formrun

User guide

What is formrun?

formrun is a free form creation tool.

You can easily create inquiry forms for websites and reception forms for events and campaigns without any development or design knowledge.

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It has been introduced by many companies.

Problems to be solved by formrun introduction

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Problem 1

No time to code forms

▼

formrun's solution

Effortlessly create multiple well-designed forms

Simply choose from a wide variety of templates to quickly create the form you want to make.
Form creation is accessible to anyone with just a few clicks, eliminating the need for outsourcing or an in-house engineer.

Problem 2

Missed response to inquiry.

▼

formrun's solution

Easily view and manage the status of inquiry responses

The board visualizes response status to prevent common reply and team sharing omissions.
You can send inquiry response emails from formrun, simplifying management.

Problem 3

Data storage concerns

▼

formrun's solution

Safe and secure with robust security

We are ISO 27001 (ISMS) and PrivacyMark certified, and we securely manage personal information on AWS.
We also support high-security operations, including two-factor authentication.

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Key Advantages of the Form Creation Feature

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Craft a custom form for your website

in just 5 minutes!

We offer a range of professionally designed templates, enabling you to create forms without coding expertise.

You can freely replace images to align the form design with your site.

✔ **An intuitive user interface accessible to everyone**

✔ **You can create, duplicate, and customize forms anytime you want**

Effortlessly design forms compatible with both PCs and smartphones!

Document download form

Application form

Registration information change form

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Key Advantages of the Submission Management Feature

# Use the board management page to handle submissions, prevent response omissions, and manage progress as a team.

All submissions are managed on the board page where you can quickly see response statuses and assignees.

Visualized response statuses facilitate team communication.

✔ **You can see the progress of responses to submissions at a glance.**

✔ **The assignee to respond is clearly identified, preventing omissions.**

formrun is perfect for this purpose
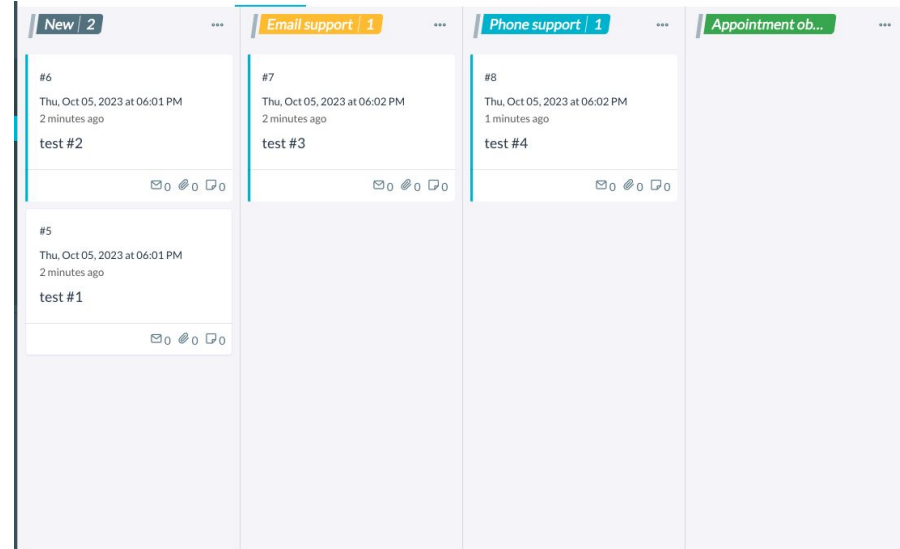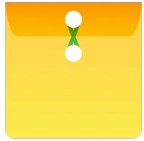
Document request
Track prospective client progress on the status board and streamline your workload, enabling you to focus on communication without the need for creating visualization sheets.

Inquiry
You can quickly view the status of pending inquiries, and it provides notifications to chat tools like Slack when inquiries are received and responses are sent.
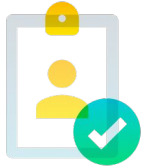
Application for employment
Centralize all applicants and manage statuses like first-round interviews and job offers to prevent miscommunication or omission in correspondence.

Event
Categorize and manage event attendees, including participants and absentees. Visualize attendance and absence on the event day through the board for smoother operations.

Campaign
You can quickly create forms for urgent campaigns.
Set campaign periods on the form and import existing customer lists to the board.

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About Security and Other Useful features

Advanced security

ISO 27001 (ISMS)

We are ISO 27001 (ISMS) certified,
the international standard for
information security management system.

PrivacyMark

We are PrivacyMark certified by JIPDEC.

Data center

We use Amazon Web Service.

Server monitoring system

Our servers are monitored 24/7, and in the event of a
system failure, personnel are notified in real-time for
immediate recovery action as needed.

Manage/restrict data access

The database is accessible only to our system staff.
We will not access your data stored on our servers
unless required by law or with your consent, even if
you are in a position of authority.

Adoption of SSL/TLS

All communications with formrun are encrypted using
2048-bit RSA certificates with SSL/TLS (Secure
Sockets Layer/Transport Layer Security).

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Google Sheets

You can export submission data from the list page
by linking with Google Sheets.

Mailchimp

You can integrate with the email distribution service Mailchimp
and easily send bulk emails by importing email addresses
from the form.

Salesforce

Submissions to formrun forms can be
registered or updated in a Salesforce object.

PayPal

The form can include a payment feature,
enabling users to pay for the order upon acceptance,
reducing the time spent on dealing with non-payments.

Notification

Immediate notifications can be sent to a specified email address / channel / talkroom when an inquiry is made or a reply is received.
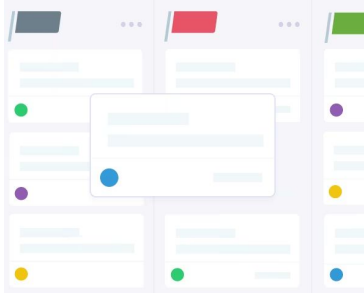
by E-mail

by Slack

by Chatwork

by Microsoft Teams

by LINE WORKS

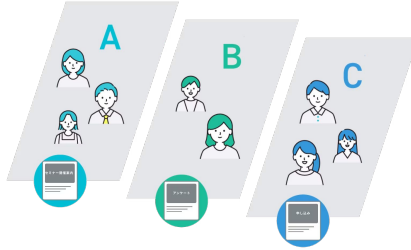# Recommended Features for Companies with a Large Workforce

1

**Effortlessly manage statuses
with a board-style submission list!**

At a glance, you can see the response
status of each submission (New/in
progress/completed), and clear ownership
facilitates cross-team and
cross-departmental management.

2

**Customize administrative members
and permissions for each form!**

You can designate specific team
members to manage the form, restricting
access to submissions and settings. This
avoids the need for separate tools when
dealing with highly confidential information
or forms meant exclusively for your team.

3
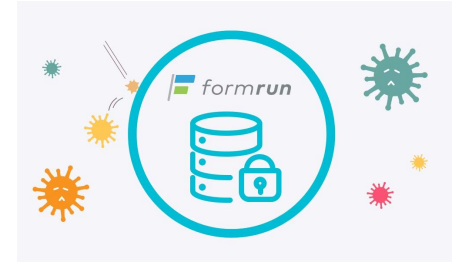
**Comprehensive security
measures!**

Form security is crucial as it involves
sensitive data like personal information.
We offer robust security measures,
including two-factor authentication and IP
address restrictions, in alignment with
your organization's security policy.

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About prices and related page information

Price plan

	PROFESSIONAL ¥25,800/mo	STARTER ¥12,980/mo	BEGINNER ¥3,880/mo	FREE ¥0
	For teams that want to maximize its utility, including data export and accommodating more members, etc.	For those who wish to create and make the most of numerous forms!	For those looking to begin with a minimal set of features.	For those who want to give it a try for free initially.
Forms you can create	Unlimited	up to 50 forms	up to 5 forms	only 1 form
Team members	up to 10 people *For use by 11 or more people, there will be an additional charge of ¥980/mo per person.	up to 5 people	up to 2 people	only 1 person
Total file storage capacity	up to 30GB	up to 10GB	up to 5GB	up to 100MB
Individual emails	Unlimited	Unlimited	up to 250 emails/mo	up to 10 emails/mo
Number of monthly form responses	Unlimited	Unlimited	100 pieces	30 pieces
Google Analytics	○	○	✕	✕
CSV/Excel export	○	○	✕	✕
Google Sheets integration (auto-export)	○	✕	✕	✕
Custom domain email address	○	✕	✕	✕
Login user IP restrictions	○	✕	✕	✕
Hide formrun credit	○	○	○	✕

*All prices exclude tax.
*Information provided is accurate at the time of distribution and may be subject to change. Please refer to the website for the most up-to-date information.

If you need assistance, visit the Help page.
https://faq.form.run/en/faq

For further support, please contact our helpdesk.
https://form.run/@contact-en

We hope you have a great experience with formrun
and make the most of its features!