# Viewing Form Entries

> The Viewing Form Entries feature allows administrators to view, search, and manage user submissions for custom digital forms. Its primary purpose is to provide the tools necessary to review submitted data, edit information, and communicate directly with the submitter. This article is intended for OperationsCommander (OPSCOM) administrators responsible for managing form data and processing user requests.

## Setup and Configuration

Before you can search for and manage form entries, the foundational forms must be established in the system.

**Admin Side:** This functionality requires that a digital form has already been created and submitted by users. The specific search options available on the Form Entries page are strictly dependent on which fields were marked as "searchable" during the form's initial setup. Instructions for configuring these field settings can be found in the *Creating New Forms* article.

**User Side:** End-users submit form entries via the public-facing platform or OPSCOM app, but they cannot view the administrative entry management backend.

## Using this Feature

Administrators can use the following instructions to search for specific form submissions and manage them individually from the entry view page.

## Searching for Form Entries

1. Hover over **User Management**, hover over **Forms**, and click **List Forms**.
2. Locate the desired form in the list and click the **entries** button.
3. Enter a date range using the **Start date** and **Up to and including** fields on the Form Entry Search page.
4. Select which searchable columns will be displayed in the results list using the **Show in results** multi-select box.
5. Click the **toggle more options** button to filter by specific answers. This reveals text boxes for each searchable field where you can enter a targeted search query.
6. Click the **search** button to generate the list of entries.
7. Click an individual entry from the results list to view its full details.

## Working with an Individual Entry

The Entry View page displays the submitter’s information and all of their submitted answers. Administrators can perform the following actions from this page:

- **Viewing and Editing Data:** Administrators can manually edit any of the user's submitted answers or add values to administrative fields. Click the **save** button at the bottom of the page to apply any changes.
- **Replying to the User:** Click the **prepare email** button at the top of the page. You will be redirected to the email composition screen with the user's email address and the form's name pre-filled as the subject

line.

- **Deleting an Entry:** Entries can be permanently removed by clicking the delete option directly from this page.

> **Visual Cues:** Fields marked as Admin-Only are clearly indicated by a blue border. Hovering your mouse over this border will display a helpful administrative tooltip.

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## Best Practices and Considerations

- **Maximize search functionality: Use the toggle more options feature for powerful, targeted searches.** For example, you can easily find all submissions where a user answered 'Yes' to a specific question by entering 'Yes' into that specific field's search box.
- **Leverage administrative fields: Remember that Admin-Only Fields are never visible to the end-user.** Use these hidden fields to safely add internal notes, track status updates, or log other administrative data related to the submission without exposing it to the submitter.
- **Edit with caution: Editing a user's form entry permanently changes the data stored in the database.** Always ensure modifications are necessary and accurate before saving changes to a user's original submission, as the original unedited entry will be overwritten.

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