' (with 'Text' entered), 'Category', and 'Sub Category'. The 'Document Management' section is currently empty and has a 'Click here to Add Fields' link. On the right, a 'Section - Document Management' properties box is open, showing fields for 'Section Name' (set to 'Attachment'), 'Display Order' (set to '1'), 'Theme' (set to '-Default-'), and 'Section Type' (set to 'Document Management'). There are also checkboxes for 'File tree visible', 'Zip file on upload', 'Show in Print Preview' (checked), 'Visibility Control', and 'Editability/Enable Control'. A 'Max Number' field is set to '100'. At the bottom of the properties box are 'Save', 'Reset', and 'Delete' buttons.

1. In the properties box click on Section Name.
2. Type Attachment
3. Click Save



❖ Create Button Field Named Submit



- ✓ Drag and drop a **Button Field** from the **Toolbox** beneath the Document Management Section Named Attachment.

Key point

Button field is a clickable button that can have content and can be programmed for sets of actions.



❖ Name the Button Field

The screenshot shows the WAG interface for editing a 'Support Request' form. The main form area contains a 'Support Request' section with fields for 'Subject' (Text), 'Category', and 'Sub Category'. Below this is an 'Attachment' section with 'Document Management' and a 'Button' field. The 'Field - Button' properties panel on the right is active, showing the following settings:

Field - Button		
Edit	Event	Add
Field Name	Submit	
Field Type	Button	
Theme	-Default-	
User Mode Help	Add	
Button Group Name		
Button Order in Group		
Make Button Available:		
<input checked="" type="checkbox"/> Edit Mode	<input type="checkbox"/> Read Mode	<input type="checkbox"/> View Mode
<input type="checkbox"/> Visibility Control		
<input type="checkbox"/> Editability/Enable Control		
Display Order	0	
Location:		
<input type="text"/>		
<input type="button" value="Save"/> <input type="button" value="Reset"/> <input type="button" value="Delete"/>		

1. In the properties box click on Field Name.
2. Type *Submit*
3. Click *Save*.



❖ Creating Number field named Reponses.

The screenshot displays the 'Support Request' form editor. At the top, there are fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also present. The main area shows 'Submitter Information' with a 'Submitter' section containing fields for 'Email' (Text), 'Submitted by' (Text), 'Date Created' (Date), and 'Number' (Number). The 'Number' field is highlighted in yellow. To the right, a 'Field - Number' configuration panel is open, showing a 'Toolbox' with various field types. The 'Number' field type is selected and highlighted with a yellow box. An orange arrow points from the 'Number' field in the 'Toolbox' to the 'Number' field in the form.

- ✓ Drag and drop a **Number Field** from the **Toolbox** beneath the Date Field.



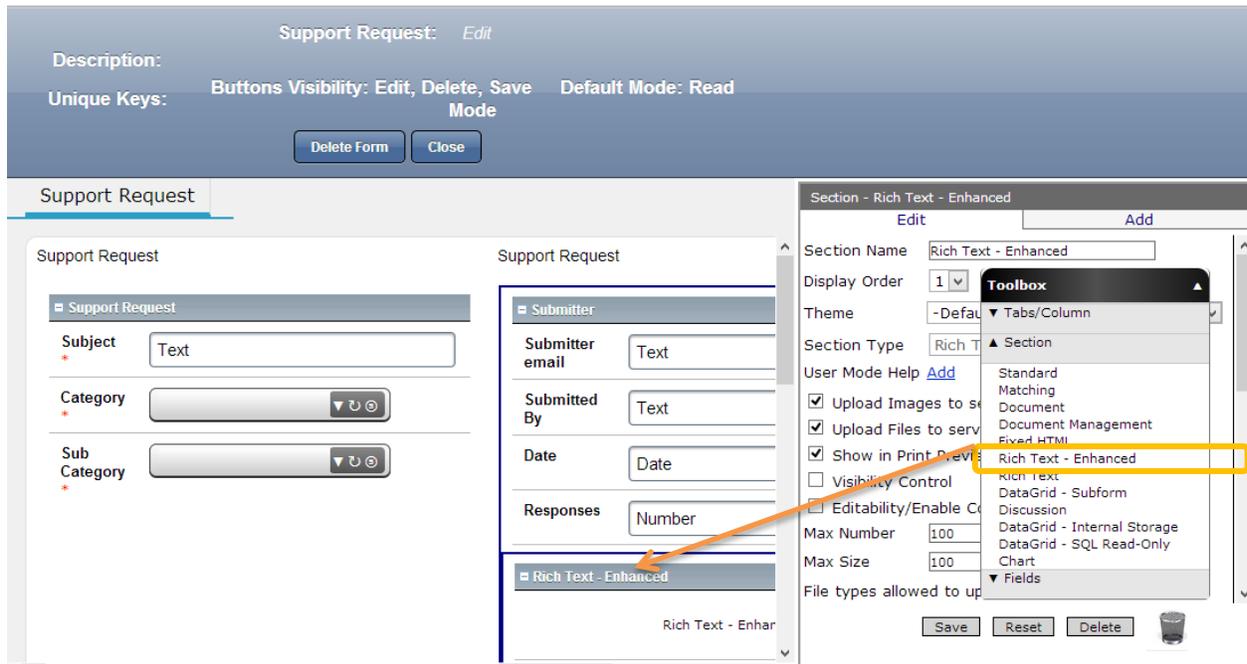
❖ Name the Number Field

The screenshot displays the WAG interface for editing a 'Support Request' form. The main form area shows a 'Submitter Information' section with several input fields: 'Email' (Text), 'Submitted by' (Text), 'Date Created' (Date), and 'Number' (Number). The 'Number' field is highlighted in yellow. A 'Toolbox' panel is open on the right, showing the 'Field - Number' properties. The 'Field Name' is set to 'Responses', 'Field Type' is 'Number', and 'Field Format' is 'General e.g. 2010'. There are checkboxes for 'Required', 'Calculated', 'Visibility Control', 'Editability/Enable Control', 'User Input Validation', and 'Set Default Value'. Buttons for 'Save', 'Reset', and 'Delete' are at the bottom of the toolbox.

4. In the properties box click on Field Name.
5. Type *Responses*
6. Click *Save*.



❖ Creating a Rich Text –Enhanced Section Named Detailed Description



✓ Drag and drop a Rich Text-Enhanced Section from the Toolbox into the new Section.

Key Point

Rich Text-Enhanced Section is incorporated word processing within forms.



❖ Name the Rich Text-Enhanced Section

The screenshot displays the WAG system's form editor for a 'Support Request'. At the top, there's a header with 'Support Request: Edit' and a 'Toolbox' dropdown. Below this, there are buttons for 'Delete Form' and 'Close'. The main area is divided into two panes. The left pane shows the form layout with fields for 'Subject' (Text), 'Category' (dropdown), and 'Sub Category' (dropdown). The right pane shows the 'Section - Rich Text - Enhanced' properties. The 'Section Name' field is highlighted in yellow and contains 'Detailed Description'. Other properties include 'Display Order' (1), 'Theme' (-Default-), 'Section Type' (Rich Text - Enhanced), and 'User Mode Help' (Add). There are checkboxes for 'Upload Images to server, on paste', 'Upload Files to server, on paste', 'Show in Print Preview', 'Visibility Control', and 'Editability/Enable Control'. Below these are 'Max Number' (100) and 'Max Size' (100 MB) fields. At the bottom of the properties box, the 'Save' button is highlighted in yellow, along with 'Reset' and 'Delete' buttons.

1. In the Properties Box, click in the Section Name.
2. Type *Detailed Description*
3. Click **Save**.



❖ Creating Hidden Section

The screenshot displays the WAG interface for editing a 'Support Request' form. At the top, there are fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also present. The main form area is titled 'Submitter Information' and contains several input fields: 'Submitter Email' (Text), 'Submitted by' (Text), 'Date Created' (Date), and 'Responses' (Number). A 'Standard' section is highlighted in blue at the bottom of the form, with a link 'Click here to Add Fields' below it. An orange arrow points from the 'Standard' section in the 'Toolbox' to the 'Standard' section in the form. The 'Toolbox' is open, showing a list of sections under 'Section'. The 'Standard' section is highlighted in yellow. The 'Section - Standard' dialog box is also visible, showing fields for 'Section Name', 'Display Order', 'Theme', 'Section Type', 'User Mode Help', and 'Location'. It also has checkboxes for 'Show in Print Preview', 'Visibility Control', and 'Editability/Enable Control'. Buttons for 'Save', 'Reset', and 'Delete' are at the bottom of the dialog.

✓ Drag and drop a Standard Section beneath the Submitter information Column

Key point

Hidden is to store information using a section that only we can see.



❖ Name the Section

Support Request: [Edit](#)

Description: Toolbox ▾

Unique Keys: Buttons Visibility: Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Support Request](#)

Submitter Information

Submitter	
Submitter Email	<input type="Text"/>
Submitted by	<input type="Text"/>
Date Created	<input type="Date"/>
Responses	<input type="Number"/>
Standard	
Click here to Add Fields	

Section - Standard

[Edit](#) [Add](#)

Section Name

Display Order

Theme

Section Type

User Mode Help [Add](#)

Show in Print Preview

Visibility Control

Editability/Enable Control

Location:

Tab

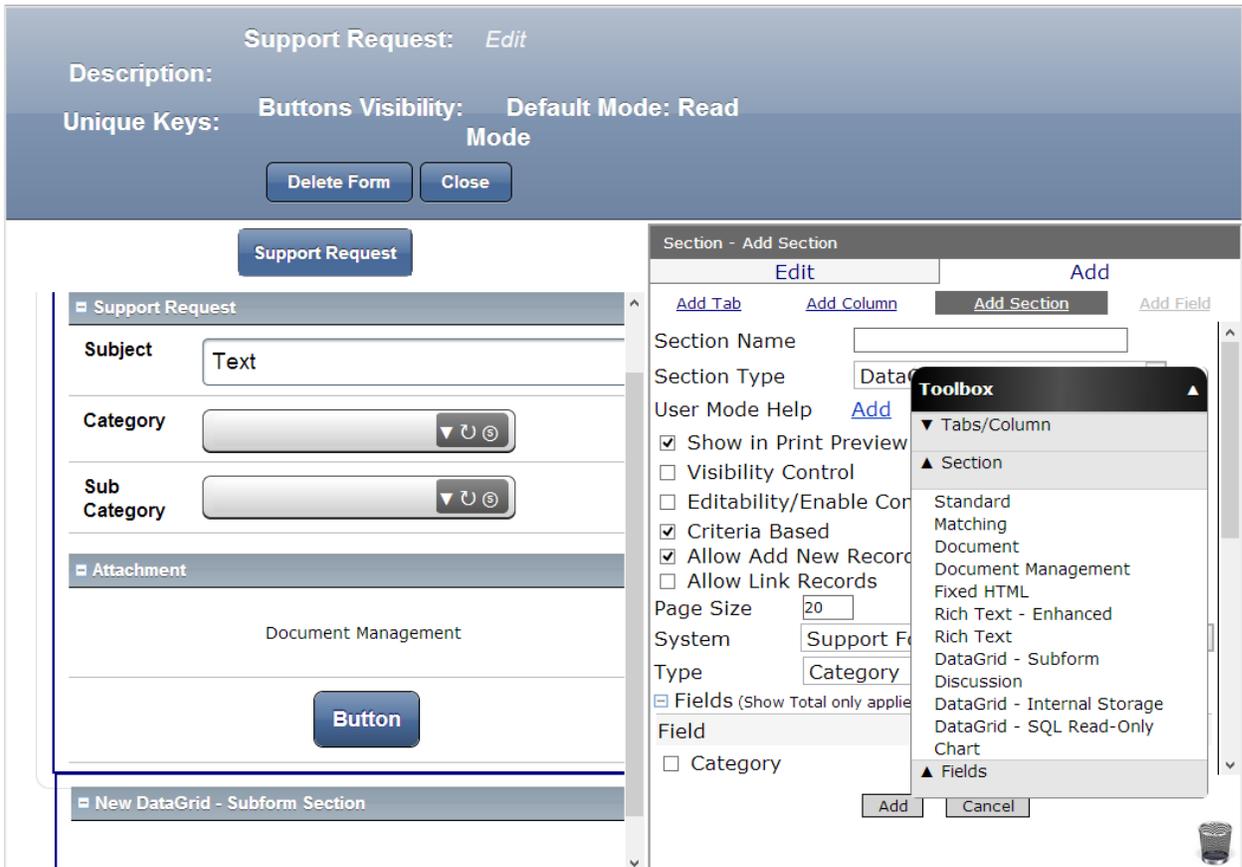
Column

[Save](#) [Reset](#) [Delete](#)

1. In the Properties Box, click in the **Section Name**.
2. Type *hidden section* in it
3. *Click Save*



- ❖ Create DataGrid Subform Section Named Response



- ✓ Drag and drop a Datagrid-Subform Section beneath the Support Request Column.



❖ Name the DataGrid –Subform Section

The screenshot shows the WAG interface for editing a 'Support Request' form. The main form has sections for 'Support Request' (with fields for Subject, Category, and Sub Category) and 'Attachment' (with a Document Management section and a Button). A 'Section - Add Section' dialog box is open, showing the configuration for a new section named 'Response'. The dialog box has tabs for 'Edit' and 'Add', and buttons for 'Add Tab', 'Add Column', 'Add Section', and 'Add Field'. The 'Section Name' is 'Response', 'Section Type' is 'DataGrid - Subform', and 'User Mode Help' is 'Add'. Checkboxes for 'Show in Print Preview', 'Allow Add New Records', and 'Category' are checked. The 'Display Order' for 'Category' is set to 1. The 'Add' button is highlighted.

1. In the Properties Box, click in the Section Name.
2. Type *Response*
3. Uncheck *Criteria Based*
4. Check *Category* and type 1 in the Display order
5. Click *Add*.



❖ Creating United Names field

The screenshot displays the configuration interface for a 'Support Request' form. At the top, there are tabs for 'Edit', 'Event', and 'Add'. Below these are fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also present. The main form area is divided into sections: 'Submitter Information' (with fields for Submitter Email, Submitted by, Date Created, and Responses) and a 'Hidden Section' containing a 'UNITE Names' field. A 'Toolbox' is open, showing a list of field types including Button, Calendar Date, Combo Box, Date, List, Memo, Number, Query List, Record ID, Text, UNITE Names (highlighted), and Yes/No. An orange arrow points from the highlighted 'UNITE Names' field in the toolbox to the 'UNITE Names' field in the 'Hidden Section' of the form.

✓ Drag and drop a **UNITE Names** field from the Toolbox into the **Hidden Section**.



- ❖ Name the **Unite Names** field

The screenshot displays the WAG interface for editing a 'Support Request' form. At the top, the form title is 'Support Request: Edit'. Below the title, there are fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. A 'Toolbox' dropdown menu is visible on the right. Below these are 'Delete Form' and 'Close' buttons. The main form area has a 'Support Request' button. On the left, there is a 'Submitter Information' section with fields for 'Submitter Email' (Text), 'Submitted by' (Text), 'Date Created' (Date), and 'Responses' (Number). Below this is a 'Hidden Section' containing a 'UNITE Names' field. On the right, the 'Field - UNITE Names' properties box is open, showing the 'Edit' tab. The 'Field Name' is set to 'Help Desk Support', 'Field Type' is 'UNITE Names', and 'Theme' is '-Default-'. There are several checkboxes for 'User Mode Help', 'UM Groups', 'Custom Groups', 'Users Only for selected Custom Groups', 'Specific Names', 'Multiple Values', 'Required', 'Visibility Control', 'Editability/Enable Control', and 'Set Default Value'. The 'Display Order' is set to '0'. At the bottom of the properties box are 'Save', 'Reset', and 'Delete' buttons.

1. In the Properties Box, click in the **Field Name**.
2. Type *Help Desk Support* in it
3. Click **Save**.



- ❖ Enable the administrative rights to Help Desk Support team

The screenshot shows the WAG administrative interface for configuring a field. At the top, there is a header with 'Support Request: Edit' and a 'Toolbox' button. Below this, there are sections for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also visible. The main content area is divided into two panes. The left pane, titled 'Submitter Information', contains a 'Submitter' section with fields for 'Submitter Email' (Text), 'Submitted by' (Text), 'Date Created' (Date), and 'Responses' (Number). Below this is a 'Hidden Section' containing a 'help Desk Support' field. The right pane, titled 'Field - help Desk Support', contains configuration options: 'Field Name' (help Desk Support), 'Field Type' (UNITE Names), 'Theme' (-Default-), 'User Mode Help' (Add), 'UM Groups' (Add Remove), 'Custom Groups' (Add/Remove New), 'Users Only for selected Custom Groups' (checkbox), 'Specific Names' (Add/Remove), 'Multiple Values' (checkbox), 'Required' (checkbox), 'Visibility Control' (checkbox), 'Editability/Enable Control' (checkbox), 'Set Default Value' (checkbox), and 'Display Order' (0). At the bottom of the right pane are 'Save', 'Reset', and 'Delete' buttons. An orange box highlights the 'Add' button next to 'UM Groups'.

- ✓ Click on **Add** next to UM Groups



Select Groups

Current Search: a Virtual Environments: mycompany Search Ok Cancel

mycompany Groups

<input checked="" type="checkbox"/>	Contact Company	Contact Role
<input checked="" type="checkbox"/>	mycompany Doe, John	General: IT Manager
<input type="checkbox"/>	mycompany	

1. In Current Search field type 'a' and click search. Choose the group that will have admin rights to the support requests.
2. Click **Save**.



❖ Create Text Field Named Submitted

The screenshot displays the WAG software interface for configuring a 'Support Request' form. The top header includes 'Support Request: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility: Default Mode: Read Mode', and buttons for 'Delete Form' and 'Close'. Below this is a 'Support Request' button. The main form area is divided into sections: 'Submitter' (with fields for 'Submitter Email', 'Submitted by', 'Date Created', and 'Responses') and 'Hidden Section' (with a 'help Desk Support' dropdown and a 'Text' field). A 'Field - Text' configuration panel is open on the right, showing settings for 'Field Name', 'Field Type', 'Theme', 'Input Mask', 'User Mode Help', 'Field Size', 'Display Order', 'Tab', and 'Section'. A 'Toolbox' is also visible, listing various field types, with 'Text' highlighted in yellow. An orange arrow points from the 'Text' field in the toolbox to the 'Text' field in the 'Hidden Section' of the form.

✓ Drag and drop a **Text** field from the **Toolbox** into the **Hidden Section**.



❖ Name the Text Field

The screenshot shows the WAG interface for editing a 'Support Request' form. The main form area on the left contains several fields: 'Submitter Email' (Text), 'Submitted by' (Text), 'Date Created' (Date), 'Responses' (Number), and a 'Hidden Section' containing 'help Desk Support' (Text) and another 'Text' field. The 'Text' field in the hidden section is highlighted in yellow. On the right, the 'Field - Text' properties box is open, showing the 'Field Name' set to 'Submitted'. Other properties include 'Field Type' (Text), 'Theme' (-Default-), 'Input Mask' (None), 'User Mode Help' (Add), 'Field Size' (200), and 'Display Order' (1). The 'Location' section shows 'Tab' (Support Request) and 'Section' (Hidden Section). At the bottom of the properties box are 'Save', 'Reset', and 'Delete' buttons.

1. In the Properties Box, click in the **Field Name**.
2. Type *Submitted*
3. Click **Save**.



In this section we'll be adding formulas to the fields.

❖ Response form

1) Click on Submitted By on the left hand side

The screenshot shows the WAG interface for editing a response form. At the top, there's a header with 'Response: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility: Edit, Delete, Save', and 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. A 'Toolbox' dropdown is on the right. The main area is divided into two panes. The left pane, titled 'Response', shows a list of fields: 'Submitted By' (Text), 'Submitter Email' (Text), 'Responded By' (Text), 'Response Date' (Date), and 'Response' (Memo). The 'Submitted By' field is highlighted. The right pane, titled 'Field - Submitted By', shows the properties for this field. It has tabs for 'Edit', 'Event', and 'Add'. The 'Edit' tab is active, showing fields like 'Field Name' (Submitted By), 'Field Type' (Text), 'Theme' (-Default-), 'Input Mask' (None), 'User Mode Help' (Add), 'Field Size' (200), and checkboxes for 'Required', 'Calculated', 'Visibility Control', and 'Editability/Enable Control' (checked). There is a 'Formula Builder' section with a text area containing 'false'. At the bottom, there are 'Save', 'Reset', and 'Delete' buttons.

- 2) In the Properties box, check the box next to Editability/Enable Control.
- 3) In the formula box it should show false. This is to disable the user to edit the field.
- 4) Click save



❖ Click on Submitter Email

The screenshot shows the WAG configuration interface. At the top, there's a header with 'Response: Edit', 'Description:', 'Unique Keys:', 'Buttons Visibility: Edit, Delete, Save', and 'Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. A 'Toolbox' dropdown is on the right. Below this is the 'Response' configuration area. On the left, a list of response fields is shown, with 'Submitter Email' highlighted in yellow. On the right, the 'Field - Submitter Email' properties are displayed. The 'Edit' tab is active. The 'Field Name' is 'Submitter Email', 'Field Type' is 'Text', 'Theme' is '-Default-', 'Input Mask' is 'None', 'User Mode Help' is 'Add', 'Field Size' is '200'. There are checkboxes for 'Required', 'Calculated', 'Visibility Control', and 'Editability/Enable Control' (which is checked). There is a 'Formula Builder' link and a formula box containing 'false'. At the bottom, there are 'Save', 'Reset', and 'Delete' buttons.

- 1) In the Properties box, check the box next to Editability/Enable Control.
- 2) In the formula box it should show false.
- 3) Click save



5) Click on Responded by

The screenshot shows the WAG system interface. At the top, there is a header bar with the text "Response: Edit". Below this, there are sections for "Description:" and "Unique Keys:". The "Buttons Visibility" is set to "Edit, Delete, Save" and the "Default Mode" is "Read Mode". There are two buttons: "Delete Form" and "Close".

The main content area is divided into two panes. The left pane, titled "Response", contains a form with the following fields: "Submitted By" (Text), "Submitter Email" (Text), "Responded By" (Text, highlighted in yellow), "Response Date" (Date), "Response" (Memo), and "Responded" (Text). A "Submit Response" button is located below the "Response" field.

The right pane, titled "Field - Responded By", shows the configuration for the "Responded By" field. It includes the following settings: "Field Name" (Responded By), "Field Type" (Text), "Theme" (-Default-), "Input Mask" (None), "User Mode Help" (Add), "Field Size" (200), "Required" (unchecked), "Calculated" (checked), "Formula Builder" (getLogonUserFullNameFirstLast()), and "Visibility Control" (unchecked). There are "Save", "Reset", and "Delete" buttons at the bottom of the configuration pane.

6) Check the box next to Calculated

7) Add the formula:

getLogonUser FullNameFirsttLast()

to have the responders name on the response form automatically.

8) Click on Save.



- 1) Click on Date

The screenshot displays the WAG interface for configuring a response field. At the top, there is a header bar with 'Response: Edit' and 'Buttons Visibility: Edit, Delete, Save' and 'Default Mode: Read Mode'. Below this are 'Delete Form' and 'Close' buttons. The main area is split into two panes. The left pane, titled 'Response', shows a list of fields: 'Submitted By' (Text), 'Submitter Email' (Text), 'Responded By' (Text), 'Response Date' (Date, highlighted in yellow), 'Response' (Memo), and 'Responded' (Text). A 'Submit Response' button is located below the 'Response' field. The right pane, titled 'Field - Response Date', shows configuration options: 'Field Name' (Response Date), 'Field Type' (Date), 'Theme' (-Default-), 'User Mode Help' (Add), 'Field Format' (MM/dd/yyyy), and checkboxes for 'Required' (unchecked), 'Calculated' (checked), 'Visibility Control' (unchecked), and 'Editability/Enable Control' (unchecked). A 'Formula Builder' link is also present. At the bottom of the right pane are 'Save', 'Reset', and 'Delete' buttons.

- 2) Check the box next to Calculated.
- 3) Click on [Formula Builder](#).



OK Cancel

```
((new Date().getMonth() + 1) + '/' + new Date().getDate() + '/' + new Date().getFullYear() + ' ' + new Date().getHours() + ':' + new Date().getMinutes() + ':' + new Date().getSeconds())
```

Methods	Operators	Fields / Sections
Conversion: String() parseDate() parseNumber()	+ - / * % = > < >= <= == != && ! () ? :	Field Name (Field Type) Category (Combo Box) Category.Category (Combo Box) Date (Date) Help Desk Support (UNITE Names) Sub Category (Combo Box) Sub Category.Sub Category (Combo Box) Sub Category.Category (Combo Box) Subject (Text) Submitted by (Text) Submitter email (Text) Text (Text) Subform Sections Response.Count Response.Total[FieldName]
Validation: isNumber() isDate()		
Date: Today() (highlighted) FormatDate() dateAdd() dateDiff() getDate() getMonth() getFullYear()		
Math: Math.abs() Math.acos() Math.asin() Math.atan() Math.ceil() Math.cos()		

3. On the **Formula Builder** window you can either mark Today () or insert the formula as shown on the screen. It will generate date and time of the request submission.
4. Formula:

```
((new Date().getMonth() + 1) + '/' + new Date().getDate() + '/' + new Date().getFullYear() + ' ' + new Date().getHours() + ':' + new Date().getMinutes() + ':' + new Date().getSeconds())
```

5. Click **OK**
6. Click **Save**



- 1) Click on Submit Response Button

The screenshot displays the configuration interface for a 'Submit Response' button. At the top, there is a header with 'Response: Edit' and 'Buttons Visibility: Edit, Delete, Save' and 'Default Mode: Read Mode'. Below this are 'Delete Form' and 'Close' buttons. The main area is divided into two panes. The left pane shows a preview of the form with a 'Response' field (Memo type), a highlighted 'Submit Response' button, a 'Responded' field (Text type), and a 'Help Desk Support' field. The right pane is titled 'Field - Submit Response' and contains configuration options: 'Make Button Available' (checked for Edit Mode, unchecked for Read and View), 'Visibility Control' (checked), a 'Formula Builder' with the formula '[Responded]==""', 'Editability/Enable Control' (unchecked), 'Display Order' (5), and 'Location' settings (Tab: Response, Section: Response). At the bottom of the right pane are 'Save', 'Reset', and 'Delete' buttons.

- 2) Check the box next to visibility Control
- 3) Using formula builder create the following formula:

[Responded]==""



- ❖ Add formula to the Submit Button

The screenshot displays the WAG configuration interface. At the top, there is a header bar with the text "Response: Edit", "Description:", "Unique Keys:", "Buttons Visibility: Edit, Delete, Save", and "Default Mode: Read Mode". Below this are "Delete Form" and "Close" buttons, and a "Toolbox" dropdown menu. The main workspace is divided into two panes. The left pane, titled "Response", contains a "Response" field with the text "Memo", a yellow highlighted area with a "Submit Response" button, a "Responded" field with the text "Text", and a "Help Desk Support" dropdown menu. The right pane, titled "Field - Submit Response", has three tabs: "Edit", "Event", and "Add". The "Add" tab is selected, and it contains an "Add New Event" button. A trash icon is visible in the bottom right corner of the right pane.

1. Click Event
2. Click Add New Event.



Response: *Edit*

Description:

Unique Keys: Buttons Visibility: Edit, Delete, Save
Default Mode: Read Mode

Delete Form Close

Toolbox

Response

Response Memo

Submit Response

Responded Text

Help Desk Support

Multimedia

Document Management

Field - Submit Response

Edit	Event	Add
Event	OnClick	
Action	Set Value	
Fire Order	1	
Condition	Formula Builder Help	
Field	Responded	
Value	Formula Builder Help	
	'True'	

Add Cancel

- 1) Event : **OnClick**
- 2) Action: **Set Value**
- 3) Field: Responded
- 4) Value: **'True'**
- 5) Click **Add**



Response: *Edit*

Description:

Unique Keys: Buttons Visibility: Edit, Delete, Save
Default Mode: Read Mode

Delete Form Close

Toolbox

Response

Submit Response

Responded Text

Help Desk Support

Multimedia

Document Management

Click here to Add Fields

Field - Submit Response

Edit Event Add

Event: (dropdown)

Action: (dropdown)

Fire Order: (dropdown)

Condition: [Formula Builder Help](#)

Email To: [Add Fields](#) (Comma Delimited)

[Submitter Email]

Applies to UNITE Names Only:

Email to Selected Persons (dropdown)

Subject: Text Field

A response to your question has been submitted.

Body: Text Field

Response (dropdown)

Include link to record

Add Cancel

1. Click Add New Event

- 1) Event : **OnClick**
- 2) Action: **Save&email**
- 3) Email to: **[Submitter Email]**
- 4) In **Subject**: type: *A Response to Your Question Has been Submitted*
- 5) Check Filed next to Body
- 6) Choose Response in the drop down list
- 7) Check **Include link to Record** and click **Add**



1) Click on Responded

The screenshot displays the WAG interface. At the top, there is a header bar with the text "Response: Edit". Below this, the "Description:" and "Unique Keys:" sections are visible. The "Buttons Visibility:" is set to "Edit, Delete, Save" and the "Default Mode:" is "Read Mode". There are "Delete Form" and "Close" buttons. The main content area is titled "Response" and contains a "Memo" field, a "Submit Response" button, a "Responded" field (highlighted in yellow) with a "Text" type, a "Help Desk Support" field, and a "Multimedia" section. The "Field - Responded" configuration panel is open on the right, showing the "Edit" tab. The "Field Name" is "Responded", "Field Type" is "Text", "Theme" is "-Default-", "Input Mask" is "None", "User Mode Help" is "Add", and "Field Size" is "200". The "Visibility Control" checkbox is checked. The "Formula Builder" section contains the text "false". At the bottom of the panel are "Save", "Reset", and "Delete" buttons.

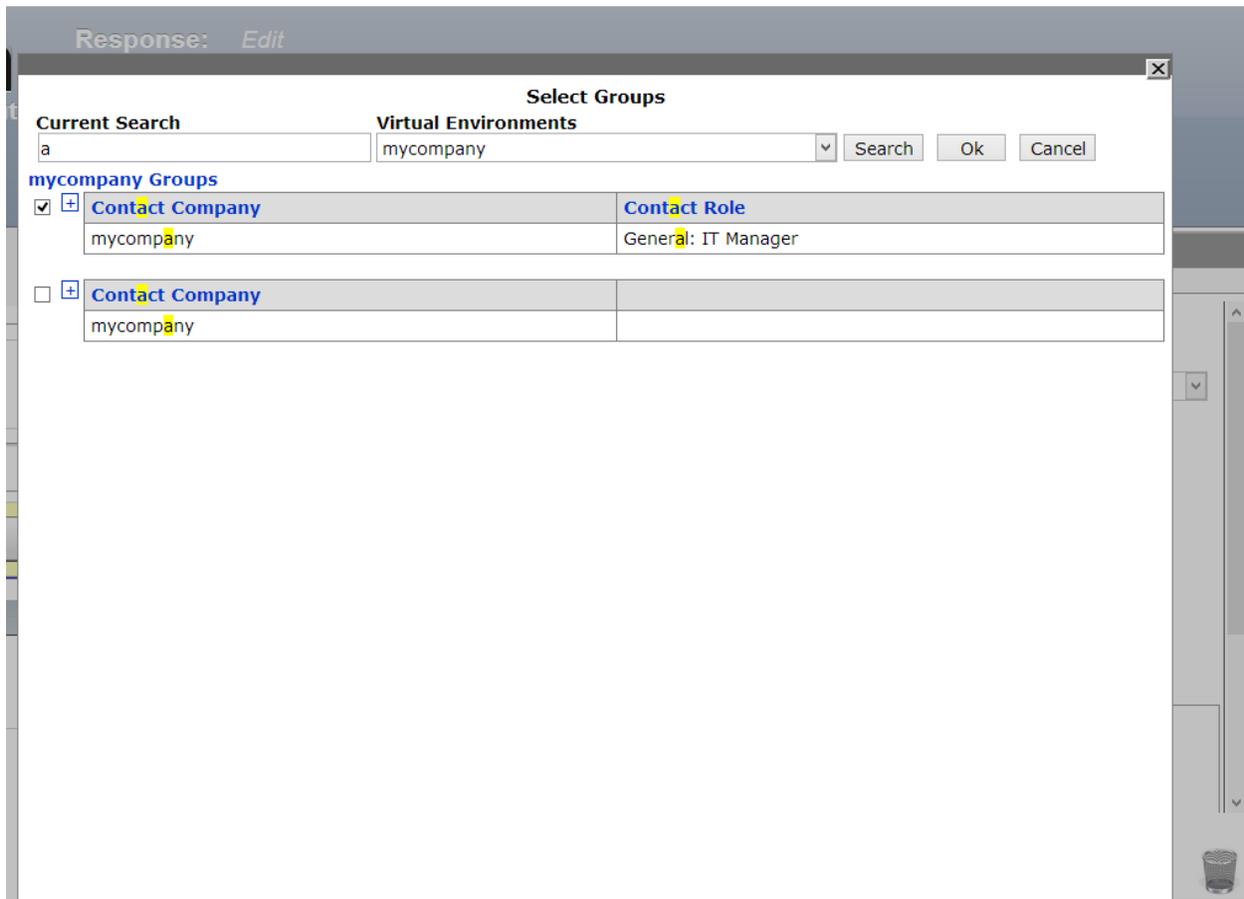
- 2) Check the box next to Visibility Control
- 3) In the Formula boxes type False.
- 4) Click save



5) Click on Help Desk Support

The screenshot displays the WAG interface for configuring a field. At the top, there is a header bar with the text "Response: Edit". Below this, the "Description:" and "Unique Keys:" sections are visible, along with "Buttons Visibility: Edit, Delete, Save" and "Default Mode: Read Mode". There are "Delete Form" and "Close" buttons. The main content area is divided into two panes. The left pane, titled "Response", contains a "Response" field with the value "Memo", a "Submit Response" button, a "Responded" field with the value "Text", and a "Help Desk Support" field with a dropdown arrow. Below this is a "Multimedia" section and a "Document Management" section with a "Click here to Add Fields" link. The right pane, titled "Field - Help Desk Support", has tabs for "Edit", "Event", and "Add". It shows the following configuration: Field Name: "Help Desk Support"; Field Type: "UNITE Names"; Theme: "-Default-"; User Mode Help: "Add"; UM Groups: "Add Remove" (with "Add" highlighted); Custom Groups: "Admin - mycompany"; Custom Groups: "Add/Remove New"; Users Only for selected Custom Groups: unchecked; Specific Names: "Add/Remove"; Multiple Values: unchecked; Required: unchecked; Visibility Control: checked (highlighted); Formula Builder: "false". At the bottom of the right pane are "Save", "Reset", and "Delete" buttons.

6) Click on Add next to the UM Groups.



7. Type A in Current Search
8. Click Search
9. Check the box next to Contact Company
10. Click OK.



The screenshot displays the WAG interface for editing a response. At the top, a dark blue header contains the text "Response: Edit" and "Buttons Visibility: Edit, Delete, Save" with "Default Mode: Read Mode" below it. A "Toolbox" dropdown is on the left. Below the header are "Delete Form" and "Close" buttons. The main area is split into two panes. The left pane, titled "Response", shows a form with a "Submit Response" button, a "Responded" field with the value "Text", a "Help Desk Support" field with a dropdown arrow, and a "Multimedia" section with "Document Management" and a "Click here to Add Fields" link. The right pane, titled "Field - Help Desk Support", has tabs for "Edit", "Event", and "Add". It contains configuration options: "Field Name" (Help Desk Support), "Field Type" (UNITE Names), "Theme" (-Default-), "User Mode Help" (Add), "UM Groups" (Admin - mycompany), "Custom Groups" (Add/Remove New), "Users Only for selected Custom Groups" (unchecked), "Specific Names" (Add/Remove), "Multiple Values" (unchecked), "Required" (unchecked), and "Visibility Control" (checked). A "Formula Builder" link is present, and the formula box contains "false". "Save", "Reset", and "Delete" buttons are at the bottom right.

- 7) Check the box next to Visibility Control
- 8) In the Formula Box type false
- 9) Click Save.
- 10) Click Close.



❖ Finishing Form Named Sub Category

Sub Category: [Edit](#)

Description:

Unique Keys: Buttons Visibility: Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Sub Category](#)

Sub Category **Toolbox**

Sub Category

Category

Sub Category

Help Desk Support

Field - Category

[Edit](#) [Event](#) [Add](#)

Field Name

Field Type

Theme

User Mode Help [Add](#)

Required

Visibility Control

Editability/Enable Control

Set Default Value

Display Order

Max Rows

System

Type

View(Optional)

Display Column [Set display order](#)

Field	Search Field	Display Order
<input checked="" type="checkbox"/> Category	<input checked="" type="radio"/>	<input type="text" value="10"/>
<input type="checkbox"/> Help Desk Support	<input type="radio"/>	<input type="text"/>

[Set Filter](#)

[Set Filter](#)

[Save](#) [Reset](#) [Delete](#)

1. Check the box next to Required
2. Click Save



Sub Category: [Edit](#)

Description:

Buttons Visibility: Default Mode: Read Mode

Unique Keys:

[Delete Form](#) [Close](#)

[Sub Category](#)

Sub Category **Toolbox**

Sub Category

Category *

Sub Category

Help Desk Support

Field - Sub Category

	Edit	Event	Add
Field Name	<input type="text" value="Sub Category"/>		
Field Type	<input type="text" value="Text"/>		
Theme	<input type="text" value="-Default-"/>		
Input Mask	<input type="text" value="None"/>		
User Mode Help	Add		
Field Size	<input type="text" value="200"/>		
<input checked="" type="checkbox"/> Required			
<input type="checkbox"/> Calculated			
<input type="checkbox"/> Visibility Control			
<input type="checkbox"/> Editability/Enable Control			
<input type="checkbox"/> User Input Validation			
<input type="checkbox"/> Set Default Value			
Display Order	<input type="text" value="1"/>		

Location:

Tab

Section

[Save](#) [Reset](#) [Delete](#)

1. Click on Sub Category
2. Check the box next to Required
3. Click Save



Sub Category: [Edit](#)

Description:

Unique Keys: Buttons Visibility: Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Sub Category](#)

Sub Category **Toolbox**

Sub Category

Category

Sub Category

Help Desk Support

Field - Help Desk Support

[Edit](#) [Event](#) [Add](#)

Field Name

Field Type UNITE Names

Theme

User Mode Help [Add](#)

UM Groups: [Add](#) [Remove](#)

Custom Groups: [Add/Remove New](#)

Users Only for selected Custom Groups

Specific Names: [Add/Remove](#)

Multiple Values

Required

Visibility Control

Editability/Enable Control

Set Default Value

Display Order

Location:

Tab

Section

[Save](#) [Reset](#) [Delete](#)

1. Click on Help Desk Support
2. Click on Add next to UM Groups.



Select Groups

Current Search a **Virtual Environments** mycompany Search Ok Cancel

mycompany Groups

<input checked="" type="checkbox"/> Contact Company	Contact Role
mycompany	General: IT Manager
<input type="checkbox"/> Contact Company	
mycompany	

1. Type A in the Current Search
2. Check the box next to Contact Company
3. Click OK.
4. Click Save and Close the parent form.



❖ Finishing Support Request form

The screenshot shows the WAG interface for editing a 'Support Request' form. At the top, there's a header with 'Support Request: Edit' and a 'Toolbox' button. Below this, there are sections for 'Description:', 'Unique Keys:', and 'Buttons Visibility: Default Mode: Read Mode'. There are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also visible. The main area shows a preview of the form with fields for 'Subject', 'Category', and 'Sub Category'. The 'Subject' field is highlighted in yellow. To the right, the 'Field - Subject' properties box is open, showing various settings. The 'Required' checkbox is checked and highlighted with a yellow box. The 'Save' button at the bottom of the properties box is also highlighted with a yellow box.

1. In the design mode go to Forms
2. Click on Support Request
3. Click on Subject
4. In the *Properties Box* check the Required box
5. Click save

Do the Same for Category and Sub category. The red star next to these elements indicates that they must be completed. This is because we checked required in their fields.



Support Request: *Edit*

Description:

Unique Keys: Buttons Visibility: Default Mode: Read Mode

Delete Form Close

Support Request

Support Request

Subject * Text

Category

Sub Category

Attachment

Document Management

Toolbox

- ▲ Tabs/Column
 - Tab
 - Column
- ▼ Section
- ▼ Fields

Field - Category

Edit Event Add

Field Name Category

Field Type Combo Box

Theme -Default-

User Mode Help [Add](#)

Required

Visibility Control

Editability/Enable Control

Set Default Value

Display Order 1

Max Rows 20

Save Reset Delete

- 1) Click on category on the left hand side
- 2) Check the box next to Required in the Properties Box.
- 3) Click Save



Support Request: [Edit](#)

Description:

Unique Keys: Buttons Visibility: Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Support Request](#)

Support Request **Toolbox**

Support Request

Subject * Text

Category *

Sub Category

Attachment

Document Management

[Button](#)

Response

Category [Click here to Add Fields](#)

Field - Sub Category

[Edit](#) [Event](#) [Add](#)

Field Name Sub Category

Field Type Combo Box

Theme -Default-

User Mode Help [Add](#)

Required

Visibility Control

Editability/Enable Control

Set Default Value

Display Order 2

Max Rows 20

System Support Forum

Type Sub Category

View(Optional)

Display Column - Search Field -

[Set display order](#)

Field	Search Field	Display Order
<input checked="" type="checkbox"/> Category		2
= Category		Remove Filter
<input type="checkbox"/> Help Desk Support		
Set Filter		
<input checked="" type="checkbox"/> Sub Category		1
= Category		Remove Filter

[Save](#) [Reset](#) [Delete](#)

- 1) Click on Sub Category
- 2) Check the box next to Required
- 3) In the Type, choose Sub Category
- 4) In the Field, Check Category and and Sub Category
- 5) Set the filter as shown on the screen: Click Set Filter and Choose Category from the drop down list for Category Field and Sub Category for the Sub Category Field
- 6) Click Save



8) Click on the Button field on your left hand side

The screenshot displays the 'Support Request' configuration interface. At the top, there are fields for 'Description:' and 'Unique Keys:', along with 'Buttons Visibility: Edit, Delete, Save' and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. The main area is divided into two panes. The left pane shows the 'Support Request' form with sections for 'Attachment' (containing a 'Submit' button) and 'Response' (with a table for 'Responded By', 'Response', and 'Response Date'). The right pane is the configuration panel for the 'Submit' button, titled 'Field - Submit'. It has tabs for 'Edit', 'Event', and 'Add'. Fields include 'Field Name' (Submit), 'Field Type' (Button), 'Theme' (-Default-), 'User Mode Help' (Add), 'Button Group Name', and 'Button Order in Group'. Under 'Make Button Available:', 'Edit Mode' is checked, while 'Read Mode' and 'View Mode' are unchecked. The 'Visibility Control' section is highlighted with a yellow box, showing 'Visibility Control' checked and the 'Formula Builder' containing the formula '[Submitted]==''.

9) Click on visibility Control

10) Insert the formula as indicated in the formula box.

[Submitted]==''

This formula ensures that once the button is clicked, the support request will be submitted and seen by the support team

11) Click Save.

12) Click on Event



Support Request: *Show Advanced Options*

Description:

Unique Keys: Buttons Visibility: Edit, Delete
Default Mode: Read Mode

Delete Form Close

Support Request

Support Request

Support Request

Subject * Text

Category * [Dropdown]

Sub Category * [Dropdown]

Attachment

Document Management

Submit

Field - Submit

Edit Event Add

Add New Event

A small trash can icon is located in the bottom right corner of the interface.

1. Click on Add New Event



Support Request: *Show Advanced Options*

Description:

Unique Keys: Buttons Visibility: Edit, Delete
Default Mode: Read Mode

Delete Form Close

Support Request

Support Request

Support Request

Subject * Text

Category * [Dropdown]

Sub Category * [Dropdown]

Attachment

Document Management

Submit

Field - Submit

Edit	Event	Add
Event	OnClick [Dropdown]	
Action	Set Value [Dropdown]	
Fire Order	1 [Dropdown]	
Condition	Formula Builder Help	
Field	Submitted [Dropdown]	
Value	Formula Builder Help	
	'True'	

Add Cancel

- 13) Event OnClick
- 14) Action: from the drop down list choose Set Value
- 15) Value: "True"
- 16) Click on Add
- 17) Click on Add New Event



Support Request: [Show Advanced Options](#)

Description:

Unique Keys: Buttons Visibility: Edit, Delete
Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Support Request](#)

Support Request

Support Request

Subject *

Category *

Sub Category *

Attachment

Document Management

[Submit](#)

Response

Responded By	Response	Response Date

[Click here to Add Fields](#)

Field - Submit

[Edit](#) [Event](#) [Add](#)

Event

Action

Condition [Formula Builder](#) [Help](#)

Email To [Add Fields](#) (Comma Delimited)

Applies to UNITE Names Only:

Subject Text Field

Body Text Field

Include link to record

[Add](#) [Cancel](#)

- 18) Event : **OnClick**
- 19) Action: **Save&email**
- 20) Email to: **[Help Desk Support]**
- 21) In **Subject**: type *A new Support has been Submitted*
- 22) Check **Field** next to **Body**
- 23) Check **Include link to Record** and click **Add**

These two events programmed the button to submit the form and email support that a request has been submitted.



- 1) Click on Response DataGrid Subform on the left hand side

Support Request: [Edit](#)

Description:

Unique Keys: **Buttons Visibility: Edit, Delete, Save**
Default Mode: Read Mode

[Delete Form](#) [Close](#)

Support Request

Document Management

[Submit](#)

Response

Responded By	Response	Response Date
Click here to Add Fields		

Section - Response

[Edit](#) [Add](#)

Section Name

Display Order

Theme

Section Type

User Mode Help [Add](#)

Show in Print Preview

Visibility Control

[Formula Builder](#) ?

Editability/Enable Control

Criteria Based

Allow Add New Records

Allow Link Records

[Save](#) [Reset](#) [Delete](#)

- 2) Check the box next to visibility Control
- 3) In the formula builder box insert the formula
[Submitted]==\'True\'
- 4) Check the box next to Allow Add New Records
- 5) Scroll down the same properties box to continue with assigning functions.



Support Request: *Edit*

Description: Unique Keys: Buttons Visibility: Default Mode: Read Mode

Delete Form Close

Support Request

Support Request

Subject * Text

Category * [Dropdown]

Sub Category * [Dropdown]

Attachment

Document Management

Button

Response

Category

[Click here to Add Fields](#)

Section - Response

Edit Add

Show in Print Preview

Visibility Control

[Formula Builder ?](#)

[Submitted]== 'True'

Editability/Enable Control

Criteria Based

Allow Add New Records

Allow Link Records

Page Size 20

System Support Forum

Type Response

Fields (Show Total only applies on Number Fields)

Field	Display Order	Show Total
<input type="checkbox"/> Help Desk Support		<input type="checkbox"/>
<input checked="" type="checkbox"/> Responded	2	<input type="checkbox"/>
<input checked="" type="checkbox"/> Responded By	3	<input type="checkbox"/>
<input checked="" type="checkbox"/> Response	1	<input type="checkbox"/>
<input type="checkbox"/> Response Date		<input type="checkbox"/>
<input type="checkbox"/> Submitted By		<input type="checkbox"/>

Save Reset Delete

1. Choose Response in Type Drop Down List
2. Check boxes next to Responded, Responded by, Response
3. Scroll down to finish the Response subform.



Support Request: [Show Advanced Options](#)

Description:

Unique Keys: Buttons Visibility: Edit, Delete
Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Support Request](#)

Category *

Sub Category *

Attachment

Document Management

[Submit](#)

Response

Responded By	Response	Response Date
Click here to Add Fields		

Section - Response

[Edit](#) [Add](#)

Auto Populate Subform Fields From Parent Record

Field

Help Desk Support [Set Value](#)

Responded [Set Value](#)

Responded By [Set Value](#)

Response [Set Value](#)

Response Date [Set Value](#)

Submitted by [Remove Value](#)

Submitted by

Submitter Email [Remove Value](#)

Submitter email

[Save](#) [Reset](#) [Delete](#)

1. Click Autopopulate Subform fields from parent record
2. It will show all the active elements of our forms.
3. Set the values for submitted by and submitter email as shown on the screen. This is to automatically insert these two elements when replying to the support request.



Support Request: [Edit](#)

Description: Toolbox

Unique Keys: Buttons Visibility: Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Support Request](#)

Submitter Information

Submitter

Submitter Email

Submitted by

Date Created

Responses

Hidden Section

help Desk Support

Submitted

Field - Submitter Email

Edit **Event** **Add**

Field Name

Field Type

Theme

Input Mask

User Mode Help [Add](#)

Field Size

Required

Calculated

Visibility Control

Editability/Enable Control

[Formula Builder](#) ?

false

User Input Validation

Set Default Value

[Formula Builder](#) ?

[Save](#) [Reset](#) [Delete](#)

1. Click on Submitter email on the left hand side
2. Check the box next to **Editability/Enable control** and make sure the value is false.
3. Check the box next to **Set Default Value**.
4. Click on the [Formula Builder](#)

Key Point

The purpose of formulas are to create a set of instructions that your application will use to perform specific operations or to exhibit desired behaviors. Formulas are there and ready for you. You will only need to check the boxes next to the desired in the Properties Box, on the left hand side of your screen.



Methods	Operators	Fields / Sections
getUserInTextBox()	+	Field Name (Field Type)
getUserInUNITEField()	-	Category (Combo Box)
getUserInTRMComboBox()	/	Category.Category (Combo Box)
getApplicationID()	*	Date (Date)
getApplication()	%	Help Desk Support (UNITE Names)
getObject()	=	Sub Category (Combo Box)
getObjectType()	>	Sub Category.Sub Category (Combo Box)
getParentObject()	<	Sub Category.Category (Combo Box)
getParentObjectType()	>=	Subject (Text)
getRecordID()	<=	Submitted by (Text)
getRecordMode()	!=	Submitter email (Text)
getDocumentSectionFileCount()		Text (Text)
getLogonUserID()	&&	Subform Sections
getLogonUserFullNameFirstLast()	!	Response.Count
getLogonUserFullNameLastFirst()	(Response.Total[FieldName]
getLogonUserEmail())	
getLogonUserVEID()	?	
getLogonUserVEName()	:	
getTRMContactAttributeByID()		
getTRMContactAttributeByEmail()		
getTRMCompanyAttributeByID()		
getTRMCompanyAttributeByName()		

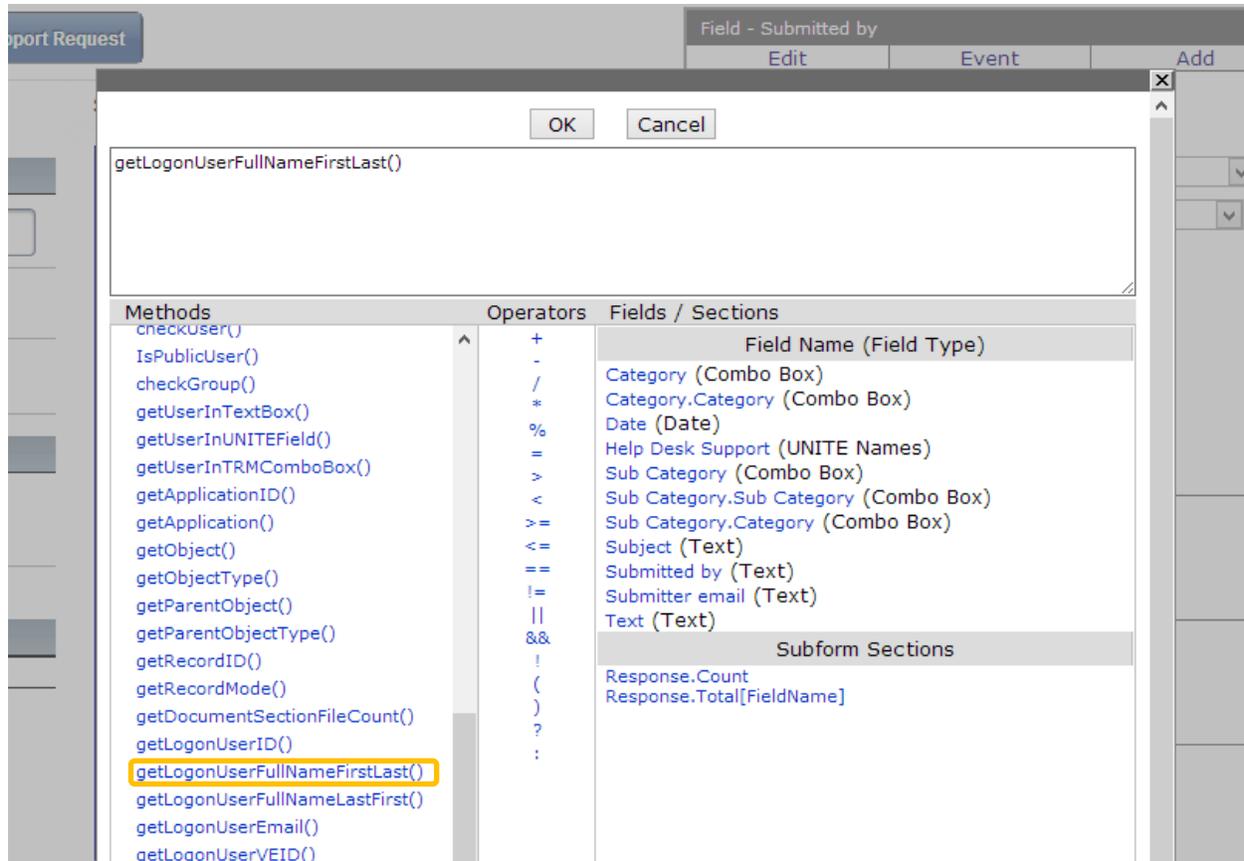
1. Click on getLogonUserEmail
2. Click ok.
3. Click Save in the properties box of parent field.



❖ Click on submitted by field

The screenshot displays the WAG form editor interface. At the top, there is a header bar with 'Support Request: Edit' and a 'Toolbox' button. Below this, there are sections for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. A 'Support Request' button is visible. The main form area is divided into two sections: 'Submitter' and 'Hidden Section'. The 'Submitter' section includes fields for 'Submitter Email' (Text), 'Submitted by' (Text, highlighted in yellow), 'Date Created' (Date), and 'Responses' (Number). The 'Hidden Section' includes a 'help Desk Support' dropdown and a 'Submitted' (Text) field. On the right, a 'Field - Submitted by' properties panel is open, showing settings for 'Theme' (-Default-), 'Input Mask' (None), 'User Mode Help' (Add), 'Field Size' (200), and checkboxes for 'Required', 'Calculated', 'Visibility Control', and 'Editability/Enable Control' (checked). Below these are two 'Formula Builder' sections, each with a text area containing 'false'. At the bottom of the panel are 'Save', 'Reset', and 'Delete' buttons.

1. On the properties box, Check the box next to **Editability/Enable control** and make sure the value is false.
2. Check the box next to **Set Default Value**.
3. Click on the **Formula Builder**



1. Click on getLogonUserFullNameFirstLast()
2. Click ok.
3. Click on Set Default Value and insert the formula as shown in the formula box:
getLogonUserEmail() This will retrieve the name and last name of the user who has submitted the service requests so the user doesn't need to type it
4. Click Save in the properties box.



Support Request: *Edit*

Description: Unique Keys: Buttons Visibility: Default Mode: Read Mode

Delete Form Close

Support Request

Submitter Information

Submitter

Submitter Email: Text

Submitted by: Text

Date Created: Date

Responses: Number

Hidden Section

help Desk Support: [Dropdown]

Submitted: Text

Field - Date Created

Edit Event Add

Field Name: Date Created

Field Type: Date

Theme: -Default-

User Mode Help: [Add](#)

Field Format: MM/dd/yyyy

Required

Calculated

[Formula Builder](#)

Today()

Visibility Control

Editability/Enable Control

User Input Validation

Set Default Value

Display Order: 2

Location:

Tab: Support Request

Section: Submitter

Save Reset Delete

1. Click on Reponses on the Left hand side
2. Check the box next to Calculated
3. In the Formula Box add the following: [Response].Count This is to show the number of responses the support request has received.
4. Click **Save**
5. **Click** Close



Support Request: [Edit](#)

Description: Toolbox

Unique Keys: Buttons Visibility: Default Mode: Read Mode

[Delete Form](#) [Close](#)

[Support Request](#)

Submitter Information

Submitter

Submitter Email

Submitted by

Date Created

Responses

Hidden Section

help Desk Support

Submitted

Field - Responses

[Edit](#) [Event](#) [Add](#)

Field Name

Field Type

Theme

User Mode Help [Add](#)

Field Format

Required

Calculated

[Formula Builder](#)

Automatically parse all field values to number type

Visibility Control

Editability/Enable Control

User Input Validation

Set Default Value

Display Order

Location:

Tab

Section

[Save](#) [Reset](#) [Delete](#)

1. Click Responses
2. Check the box next to Formula Builder
3. Choose *[Response].Count* from the formula builder
4. Click Save.



Finish the Hidden Section

The screenshot shows the 'Support Request' form configuration interface. At the top, there are fields for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. A 'Support Request' button is also visible. The main form area is divided into 'Submitter Information' and 'Hidden Section'. The 'Hidden Section' is highlighted with a yellow box. The 'Hidden Section' properties are shown in a separate window, including 'Section Name', 'Display Order', 'Theme', 'Section Type', 'User Mode Help', 'Show in Print Preview', 'Visibility Control', 'Formula Builder', 'Editability/Enable Control', and 'Location' (Tab and Column). The 'Visibility Control' checkbox is checked, and the 'Formula Builder' field is set to 'false'. The 'Location' is set to 'Support Request' Tab and 'Submitter Information' Column. 'Save', 'Reset', and 'Delete' buttons are at the bottom of the properties window.

1. In the Properties box check the box next to **Visibility Control**
2. Make Sure Formula Builder shows False
3. Click **Save**.



❖ Finish the Help Desk Support

The screenshot displays the WAG interface for editing a 'Support Request' form. At the top, there are tabs for 'Description:', 'Unique Keys:', 'Buttons Visibility:', and 'Default Mode: Read Mode'. Below these are 'Delete Form' and 'Close' buttons. The main form area is titled 'Support Request' and contains several input fields: 'Submitter Email' (Text), 'Submitted by' (Text), 'Date Created' (Date), and 'Responses' (Number). A 'Hidden Section' is also visible, containing a 'help Desk Support' field (with a refresh icon) and a 'Submitted' field (Text). To the right, a 'Field - help Desk Support' properties box is open, showing settings for the field. It includes tabs for 'Edit', 'Event', and 'Add'. The 'Edit' tab is active, showing the field name 'help Desk Support', field type 'UNITE Names', and theme '-Default-'. Other settings include 'User Mode Help' (Add), 'UM Groups' (Add Remove), 'Custom Groups' (Add/Remove New), and several checkboxes for field behavior: 'Users Only for selected Custom Groups', 'Multiple Values', 'Required', 'Visibility Control', 'Editability/Enable Control', and 'Set Default Value'. The 'Display Order' is set to 0. The 'Location' is set to 'Support Request' under the 'Tab' dropdown. At the bottom of the properties box are 'Save', 'Reset', and 'Delete' buttons.

1. Click on Help Desk Support
2. In the Properties Box click on Add next to UM Groups



Support Request: *Edit*

on:
eys: But

Supp

Text

Select Groups

Current Search: a Virtual Environments: mycompany Search Ok

mycompany Groups	
<input checked="" type="checkbox"/> + Contact Company	Contact Role
<input checked="" type="checkbox"/> + mycompany	General: IT Manager
<input type="checkbox"/> + Contact Company	
<input type="checkbox"/> + mycompany	

1. Type 'a' in Current Search
2. Check the box next to Contact Company
3. Click Ok
4. Click Save on the parent form.



❖ Preventing users from Deleting and Editing Forms

Support Request: **Edit**

Description:

Unique Keys: Buttons Visibility: Edit, Delete
Default Mode: Read Mode

Delete Form Close

1. Click Forms
2. Click Support Request
3. Click Edit on the top of the page.

Name: Support Request

Description:

Public Access Settings: Allow Public Access Read New Update Delete

Unique Key: [Select]

Buttons Visibility: Available Actions **Edit** New Delete Print Preview Save Cancel Back to View

Default Mode: [Edit] Read Mode

Header: Classic No Header Custom

Footer: Classic No Footer Custom

Header Theme: -Default-

Footer Theme: -Default-

Tabs Theme : -Default-

Save Cancel

4. Click on **Edit** button



Name:

Description:

Public Access Settings: Allow Public Access Read New Update Delete

Unique Key: [Select]

Buttons Visibility:

Default Mode: [Edit]

Header: Classic No Header Custom

Footer: Classic No Footer Custom

Header Theme:

Footer Theme:

Tabs Theme :

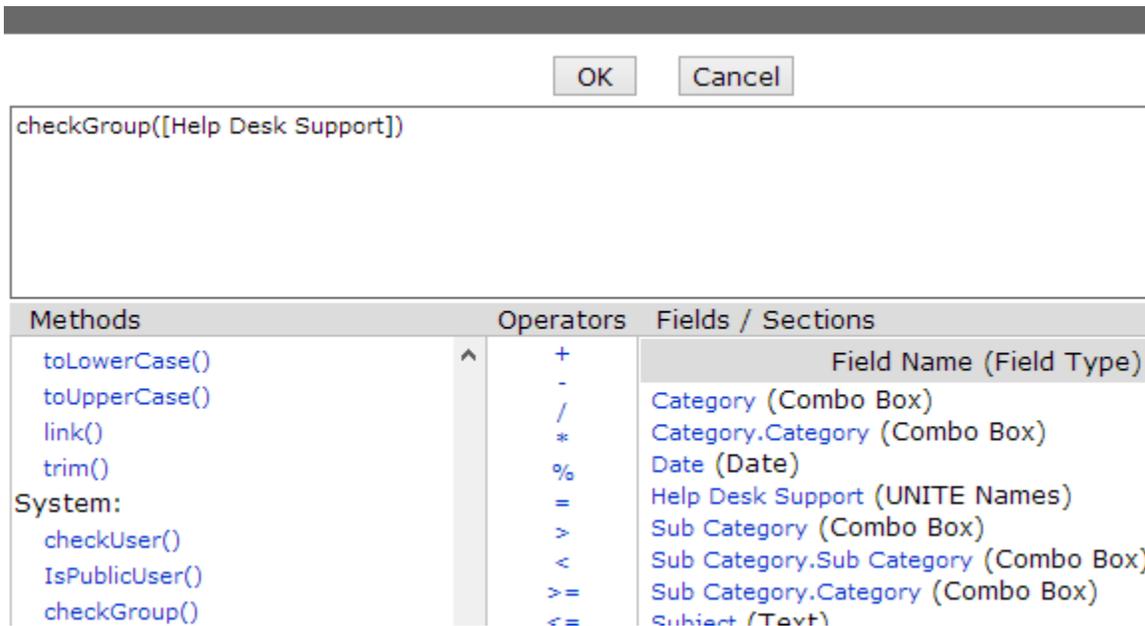
Button Visibility - Edit Button

Visibility Control

[Formula Builder](#)

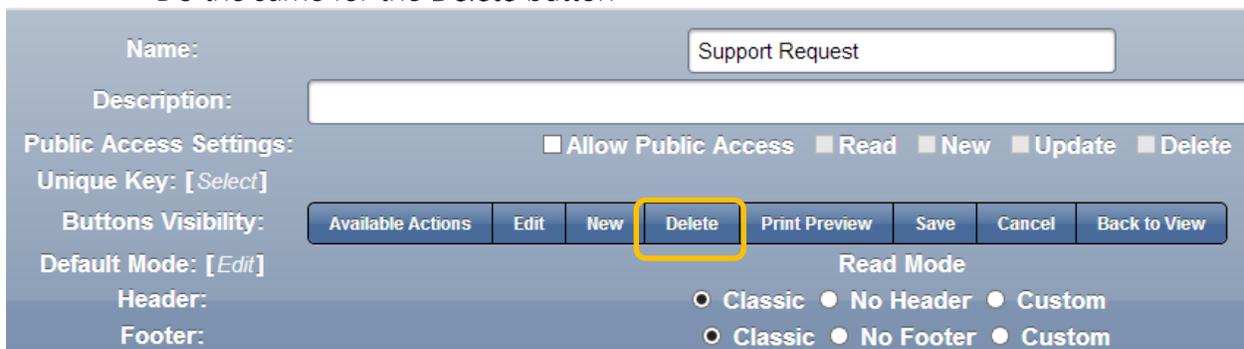
5. Check "Visibility Control"

6. Click [Formula Builder](#).



- 7. Click on **checkUser()** and Type Help Desk Support in the square brackets.
checkUser([Help Desk Support])
- 8. Click ok and Save

✓ Do the same for the **Delete** button



If you now sign in as a user, you will see that their menu does not have Edit and Delete buttons. So users won't be able to edit or delete the forms.



❖ Creating Views

Support Forum *User Mode* |
Design Mode | Logged in as John Doe :: Log Off
Learn how to WAG™

Design Home Forms Views Applications Themes

Views
Add a New View

View Name	Default View	View Fields	Edit Display Info
-----------	--------------	-------------	-------------------

1. Click on **Add New View** on the next page.

Key point

Views are to show or hide records, make them searchable, organize them in a certain order, or to enter values. After you create all the Views in Design Mode you will immediately be able to try your application as a user.



❖ Name the **New View**

Support Forum *User Mode* | *Design Mode*

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Design Home Forms Views Applications Themes

Edit View Display Information

Save Delete Close

View Name

Forms:

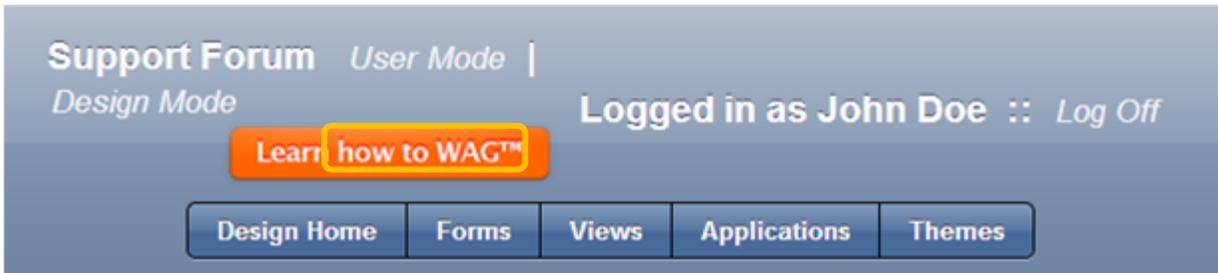
Extra Information Show Form Show Created By Show Created Date Show Last Updated By Show Last Updated Date Show Available Actions

Field Name	Show in View	Searchable	Default Search
Support Request			
Support Request			
Support Request			
Subject*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>
Category*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Sub Category*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Attachment <input checked="" type="checkbox"/> Show Section First <input type="text" value="10"/> Image(s)			
Response			
New Column			
Submitter Information			
Submitter			
Submitter Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Submitted by	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Date Created	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Responses	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Hidden Section			
help Desk Support	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>
Submitted	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/>

1. In the **View Name** enter *Support Request*
2. Check the boxes as shown above and click **Save**.
3. Unchecked boxes will not show up in the form from the user end, so we will keep it hidden.
4. On the next page click **Save** again



- ❖ Name the *View* as Category



Save Delete Close

View Name

Forms: ▾

Extra Information Show Form Show Created By Show Created Date Show Last Updated By Show Last Updated Date Show Available Actions

Field Name	Show in View	Searchable	Default Search
Category			
Category			
Category			
Category	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>
Help Desk Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

1. In the *View Name* enter *Category*
2. Check the boxes as shown above. Leave the others unchecked and click **Save**.



❖ Create View Named Sub Category

View Name	Default View	View Fields	Edit Display Info
Category	No	Category	Edit Display Info

1. Click on views and **Add New View** on the next page.



- ❖ Name your *New View as* Sub Category

Support Forum *User Mode* | *Design Mode* | Logged in as John Doe :: Log Off

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Edit View Display Information

Save Delete Close

View Name

Forms: ▼

Extra Information Show Form Show Created By Show Created Date Show Last Updated By Show Last Updated Date Show Available Actions

Field Name	Show in View	Searchable	Default Search
Sub Category			
Sub Category			
Sub Category			
Category*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>
Sub Category*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Help Desk Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>

1. In the **View Name** enter *Sub Category*
2. Check the boxes as shown above and click **Save**.
3. On the next page click **Save** again and click **Forms**



❖ Create View Named Response

Support Forum *User Mode* | *Design Mode* **Logged in as John Doe** :: *Log Off*

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Views

[Add a New View](#)

View Name		Default View	View Fields	Edit Display Info
Category	No	Category		Edit Display Info
Sub Category	No	Sub Category, Category		Edit Display Info



❖ Name the *New View*

Support Forum *User Mode* | *Design Mode* Learn how to WAG™ Logged in as John Doe :: Log Off

Design Home Forms Views Applications Themes

Edit View Display Information

Save Delete Close

View Name: Responses

Forms: Response

Extra Information: Show Form Show Created By Show Created Date Show Last Updated By Show Last Updated Date Show Available Actions

Default View

Predefined Filters

Allow Advanced Search

Visibility Control [Edit](#)

Allow Public Access

View Theme: -Default-

Menu Theme: -Default-

Header Theme: -Default-

Footer Theme: -Default-

Export Control

Field Name	Show in View	Searchable	Default	Search
Response				
Response				
Response				
Submitted By	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Submitter Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	
Responded By	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Response Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Response	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Responded	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Help Desk Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	

Multimedia Show Section First 10 Image(s)

1. In the **View Name** enter *Responses*
2. Check the boxes as shown above and click **Save**.
4. On the next page click **Save** again and click **Forms**



❖ Creating View Called My Support Requests.

Support Forum *User Mode* | *Design Mode* Learn how to WAG™ Logged in as John Doe :: Log Off

Design Home Forms Views Applications Themes

Edit View Display Information

View Name:

Forms:

Extra Information: Show Form Show Created By Show Created Date Show Last Updated By Show Last Updated Date Show Available Actions

Field Name	Show in View	Searchable	Default	Search
Support Request				
Support Request				
Support Request				
Subject*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	
Category*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Sub Category*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Attachment <input checked="" type="checkbox"/> Show Section First <input type="text" value="10"/> Image(s)				
Response				
New Column				
Submitter Information				
Submitter Email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Submitted by	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Date Created	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Responses	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>	
Hidden Section				
help Desk Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	
Submitted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/>	

The My Support Requests view will enable users to only see requests submitted by him/her.

1. Check the boxes as indicated in the screen
2. Click save at the end



❖ So now you have all five Views for your four forms:

Support Forum *User Mode* | *Design Mode* [Learn how to WAG™](#) Logged in as John Doe :: [Log Off](#)

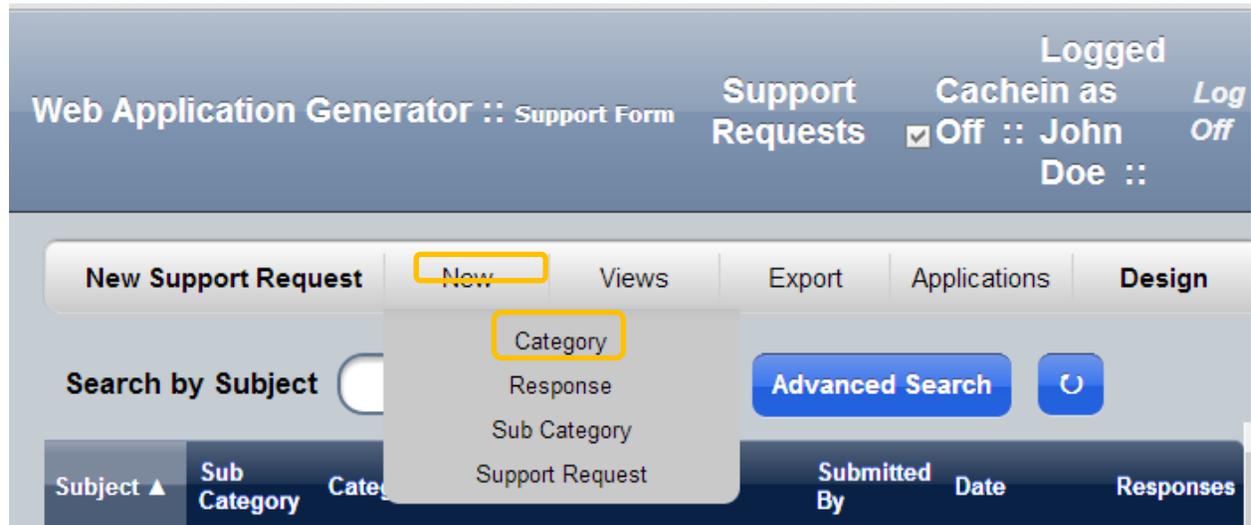
[Design Home](#) [Forms](#) [Views](#) [Applications](#) [Themes](#)

Views
[Add a New View](#)

View Name	Default View	View Fields	Edit Display Info
Categories	No	Category	Edit Display Info
My Support Requests	No	Attachment, Subject, Category, Sub Category, Submitter Email, Submitted by, Date Created, Responses	Edit Display Info
Responses	No	Submitted By, Submitter Email, Responded By, Response Date, Response, Help Desk Support, Responded, Multimedia	Edit Display Info
Sub Categories	No	Sub Category, Category	Edit Display Info
Support Requests	No	Subject, Attachment, Category, Sub Category, Submitter Email, Submitted by, Date Created, Responses	Edit Display Info



- ❖ Creating Values for the elements of the *Support Request Form*



1. Click on **User Mode**
 2. Currently you are on the page above.
 3. Click on *New Category*
-
1. You have seen that your combo boxes in the Support Request Forms should be dropdown lists. Now we will learn how to **add values** to them.
 2. Enter **Desktop Browser**, **Mobile Browser Android**; and **Mobile Browser iOS** in it as shown in the screens below. Make sure to click **Save** after each Entry.



New Category 

Category

Category

Help Desk Support

New Category 

Category

Category

Help Desk Support



New Category

Save Cancel

Category

Category

Help Desk Support

✓ This is what you just created:

Web Application Generator :: Support Form Category Logged Cachein as Off :: John Doe :: Log Off

New Category New Views Export Applications Design

Search by Category Go Advanced Search

Category ▲

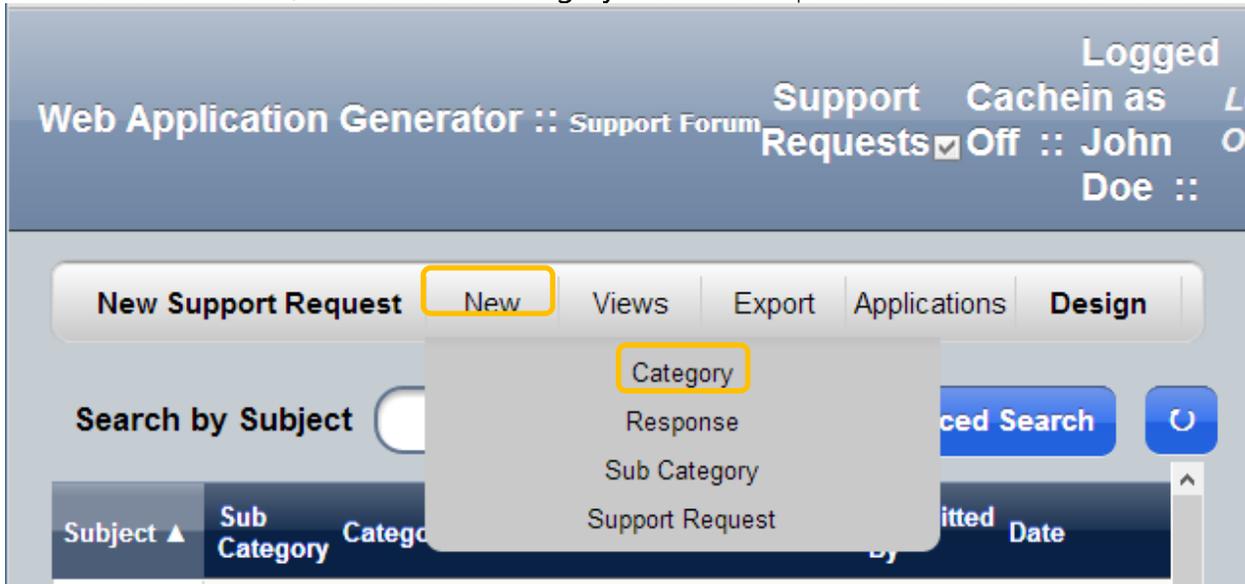
- Desktop Browser
- Mobile Android
- Mobile iOS

To see it, click on Views and choose Category from the drop down list.

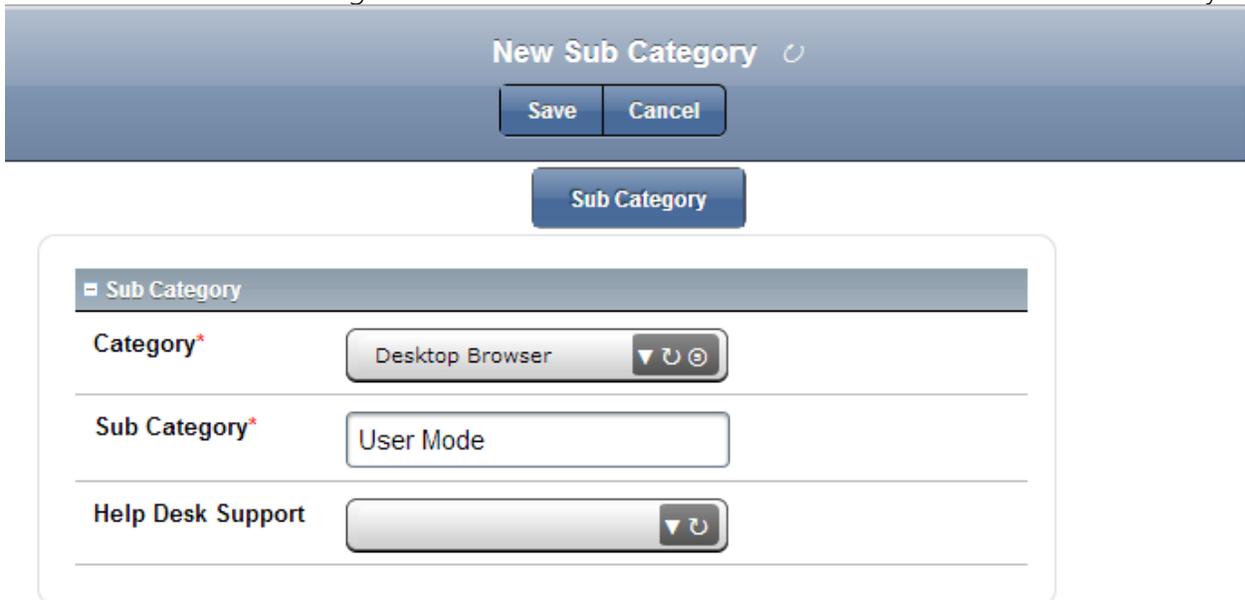


- ✓ After defining Categories, we should create values for Sub Categories

For that, click on **New**, and then **Sub Category** from the drop down list.



2. And enter the following values as shown on the screens below. Hit **Save** after each entry.



1. Choose Desktop Browser from the combo box,
2. Type User Mode in the Sub Category
3. Click Save



New Sub Category ↻

Save Cancel

Sub Category

Sub Category

Category* Desktop Browser ▼ ↺ ↻

Sub Category* Design Model

Help Desk Support ▼ ↺ ↻

1. Choose Desktop Browser from the combo box,
2. Type User Mode in the Sub Category
3. Click Save

New Sub Category ↻

Save Cancel

Sub Category

Sub Category

Category* Mobile Android ▼ ↺ ↻

Sub Category* Design Mode

Help Desk Support ▼ ↺ ↻



New Sub Category ↻

Save Cancel

Sub Category

Sub Category

Category* Mobile Android ▼ ↻ ⊞

Sub Category* User|Mode

Help Desk Support ▼ ↻

New Sub Category ↻

Save Cancel

Sub Category

Sub Category

Category* Mobile iOS ▼ ↻ ⊞

Sub Category* Design Mode

Help Desk Support ▼ ↻



New Sub Category ↻

Sub Category

Category* ▼ ↺ Ⓞ

Sub Category*

Help Desk Support ▼ ↺

❖ This is what we just created

Web Application Generator :: Support Forum Logged
Support Cachein as L
Requests Off :: John O
Doe ::

Search by Category

Sub Category	Category ▲
Design Mode	Desktop Browser
User Mode	Desktop Browser
Design Mode	Mobile Android
User Mode	Mobile Android
Design Mode	Mobile iOS
User Mode	Mobile iOS

View Application on: [Mobile](#) | [Classic](#)



- ❖ We just created drop down lists for our Combo Boxes of Category and Sub Category:

New Support Request

Available Actions Save Cancel

Support Request

Support Request

Subject*

Category*

Sub Category*

Attachment
[Add File]

Submitter

Submitter email ninokim2003@yahoo.com

Submitted By John Doe

Date 3/25/2013 12:50:31 mm/dd/yyyy

Responses 0

Detailed Description

B I U ABC | | Styles

Once the user wants to submit a New Support Request form, there combo boxes will work as interdependent fields, where Sub Category depends on Category.

Summary

You created four forms for the application and their four views. In the User Mode you defined the values of the elements for the Support Request Form. The DataGrid Subform within the Support Request Form makes it possible to have a form (Response) within the form. You also restricted users from deleting and editing the support requests. Now we will try our form on the user end.



1) Go to views in Design mode and click on category

Views
Add a New View

View Name	Default View	View Fields	Edit Display Info
Category	No	Category	Edit Display Info
My Support Request	No	Submitter email, Subject, Category, Sub Category, Submitted By, Date, Responses	Edit Display Info
Responses	No	Submitted By, Submitter Email, Responded By, Response Date, Response, Help Desk Support, Responded	Edit Display Info
Sub Category	No	Sub Category, Category	Edit Display Info
Support Requests	No	Subject, Sub Category, Category, Submitter email, Submitted By, Date, Responses	Edit Display Info

Key Point

When the end user is submitting a support request he should only be able to see New Support Request and My support request views. He shouldn't see the other views.

That's why we will do the following:



Support Forum *User Mode* | *Design Mode* **Logged in as John Doe :: Log Off**

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[Save](#) [Delete](#) [Close](#)

View Name

Forms: ▼

Extra Information Show Form Show Created By Show Created Date Show Last Updated By Show Last Updated Date Show Available Actions

Default View

Predefined Filters

Allow Advanced Search

Visibility Control

1. Check the box next to Visibility Control

[Design Home](#) [Forms](#) [Views](#) [Applications](#) [Themes](#)

E View Visibility Control

[Add Group](#)

2) Click Add Group

[Design Home](#) [Forms](#) [Views](#) [Applications](#) [Themes](#)

E View Visibility Control

[Add Group](#)

× Group 1 Add/Remove Fields	Select Fields for Group 1
- No Fields -	<input type="checkbox"/> Help Desk Support (UNITE Names)

3) Check the box next to Help Desk Support and scroll down and click ok.



Design Home Forms Views Applications Themes

View Visibility Control

[Add Group](#)

✖ Group 1 [Add/Remove Fields](#)

Help Desk Support - checkGroup()

4) Scroll down and click Save

Do the Same for Sub Category and Reponses Views.

1) Go to views in design mode and click on My Support Request

Support Forum User Mode | Design Mode

Logged in as John Doe :: Log Off

Learn how to WAG™

Design Home Forms Views Applications Themes

Views
Add a New View

View Name	Default View	View Fields	Edit Display Info
Category	No	Category	Edit Display Info
My Support Request	No	Submitter email, Subject, Category, Sub Category, Submitted By, Date, Responses	Edit Display Info
Responses	No	Submitted By, Submitter Email, Responded By, Response Date, Response, Help Desk Support, Responded	Edit Display Info
Sub Category	No	Sub Category, Category	Edit Display Info
Support Requests	No	Subject, Sub Category, Category, Submitter email, Submitted By, Date, Responses	Edit Display Info

2) Check the box next to Predefined Filters



Support Forum *User Mode* | *Design Mode* | **Logged in as John Doe :: Log Off**

[Learn how to WAG™](#)

[Design Home](#) [Forms](#) [Views](#) [Applications](#) [Themes](#)

Edit View Display Information

[Save](#) [Delete](#) [Close](#)

View Name:

Forms:

Extra Information: Show Form Show Created By Show Created Date Show Last Updated By Show Last Updated Date Show Available Actions

Default View:

Predefined Filters:

Allow Advanced Search:

Visibility Control: [Edit](#)

Allow Public Access:

Check the box next to Predefined filters.

3) Click on Add Group

[Design Home](#) [Forms](#) [Views](#) [Applications](#) [Themes](#)

Predefined View Filters

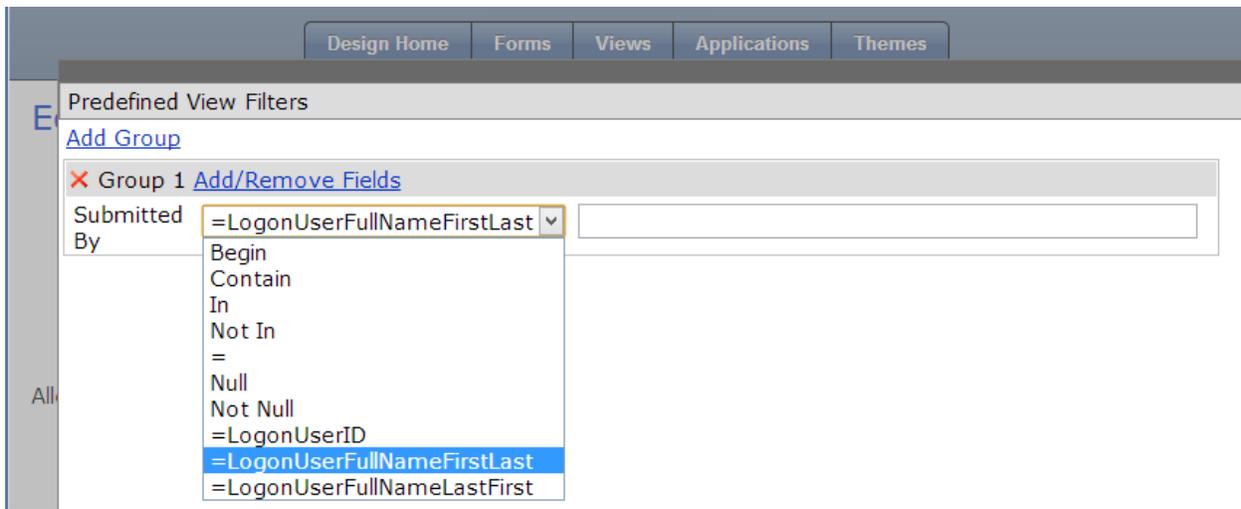
[Add Group](#)

Group 1 Add/Remove Fields	Select Fields for Group
- No Fields -	<input type="checkbox"/> Category (Combo Box)
	<input type="checkbox"/> Date (Date)
	<input type="checkbox"/> Help Desk Support (UNITE Na
	<input type="checkbox"/> Responses (Number)
	<input type="checkbox"/> Sub Category (Combo Box)
	<input type="checkbox"/> Subject (Text)
	<input type="checkbox"/> Submitted (Text)
	<input checked="" type="checkbox"/> Submitted By (Text)
	<input type="checkbox"/> Submitter email (Text)

4. Check the box next to submitted by, scroll down and click ok.



4) From the drop down list choose =LogonUserFullNameFirstLast



5) Scroll Down and Click Save.

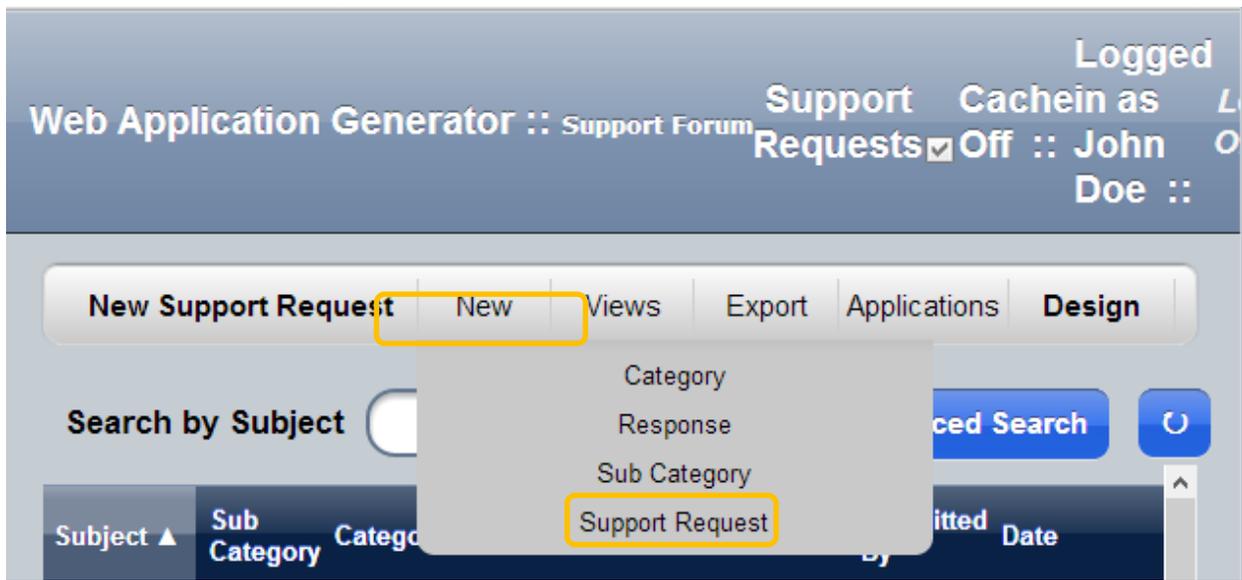


Summary

We created 4 forms and their views and then added formulas and filters to make everything connected. Let's see how we can use our new application.



[Step 3 Using the application](#)



❖ Using WAG on Desktop computer

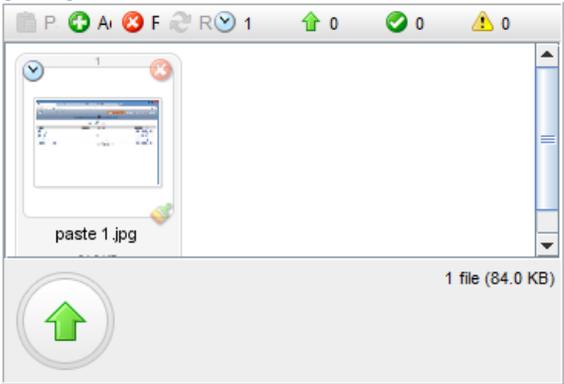
Key Point

User Mode is how your end users will see your app.



New Support Request ↻

Support Request

Support Request	Submitter
Subject can not create a new view	Submitter email mike.green1764@gmail.com
Category Desktop Browser	Submitted by Mike Green
Sub Category Design Mode	Date 3/20/2013 15:10:0 mm/dd/yyyy
Attachment	Detailed Description
<p>[Cancel]</p>  <p>1 file (84.0 KB)</p>	<p>B <i>I</i> <u>U</u> ABC Styles Paragraph</p> <p>I can not makethe a new view in Design mode it is giving me an error message. Please see the screenshot attached.</p>
Response	
[Add Response]	
Last updated Responded by Submitted by Topic	

- ✓ Click **Save**
- ✓ This is a submitted Support Request:
- ✓ Click **Back to View**
- ✓ This is how the submitted form looks in the app bucket:



Web Application Generator :: Support Forum

Logged in as John Doe :: Support Requests Off

[New Support Request](#) | [New](#) | [Views](#) | [Export](#) | [Applications](#) | [Design](#)

Search by Subject [Go](#) [Advanced Search](#) [Refresh](#)

Subject ▲	Sub Category	Category	Submitter email	Submitted By	Date
can not copy and paste in the rich text	Design Mode	Desktop Browser	ninokim2003@yahoo.com	John Doe	03/14/2013

So you just received your first support Request submitted by a user. You need to reply to him. For that you should double click anywhere on the Support Request.



And once it opens click on **Add Response** on the bottom.

Support Request ↻

[Edit] [New] [Delete] [Print] [Back to View]

Support Request

Support Request	
Subject	can not create a new view
Category	Desktop Browser
Sub Category	Design Mode

Submitter	
Submitter email	mike.green1764@gmail.com
Submitted by	Mike Green
Date	03/20/2013 mm/dd/yyyy

Attachment	
[Cancel]	
Paste Add... Remove... Retry failed	

Detailed Description	
I can not makethe a new view in Design mode it is giving me an error message. Please see the screenshot attached.	

hidden section	
Help Desk Support	
Text	mike.green1764@gmail.com

Response

[Add Response](#)

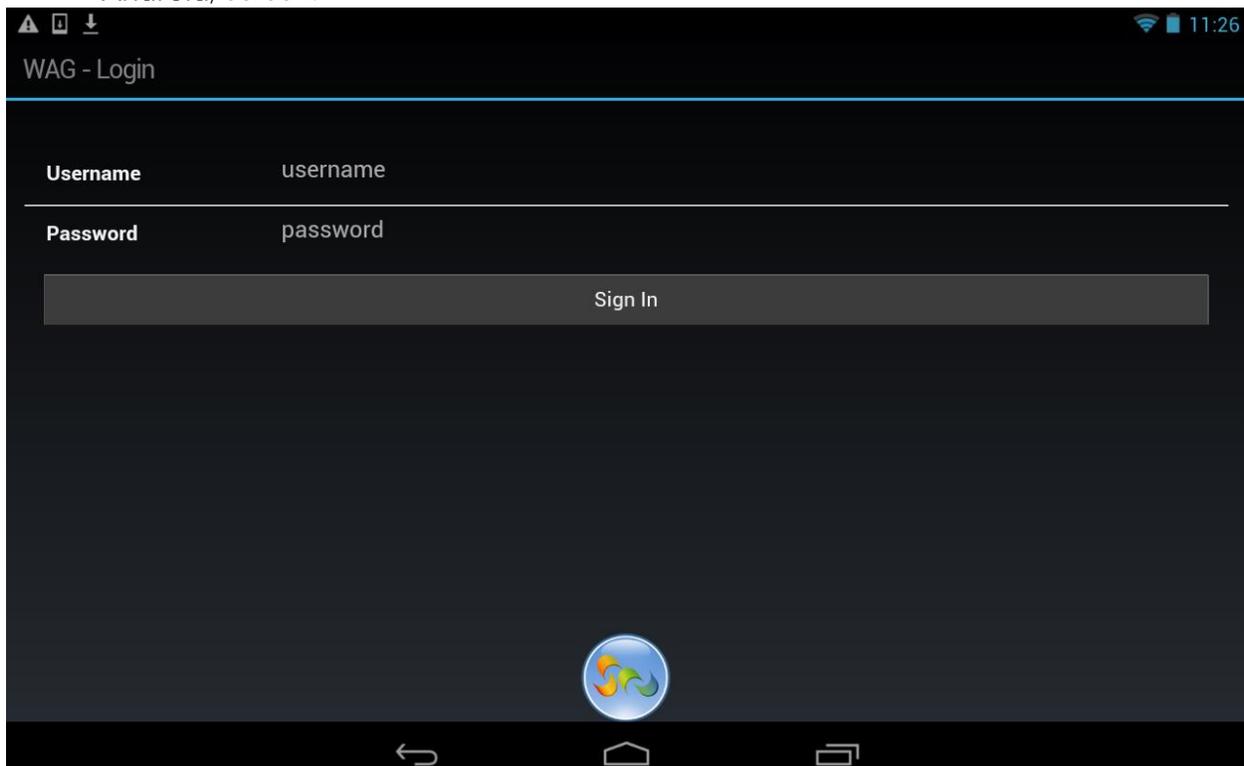
Last updated Responded by Submitted by Topic



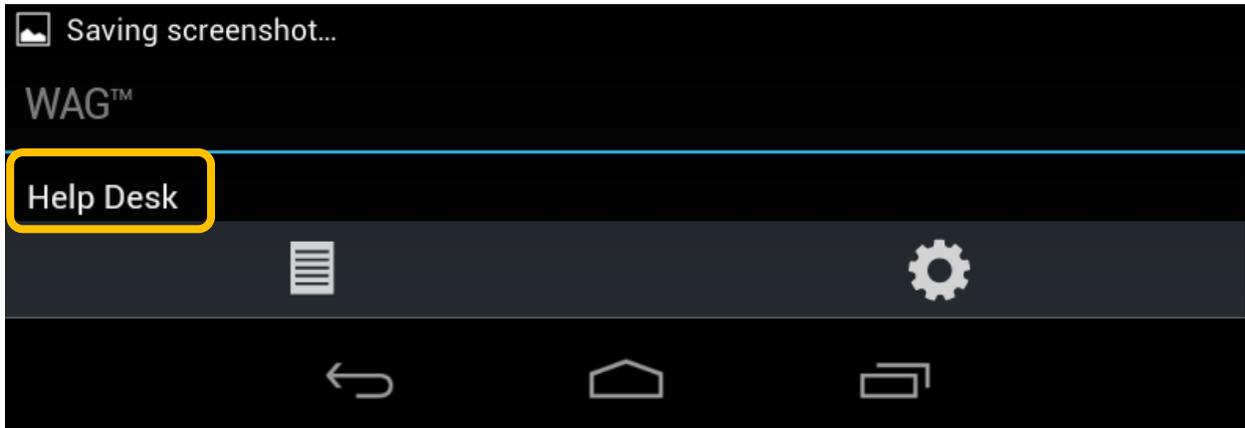
- ✓ Using WAG on your Android



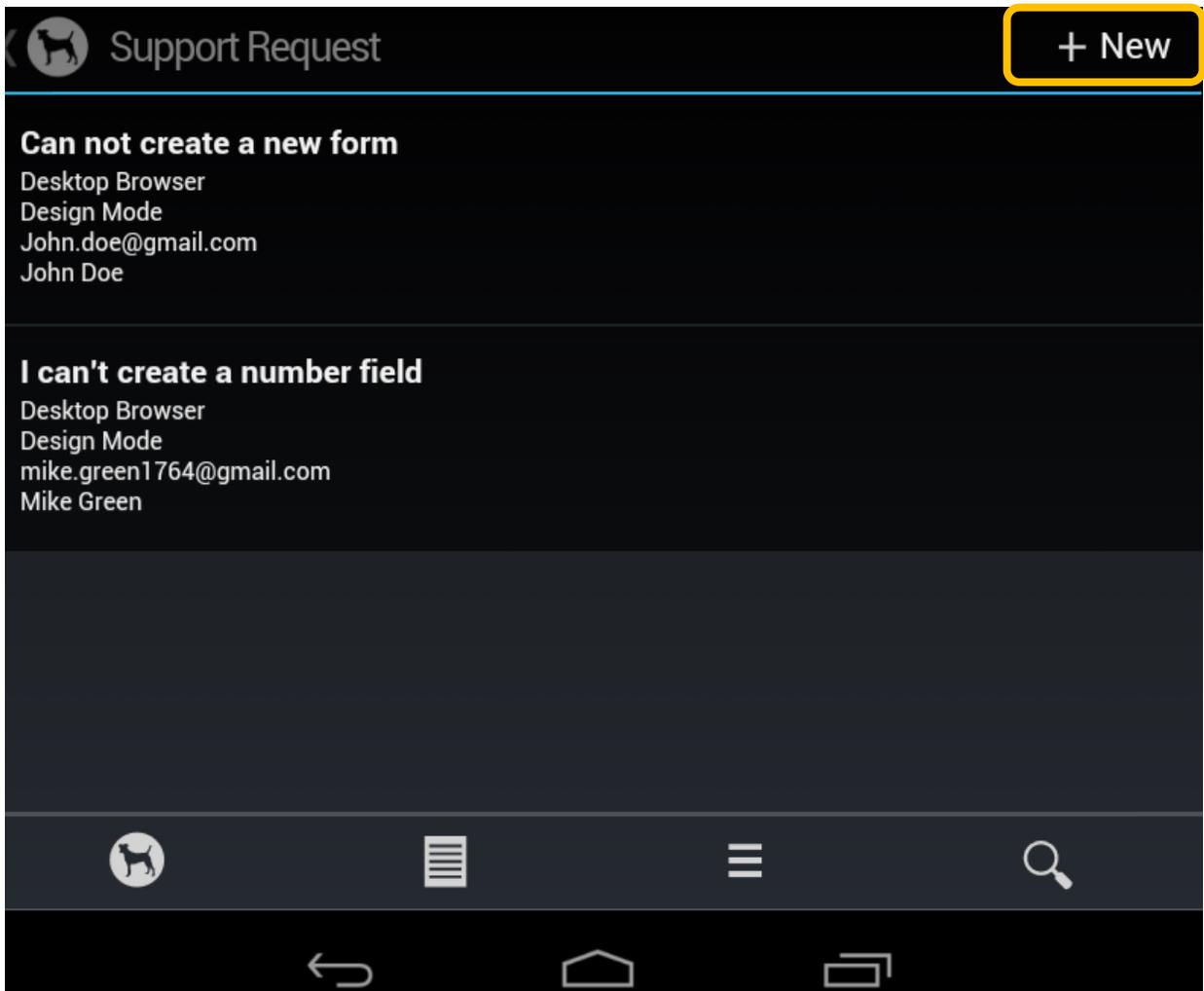
- ✓ To submit a Support Request on your **Android**, click on the **WAG** icon on your **Android**, screen.



- ✓ Enter your **Username** and **Password** and click **Sign In** button.
- ✓ Click on **Help Desk**



✓ Click on + New

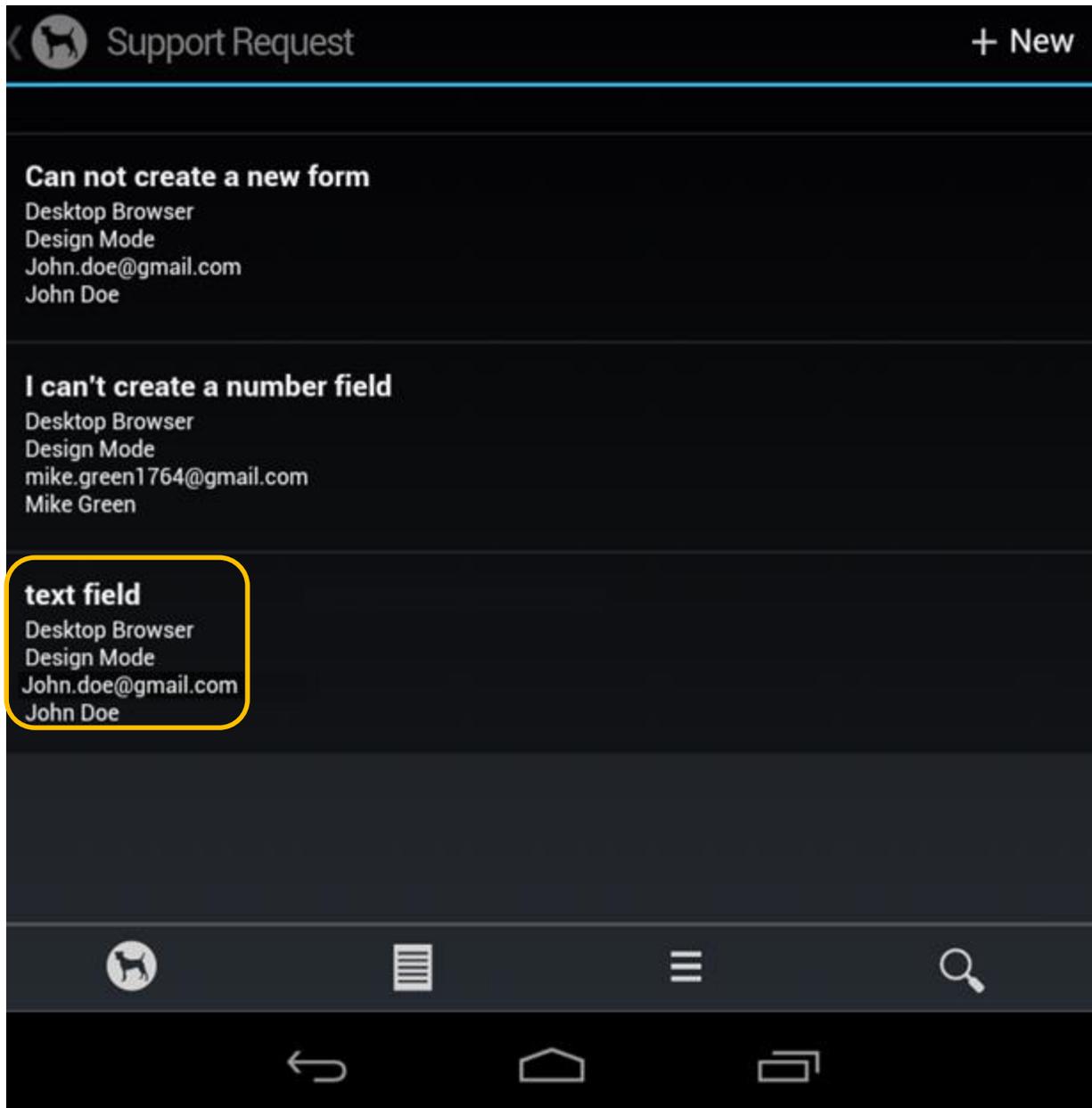




- ✓ Enter the data you want into the Fields

The screenshot shows a mobile application interface for submitting a support request. At the top, there is a dark header bar with a 'CANCEL' button on the left and a 'Save' button on the right, which is highlighted with a yellow border. Below the header, the form is titled 'Support Request' and is divided into three sections: 'Support Request', 'Standard', and 'hidden section'. The 'Support Request' section contains three text input fields: 'Subject', 'Category' (with a 'Select...' dropdown), and 'Sub Category' (with a 'Select...' dropdown). Below these is a grey rectangular area labeled 'Attachment'. The 'Standard' section contains three text input fields: 'Submitter email', 'Submitted by', and 'Date'. The 'hidden section' contains one text input field labeled 'Help Desk Support' with a 'Select...' dropdown, and another text input field labeled 'Text'. At the bottom of the screen, there is a dark navigation bar with three icons: a back arrow, a home icon, and a multi-tasking icon.

- ✓ Enter the following data:
 - Subject: text field
 - Category: desktop browser
 - Sub category: User Mode
 - Etc.
- ✓ And click **Save** at the end



- ✓ Here is your new **Support Request** together with two others that you submitted using your desktop computer.



❖ Using WAG on iPad/iPhone



✓ To add a support request to your app on your iPad/iPhone click on the WAG icon on your screen.

✓ Enter your Username and Password

WAG - Login

Username

Password

Sign In

✓ click Sign In



✓ Click on Help Desk

WAG™

Help Desk >

Logout Design

✓ Click on +New

Back Support Request + New >

Can not create a new form
Desktop Browser
Design Mode
John.doe@gmail.com
John Doe >

I can't create a number field
Desktop Browser
Design Mode
mike.green1764@gmail.com
Mike Green >

text field
Desktop Browser
Design Mode
ninokim2003@yahoo.com
John Doe >

WAG™ Views Sort Search



Your new Support Request form will open.

- ✓ Enter the data in the form

✕ Cancel Save

Support Request
Support Request

Subject	
Category	Select... >
Sub Category	Select... >

Attachment >

Standard

Submitter email	
Submitted by	
Date	

hidden section

Help Desk Support	Select... >
Text	



Cancel		Save	
Support Request			
Support Request			
Subject	Toolbox		
Category	Desktop Browser	>	
Sub Category	Design Mode	>	
Attachment			
Standard			
Submitter email			
Submitted by			
Date			
hidden section			
Help Desk Support	Select...	>	
Text			

✓ And Click **Save**



Your New support request will appear in the bucket.

[Back](#) **Support Request** [+ New](#)

Can not create a new form
Desktop Browser
Design Mode
John.doe@gmail.com
John Doe

I can't create a number field
Desktop Browser
Design Mode
mike.green1764@gmail.com
Mike Green

text field
Desktop Browser
Design Mode
ninokim2003@yahoo.com
John Doe

Toolbox
Desktop Browser
Design Mode
ninokim2003@yahoo.com
John Doe

 WAG™  Views  Sort  Search