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Make missing required fields more obvious Finished

- Drew Miller
- **Forum name:** #Feature Request

When required fields are missed on the ticket submission form and submission fails, have a more obvious failure message generated for the user at the top of the page. Alternatively re-position the screen over missed field(s).

Comments (2)

Jeremy Cunningham

5 years ago

The current message is: "There are errors with the ticket fields that you must correct before replying." which doesn't inform you which field has not been filled out.

Lara Proud

8 months ago

Thanks for this suggestion, we have since added a red outline and validation warning for any of the required fields on the ticket form that have not been filled out when the user hits submit. Additionally, the user will be re-positioned to the beginning of the form to ensure they can review any missing fields.