

Using and Managing Listservs

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Using and Managing Listservs

Listservs are JMU's solution to e-mail management of large lists. The L-Soft listserv software enables large e-mail list management. It allows users to create and maintain e-mail lists on JMU Information Technology system servers.

Announcements, newsletters, moderated and un-moderated discussion groups are all supported. List sizes can range from a few participants in a discussion group to several hundred or even thousands. Lists can be maintained and used by one or more people.

In this workshop, we will cover:

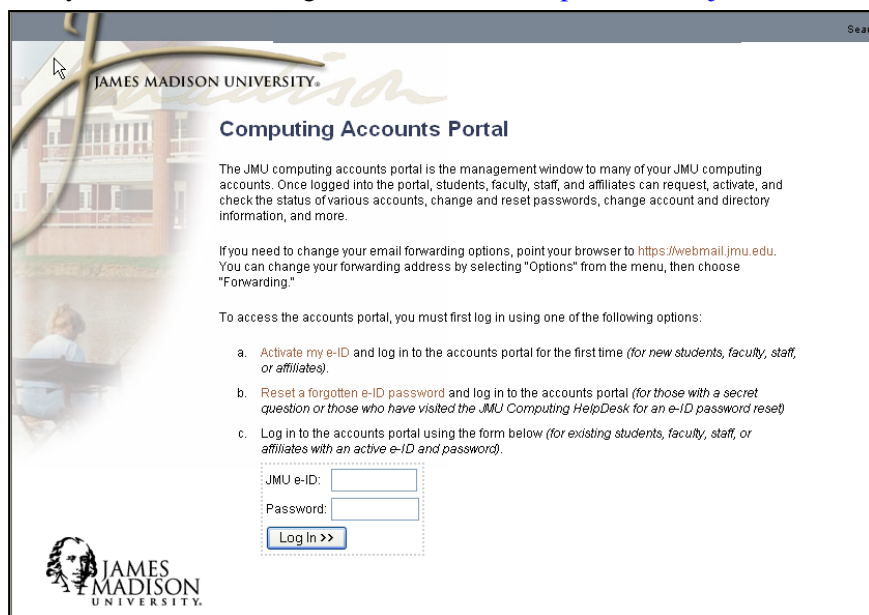
- Accessing and navigating through the accounts portal to request a listserv
- Defining listserv properties
- Receiving an acknowledgement that your listserv has been created
- Setting your password
- Navigating through the listserv software
- Formatting names for a listserv list of members
- Finding, adding and deleting names from your listserv list
- Adding, deleting or changing lists through a bulk process
- Adding listserv owners/managers

Navigating through the Accounts Portal to Request a Listserv

Requesting a Listserv

JMU HOME>FACULTY AND STAFF>COMPUTING>ACCOUNTS>JMU e-ID

In any web browser, navigate to the website <http://accounts.jmu.edu>

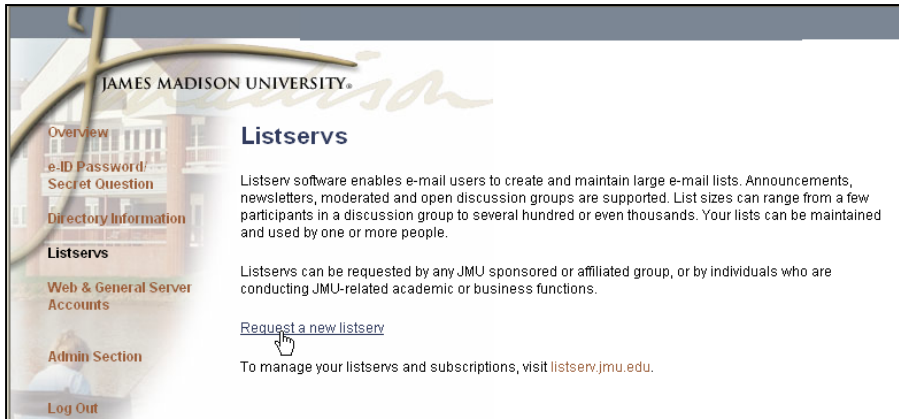


In the **Accounts Portal**, find the Navigational bar on the left side of this screen

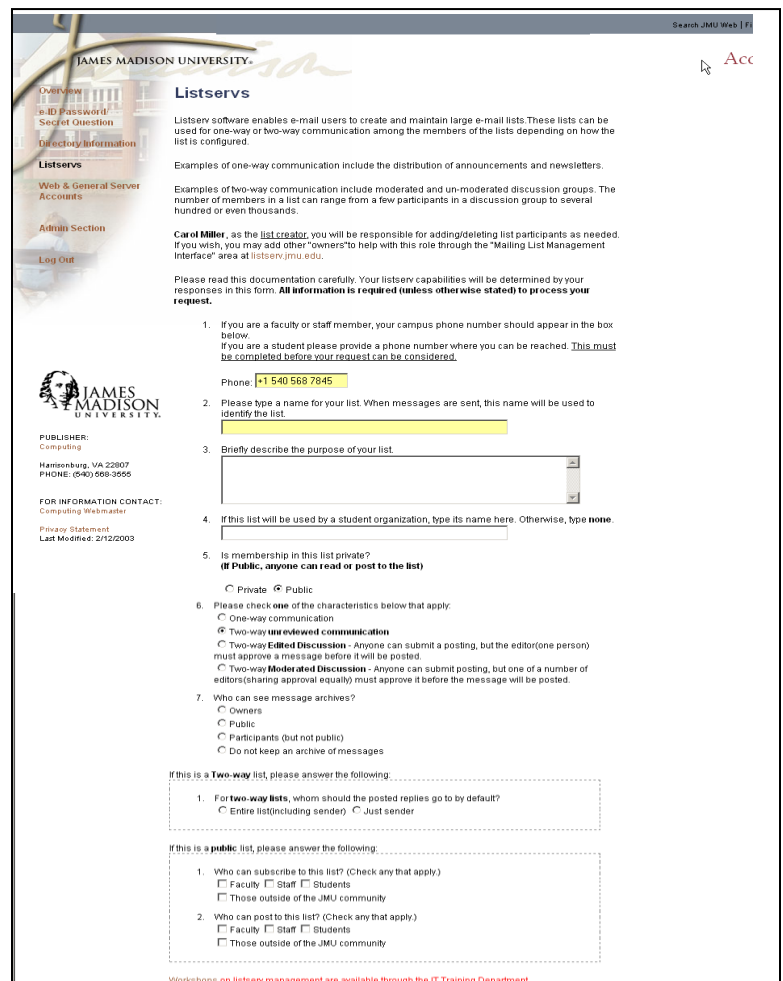
- **Click on Listservs** - A brief description of listservs appears.

This screen offers two options:

- The first enables you **Request a new listserv**
- The second assists you in going to the listserv server to manage your listserv lists



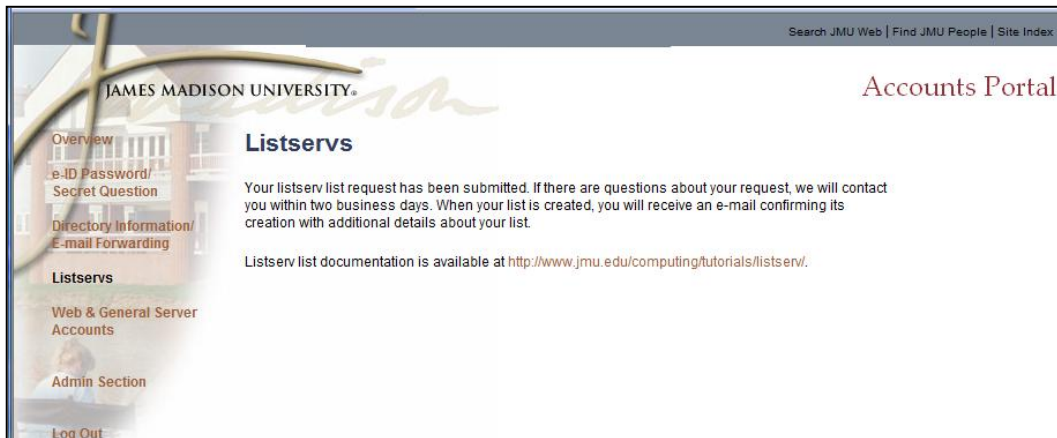
- Complete the Listserv Request Form.
- Notice that your name is already added to the form.
- Question 1, if your phone number is correct, move to Question 3. If not, correct it.
- Add a descriptive name for your listserv. Make it as brief as possible. Use dashes (-) to separate words. No spaces can appear in a listserv name.
- Add a brief purpose of your listserv
- If you are not requesting the list for a student organization, answer **NONE**
- Choose between **Public** and **Private**. Most answer Private.
- If your list is **Private**, no one can join except by invitation. The list name will not be published on the listserv web site.
- If your list is **Public**, your listserv will be posted on the **listserv.jmu.edu** Subscribers Corner allowing members of those categories you have approved to join.
- Decide exactly how your list members will be able to post. You may choose to only send messages, allow two-way/unreviewed, two-way edited or two-way moderated communication. **Choose One**
- Determine whether or not readers can search archives of messages posted to your listserv. If yes, choose one of the first three options.
- If your list is two-way, decide who will receive replies to postings



- If your list is public, decide who can subscribe to the list

Notice that the request does not have a place to insert individual names for your list. You will be adding names after the creation of your list has been confirmed.

Click on **Request Listserv** and the following screen will appear:



Receiving an Acknowledgement that a Listserv that has been Created

When a listserv has been created, you will receive e-mail confirmation similar to the information in the box below:

From: Steve Eckard <eckardsl@jmu.edu> [Add To Address Book](#) | [This is Spam](#)
Subject: listserv list
To: someone@jmu.edu
Cc: millerca@jmu.edu, gutschdj@jmu.edu, lamjm@jmu.edu

A Listserv list has been created at your request. In order to use your list, you must first attend the MANAGING LISTSERV training available through the IT Training Center located across S. Main Street, behind Buffalo Wild Wings. The URL for registration is listed later in this e-mail. If you have any questions about this training, please e-mail Carol Miller, millerca@jmu.edu

The name of your listserv is: **SAMPLELIST-L**

The owner(s) of your listserv is (are): **Some One**

Carefully read the full text of the e-mail. It contains important information for you. If you have any questions regarding the information in the e-mail, contact the **HelpDesk** at **x83555**.

Your listserv name is **SAMPLELIST-L**. Once you add subscriber names, you can begin to use the listserv (e-mail list) immediately. When you are e-mailing your subscribers you will put the **listserv name** and add **@listserv.jmu.edu** *immediately after* the listserv name in the **To:**, **Cc:**, or **Bcc:** line. The complete e-mail name of the example list is:

[**SAMPLELIST-L@listserv.jmu.edu**](mailto:SAMPLELIST-L@listserv.jmu.edu)

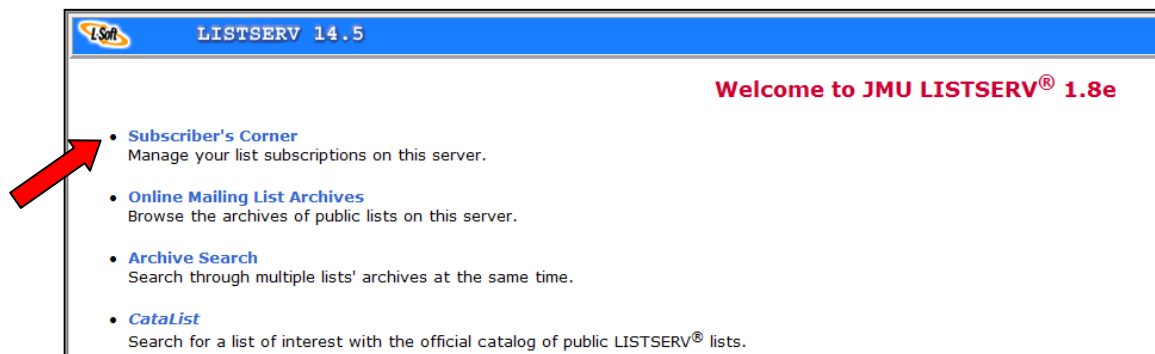
You can also add this **listserv** name as a **contact** in your Outlook **address book** and add any identifying information you might need. You can use this **listserv** name as you use any other address in your address book. The sorting of your listserv name in your address book will depend on the fields you use in the contact information and the sorting hierarchy in your e-mail program.

Setting Your Password

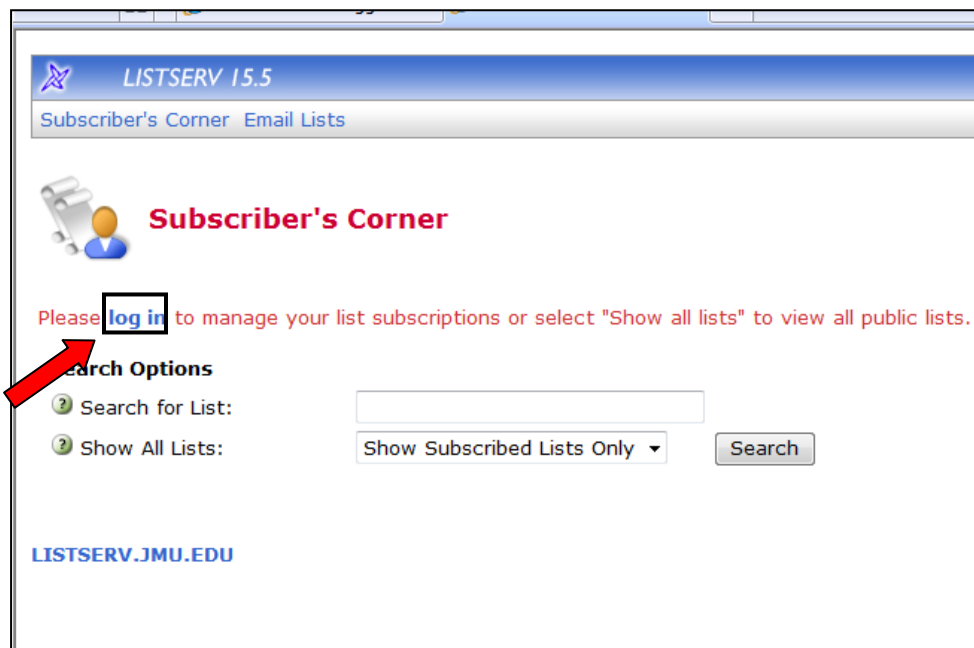
*NOTE: Before you begin to use the website, you must first create an account with your JMU e-mail name and password. This password is **not synced** with your JMU e-mail password, so you should choose another password.*

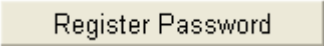
Open an Internet browser and type the URL for the listserv homepage: listserv.jmu.edu

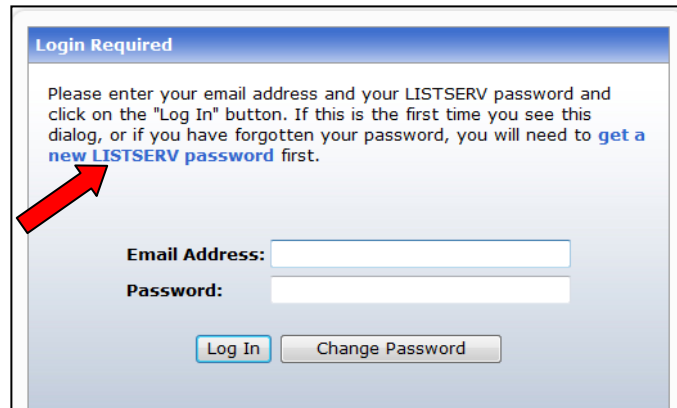
Click on the **Subscriber's Corner** link that appears at the top left of the screen.



- Click on the blue **Log in** link.



- Click on [get a new LISTSERV password](#).
- After completing the password process, you will be able to log in on subsequent visits.
- When completing this form, you must use your fully-qualified, **JMU e-mail address**. (Even if your e-mail is forwarded to another account, you must use your JMU e-mail address.)
- Your **fully qualified** e-mail name, somebody@jmu.edu
- Choose a password—not your e-ID password. Type the password and confirm that password in the third box.
- Click on 

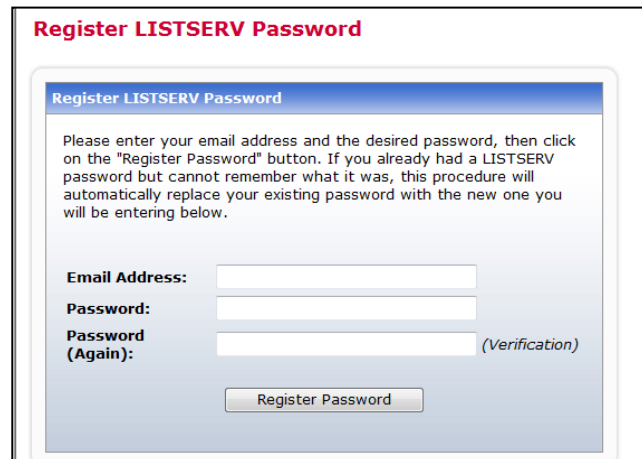


Login Required

Please enter your email address and your LISTSERV password and click on the "Log In" button. If this is the first time you see this dialog, or if you have forgotten your password, you will need to [get a new LISTSERV password](#) first.

Email Address:

Password:



Register LISTSERV Password

Please enter your email address and the desired password, then click on the "Register Password" button. If you already had a LISTSERV password but cannot remember what it was, this procedure will automatically replace your existing password with the new one you will be entering below.

Email Address:

Password:

Password (Again): (Verification)

- The following message should appear:

Your password registration request has been accepted. For your protection, the password will not be activated just yet (anyone could have completed this form using your e-mail address).

To activate your password, simply follow the instructions which have been e-mailed to you at millerca@jmu.edu. Please wait until you receive a message from LISTSERV saying "Your new password was registered successfully" before trying to use it with the WWW interface.

- Open your e-mail account. You will receive an immediate e-mail message from Listserv
- Partial contents of the e-mail are displayed
- Click on the link in the e-mail.

Your command:
PW REP XXXXXXXXX
requires confirmation. To confirm the execution of your command, simply point your browser to the following URL: <http://listserv.jmu.edu/cgi-bin/wa?OK=4E5812B7>

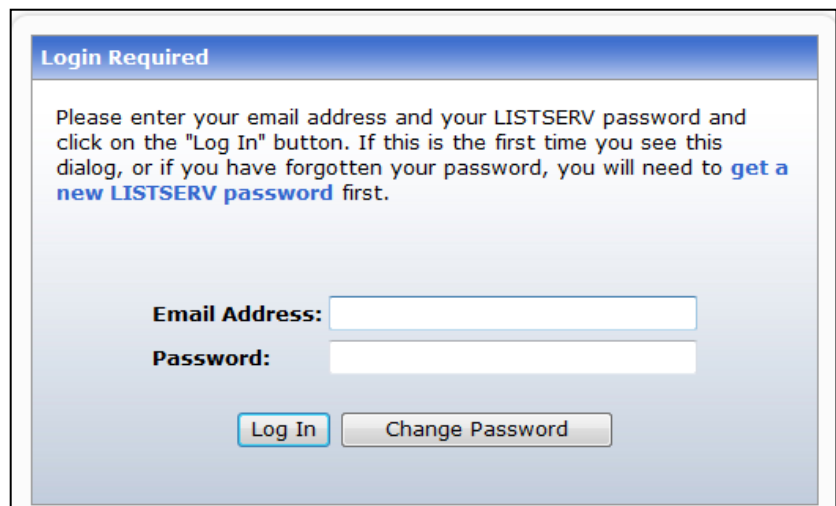
This process should only be completed once. There is no limit to how long this password is effective. It can be kept indefinitely or changed daily. **Remember your listserv password so you can enter this site at will. You will only need one listserv password regardless of how many lists you manage or to how many you are subscribed.**

Managing Your Listserv through the Listserv Website/Using Subscriber's Corner

- Open an Internet browser and type the URL for the listserv homepage: listserv.jmu.edu
- Click on Subscriber's Corner

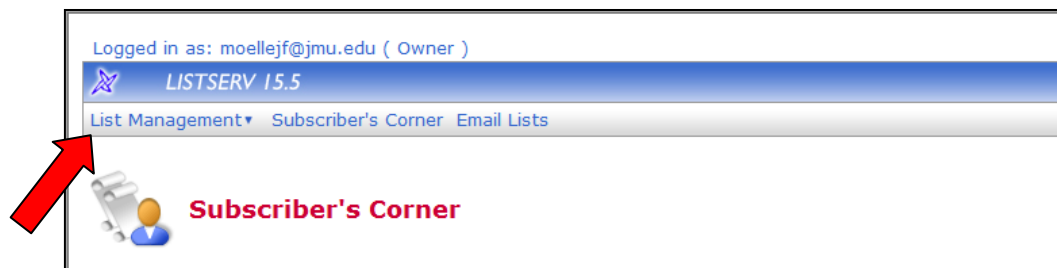


- Log in with your complete JMU Email and your new password.

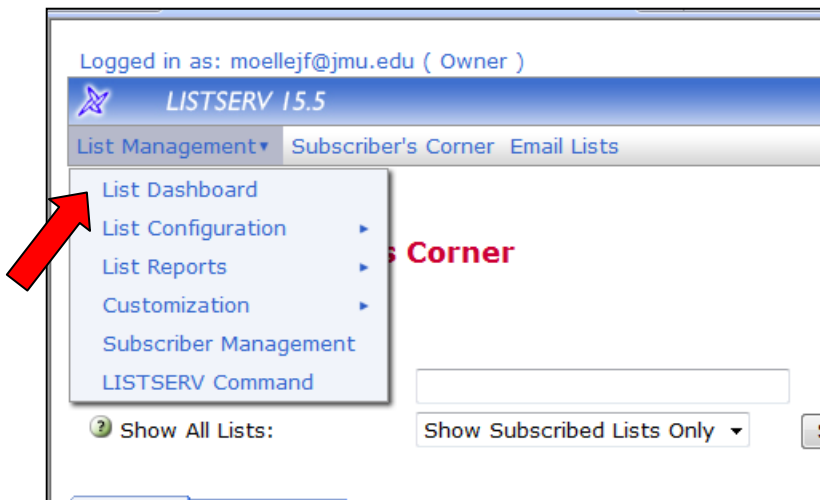


Subscriber's Corner - Subscriber's Corner includes a navigational bar across the top of the page, a list of your subscriptions and a search option.


- In the blue navigational bar **click** on **List Management** to preview your options.



- . Click on List Dashboard.



If you are registered on more than one list, use the Dashboard to select the correct one.




List Management Dashboard (TRAIN01-L)

Select List:


Dashboard for moellejf@jmu.edu

Technical Support



Technical support has been enabled. If you encounter problems with your lists, you can contact the server administrator by clicking on the life buoy icon.

Once you click on this icon, an email message opens. Enter any information describing your problem. Please be as detailed as possible.



List Name	Subscribers	Send	Subscription
TRAIN01-L [Configure]	107 [View]	Owner [Edit]	By Owner [Edit]
TRAIN02-L [Configure]	74 [View]	Owner [Edit]	By Owner [Edit]
TRAIN03-L [Configure]	61 [View]	Owner [Edit]	By Owner [Edit]

Reviewing Your List of Subscribers

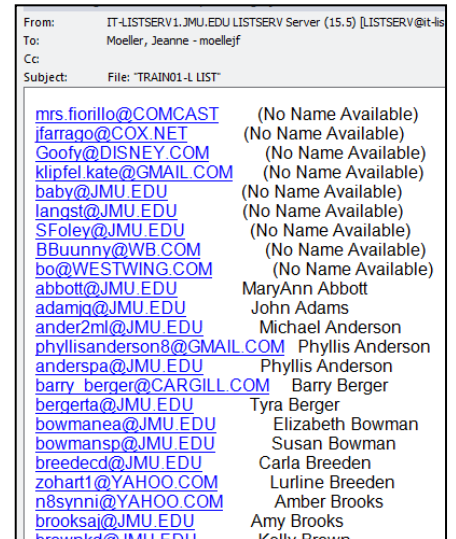
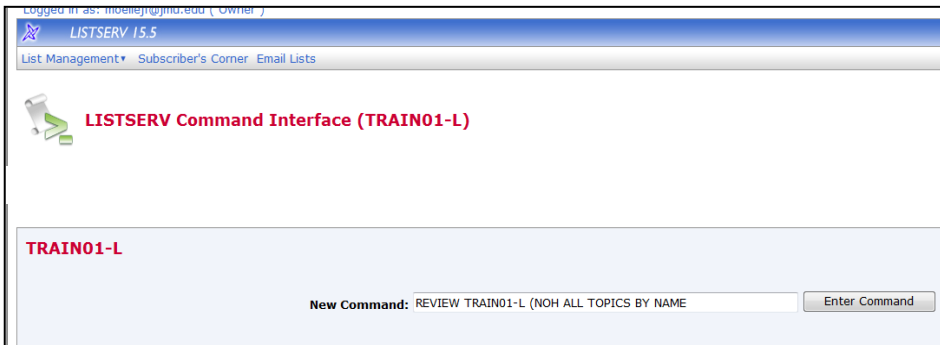
Once your list has been created, you can view it in detail through a separate browser window or by e-mail. To review your list of subscribers through the separate browser window, choose your list from the dropdown menu at the top of the page.

- Click on List Management
- Click on Subscriber Management , scroll to bottom of page – Review List Members
- Click on [In Browser](#) in the Subscriber Management screen.

Note: The information you see on each member depends on how names were entered. If you have not added a descriptive name, only the e-mail name appears.

Review Your List in an E-mail

If your list is lengthy, you may want to choose the **Review List Members: By E-mail** link in the bottom panel to review the list. The system will send you an automatic e-mail listing your subscribers' information. If you do choose to have the list e-mailed to you, you will see the following screen:



Formatting Names for a Listserv List

While waiting for your listserv to be created, it is helpful to format subscriber names so they can be added quickly. Using the **Notepad** or **WordPad** program create a **text file (*.txt)** to submit names properly for your listserv. Each name must appear on a separate line using the following format:

washinga@jmu.edu George Washington
adamsjq@jmu.edu John Adams
jeffertj@jmu.edu Thomas Jefferson

You can be an owner without being a member of the list.

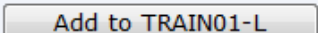
If you want to receive posted messages, be sure to add yourself to the list.

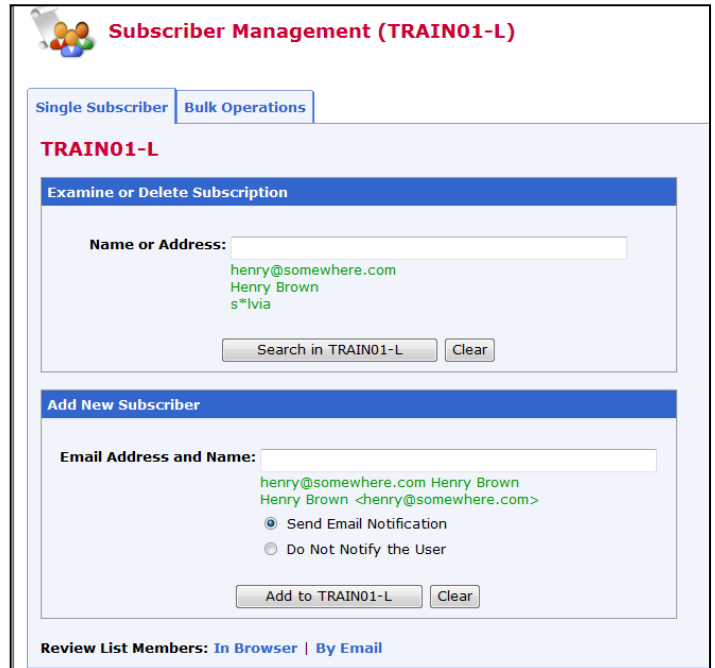
You may **enter only the e-mail address**, but if your list is extremely large, it is a good idea to add the actual names of all subscribers to be able to easily identify all subscribers.

Adding a Single Name to Your List

Click on the first tab “Single Subscriber” and go to the Add New Subscriber section. Add the full e-mail of the person you wish to add to the list followed by their name.

bbunny@disney.net Bugs Bunny

- Choose one of the notification options.
- Click 

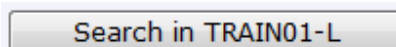


The screenshot shows the 'Subscriber Management (TRAIN01-L)' interface. At the top, there are two tabs: 'Single Subscriber' (selected) and 'Bulk Operations'. Below the tabs, the page title is 'TRAIN01-L'. There are two main sections: 'Examine or Delete Subscription' and 'Add New Subscriber'. The 'Add New Subscriber' section is active, showing a text input field for 'Email Address and Name:' containing 'henry@somewhere.com Henry Brown'. Below the input field, there are two radio button options: 'Send Email Notification' (selected) and 'Do Not Notify the User'. At the bottom of this section are 'Add to TRAIN01-L' and 'Clear' buttons.

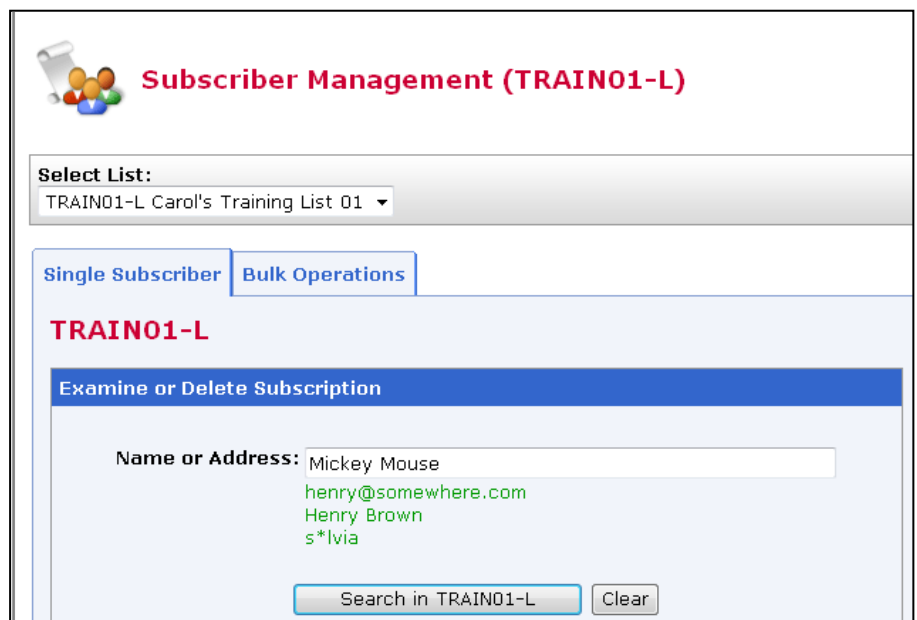
Examine or Delete a Single Name from Your List

If you want to confirm that someone is a member of the list and/or delete a single member from the list, use the **Examine or delete a subscription** option in the top panel. Type the member’s name in the top window

- Click



A button labeled 'Search in TRAIN01-L'.




The screenshot shows the 'Subscriber Management (TRAIN01-L)' interface. At the top, there is a 'Select List:' dropdown menu showing 'TRAIN01-L Carol's Training List 01'. Below this are two tabs: 'Single Subscriber' (selected) and 'Bulk Operations'. The page title is 'TRAIN01-L'. The 'Examine or Delete Subscription' section is active, showing a text input field for 'Name or Address:' containing 'Mickey Mouse'. Below the input field, there are two radio button options: 'Send Email Notification' (selected) and 'Do Not Notify the User'. At the bottom of this section are 'Search in TRAIN01-L' and 'Clear' buttons.

- Review the next screen, confirming you have the correct member.
- Click on Delete to remove this member from the list.

Logged in as: moellejf@jmu.edu (Owner)

LISTSERV 15.5

List Management ▾ Subscriber's Corner Email Lists

 **Subscriber Management (TRAIN01-L)**

View or Set Subscription Options

Notification Options:

Send Email Notification
 Do Not Notify the User

Name: Mickey Mouse

Email Address: mmouse@disney.com

Subscribed Since: 20 May 2008

Normal LISTSERV-style header
 LISTSERV-style, with list name in subject
 "Dual" (second header in mail body)
 sendmail-style
 Normal LISTSERV-style (RFC 822 Compliant)

Acknowledgements

No acknowledgements
 Short message confirming receipt
 Receive copy of own postings

Miscellaneous

Mail delivery disabled temporarily
 Address concealed from REVIEW listing
 User is exempt from renewal/probing
 User may bypass moderation
 All postings sent to list owner for review
 User may not post to list


[NODIGEST]
[NOMIME DIGEST]
[TML MIME DIGEST]
[HTML DIGEST]
[NOHTML INDEX]
[HTML INDEX]
[FULLHDR]
[SUBJECTHDR]
[DUALHDR]
[IETFHDR]
[FULL822]
[NOACK NOREPRO]
[ACK NOREPRO]
[NOACK REPRO]
[NOMAIL]
[CONCEAL]
[NORENEW]
[EDITOR]
[REVIEW]
[NOPOST]

Update Delete New Search Delete From All Lists

The following screen appears. The user has been removed from the list and notification has been sent.

LISTSERV 15.5

List Management ▾ Subscriber's Corner Email Lists

 **Subscriber Management (TRAIN01-L)**

mmouse@DISNEY.COM has been removed from the TRAIN01-L list. Notification has been sent.

Adding More Information to an Existing Name


In some lists, *the entries may only have e-mail names*, or they may have both the e-mail and actual names. In a large list it is especially convenient to have the members' names included in the list.

- In the blue navigational bar click on **List Management** to preview your options.

Logged in as: moellejf@jmu.edu (Owner)

LISTSERV 15.5

List Management ▾ Subscriber's Corner Email Lists

 **Subscriber's Corner**

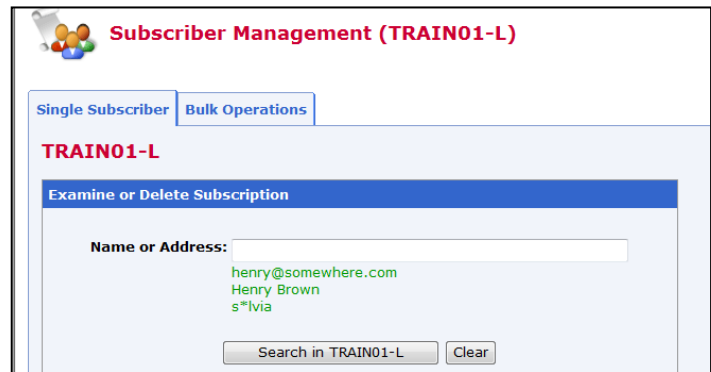
Search Options

Search for List:

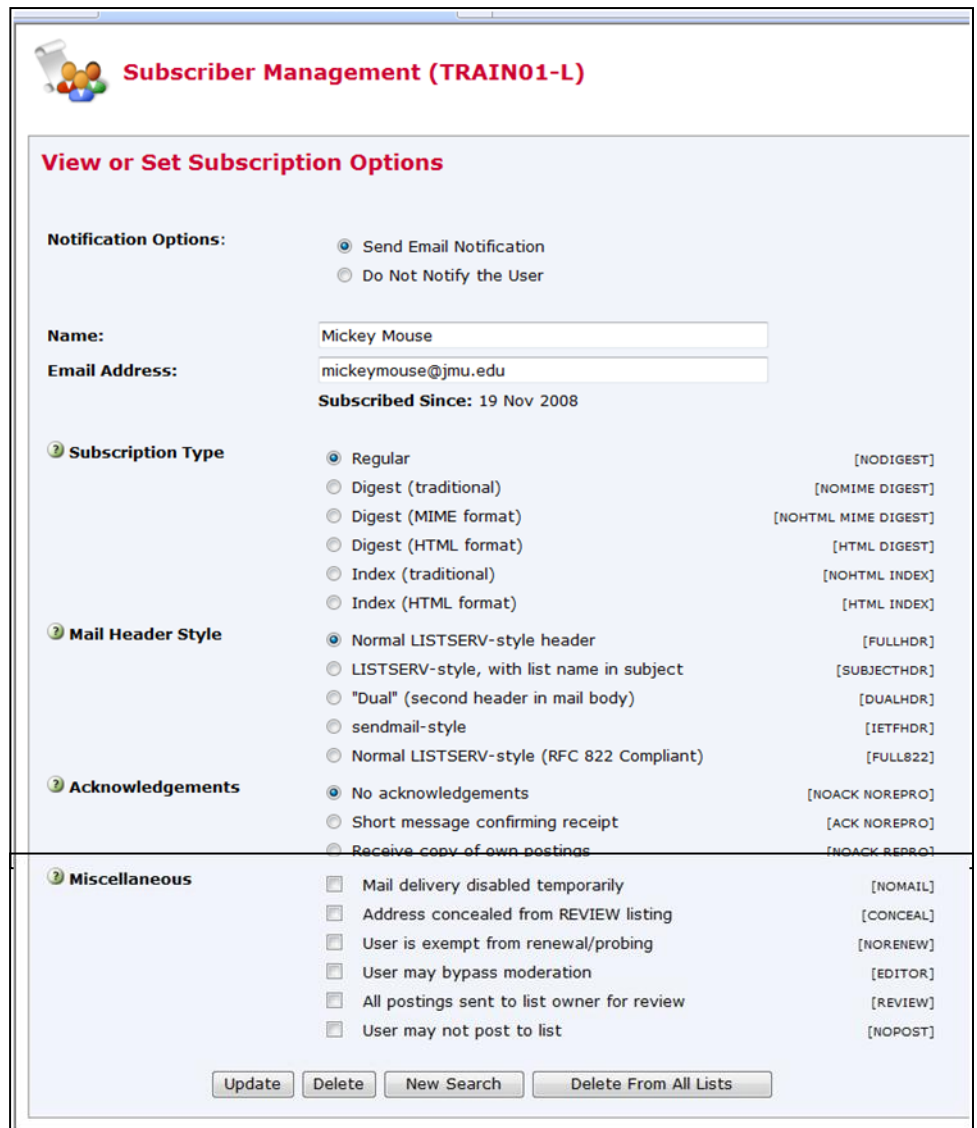
- Click on **Subscriber Management**.

To add information to a member's profile, use the **Examine or delete a subscription** option in the top panel. Type the member's name or email address in the top window.

Click



- Notice that the defaults on the screen indicate the person you add to the list will automatically receive notification of becoming a member of the list.
- If you choose not to notify the user at the time you add them to the list, check the correct **Notification Option** button at the top of the screen.
- **Click** the update button to post your additions/changes to your list.
- You are returned to the Subscriber Management screen. You can quickly confirm the updates you made by **clicking** again on the link:



- If you are deleting a subscriber, and want to confirm the deletion, scroll to the bottom of the Subscriber Management list and **click** on:
Review List Members: In Browser.
 It is a good idea to save or print this list periodically as a backup method of tracking your subscribers.

Adding, Deleting or Changing Members of the List through a Bulk Process

Following the instructions in the section above, create a .txt file of names to add to or delete from your list. For this exercise, open **Accessories> Notepad** and enter the following names:
washinga@jmu.edu George Washington
adamsjq@jmu.edu John Adams
jeffertj@jmu.edu Thomas Jefferson

Save the file making sure that the addresses are formatted correctly.

- Click** on **Bulk Operations** in Subscriber Management. The following screen will appear:

- Use the **Input File** option at the bottom of the window.
- **Browse** to find the file you just created.
- Confirm the function you wish to use. There are four to choose from.
- For this example we will use **Add**.
- **Click** on the **Import** button.

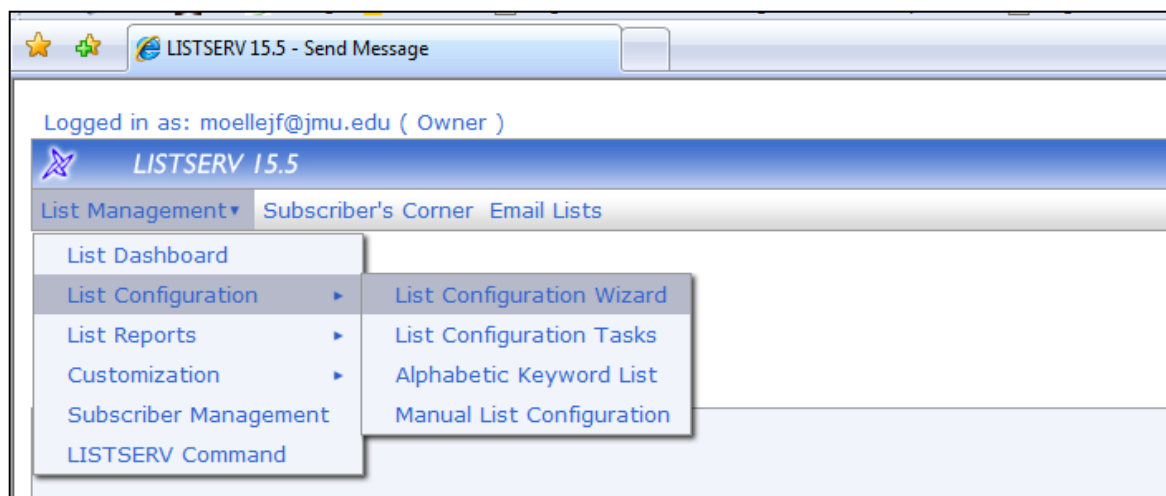
Note: Confirmation of this action appears across the top of the screen. If an error is noted, check your **.txt** file for format errors. Re-import the list if necessary.



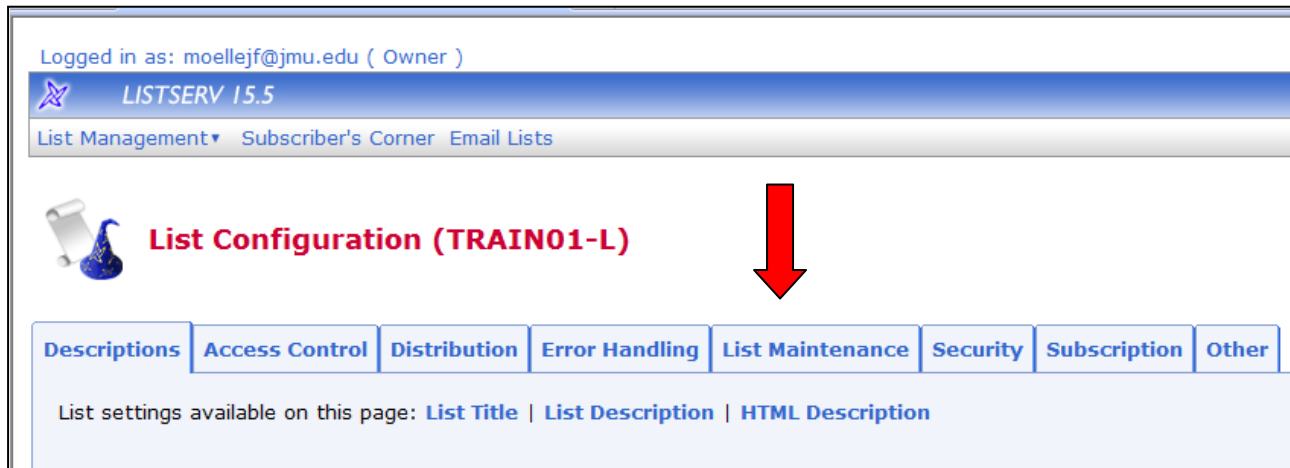
Adding other Listserv Owners

You may want to add a co-owner/manager to your list to be your backup when you are away. You may add someone and leave them as an owner permanently or only on a temporary basis.

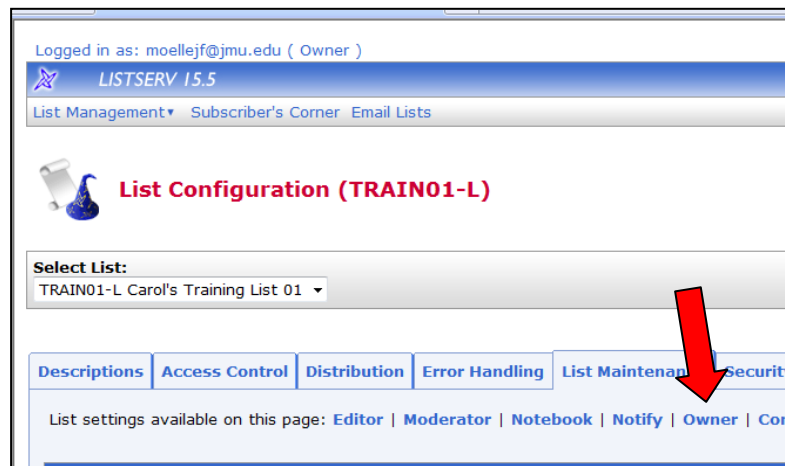
- **Click** on **List Management > List Configuration > List Configuration Wizard** on the navigational bar.



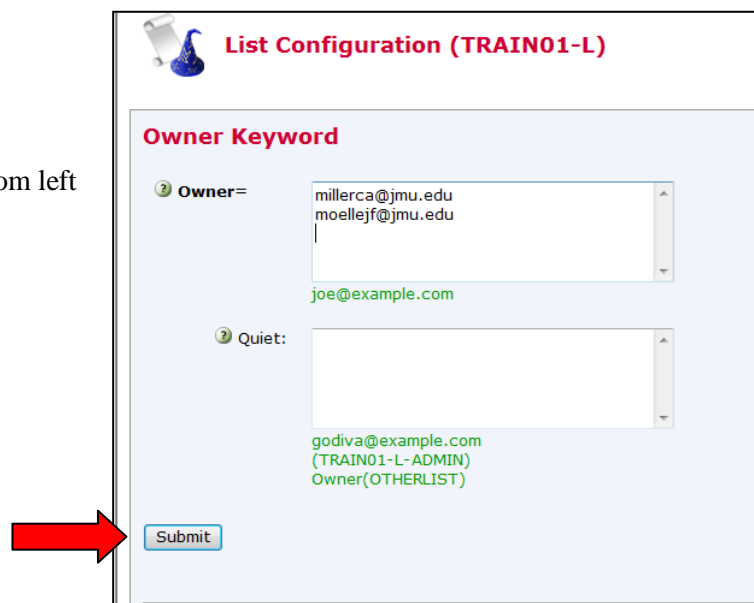
- Click on the **Wizard** button. The following screen will appear:



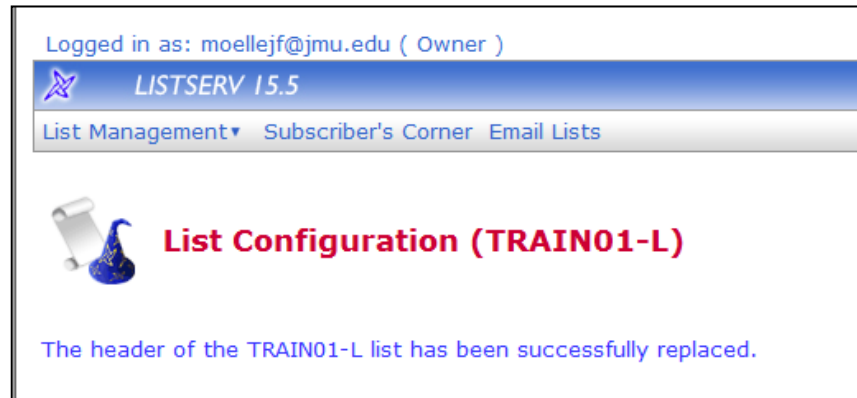
- Click on **List Maintenance**
- Click on **Owner**.



- Enter the subscribers **email address**.
- Click on the **Submit** button in the bottom left corner of the screen.



- Notice the note at the top of the refreshed screen indicating the header of your list has been changed.

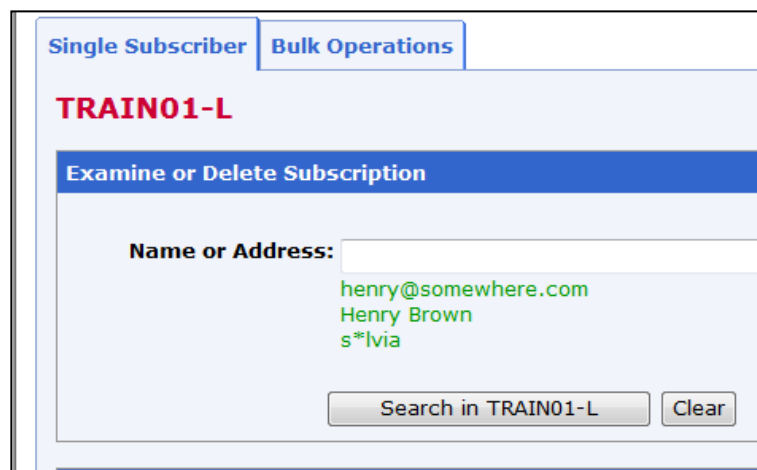


- You may also delete owners or change the roles they play on the list configuration page.

Receiving an Acknowledgement that Messages Have Been Sent

Often owners want to receive confirmation that a message has been sent. A two-step process will insure that owner confirmation is received.

- From the **List Management** screen choose **Subscribers Management**.
- In the top panel, search for the owner.
- When the owner's subscription option screen appears, scroll down to the **Acknowledgement** section of the screen.



Notification Options:	<input checked="" type="radio"/> Send Email Notification	
	<input type="radio"/> Do Not Notify the User	
Name:	<input type="text" value="Jeanne Moeller"/>	
Email Address:	<input type="text" value="moellejf@jmu.edu"/>	
	Subscribed Since: 2 Nov 2009	
Subscription Type	<input checked="" type="radio"/> Regular	[NODIGEST]
	<input type="radio"/> Digest (traditional)	[NOMIME DIGEST]
	<input type="radio"/> Digest (MIME format)	[NOHTML MIME DIGEST]
	<input type="radio"/> Digest (HTML format)	[HTML DIGEST]
	<input type="radio"/> Index (traditional)	[NOHTML INDEX]
	<input type="radio"/> Index (HTML format)	[HTML INDEX]
Mail Header Style	<input checked="" type="radio"/> Normal LISTSERV-style header	[FULLHDR]
	<input type="radio"/> LISTSERV-style, with list name in subject	[SUBJECTHDR]
	<input type="radio"/> "Dual" (second header in mail body)	[DUALHDR]
	<input type="radio"/> sendmail-style	[IETFHDR]
	<input type="radio"/> Normal LISTSERV-style (RFC 822 Compliant)	[FULL822]
Acknowledgements	<input type="radio"/> No acknowledgements	[NOACK NOREPRO]
	<input type="radio"/> Short message confirming receipt	[ACK NOREPRO]
	<input checked="" type="radio"/> Receive copy of own postings	[NOACK REPRO]
Miscellaneous	<input type="checkbox"/> Mail delivery disabled temporarily	[NOMAIL]

- Click on **Receive copy of own posting**.
- Click the **Update** button on the subscription options screen.

This step insures that owners will receive copies of each message.

Note: This workshop training is required before you can receive access to your first listserv. If you would like immediate access to your listserv, ask the trainer to activate your ownership of your listerv(s) account (s) before leaving the workshop.