



## Jotform Abuse Document



### Terms of Use

Our terms clearly state that any attempt to use Jotform for fraud, scamming, or spamming is prohibited and will result in account termination. Learn more at <https://www.jotform.com/terms>.

### Reporting Abuse

To report abuse of our systems, fill out the abuse report form at <https://www.jotform.com/report-abuse> or email us at [abuse@jotform.com](mailto:abuse@jotform.com).

Abuse reports take priority for our support team. They will immediately investigate the forms and accounts involved in the report. Depending on the severity of the abuse, we will administer a warning and/or begin the deactivation process for said accounts.

### Form Scanning

Jotform scans forms for phishing when the form owner modifies a form field, when a published form is viewed, and when a published form receives a new submission. If a form fails any of these three scans, we add the form to our phish list. If the scan determines that a form meets the criteria for phishing, the form is automatically disabled.

### Spam/Phishing Emails

#### Email Types

Jotform sends three types of emails:

- **Confirmation emails** are sent to a form user confirming their submission. These are configured on a form-by-form basis by the form owner.
- **Notification emails** notify the form owner of new submissions. These are configured on a form-by-form basis by the form owner.
- **Jotform system emails** are created by Jotform and do not contain any user-generated content.

### Email Scanning

Once a confirmation email is created, updated, or sent, our automatic scanning mechanism checks to see if the email violates our terms of use. If a confirmation email fails the scan, our system will automatically suspend the account.



### Spam

If an email is found to be classified as a spam email, our system automatically suspends the account and leaves a “Spam” note in the admin panel.

### Email Validation

All outgoing emails sent from Jotform servers are verified with Sender Policy Framework (SPF) records and signed using DomainKeys Identified Mail (DKIM). If an email is sent from a Jotform server but not by a Jotform email address, it is the domain owner’s responsibility to add Jotform’s servers to their SPF records.

### Infrastructure

#### Jotform IP Addresses

Jotform uses Amazon Web Services (AWS) to store and send emails. These Amazon SES IP addresses are

- 52.160.0.0/16
- 78.157.218.80/28
- 74.63.245.96/28

#### Jotform Domain Names

Jotform servers are used solely to host the Jotform application. Jotform’s platform is available through several domains, with the primary domain and majority of all web traffic being Jotform.com. Jotform may host data on localized servers, which may include:

- jotform.ca
- jotform.co
- jotform.me
- jotform.us
- jotformeurope.com
- jotformpro.com
- jotformz.com
- myjotform.com