LISTSERV LIST MANAGEMENT

Managing List You Own

Logging into the Listserv

In order to administer the list, you will need to log into the Listserv.
To log in to the Listserv, click here.
Click “Log In” in the upper right corner.

Use your University email address and password.
You will have a button / drop down menu at the top for “List Management.”
What being a list owner means.

As an owner, you are the person who will manage the list. The most frequent task you will do as a list owner is add and remove subscribers.

Your e-mail address has been specified as the "owner" of the list. This means that you will receive e-mails for the following:

1. You will receive a copy of any "subscribe" and "unsubscribe" confirmation messages that your subscribers receive.
2. You will receive a copy of any message sent to the list from a person who is NOT subscribed. That person will also receive this reply, so no action is needed by you (unless these messages become excessive, in which case you should e-mail the sender).

3. You will receive summary reports when the list encounters problems sending to particular subscribers. The messages are telling you that the list received an “undeliverable” when it tried to send to these subscribers. In general, these are only for your information. The list will automatically try to unsubscribe any e-mail address for which messages are undeliverable, after a set number of bounces. However, if the list is unable to unsubscribe an address, you may need to manually assist.

**Moderated vs. Unmoderated**

An **UNMODERATED** list is one in which any subscriber can post messages to the list, and the list will automatically distribute the messages to the subscribers. No intervention is required by you, the owner, for the posting of messages.

A **MODERATED** list is one which the subscribers can not directly post messages. Instead, the list editors must assist with each posting. When a subscriber sends a message to the list the message is sent to the editor to approve the posting of the message to the list. The approval request will look something like this. All that is required is to click the link to approve the message for posting. If you don't approve the posting ignore the approval request message, and the listserv will automatically delete the posting request.

**SPECIFC SENDERS** allows only specific email address to send to the list.
Open Subscription vs. Private List

An OPEN SUBSCRIPTION list is one which will allow anyone to subscribe, without any intervention by the list owner.

A PRIVATE list is one which requires owner approval before any person can subscribe to the list. For a PRIVATE list, the subscription process is as follows:
1. The subscriber uses the web interface to subscribe to the list, and then confirms that they want to subscribe.

2. The mailing list program forwards the subscribe request to the list's owner(s). That message looks like this:
Approving a subscriber on a private list
If you approve of this subscription, then you, the list owner, must click the link in the approval email, or alternatively send a message as directed by the above. Although it is possible to approve the subscription by email, clicking the link which uses the web interface is far simpler. The only reason this documentation mentions the email version is because the email version is mentioned in the approval email.

Note the following:

a) Your message must be sent to: listserv@lists.ucdenver.edu

b) The body of the message must contain only the command that begins with the word "add", as shown above. You can use your mailer's "reply" function to avoid having to do unnecessary typing, but remember to remove any ";">" characters from the beginning of the "add" command. Also, be careful that your e-mail program does not word-wrap the "add" command line -- the command must be complete on one line.

Adding a subscriber to the list as the list owner

Although the process described above shows how to complete a subscription process that another person has initiated, you, as list owner, can subscribe any address to your list.

Go to the web interface for the list management at http://lists.ucdenver.edu/archives and log in. After logging in you will have a button / drop down menu at the top for List Management.
On the list management drop down menu is a link for subscriber management.

The subscriber management screen has two file tabs. One tab is for Single Subscriber and one tab is for bulk operations.
With the single subscriber tab you can add an email address to your subscribers list, you can also use that tab to unsubscribe / delete addresses from your list. When using the single subscriber screen whether a confirmation message is sent to both you and the person subscribed is an option that can be selected with a radio button.

Adding or removing a lots of subscribers at once
The bulk operations tab allows you add or delete a bunch of addresses at once. With bulk operations there is a radio button that specifies how the operation will work. The choices are add a list of subscribers, remove all subscribers from the list and then add a list of subscribers, or remove a list of subscribers. One common bulk operation is to add a bunch of subscribers all at once.

Logged in as: jason.klingensmith@ucdenver.edu (Administrator)

Subscriber Management (SAMSON-TEST)

Select List:
SAMSON-TEST Samson is the best

SAMSON-TEST

Caution: Some of the functions offered through this page will remove all subscribers from SAMSON-TEST. Double-check your selection.

Function:
- Add the imported addresses to SAMSON-TEST; do not remove any subscribers.
- Remove all subscribers from SAMSON-TEST, and add the imported addresses (to remove all subscribers, select Remove all subscribers from SAMSON-TEST).
- Remove the imported addresses from SAMSON-TEST; do not add any subscribers.
- Remove the imported addresses from all lists.

Input File: 

Format of the bulk operations import file

The format of the input file for bulk operations is a text file with one address per line. The full name is optional. If you are using word to edit the input file be sure to save the file as text and not as a word document. If the input file looks right when opened with notepad it can be used as an input file for bulk operations. Here is a sample input file with a couple of examples.

------------------------------------------------------
user@example.com
JOHN.DOE@WHATEVER.ORG John Doe
------------------------------------------------------

You can also turn a column of an Excel spreadsheet into a properly formatted text file.
Highlight the top email address in the column
Scroll to the bottom of the column
Hold the shift key down and click the bottom address
Right click the highlighted area and select copy
Open up notepad
Paste the list of copied email addresses
Save the notepad file
Be careful when using bulk operations, because it is possible to delete all the subscribers.

For most lists, the subscribers cannot see the other people that are subscribed to the list for security reasons, however you as the list owner can use the subscriber management screen to get a list of subscribers, and then use that listing to make any adjustments necessary.

Please let the OIT Helpdesk (UCD-OIT-Helpdesk@ucdenver.edu) know if you have any questions.