Make

T01 / ST1512 MODULE 03

New Training Enquiry Notification

Create an automation that sends an email when a new training enquiry is submitted.

What you are going to build

Google Forms response → Make → Gmail notification

A new enquiry to fictional provider CurriculumReady Training sends one notification to your test mailbox, with the name, organisation, programme and message from the form.

Before you start

□ Make account

□ Google account with Forms and Gmail

□ An email address you can safely use for testing

Check account access and connector permissions first. Availability and usage allowances vary. If access is blocked or an upgrade is requested, contact your administrator or platform support before continuing.

Use the fictional details in this tutorial. Do not use real personal or confidential data.

Part 1 Create the form

01 Start a blank form

Open forms.google.com. Select Blank form (+). Name it T01 Training Enquiry Form.

Select the first question, enter the title and choose its type. Use + Add question for the next one. Set all four questions to Required.

Question	Type	Test value
Name	Short answer	Alex Test
Organisation	Short answer	Northbank Services
Programme of interest	Dropdown	Level 4 AI & Automation Practitioner
Question or message	Paragraph	Please send me information about the next available cohort.

For Programme of interest, add three choices: Level 4 AI & Automation Practitioner; Data Technician; Digital Support. Allow one selection only. These are fictional tutorial options, not a list of available programmes.

02 Open the response view

Select Publish, check who can respond and publish within your test setting. Open Preview or Copy responder link in a separate tab. Older interfaces may show Send.

03 Submit the sample

Enter the Alex Test values above in the responder tab and select Submit once. In the editor, open Responses and check the four answers. Keep the form open for a fresh test later.

Part 2 Build the automation

04 Create the scenario

Open make.com and sign in. Select Scenarios, then Create a new scenario. Start with the blank visual builder and name it T01 Training Enquiry Notification – Make.

A blank canvas with a large + button.

05 Choose the watching module

Click the large +. Search for Google Forms and select Watch Responses, not a legacy Google Sheets response module. Under Connection, choose an approved connection or Create a connection, then Sign in with Google. Select your form in Form ID; use the list/search selector where offered.

The selected form is T01 Training Enquiry Form. If only a Form ID box appears, use the identifier between /d/ and /edit in your owned form's editing URL, not the responder link.

06 Read the sample response

If a Limit is shown, set it to 1. Save the module. Right-click it and choose Choose where to start; select a point before your single sample response, or select that response where offered. Right-click again and choose Run this module only. Click the numbered output bubble.

Expand Answers and its nested items until you can see all four Alex Test values. Question IDs may appear instead of friendly field labels. Note which value belongs to each question.

07 Add Gmail

Click the + beside Google Forms, search for Gmail and choose Send an Email. Use the current Gmail app (v4 if a version selector is shown). Select or create the approved Google connection. Leave advanced connection settings alone.

Two connected modules on the canvas and Gmail fields for To, Subject and Body type.

Part 3 Build the email

08 Set the recipient and body editor

In To, use Add recipient if shown and enter the approved test mailbox in the recipient email address field. Leave Cc and Bcc empty. For Body type, choose Collection of contents (text, images, etc.). Add one Text content item under Body contents.

One recipient and one text content area. No router, filter or extra module is needed.

09 Map the subject

Click Subject and type New training enquiry – followed by a space. In the mapping panel, expand Google Forms, then Answers. Expand the question entry whose sample contains Alex Test and select its text answer Value. Type space–space, then insert the value containing Level 4 AI & Automation Practitioner.

Two coloured mapped items. If an item shows [Collection] or a list rather than text, expand further and select the single text value.

10 Map the message text

In the Text content area, type the fixed lines in the email template below. Insert each matching answer Value from Google Forms at its value position. Use the output sample to identify Name, Organisation, Programme of interest and Question or message. Save Gmail and save the scenario.

Four mapped values, each under its matching fixed label, plus the fictional-exercise statement. Do not add an iterator or formula; seek platform support if a single value cannot be selected.

Email template

Type the plain text. Insert the coloured bracketed fields from the data picker; do not type the brackets or sample answers.

Subject: New training enquiry – **[Name]** – **[Programme of interest]**

New training enquiry received

Name:
[Name]

Organisation:
[Organisation]

Programme:
[Programme of interest]

Question:
[Question or message]

This is a fictional training exercise using test data.

Part 4 Test it

Every email action test can send a real message. Check To before starting, then use only the Alex Test record.

11 Prepare a fresh test

Check the Gmail recipient and all mapped items. Keep scheduling off initially. The first sample was used to inspect the trigger; submit one new Alex Test response now so there is a new record to process.

The form shows the new response and the scenario still contains only the two modules.

12 Run the two modules

Click Run once. This executes the scenario, including the real email action. Open the Google Forms output bubble to verify the new values, then the Gmail bubble to inspect the input recipient, subject, body and send result.

One response bundle passed to Gmail and a successful send result. Check the received email before running again.

13 Enable a scheduled check

Save the scenario. Open the schedule control on the toolbar and select an allowed regular interval; keep the available default rather than selecting a faster paid option. Activate the scenario using its scheduling/ON control. Submit one fresh Alex Test response and wait for the next scheduled check.

A scheduled run and a matching email. If the interval is too long to wait now, check History later; Run once alone does not confirm scheduled operation.

Watch Responses checks periodically. Saving the scenario does not turn on scheduling.

Check before running again

Confirm the response contains all four values, the email action succeeded and one notification arrived for that run. Compare it with the completed email on the next page. If anything differs, use the troubleshooting table before sending again.

Expected result

Open the test mailbox. The subject and message should contain the following information; minor spacing may differ.

New training enquiry – Alex Test – Level 4 AI & Automation Practitioner

New training enquiry received

Name:
Alex Test

Organisation:
Northbank Services

Programme:
Level 4 AI & Automation Practitioner

Question:
Please send me information about the next available cohort.

This is a fictional training exercise using test data.

Check the run

Return to Scenarios, open T01 Training Enquiry Notification – Make and select History. Open Details for the relevant execution. Inspect each module's input and output, the time and the status. Use the submission time to distinguish the manual Run once test from the scheduled run. Availability and retention of past results depend on the account.

Deactivate the scenario's scheduling/ON control when the test is complete. Keep the saved scenario for comparison. Do not replay old runs casually: replaying a send action can send another email.

Troubleshooting

Problem	What to check
Form not listed	Check the signed-in account owns the form and the selected form is T01 Training Enquiry Form.
No test response found	Check Choose where to start is before the sample response.
Email field is blank	Check the response has an answer. Select that answer from the correct source step.
Wrong response inserted	Check the sample values. Insert the answer value, not a question ID, response ID or whole collection.
Email did not arrive	Check the action status and To address, then Inbox, Junk/Spam and the sending account's Sent folder.
Automation did not run	Enable scheduling and wait for the next allowed interval.
Connection needs attention	Reconnect the correct account through the platform. If permission is blocked, contact support; keep security controls in place.

Finished

Form submission → Mapped data → Email notification

You have built a notification from a new training enquiry. Try the same T01 workflow in the other platforms to compare how each tool represents the same automation.

Product references

Product wording checked 24 September 2026. Labels and history retention can vary. Match the service and action names if a button moves.

Google form creation
Make Google Forms
Make Gmail connection
Make Gmail fields
Make mapping
Make scheduling
Make history