Listserv Listowner Notes

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This document includes instructions for Listserv list owners using the Listserv Mailing List Web Interface. Common tasks include list creation, list management tools, adding and deleting list members, and much more. There are also some instructions for more advanced activities such as adding message banners and editing list archives.

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Table of Contents

Introduction

Welcome to our list owners' notes on using the recently upgraded Listserv version 15.5. We expect to see improved performance with this new version as well as a few handy new features on the web interface. Because the look and feel of the web interface is very different in this version, these notes should be useful for both new and experienced Listserv owners.

What's New?

The Listserv Management Dashboard

The list dashboard is a jumping off point for all administrative Listserv functions concerning your Listserv Lists.

You will be able to manage your lists much the same way you did in the previous version. However, you will find that things are organized in new ways that the Listserv developers hope will be easier and more convenient for you.

After logging in to the web interface (http://lists.ufl.edu), if you are not looking at the Listserv Management Dashboard, click on the menu labeled "List Management" and select the option "List Dashboard." From the List Dashboard you can perform the following tasks:

- Navigate to all lists that you own

  - View your lists in the pull-down menu at the top of the screen

  - Search for lists by entering part, or all, of the name in the "Narrow" box.

  - View your lists 10 at-a-time in the body of the screen. Press the "Next" button to see the next group of list titles.

- Send a message to the Listmaster to ask questions

- Approve messages for your moderated lists (You must be the list owner as well as an editor to use this method)

- Make changes to your lists using the Wizard or by manually making changes to the headers.

  - Click on the word "Configure" under the listname in the body of the screen

- View a list of people who are members of your list as well as add/delete members one-at-a-time

  - Click on the word "View" under the "Subscribers" column for a particular listname

- If your list is an archived list, you can view the archives by clicking on the name of the list you wish to examine under the "List Name" column in the body of the screen.

Using the Dashboard: A Dashboard Divided

The Listserv Management Dashboard is divided into two major pieces. It is important to understand this division to avoid frustration.
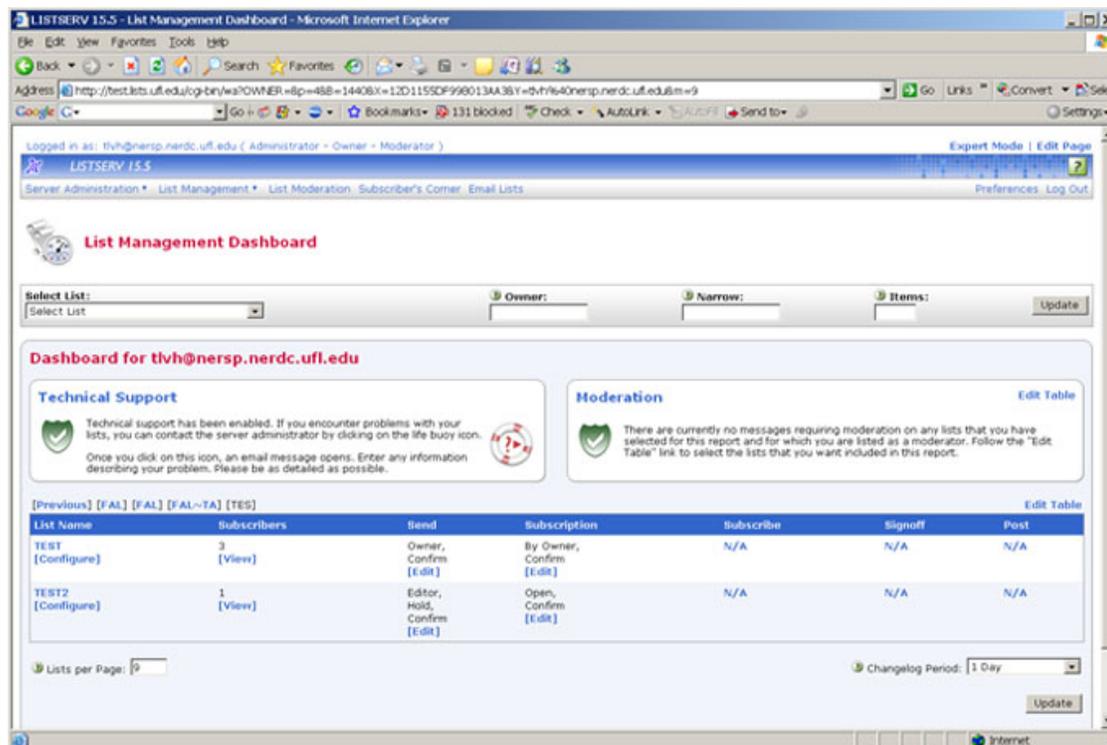
List Management Dashboard

The List Management Dashboard section has the familiar dropdown menu that allows you to select from lists that you own. You can also search using a portion of the listname in the "Narrow" search box or search by Owner.

However, after selecting a list, you no longer click on a function button to choose your action. Once you have selected a list, you must go up to the menu bar at the top of the screen to act upon your list. Choose from the "List Management" or "List Moderation" menus.

Selecting a list in the List Management Dashboard section does not select the list in the table at the bottom of the screen. It also does not bring that list to the top of the table.

Dashboard for YourAddress (Example: Dashboard for AGator@ufl.edu)

The lower section of the screen contains a table of your lists in alphabetic order. To select a list from this section, scroll to the listname in the table and select the function you wish to use: Configure, View, Edit, Archive (click on listname). Once your list is selected (by selecting a function next to a listname), you can use the Listserv Wizard, make manual edits, or even use the menus from the top of the screen.

To see more lists, click on the word NEXT at the top of the table or on one of the alphabetic

groupings.

Most of the functions below begin with selecting your list from the table instead of from the dropdown menu. You can use whichever method is most comfortable for you.

You Can Delete Individual Messages From Your List Archives

The web interface for Listserv 15.5 allows list owners to delete an individual message from the list archives. Navigate to the message from the Listserv Management Dashboard and select the trashcan icon at the left of the message list. Confirm your decision and the message is gone.

Editing the content of a message, or deleting an entire archive log file, must still be done via email. Instructions are included below in this document.

Conversion Chart: Where is the stuff I already know how to use?

Table 1. Conversion Chart

Old Stuff I know how to find	New Location
Archives	Email Lists link in the top menu of each screen or click on the listname from your Dashboard list of your own lists
Bulk Button (Add/Delete in Bulk)	Dashboard -> List Management Menu -> Subscriber Management -> Bulk Operations Tab
Command Button (Issue a listserv command)	List Management Menu -> LISTSERV Command
Configuration Button (Edit Header)	Dashboard -> Configure (under listname) -> Edit Manually link
Moderation Button	Dashboard -> Moderation Button
Subscribers Button (Add/Delete)	Dashboard -> List Management Menu -> Subscriber Management
Subscribers Corner (What lists am I on?)	Subscriber's Corner located in top menu of each screen
Templates Button	Dashboard -> Configure (under listname) -> List Management Menu ->Customization -> Mail Templates
Wizard Button	Dashboard -> Configure (under listname) -> Browse tabs to Edit

Getting Started

Creating a New List

There are two major list types on the UF Listerv server -- standard lists and automated classroom lists. Any student, staff, or faculty, with an active UF affiliation can request a standard UF Listserv list. We ask that

• each list have a list owner with a ufl.edu address and active UF affiliation

• each listname and list title reflect the purpose of the list and that generic terms are not used (greenteam-l, etc)

• the purpose of the list benefits the UF community (professional group, student club, etc.)

Creating a Standard List

1. Go to http://lists.ufl.edu

2. Select the link "Request creation of a new mailing list" [http://lists.ufl.edu]

3. Complete the form and press the "Submit" button

4. You will receive an email to let you know when your list is ready to use

You can read more information about establishing a list in Docweb document, D0099 E-Mail Lists at CNS: LISTSERV [http://docweb.cns.ufl.edu/docs/d0099/d0099.html] . This document describes email lists in general and explains your choices on the request form.

Creating a Classroom List

Only the instructor of record can request the creation of an automated classroom list. You can request the list via a link available to you in the portal (my.ufl.edu) or you can use the "Request creation of an automatically maintained class section mailing list [http://lists.ufl.edu/]" at http://lists.ufl.edu [http://lists.ufl.edu/] .

Follow the on-screen instructions to complete your request. You will need to have your class section number and your GatorLink userid and password to complete this process.

You will receive an email to let you know when your list is ready to use.

Fast Start for New List Owners

Start Posting Messages to the List

Suppose your list is called mylist-L. To post to that list, you would send an email message to mylist-L@lists.ufl.edu from your regular email program. A copy will go to everyone on the list except the person who posted the message. The default behavior is that listserv assumes the

sender's mail program will save a copy for him/her.

Classroom lists are set up to require that all messages be approved and confirmed by an editor -- you. This is so that you have complete control over what gets posted -- no swap meets, squabbles, or spam. You can change this if you wish but you will open doors to spammers.

Subscribing Members to Your List

People in your group can subscribe individually by sending an email to listserv@lists.ufl.edu. The body of the message should be:

subscribe mylist-L firstname lastname

Or, if you have a list of group members' names and their email addresses, you can add them as a group via our web interface.

Classroom lists are updated automatically overnight against official classroom rolls. You will not have to add and delete students as their status changes. You can add yourself as a list member and you can add or delete other addresses not on the class rolls.

If one of your students does not show up on your list, you may need to send him/her to the Registrar's office to check the status of his/her registration. Anyone who is on the class roll for your class will be added to your list. Not showing up can imply a registration issue.

Get a Listserv Password

As a list owner, you will need a listserv password to manage your list. Click here for instructions.

Other Information

If you need to send listserv commands via email, send them to listserv@lists.ufl.edu [mailto:listserv@lists.ufl.edu] where the listserv software can recognize and execute them. When you have questions about managing a list, send them to listmaster@lists.ufl.edu [mailto:listmaster@lists.ufl.edu].

It is a good idea to read the Listserv Owner's Quick Start manual [http://lists.ufl.edu]. It is a good overview of an owner's duties and powers. You can find it at http://lists.ufl.edu .

Instructions for Common Tasks

Logging In To the Listserv Web Interface

1. Go to http://lists.ufl.edu

2. Click on the link labeled "Mailing list management interface [http://lists.ufl.edu]" at the bottom of the page.

3. If you have not established a listserv password, please do so now.

4. Enter the email address and password that you registered with the Listserv software

5. If you are not looking at the List Management Dashboard, go to the "List Management " menu at the top of the screen and select "List Dashboard."

Add or Delete Members One-at-a-Time

Method One

From the Listserv Dashboard, scroll down the table of your lists and click on the word "View" under the Subscribers column next to the name of the list you wish to populate. From this page, you can view your list members, add a new member, or delete one or more list members

Add a Member

1. Scroll down to "Subscriber Management"

2. In the "Add Subscriber:" box, enter the email address and name of the new list member. The correct syntax is

   person@ufl.edu (Firstname Lastname)

3. Press the "Add Subscriber" button.

Delete a Member

1. Scroll down to the table of list members

2. Click on the box to the left of each subscriber that you wish to delete.

3. Scroll to the bottom of the subscribers list and press the "Delete Selected members" button.

Method Two

Please note that this is not just a different way to the same screen, but ultimately brings you to a different screen entirely.

1. From the "List Management" menu at the top of the screen, select "Subscriber Management."

2. From the dropdown menu, select the list you wish to work with. From this page you can add, examine, and delete member subscriptions from your list.

Add a Member

1. In the "Add New Subscriber" box, enter the email address and name of the person you wish to add. Be sure to use one of the indicated formats.

2. Decide whether or not to send notification to your new member (click the appropriate radio button).

3. Press "Add to listname-L" to finish.

Delete a Member

1. In the "Examine or Delete Subscription" box, enter a list member's name or email address and press the "Search in listname-L" button.

2. Decide whether or not to send notification to your deleted list member (click the appropriate radio button).

3. Click the "Delete" button at the bottom of the screen to delete the member from this list.

4. Or, click the "Delete from all lists" button to remove the member from all lists that you own.

Note: You can also edit subscription options for list members on this screen.

Add or Delete Members in Bulk

1. From the "List Management" menu at the top of the screen, select "Subscriber Management."

2. From the dropdown menu, select the list you wish to work with.

3. Select the tab labeled "Bulk Operations."

From this screen you can

- Add new subscribers (option 1)

- Delete all current subscribers and add new subscribers (option 2) We do not recommend option 2. It is better to perform these functions separately to make sure the results are what you wish.

- Remove specified subscribers (option 3)

- Remove specified subscribers from all lists you own (option 4)

4. Prepare a plain text file containing member information for the members you wish to add or delete. You can use Notepad (in Windows) or any other text file program that you prefer.

    1. If you are using Windows, go to the Start menu (lower left) and select "Programs"

    2. Select Accessories

    3. Select Notepad

    4. Enter member information in this format, replacing "email@ufl.edu firstname lastname" with the full email address and name of the member to be added or deleted. Be sure to put only one member per line in this file.
       ```
       email1@ufl.edu firstname lastname
       email2@ufl.edu firstname lastname
       email3@ufl.edu firstname lastname
       ```

    5. When you are finished entering member information, save your file.

        1. Go to the file menu and select "Save As."

        2. Make sure the file will save in a location that you can find again.

        3. Save in text (txt) format (Save as Type)

        4. Press Save

    5. Back at the "Bulk Operations" tab, choose the option you want to use and click the button labeled "Browse".

    6. In the "Choose File" window, navigate to your prepared plain text file, and press the

"Open" button.

7.   Press the "Import" button. When the page refreshes, you will see a message telling you if the operation was successful or not.

Add, Edit, or Delete Editors, Moderators, Owners

1.   From the Listserv Dashboard, scroll down the table of your lists and click on the word "Configure" under the name of your list.

2.   Click on the tab labeled "List Maintenance."

3.   Scroll down the alphabetical list of keywords to the option you wish to change (Editors, Moderators, Owners)

4.   Enter, edit, or delete the email address (one per line) that you wish to change.

5.   Press Submit

Notes on Adding Owners

There are two boxes associated with the "Owners=" keyword. The first box is for active owners. These owners will receive error messages to help them manage the list. Your list must have at least one active owner.

An address in the "Quiet:" text box will not receive error messages, but will retain the ownership privileges and rights of full owners.

Notes on Adding Moderators

Normally, the first editor listed is the primary editor and is the only person to receive messages to approve. The moderator function allows you to spread this duty among several people.

Every moderator that you add to your list must also be listed as an Editor. If you do not do this, the person you add as moderator will not get moderator access. Editors do not need to be listed as moderators.

When adding a moderator, it is necessary to choose in what order you want emails to be sent to those moderators for approval. This is done next to the "Moderator=" keyword.

• The first option is "All" which will send messages for moderation to all of the moderators simultaneously.

• The second option is "Round Robin" and will send messages for moderation to the moderators one at a time successively. If you want one moderator to receive a larger

percentage in the "Round Robin", enter their address more than once in the "Moderators" field. For example:
```
firstmoderator@ufl.edu
secondmoderator@ufl.edu
firstmoderator@ufl.edu
thirdmoderator@ufl.edu
```

Taking Control of a List

If you are new in your job and have been instructed that you are now in charge of a particular list, or if you are the new President (or other officer) for your group and want to take charge of the club list, we cannot give the list to you when you ask. We must have an email from an administrator in your department (director, chair, dean) or from the faculty advisor for your group.

We require this to avoid pranksters trying to hi-jack or disrupt a list. This is really for the protection of your group's lists. We are very sorry for this inconvenience to you and your administrators.

How to Establish or Change a Listserv Password

While you do not need a password to use your list (send and receive messages), you do need a Listserv password to make changes to your list and to use the web interface for list management. We strongly encourage you to use a Listserv password that differs from passwords protecting your work, academic, or personal logins.

If you forget your password, use this same procedure to establish a new one; do not select the Change Password option. The Change Password option requires you to remember the old password...

1. Go to http://lists.ufl.edu

2. Click on the link labeled "Mailing list management interface" at the bottom of the page.

3. Next to "Options:", click on the "Get Password" link.

4. In the field called "Email Address", enter the email address you intend to use to manage your lists.

5. Enter your new password in both of the remaining text boxes ("Password"; "Password (Again))".

6. Press the button titled "Register Password".

    A confirmation email will be sent to the email address you entered above. When you receive this email, click the link included in the text. You should be sent to a web page that tells you your password is registered with the Listserv system.

    You are ready to return to the "Mailing list management interface" link and login.

Enabling Confirmation Messages Sent to Message Posters

The Listserv software was created with the idea that those sending messages would not need a confirmation copy. However, many people prefer this feature. The following will go over how to have messages sent back to the person that sent them using the REPRO command. The first part will be for setting the command for future users and the second part will be for setting the command for current users. You must complete both parts of the procedure.

Setting up Confirmation Messages (REPRO) for New (future) Members

1. From the Listserv Dashboard, scroll down the table of your lists and click on the word "Configure" under the name of your list.

2. Select the "Subscription" tab.

3. In the text box for "Default-Options=" enter the following:

   REPRO

4. Click on Submit.

Enabling Confirmation Messages (REPRO) for Current List Members

1. Open the "List Management" menu at the top left of your screen and select the option labeled "LISTSERV Command".

2. In the text box labeled "Command:" enter the following:
   ```
   quiet set listname  repro for *@*
   ```

3. Press Enter Command.

   This will set the repro option for all currently subscribed members of your list. The "quiet" option will do so without notifying every member of the change via email.

View and Edit Subscriber Settings

Subscriber settings are an area of the Listserv Management Software that allows list owners to individually set options for users in relation to their list.

1. From the Listserv Dashboard, scroll down the table of your lists and click on the word "View" under the Subscribers column next to the name of the list you wish to populate. From this page, you can view your list members, add a new member, or delete one or more list members.

2. Scroll down the table to find the name of the subscriber whose settings you want to change and click their name. This page allows you to change Subscription Type, Header Style, Acknowledge and Repro Settings, and other miscellaneous settings.

3. When done, click the button labeled "Update".

Make Changes to Your List (Edit the List Header)

Editing a list header is a direct way of changing the settings and behavior of your list. The following are instructions for editing the list header via the web interface.

1. From the Listserv Dashboard, scroll down the table of your lists and click on the word "Configure" under the name of your list.

2. You can browse the tabs to find the keywords that you wish to use to edit your list characteristics or you can edit your list header directly.

    To edit your list header directly, click the "Edit Manually" link located in the upper right of your screen.

    •   New Line -- put cursor at the end of a line and press Enter

    •   Type over any keyword value to change a list characteristic

3. Once you are done editing your list header, press "Update". If you had any mistakes or if you accidentally deleted something you can press "Reload" to get it back.

4. You should see a message saying that the header for the list has been successfully updated.

Instructions for Not So Common Tasks

Adding a Banner to the Top or Bottom of Your List's Messages

Adding a banner to your list messages is a way to ensure that every email to the list contains specific information that you wish to be always present and available.

1. From the Listserv Dashboard, scroll down the table of your lists and click on the word "Configure" under the name of your list.

2. At the top left of your screen, open the "List Management" menu.

3. Select "Customization" and then "Mail Templates."

4. In the dropdown menu labeled "Template Category:", choose the option "Postings and Digests."

5. At "Select Template:", select the banner you wish to edit or add.

6. Enter the subject and message text you wish to add.

7. When done, click the "Update" button.

Editing Your List's Archives

A list archive is a collection of messages that have been sent to your list. If you have not requested this feature for your list, your messages are not being saved in an archive.

Delete an Individual Message from the Web Interface

1. From the Listserv Dashboard, scroll down the table of your lists and click on the name of the list that contains the message you wish to delete.

2. Find the message you wish to delete. Depending on how your list archive is organized, you may need to determine under which topic or day the message is stored.

3. Click on the trashcan icon at the far right of the screen next to the message.

4. Click the "Confirm" button and the message will be deleted.

Edit an Individual Message by email or remove an archive log file

There is no web interface method for editing a message in a list archive file. If you want to change the content of a specific message and leave the message in the archive, you must use the following email method.

We do not recommend editing a single message in the archives because it is *very* easy to corrupt the file and wreck your archives. It is safer to remove a whole log file rather than trying to remove a single message from a log file or edit a single message in this manner. That said, here are the instructions.

1. Send a message to listserv@lists.ufl.edu [mailto:listserv@lists.ufl.edu]. The body of your message should be:

   get listname logname pw=yourlistservpassword

   The logfiles are named depending on how your list is archived. The algorithm for the log names (in this case, for August 2002) is:

   annually: logyr (log02) monthly: logyrmo (log0208) weekly: logyrmowk

   (log0208A, or log0208B, or log0208C, or log0208D)

   Once you have issued this command, your list header is locked until you issue a put command. So, do this when you have time to finish the job. When you lock your list, no one can issue LISTSERV commands to act on your list until it is unlocked.

2. Edit the message.

3. Send a reply message to listserv@lists.ufl.edu [mailto:listserv@lists.ufl.edu]. The LISTSERV command at the top of the message should be:

   put listname logname pw=yourlistservpassword

   followed by the newly edited archive file (include blank space if you are deleting the log file). This command puts the newly edited file into production and unlocks your list. It is easy to introduce extraneous characters into an archive file. Be careful while you are editing. If you do not know, or do not have, your LISTSERV password, please click here.

Putting Your Listname in the Subject Field of Your List Messages

Putting the listname, or other text, in the subject line of a message is an easy way for you and your members to identify messages from your list. You do this in two parts:

Setting up Subject-Tag for New (Future) Members

This enables the subject tag mechanism to work for the list. However, it does not change subscription characteristics for current members. You will do that in the next section.

1. From the Listserv Dashboard, scroll down the table of your lists and click on the word

"Configure" under the name of your list.

2. Click on the tab labeled "List Maintenance."

3. Scroll down the alphabetical list to the option "Subject-Tag=".

4. Enter your listname or the single word you wish to appear in the subject line of list messages and click Submit.

    Note: The text cannot have any spaces in it. So, Sci Fi would need to be collapsed to SciFi.

5. Now click on the tab labeled "Subscriptions."

6. In the "Default-Options= box, enter the word SUBJECTHDR and press Submit.

Setting up Subject-Tag for Current Members

This enables the subject tag mechanism for current list members. The "quiet" option does this without sending notices to each subscriber.

1. Go to the menu bar at the top of the screen and open the "List Management" menu

2. Select "LISTSERV Command."

3. In the text box labeled "Command," enter the following:

    quiet set listname subjecthdr for *@*

    where you replace listname with the name of your list (mylist-L). Type the rest as presented above.

4. Click the "Enter Command" button. All current members are enabled for this feature.

Edit List Templates

The List Template area is where all automated messages for a list are stored. This includes individual messages such as the welcome message (for new subscribers) as well as parts of messages such as message banners (included in every message generated by the list).

If you are not sure about what you are doing, it is best to consult the Listserv Owner's Guide [http://lists.ufl.edu] at http://lists.ufl.edu before trying to change a template. You can easily wreck your list and render it non-functional by "just poking around."

1. From the Listserv Dashboard, scroll down the table of your lists and click on the word "Configure" under the name of your list.

2. At the top left of your screen, open the "List Management" menu.

3. Select "Customization" and then "Mail Templates."

4. In the drop down menu labeled "Template Category:" select the option that reflects which templates you want to change; if you do not know which ones you want to change, simply choose "Most Useful Templates." At "Select Template:" select the specific template you wish to edit or add.

5. Enter in the subject and message text you wish to add and when done click the button labeled "Update." Again, if you happen across a template that appears to have complicated coding and not just text, be very wary about editing this template.

The Old Ways are Still Good

Many of you are used to sending your Listserv commands via email. This method has not changed. Be sure to send your emails to listserv@lists.ufl.edu [mailto: listserv@lists.ufl.edu] where the Listserv software will see and execute your commands.

Check out our "Conversion Chart" in the What's New section of this document to find old faithful screens you are used to using.

To use the web interface to issue a listserv command:

1. From the "List Management" menu (top left of screen), select "LISTSERV Command."

2. Enter your command in the "Command" text box.

3. Press "Enter Command."

Getting Help

There are several ways to get help managing your listserv.

•   New list owners should read the LISTSERV list owner's quick start [http://lists.ufl.edu]. It is a good overview of a listowner's powers and duties.

•   The LISTSERV list owner's guide [http://lists.ufl.edu] is a very large volume that is best used as a reference guide when you want additional information.

•   You can write to us at listmaster@lists.ufl.edu [mailto:listmaster@lists.ufl.edu] if you have

questions about managing your list or how to find particular instructions. You can also use the help link on the dashboard to reach us.

- Still can't figure it out? Give us a call at 352-273-1308 . We will be happy to talk to you.

Index

Your Comments are Welcome

We welcome your comments and suggestions on this and all CNS documentation. Please send your comments to:

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