

Listserv® Training
For
University at Buffalo
List Owners

University at Buffalo LISTSERV® Training

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What is a LISTSERV®?

LISTSERV® is a commercial mailing list management system that allows you to subscribe to or create, manage, and control an electronic mailing list.

There are three main types or styles of mailing lists, each with its own advantages for specialized use: **One-Way Announcement Lists** – the list administrators are the only people allowed to send to the subscribers. The communication flows one way, from the list owner to the subscribers. This type is used primarily for newsletters, product announcements, and dissemination of information that does not require feedback.

Two-Way Discussion Lists – the list administrators and list subscribers are both permitted to post to the list. Communication flows both ways. This is used for discussion group purposes.

Moderated Lists – list has an editor(s) who review all incoming messages. The editor decides to allow or disallow postings to the list

Who can create a LISTSERV?

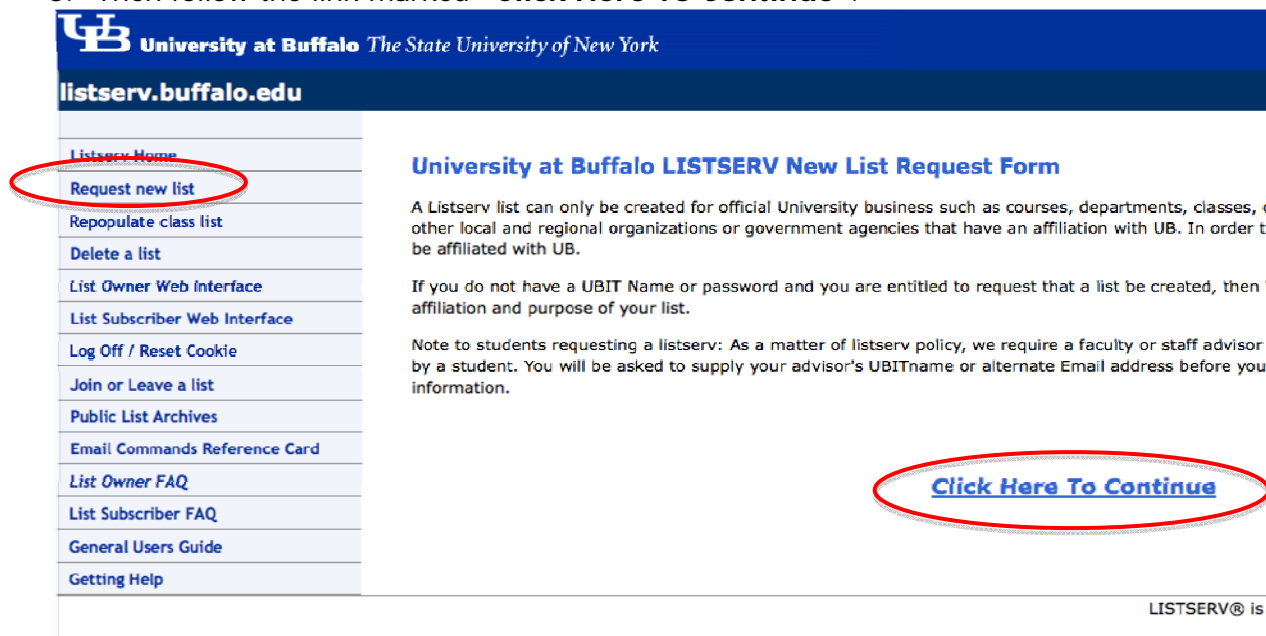
A LISTSERV® list can only be created for official University business such as courses, departments, classes, officially sanctioned student clubs and organizations, and other local and regional organizations or government agencies that have an affiliation with UB. In order to request that a list be created, the requestor also must be affiliated with UB.

Note to students requesting a LISTSERV®: As a matter of LISTSERV® policy, we require a faculty or staff advisor or instructor to contact before we can fulfill any request by a student. The student will be asked to supply the advisor's UBITname or alternate Email address before submitting the request. LISTSERV® lists will not be created without this information.

How to create a list

To request a list

1. Go to <http://listserv.buffalo.edu>
2. Click on the link **“Request new list”** - read the introduction regarding University at Buffalo LISTSERV®.
3. Then follow the link marked **“Click Here To Continue”**.



The screenshot shows the website listserv.buffalo.edu for the University at Buffalo. The page title is "University at Buffalo LISTSERV New List Request Form". The left sidebar contains a list of links: "Request new list" (circled in red), "Repopulate class list", "Delete a list", "List Owner Web Interface", "List Subscriber Web Interface", "Log Off / Reset Cookie", "Join or Leave a list", "Public List Archives", "Email Commands Reference Card", "List Owner FAQ", "List Subscriber FAQ", "General Users Guide", and "Getting Help". The main content area contains text explaining that listserv lists are for official University business and that students need a faculty or staff advisor. A link "Click Here To Continue" is circled in red at the bottom right of the main content area.

Log into LISTSERV®

You will be required to log in with a valid UBIT username and password to fill out the form to request a listserv.



The screenshot shows the University at Buffalo LISTSERV login page. At the top, it features the University at Buffalo logo and the text "University at Buffalo The State University of New York". Below this, there are two main sections. On the left, there are links for "Help", "What am I logging into?", and "Feedback". The right section is titled "Login Required" and contains the message "You have requested access to a site that requires login." Below this, a box states "You have not yet logged in." and provides input fields for "UBITName:" and "Password:", along with a "Log In" button. At the bottom of the right section, it says "For security reasons, quit your web browser when you are done!". A copyright notice at the bottom left reads "Copyright © 2005 University at Buffalo Last Updated: July 26, 2006".

After you have logged in, the system will take you to the University at Buffalo LISTSERV® Request form. **Fill in** all the required information and then click the “**Submit Request**” button at the bottom of the page. Please note that the turnaround time to create a listserv may be up to 5 days.



The screenshot shows the University at Buffalo LISTSERV New List Request Form. At the top, it features the University at Buffalo logo and the text "University at Buffalo The State University of New York". Below this, there is a search bar labeled "Search Listserv:". The main content area is titled "University at Buffalo LISTSERV New List Request Form" and contains the following text: "If you belong to the University at Buffalo community, and would like to setup a list that would benefit the UB community, then please feel free to fill out this form to request a new list. You will be notified when your list is ready." Below this, it states: "Each of these fields has a **help entry** associated with it which you can access by clicking on the appropriate hypertext link. Be sure to use the **BACK** button on your browser to return to this page after viewing the help entry so you do not lose any information you have already entered into this form." A **NOTE** follows: "NOTE: Filling out and submitting this form does **not** automatically create your list. A **human** Listserv administrator reviews your request and processes it. Currently, turnaround for new list requests is about 5 business days." The form is titled "List Owner Information" and contains the following fields: "Name: John Doe", "UB Department or Affiliation: eng305-su10", "Email address: doe@buffalo.edu", "Office address: 5 Main Street", and "Office Phone: (716) 555-5555". On the left side of the page, there is a navigation menu with the following items: "Listserv Home", "Request new list", "Repopulate class list", "Delete a list", "List Owner Web Interface", "List Subscriber Web Interface", "Log Off / Reset Cookie", "Join or Leave a list", "Public List Archives", "Email Commands Reference Card", "List Owner FAQ", "List Subscriber FAQ", "General Users Guide", and "Getting Help".

Requesting a list

Naming Conventions: When filling in the University at Buffalo LISTSERV® New List Request Form, there are naming conventions to follow in choosing the list name:

1. Name should be as descriptive and informative as possible
2. End with the suffix "-list" to denote a mailing list.
3. **Class lists** - use the format of: two or three letter class name and section number, followed by a dash, followed by the two letter semester (sp for spring, su for summer, fa for fall) and two digit year abbreviation (09 for 2009). Example: cse101d-fa09-list
4. **Departmental lists** -use the format of: department abbreviation (by UB Entity code), followed by a small description or the purpose of list. Example: The English department is conducting a conference this year, the list name could be eng-conference-09-list
5. **Student Clubs and Organizations** - use the format of: sa (student activity) or gsa (grad student activity) followed by a dash, then a description of the list. This includes Student Association clubs, intramural sports, greek clubs, and honor societies. Example: sa-fieldhockey-list or gsa-chemistry-list

Name of list:

eng305-su10 -list

Title of list (60 chars max):

English 305 - Summer 2010 List

Description of list (200 words max):

This is a list that will be used for communicating with the students in English 305 during Summer 2010.

Additional List Owners in the format: email_address (full name)

Please place the full name in parenthesis

Example: jsmith@buffalo.edu (John Smith)

janedoe@buffalo.edu (Jane Doe)

Who can subscribe to this list? [Subscription=]

- Only the List Owner can add subscribers [By_Owner]
 Anyone [Open, Confirm]

Who can send messages to this list? [Send=]

- Only list members [Private]
 Anyone [Public]
 Confirm by List Moderator [Editor, Hold]

Who should be able to review list membership? [Review=]

- Only the List Owner [Owner]
- Any List Subscriber [Private]

Where should replies be directed to? [Reply-to=]

- Back to the List [List, Respect]
- Back to the Sender [Sender, Respect]

Will you NEED web archives of the list? [Notebooks=]

- No [No]
- Yes [Yes]

Would you like the members of a course automatically added to your list?

By selecting this option, you will NOT need to add your students to the list of initial subscribers. Doing so will place them on the list twice.

- No
- Yes

If "yes" -- **Course Registration #**

If "yes" -- Semester

- Spring 2010
- Fall 2009

List of initial subscribers

Initial subscribers are NOT emailed a "Welcome to the list" message!

List owners are automatically added, please do not add them in again.

Subscribers should be one per line, in the format: email_address firstname lastname

Please, NO commas or parenthesis

Example: pparker@buffalo.edu Peter Parker

sally@buffalo.edu Sally Smith
bob@buffalo.edu Bob Miller

Any comments or notes you would like to leave for the Listserv Administrators regarding the creation of your list:

For cross-listed courses, enter additional 6 digit course registration numbers below.

Note to students requesting a listserv: Please leave the UBITname or alternate Email address of your instructor or advisor in this box.

NOTE: Clicking on the submit button does **not** automatically create your list. A **human** Listserv administrator reviews your request and processes it. Currently, turnaround for new list requests is about 5 business days.

Register a LISTSERV® password

As an owner of a LISTSERV® you must have a password which is used as your LISTSERV® identification. This account and password will be what you will use to manage your lists.

1. To set a LISTSERV® password go to:
<https://listserv.buffalo.edu/cgi-bin/wa?GETPW1=LMGT1>.
2. Enter your email address and password and confirm the password by entering it again
3. Click the **[Register Password]** button. When your password registration is accepted, a confirmation email will be sent to your email account.
4. You will have to **activate your password by responding to the email** (or clicking the link it contains).



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.

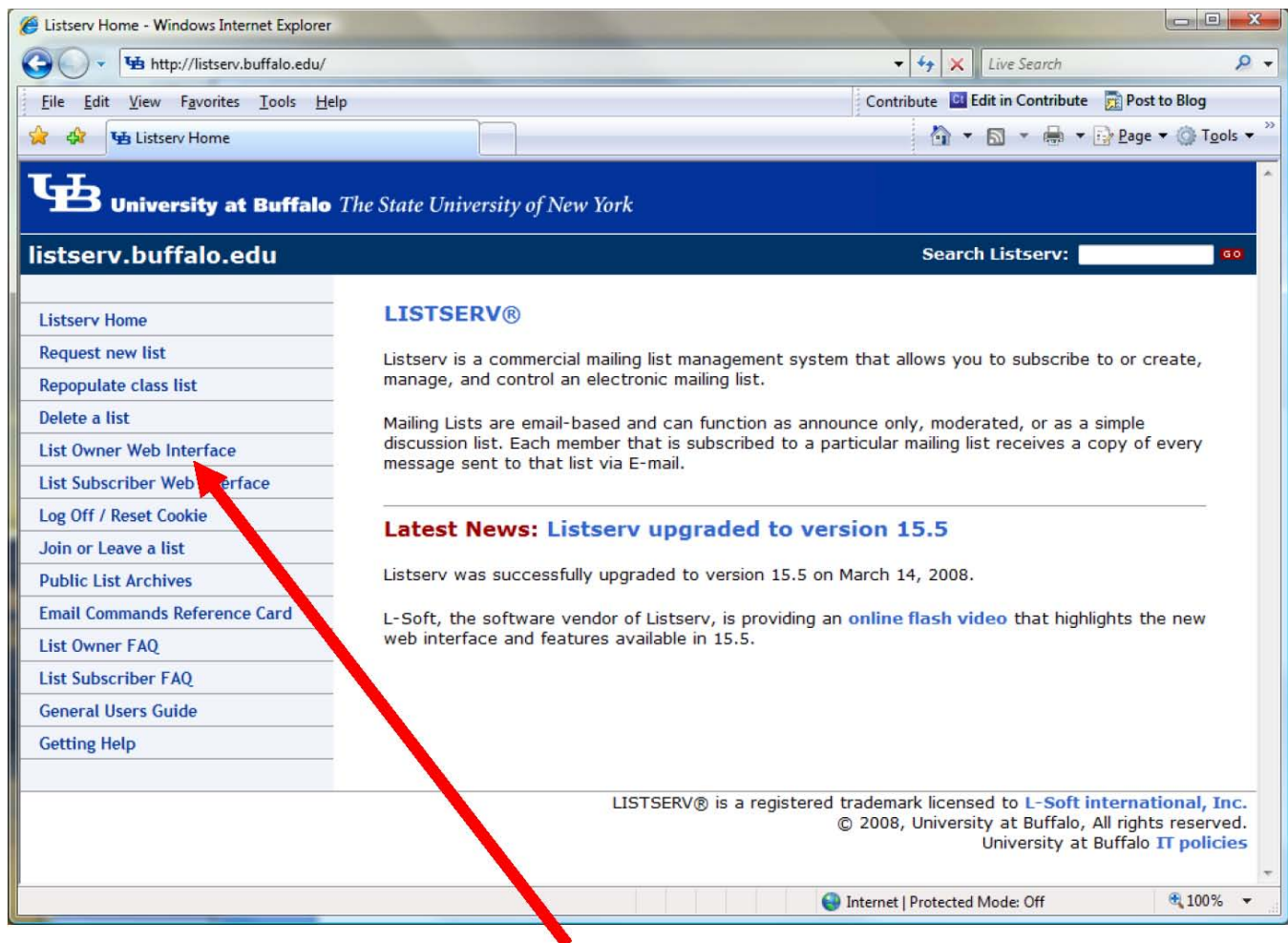
Email Address:

Password:

Password (Again): (Verification)

LISTSERV® List Owner Web Interface

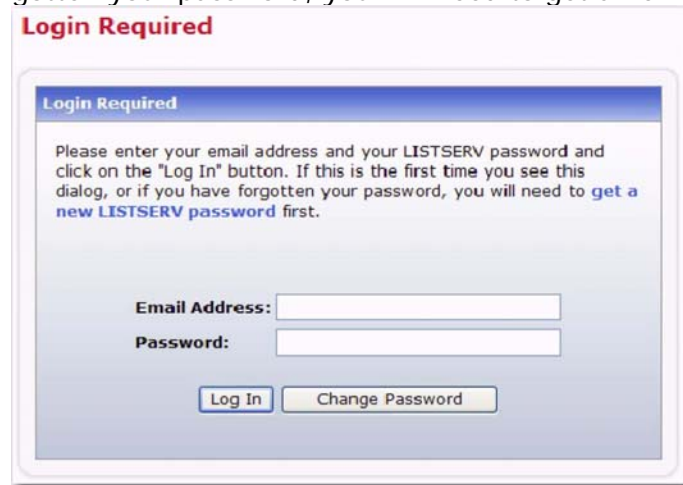
As a listserv owner, you can manage your lists by using the LISTSERV's List Owner Web Interface.



To log in, go to the LISTSERV® main page: <http://listserv.buffalo.edu/> and click on **List Owner Web Interface**.

Logging in to manage your lists

You will need to enter your email address and listserv password at the log in screen. (**not** the password you use to log in to your computer or read your mail). 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.

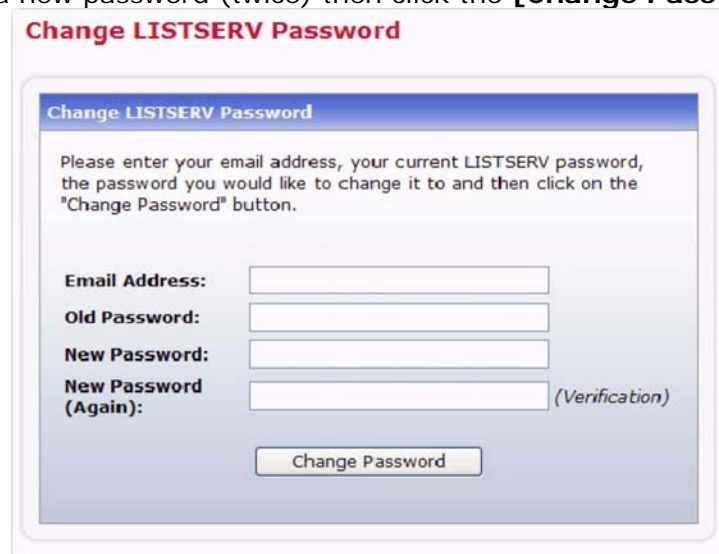


The screenshot shows a dialog box titled "Login Required" in red text. Inside the dialog, there is a blue header bar with the text "Login Required". Below the header, the text reads: "Please enter your email address and your LISTSERV password and click on the 'Log In' button. If this is the first time you see this dialog, or if you have forgotten your password, you will need to **get a new LISTSERV password** first." There are two input fields: "Email Address:" and "Password:". Below the input fields are two buttons: "Log In" and "Change Password".

For your convenience, logging in defines a cookie in your browser, which is removed when you log off. If you are working from a public computer, you **must** remember to log off when you are finished with your work, or someone else will be able to use your account. On a private computer, you may set the cookie once and never need to log off. Although not recommended, it is still possible to log in with cookies disabled in the browser. In such a case, a temporary ticket, which will expire after a short time, will be issued, after which you will need to log in again.

Changing a LISTSERV® password

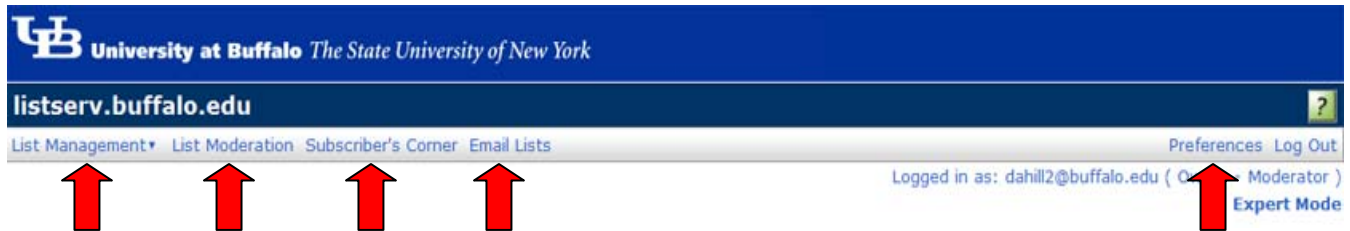
If you forget your LISTSERV® password you can easily change it by going to: <https://listserv.buffalo.edu/cgi-bin/wa?GETPW1=LMGT1> Enter your email address and your current password and a new password (twice) then click the **[Change Password]** button.



The screenshot shows a dialog box titled "Change LISTSERV Password" in red text. Inside the dialog, there is a blue header bar with the text "Change LISTSERV Password". Below the header, the text reads: "Please enter your email address, your current LISTSERV password, the password you would like to change it to and then click on the 'Change Password' button." There are four input fields: "Email Address:", "Old Password:", "New Password:", and "New Password (Again):" (with "(Verification)" in parentheses to the right). Below the input fields is a button labeled "Change Password".

Using the Toolbar on the List Owner Web Interface

The LISTSERV® List Owner Web Interface page is used to manage your list(s). The Toolbar on the List Owner Web Interface contains menus and icons that give you quick access to the different functions.



List Management - Manage list configuration, customization, and subscriber management.

List Moderation - show all messages needing moderation

Subscriber's Corner - Manage list subscriptions.

Email Lists – Manage the main list archives page.

Preferences - Manages preferences to control the appearance and default settings of the Web Interface.


Logout - logs you out of the LISTSERV® Web Interface.

Help pages are accessed by clicking the **Help** icon at the right side of the toolbar.

Setting LISTSERV® Preferences

LISTSERV® allows you to set personal preferences to control the appearance and default settings of the List Owner Web Interface. Your personal preferences are saved with your email address and password, and they will be remembered each time you log in, even if you log in on a different computer.

To Change your login preferences:

1. Click on **Preferences** from the Toolbar
2. Click on the **General Preferences, Archive Preferences, or Report Preferences tab**.
3. Make your changes, and then click the **[Submit]** button.
4. Information for each option on the tabs can be found by clicking the  **Help** icons

General Preferences Tab

The General Preference tab lets you set the appearance of the Web Interface;



The screenshot shows the 'Preferences' window with the 'General Preferences' tab selected. The window title is 'DRAGONFLY.DC.LSOFT.COM (htaylor@lsoft.com)'. The settings are as follows:

Preference	Setting
Mode:	Basic Mode
Text Size:	Medium
Navigation Style:	Pulldown Navigation
Start Page:	Server Dashboard
License Expiration Alert:	45 Days
Support Expiration Alert:	45 Days
Owner Dashboard Changelogs:	After Prompt Only
Page Title Icons:	Shown
Login Cookie Expiration:	No Expiration

The following preferences can be set:

Mode – Select how you want to view the Web Interface. The mode selected here will be displayed above the Toolbar.

- **Tutorial** - each web page is displayed with additional text that is meant to guide you through the options on the page. This is the best mode for beginners or for those occasional users.
- **Basic** - only the most common options are shown. This is the best mode for those users who are familiar with LISTSERV, but who are not experts and do not need to use the more advanced features. This is the default.
- **Expert** - each web page is displayed with no tutorial text, similar to Basic mode, and certain pages may contain advanced options that are not available with the Basic mode. The Expert mode is available for those users who are very familiar with LISTSERV.

Text Size – Select the size of the text for the Web Interface. Your options are:

- **Small** (text is 11 pixels)
- **Medium** (text is 12 pixels)
- **Large** (text is 13 pixels - default)
- **Extra Large** (text is 16 pixels)

Navigation Style – Select the toolbar style you prefer to work with.

- If you choose **Pulldown Navigation**, then the toolbar will consist of javascript-powered drop-down menus. This is the default.

Start Page – Select the page that you want to act as your home page when you log in to the Web Interface. The default is **LISTSERV Archives**.

Page Title Icons – Select whether the page title icons should be shown or hidden. It might make sense to hide the icons on low screen resolutions since the conserved vertical space makes more of the page fit on the screen. The default is **Shown**.

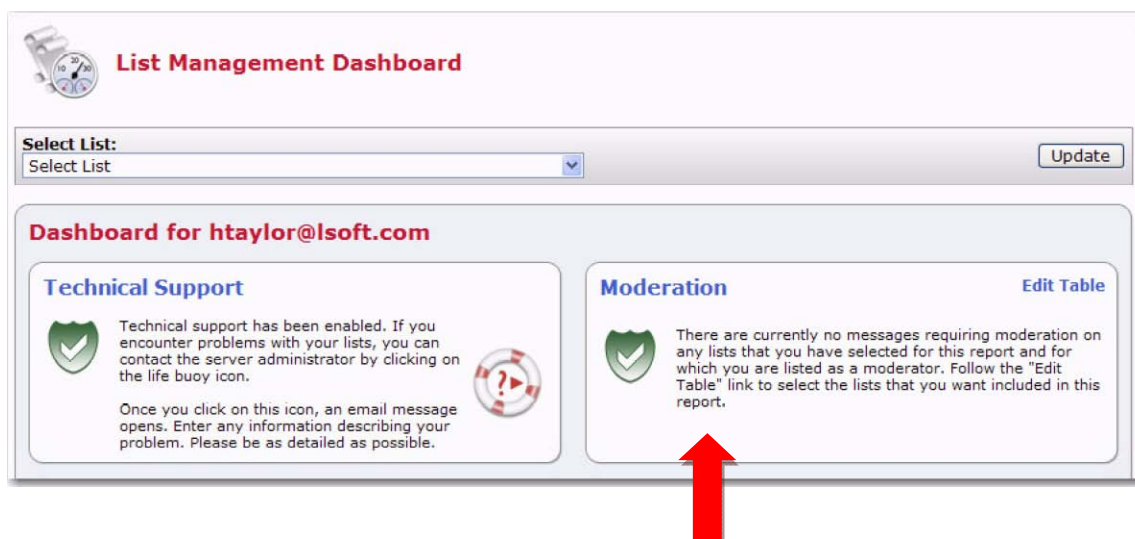
Login Cookie Expiration – Select how long you want your login cookie to be valid before it expires. The default is **No Expiration**, which means that the cookie will not expire until you explicitly log out. This means, for example, that you can close your browser and come back later and you will still be logged in. However, if you are working on a shared computer, for example, it might make sense to set the login cookie to expire for added security. After a time of inactivity, the cookie will no longer be valid and you will need to log in again to continue.

List Management Dashboard

The **List Management** menu on the Toolbar gives you a variety of features for working on and maintaining your lists and subscribers. The List Management Dashboard is one of the screens that may appear when you log in. (This is determined by your preference settings.) If it does not appear, then you can open the dashboard by clicking **List Management**, and then **List Dashboard**.

The top part of the List Management Dashboard is divided into two sections:

- The left side provides information and reports about your technical support and lists.
- The right side shows the Moderation section. Each section uses icons to indicate its status and available actions:



Using the List Management Dashboard for Moderating Lists

To manage moderated list you can go into the List Management Dashboard and click on **List Moderation**.

The **Moderation** section lists any messages that are awaiting moderation. The messages displayed in this section belong to a list for which you are listed as a moderator.

The bottom part of the screen contains a table that shows list configuration and list activity (changelog) data, which is a combination of the List Report and the List Activity reports.



• **Green Shield with a Checkmark** – This icon means that you are current. Note that in the **Moderation** section this icon mean that there are no messages pending moderation.



• **Orange Diamond with an Exclamation Mark** – This icon means that something requires attention. Note that for the **Moderation** section, this icon means that there are messages pending moderation.



• **Life Buoy** – This icon is used if the Server Administrator has enabled technical support, making it easy and convenient to send requests to L-Soft support. Once you click on this icon, an email message opens. Enter any information describing your problem. Please be as detailed as possible.

Configuring a List

Once a list has been created, you may wish to make some configuration changes such as adding an additional list owner. Lists can be configured thru the List Owner Web Interface using a wizard or thru manual configuration changes. This will guide you step-by-step through the configuration process..

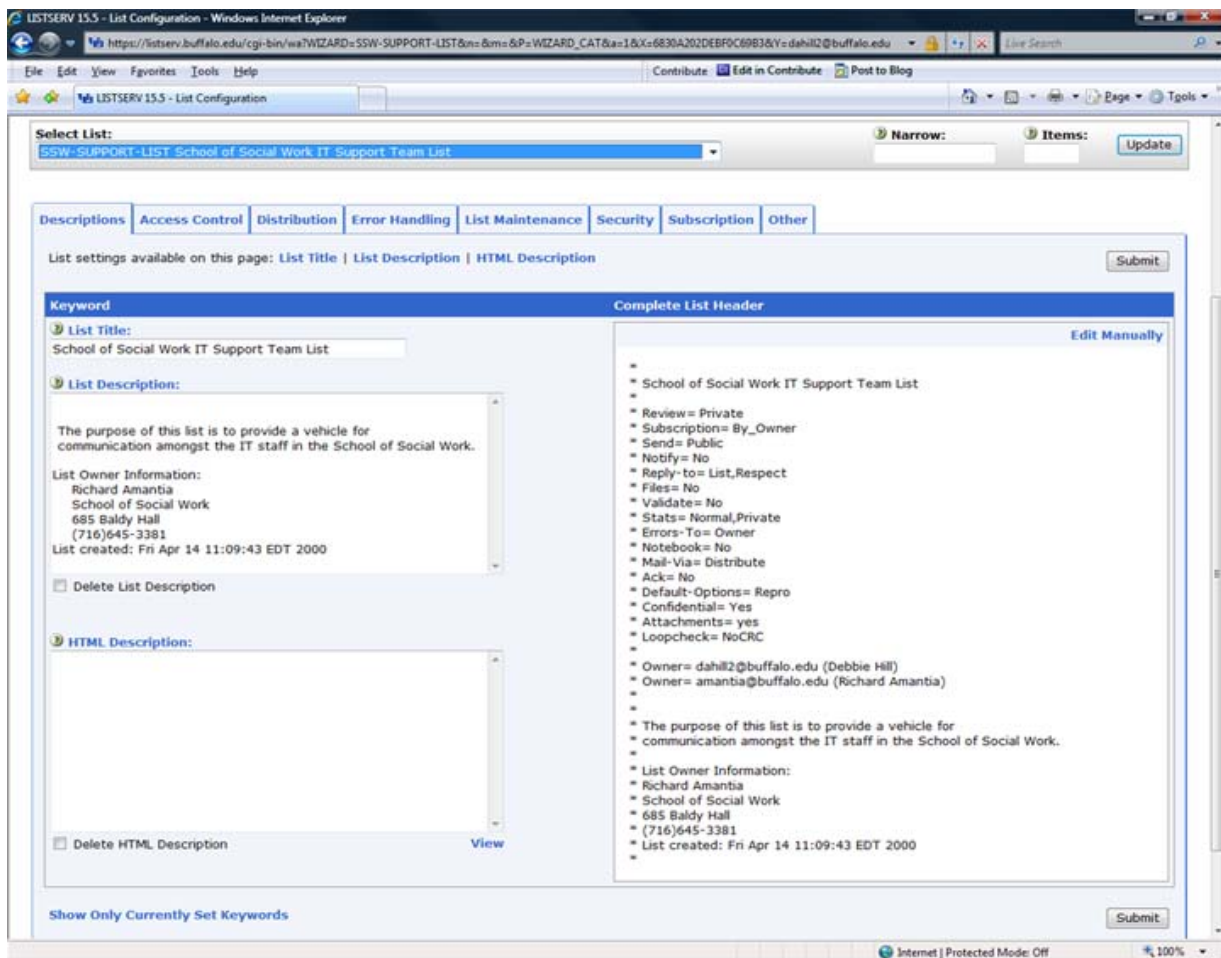


List Configuration Using the Wizard

To open the List Configuration Wizard:

1. Click on the **List Management** menu
2. Select **List Configuration**
3. Select **List Configuration Wizard**.
4. You will see a box called **Select List**. You can select your list here:

Tip: To view help for any option in the List Configuration Wizard, simply click on the **Help** icon associated with it.



The difference between a list owner and editor

Every list must have at least one list owner. This is defined by one or more **Owner=** lines in the list header configuration.

A List **Owner** is defined as a person with the ability to:

- edit the list header configuration
- add or remove subscribers to a list.

An owner does not have the ability to post email to or receive email from the list, unless they are also listed as a subscriber. Do not assume that since they are an owner then they can "do anything."

A List **Editor** is defined as a person with the ability to post to a moderated list.

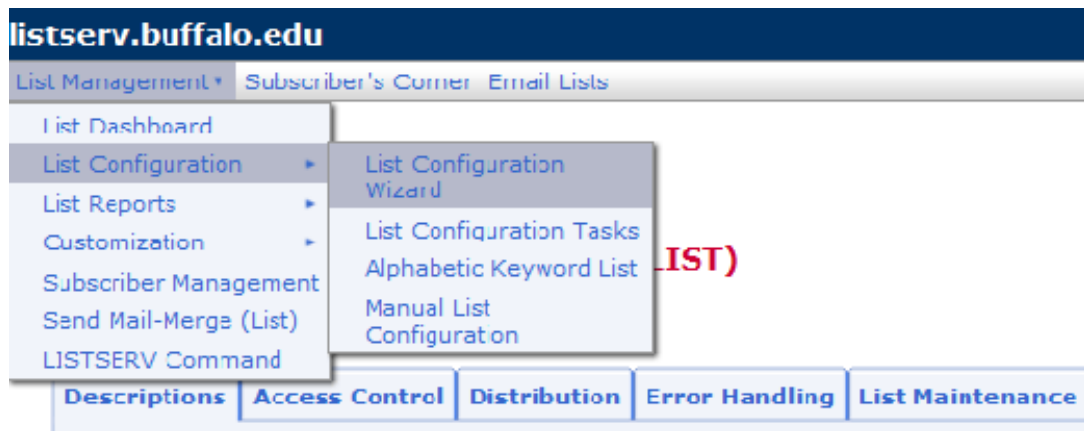
- The first editor listed (nearest the top of the header) acts as the moderator. They receive all the postings from subscribers to approve.
- An editor will not receive list email unless they are also subscribed to the list.

How can I add or change the owners or editors on my list?

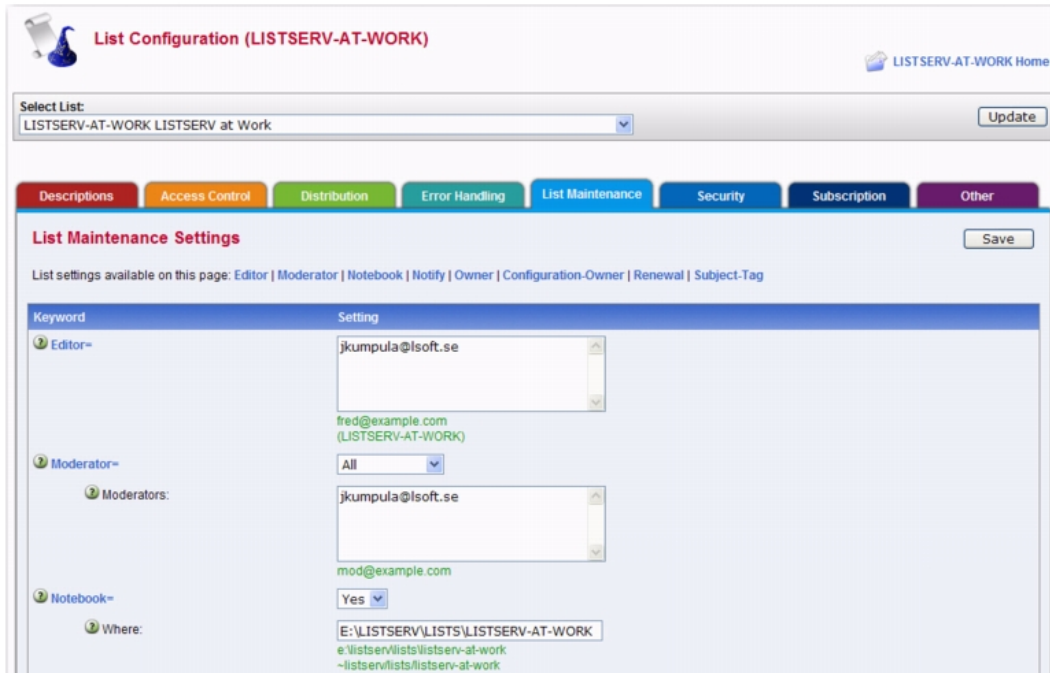
Lists can be configured manually or thru using the List Configuration wizard which guides you step-by-step through the configuration process.

To open the List Configuration Wizard:

1. Click on the **List Management** menu
2. Select **List Configuration**
3. Select **List Configuration Wizard**.



The list configuration window will open where you can make changes to your list.



The following keywords are available for definition, if applicable:

Editor –defines the list editor(s). Enter the email addresses that are allowed to post to the list without moderation. The first address is the "primary" editor and the default moderator and must be a single email address.

Moderator –defines which editors of a moderated list receive postings for forwarding to the list. The default is the first editor as defined by the **Editor** keyword.

Notebook – indicates whether or not an automatic logs or archives of every piece of mail sent to the list is to be kept, and to define at which interval of time it was sent. The default value is **Notebook= No**.

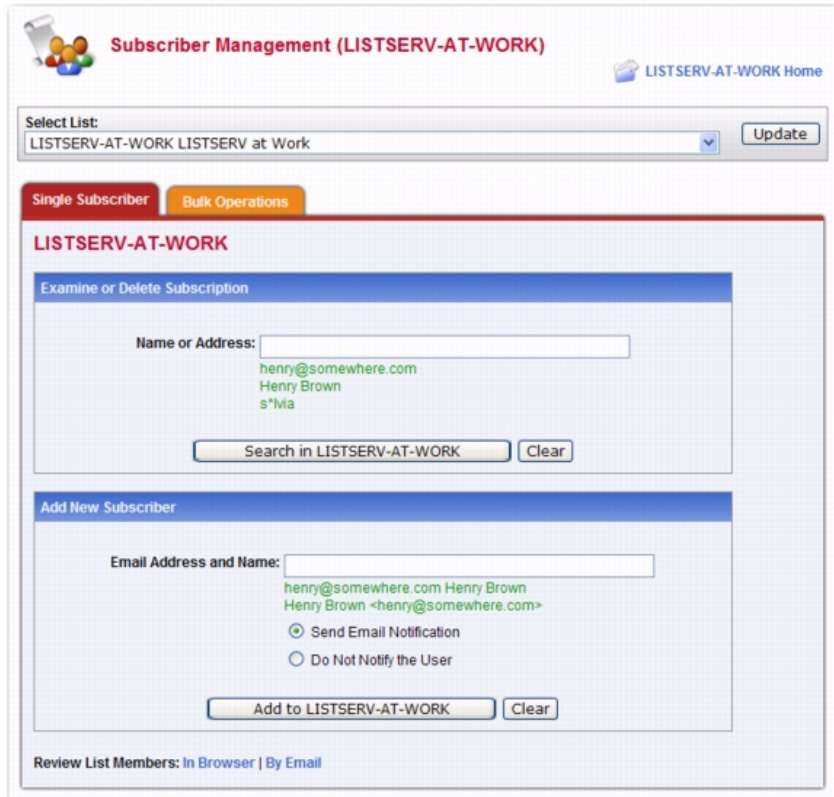
Notify – defines whether the list owner is to receive notification of new subscriptions and deletions, etc. The default is **Yes**.

•**Owner** –defines the person or list of persons who "own" the list. They are responsible for controlling access to the list

Managing subscribers

The Subscriber Management screen allows the list owner to examine or delete a subscription and add a new subscriber to the list.

To open the Subscriber Management screen, click on the **List Management** menu, then select **Subscriber Management**.



The screenshot shows the 'Subscriber Management (LISTSERV-AT-WORK)' interface. At the top, there is a logo and the title 'Subscriber Management (LISTSERV-AT-WORK)' with a 'LISTSERV-AT-WORK Home' link. Below this is a 'Select List:' dropdown menu showing 'LISTSERV-AT-WORK LISTSERV at Work' and an 'Update' button. There are two tabs: 'Single Subscriber' (selected) and 'Bulk Operations'. The main content area is titled 'LISTSERV-AT-WORK' and contains two sections: 'Examine or Delete Subscription' and 'Add New Subscriber'. The 'Examine or Delete Subscription' section has a 'Name or Address:' input field with a dropdown menu showing 'henry@somewhere.com', 'Henry Brown', and 's*lvia'. Below this are 'Search in LISTSERV-AT-WORK' and 'Clear' buttons. The 'Add New Subscriber' section has an 'Email Address and Name:' input field with a dropdown menu showing 'henry@somewhere.com Henry Brown', 'Henry Brown <henry@somewhere.com>', and radio buttons for 'Send Email Notification' (selected) and 'Do Not Notify the User'. Below this are 'Add to LISTSERV-AT-WORK' and 'Clear' buttons. At the bottom, there is a link to 'Review List Members: in Browser | By Email'.

Adding a new subscriber to a list

To add a new subscriber, click on the **List Management** menu, and then select **Subscriber Management**. The Subscriber Management screen opens. On the Single Subscriber tab, click the **Select List** drop-down menu to select the list you want to add the subscriber to. In the **Add New Subscriber** section, enter the email address and name of the new subscriber.

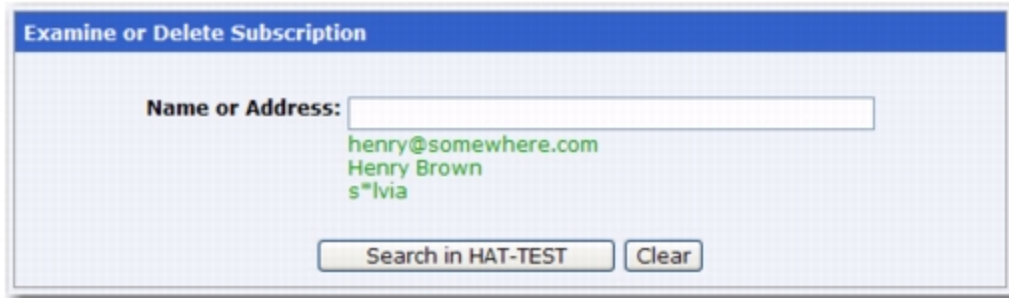


This is a close-up of the 'Add New Subscriber' form. It features an 'Email Address and Name:' input field with a dropdown menu showing 'henry@somewhere.com Henry Brown' and 'Henry Brown <henry@somewhere.com>'. Below the dropdown are two radio buttons: 'Send Email Notification' (selected) and 'Do Not Notify the User'. At the bottom are 'Add to HAT-TEST' and 'Clear' buttons.

Then, select whether or not to send an email notification to this subscriber, and click the **[Add to List]** button.

Examining or deleting a subscriber

To add a new subscriber, click on the **List Management** menu, and then select **Subscriber Management**. The Subscriber Management screen opens. From the Single Subscriber tab, you can view or delete a subscription. This works very much like the "SCAN" command. Simply enter your criteria in the text box and click **[Search in List]**.



The screenshot shows a dialog box titled "Examine or Delete Subscription". It features a text input field labeled "Name or Address:". Below the input field, the search results are displayed in green text: "henry@somewhere.com", "Henry Brown", and "s"lvia". At the bottom of the dialog, there are two buttons: "Search in HAT-TEST" and "Clear".

If there is no match for your entry, then you will get back the same page but with a Scan: No match message at the top. If, on the other hand, your search is successful, one of two things will happen.

If there are multiple matches for your criteria, a screen will be displayed with a scrollable list box containing all of the matches



The screenshot shows a dialog box titled "Select Subscriber". It contains a scrollable list box with three entries: "Frank N. Stein" <fns@example.com>, "A.B. Normal" <abn@example.com>, and "Aimee B. Loved" <abl@example.com>. Below the list box, there is a section titled "When deleting someone from the list:" with two radio button options: "Send Email Notification" and "Do Not Notify the User". At the bottom, there are four buttons: "Examine", "Delete", "New Search", and "Delete From All Lists".

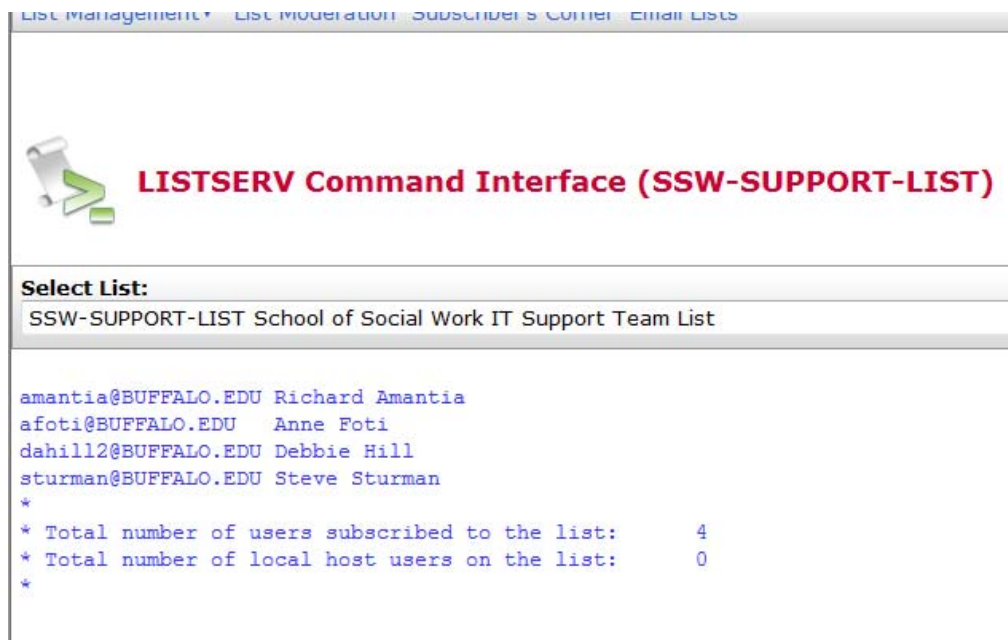
Next, simply choose the user you want to examine or delete and click on the appropriate button. If you did not find what you were looking for, you can press the **[New Search]** button to get a new search screen.


Viewing all subscribers on a list

At the bottom of the window (in Subscriber Management) notice you have the options to review List Members either "In Browser" or "By Email"

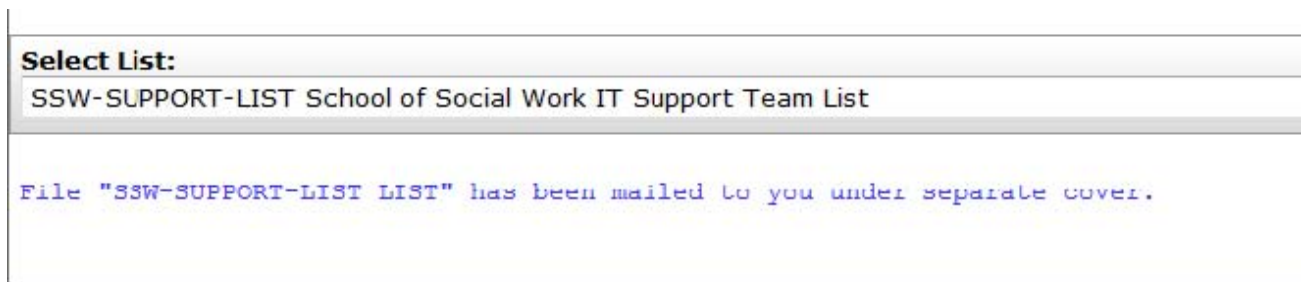
Review List Members: In Browser | By Email

In Browser will simply open a new Browser window and display a list of all subscribers:



```
List Management | List Moderation | Subscriber's Corner | Email Lists  
  
 LISTSERV Command Interface (SSW-SUPPORT-LIST)  
  
Select List:  
SSW-SUPPORT-LIST School of Social Work IT Support Team List  
  
amantia@BUFFALO.EDU Richard Amantia  
afoti@BUFFALO.EDU Anne Foti  
dahill2@BUFFALO.EDU Debbie Hill  
sturman@BUFFALO.EDU Steve Sturman  
*  
* Total number of users subscribed to the list: 4  
* Total number of local host users on the list: 0  
*
```

By Email will generate an email to your email address with a listing of all subscribers:



```
Select List:  
SSW-SUPPORT-LIST School of Social Work IT Support Team List  
  
File "SSW-SUPPORT-LIST LIST" has been mailed to you under separate cover.
```

Subscriber Management using Bulk Operations

The Bulk Operations tab allows a list owner to upload an input file containing email addresses and (optionally) names, one address per line, and either add all the email addresses in the file to the list (optionally replacing the current subscribers) or remove them from the list.

To access bulk operations, click **List Management**, and then select **Subscriber Management**. The Subscriber Management screen opens. Click on the **Bulk Operations** tab. The list of names must be saved as a .txt file and in the format of email_address name or just email_address.



Subscriber Management (SSW-SUPPORT-LIST)

[SSW-SUPPORT-LIST Home](#)

Select List: SSW-SUPPORT-LIST School of Social Work IT Support Team List Narrow: Items:

[Single Subscriber](#) [Bulk Operations](#)

SSW-SUPPORT-LIST

Caution: Some of the functions offered through this page will **remove all subscribers** from SSW-SUPPORT-LIST. Double-check your selection before submitting.

- Function:**
- Add** the imported addresses to SSW-SUPPORT-LIST; do not remove any subscribers.
 - Remove all subscribers** from SSW-SUPPORT-LIST, and **add** the imported addresses (to remove all subscribers, select this option and omit the input file).
 - Remove** the imported addresses from SSW-SUPPORT-LIST; do not add any subscribers.
 - Remove** the imported addresses from **all lists**.

Input File:

How to repopulate a class list

If you have a list from a previous semester and you wish to reuse it for this semester and need to update it with the current class participants, you can repopulate the list by going to the LISTSERV® main page, and click on the link '**Repopulate Class List**'. Enter the necessary information about your list then the new registration number of your class and the list will be refreshed with the new subscribers. Be sure the class list is entered correctly.

How to add a Welcome message to a list

1. From the main LISTSERV® page, click on the [UB List Owner's Web Interface](#).
2. Select your list after logging in.
3. From the **List Management** pull-down navigation menu, choose "**Customization**", then "**Mail Templates**"
4. Under "**Select Template**", choose "**Welcome Message**". and click the "Edit Template" button.
5. Add or Edit the text in the "**Contents:**" box and click "**Update**" when finished. This should be a plain-text only message.

Your welcome message will be sent out to each new subscriber, unless they are added 'quietly'.

How to rename a list

Renaming a list is not an easy task. It is usually easier to delete the list and request that a new list be created, however if that is not possible, send an email to cit-listserv@buffalo.edu requesting that your list be renamed and include the current name and the new name for your list.

How to change my subscribed email address

To change your address, send email to listserv@listserv.buffalo.edu with the command:

```
Change listname new_address
```

Where listname is replaced by the actual list name (what comes before the @listserv.buffalo.edu in the list address) and new_address is replaced by the email address you want to change to. Your email must come from the address you are currently subscribed as.

If you would like to change your address on all subscribed lists, use the wildcard symbol, *.

```
change * new_address
```

Moderated lists

Similar to the two-way discussion list, a moderated list allows for the exchange of postings between subscribers and administrators, but an editor or moderator receives all incoming messages. The editor or moderator then decides to accept the message and post it to the list, or reject the message and not post it to the list. Lists can be set up with more than one moderator and they can take turns reviewing messages in a “round robin” fashion or all moderators can receive all messages.

Moderators receive and review postings sent to the list, and either approve them to be sent through the list or reject them to prevent them from being sent to the list. If there are multiple moderators, the list postings can be sent to each moderator in turn in a “round-robin” fashion or to all moderators. In the “round-robin” scenario, each message is sent to only one moderator for approval, sending one message to each moderator in the order listed in the list header before cycling back to the first moderator. The “round-robin” scenario allows a heavy load to be shared among several moderators. In the scenario where messages are all sent to all moderators, the first moderator to get to each message can approve or reject it. You would use this latter scenario if you want approvals to be made as soon as a moderator is available to review it.

The editors are those addresses that are allowed to send messages to the list without requiring moderation. The first address listed in the “Editor” keyword definition is known as the “primary” editor. If there is no “Moderator” defined, the primary editor is used as the sole moderator. The primary editor must always be an individual email address

Responsibilities of a list moderator

The list moderator is responsible for approving or disapproving messages sent to the entire list.

An editor/moderator is needed for a moderated list only when **Send= Editor** is used in the list header configuration. If Send= Public or Send= Private is used, an Editor/moderator is meaningless. The first editor listed is the default moderator. The moderator keyword can be used to add more moderators if necessary.

For instance, one could use Moderator= address1@domain.name address2@domain.name.

Example of list moderation using List Owner Web Interface

The List Moderation Interface allows list moderators to moderate a list through the Web Interface, rather than using email. To start moderating a list, click on **List Moderation** from the Toolbar.



The List Moderation screen has a list selection area at the top. Click the drop-down menu to select the list you want to work with. Unlike the other list selection areas that show the lists for which the logged-in user is the owner, this one only shows the lists for which the user may act as moderator.

If you are moderator to more than one list, select the list you want to moderate. If there are no messages for you to moderate, the only action possible is to "refresh" using the **[Refresh]** button, which looks for messages to moderate in the selected list.

If there are messages to moderate, a table, like the one below, is displayed and contains all the messages

MODERATED LIST		
Subject	From	Date
<input type="checkbox"/> A sample message	"Non Subscriber" <nonmember@example.com>	Tue, 26 Mar 2002 18:56:08 -0500
<input type="checkbox"/> Moderated message from a subscriber	"List Subscriber" <member@example.com>	Wed, 27 Mar 2002 00:00:11 -0500

- The first column contains check boxes, one per message.
- The second column shows the **Subject** of the message.
- The third column shows the **From** email address that sent the message.
- The fourth column shows the **Date** in the message (not necessarily when the message was received)

Accepting or Rejecting the Message

If you can tell at a glance which messages to approve or reject, simply check all the boxes corresponding to the messages you want to act upon. Next, go to the **Action** drop-down menu, select the action you want to perform – **Approve** or **Reject**. (The default action is **Refresh**, which simply refreshes the display without accepting or rejecting any messages). Click the **[Submit]** button to record your actions.

Viewing the Message


Sometimes, you cannot immediately tell whether a message should be accepted or rejected without reading the contents of the message. To open the message contents, click on the subject of the message to display a new view that shows only one message.

MODERATED LIST

Back Next Message Proportional Font Action: Refresh Submit

Message-ID: <000801c1d521\$cc913530\$2b0177d1@example.com>
From: "List Subscriber" <member@example.com>
To: <moderated-1@DRAGONFLY.DC.LSOFT.COM>
Subject: Moderated message from a subscriber
Date: Wed, 27 Mar 2002 00:00:11
Content-Type: multipart/alternative;
X-Priority: 3
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook Express 6.00.2600.0000
X-MIMEOLE: Produced By Microsoft MimeOLE V6.00.2600.0000

This is a sample message that will be moderated.



Example of List Moderation thru email

When a list subscriber sends an email to the list that has a list moderator, the moderator will receive an automated email from LISTSERV@listserv.buffalo.edu that looks like this:

Your message dated Thu, 4 Mar 2010 11:12:57 -0500 with subject "ENG305 Exam 2 Review Session" has been submitted to the moderator of the eng305-su10-LIST list: Jane Doe <xxxxxx@BUFFALO.EDU>.

What the options of a Moderator are:

The moderator can approve or discard messages being sent to the list. After an email is sent the moderator can follow the link provided in the email and approve the message which will send it to the entire list of subscribers. Be aware that once an email is approved, it will immediately go to all subscribers on the list.

Approving an email:

An email requesting approval will look like this:

This message was originally submitted by mymail@GMAIL.COM to the TEST-LIST list at LISTSERV.BUFFALO.EDU. You can approve it using the "OK" mechanism (click on the link below), ignore it, or repost an edited copy. The message will expire automatically. You do not need to do anything if you just want to discard it. Please refer to the List Owner's Manual at <http://www.lsoft.com/resources/manuals.asp> if you are not familiar with the "OK" mechanism. These instructions are being kept purposefully short for your convenience in processing large numbers of messages.

To APPROVE the message:

<http://listserv.buffalo.edu/cgi-bin/wa?OK=071B6EC5&L=CS-TEST-LIST>

Hi guys,

The other TAs and I will be holding a review session for Exam 2 on Thursday, March 4th from 6-8pm in Talbert 107.

*Thanks,
Sarah*

If the moderator follows the link in the email to approve the request, they will be taken to a webpage with the following message showing that the message has been approved by the moderator and sent to all subscribers.



LISTSERV Command Response

OK 0A354E3C

Confirming:

> APPROVE eng305-su10-LIST 6DC6B3

Message successfully approved.

Configuration of a moderated list

Keyword and Suggest Value	Description
Send= Editor Editor= email-addresses	A moderated list, with all postings going to the primary editor. Instead of approving posts, the editor must resend the email message to the list, and may modify the message before resending it.
Send= Editor, Hold Editor= email-addresses Moderator= email-addresses	A moderated list, with postings going to one moderator at a time, in round-robin fashion, for approval. Editors may post without requiring approval.
Send= Editor, Hold Editor= email-addresses Moderator= ALL, email-addresses	A moderated list, with postings going to all moderators for approval. Any moderator may approve any post. Editors may post without requiring approval.
Send= Editor, Hold, Confirm Editor= email-addresses Moderator= ALL, email-addresses	A moderated list, with postings going to all moderators for approval. Any moderator may approve any post. Editors must confirm their own posts.

Questions ?

Frequently Asked Questions - <http://listserv.buffalo.edu/>

Email cit-listserv@buffalo.edu