



UNIVERSITY of
ROCHESTER

University of Rochester LISTSERV

List Owner's Guide:
Instructions for Self Service

University of Rochester LISTSERV

Access via: <https://lists.rochester.edu>

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About this guide

This guide is intended for list owners with experience using LISTSERV in a subscriber capacity. The goal of this document is to assist with selecting the appropriate list type, requesting and setting up a list, and utilizing basic list management tools.

Support

For additional assistance using the University of Rochester LISTSERV or to provide suggestions for the University of Rochester LISTSERV or this guide, contact:

University IT
585-275-2000

UnivITHelp@rochester.edu
www.rochester.edu/it/needhelp

Introduction to LISTSERV

The University of Rochester LISTSERV is a tool used to create and manage email distribution lists. Distribution lists allow users to disseminate an email message simultaneously to a group of people in a fast and convenient manner.

Distribution list roles

- List owner – the person(s) formally in charge of the operation of a specific list. List owners:
 - Set and change the configuration of the list
 - Add, delete, and modify subscriptions to the list
 - Assist subscribers and potential subscribers
- List moderator – receives incoming messages sent to a moderated list and determines whether they should be distributed to the list. List moderators:
 - Approve messages to be posted to the list
 - Stop inappropriate messages from being sent to the list
 - May edit the content of messages before sending them to the list
- List subscriber – are members of a distribution list. Subscribers:
 - Can leave a list
 - Can set the way they receive list postings or change the name or email address associated with their subscription, within the configuration limits set by the list owner
 - May be permitted to search and view the archives
 - May be permitted to send messages to the list, depending on the type of list
- Non-subscribers – everyone not subscribed to a list. Non-subscribers:
 - Can make a request via LISTSERV to be subscribed to a particular list
 - Depending on the list configuration, they may or may not be allowed to send messages to a list or read its archives

Types of distribution lists

- One-Way Announcement Lists – The owners of the list are the only individuals who are permitted to send messages to the list. This type of list is primarily used for announcements, newsletters, or notifications.
- Two-Way Discussion Lists – All members of the list are permitted to send messages to the list. This type of list is primarily used for subject-related or common interest discussions groups.
- Moderated Lists – The owners and moderators of the list review the messages sent to the list. Owners and editors may choose to approve, edit, or deny the messages disseminated to subscribers.
- Hosted – List membership is managed automatically through Maestro – members meeting specific criteria are automatically added or removed from the list. Subscribers may not be able to remove themselves from this type of distribution list, depending on the configuration of the list.
- LISTSERV List – List membership is managed manually by the list owners, moderators, and possibly subscribers, depending on the configuration of the list.

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Subscription guidelines

- Public or Open – These lists allow anyone to join or leave, ask questions, see who is on the list, and review the list archives.
- Private or Closed – Access to these lists is limited by the list owner(s). Individuals wishing to subscribe must be approved by the list owner prior to subscribing to the list. The list archives and membership are only available to approved subscribers (and in some cases, only a subset therein).

Getting Started

Access

As a list owner, you will access LISTSERV via a web interface, located at <https://lists.rochester.edu>. From the interface, you can set and change your list configurations, modify subscriptions to your lists, and perform other administrative functions associated with your lists.

Anyone is able to set up a LISTSERV account and gain subscriber access to the University of Rochester LISTSERV. Instructions for registering an account and managing subscriptions can be found in the Subscriber's Guide: Instructions for Self Service, located at <http://www.rochester.edu/it/email/assets/pdf/ListSubscriberGuide.pdf>.

A list owner must be a member of the University of Rochester community with an active NetID and password. For assistance with NetID and password issues, contact the University IT Helpdesk (see p.1).

Selecting the appropriate environment

Many email environments and services contain built-in tools for creating and managing distribution lists. Selecting the whether to use your email environment's built-in tool or using LISTSERV.

Some advantages of native email environment distribution lists include:

- Integrated with your existing email environment
- Minimal learning curve for current users

Some advantages of using a LISTERV list include:

- Archive of list messages accessible to members of the list
- Bounced message handling
- Digest format delivery options
- Integration with the University of Rochester's distribution list management tool, Maestro, for creating and maintaining lists using data source criteria
- List editor and moderator roles and capabilities
- Self-serve subscription management

Requesting a LISTSERV List

University IT utilizes a web application form for requesting LISTSERV lists. Begin by starting your web browser and visiting <http://rochester.edu/it/email/emaillists.html>. This site includes some basic overview details about mailing lists at the University as well as links for other email tools.

Mailing Lists

To begin the list request form, click on **[LISTSERV email list application]**

Mailing lists allow you to send an email message to a single address, and then have that message be automatically delivered to a large group of people. Mailing lists allow easy two-way communication between you and the other members of your mailing list. LSoft LISTSERV™ is the preferred mailing list application. You can find the web interface at <https://lists.rochester.edu>.

Please be aware of the following information regarding mailing lists:

- [Email Use Policy](#)
- [Mailing list policies](#)

Set up a LISTSERV email list

You can apply for a list at the [LISTSERV email list application](#) page (NetID authentication required).

A new service that enables automatic list creation from student, employee, or affiliate data is now available. For more information, contact UnivITHelp@rochester.edu or phone (585) 275-2000.

University IT Mailing Lists

Enter your NetID and password in and select **[Login]** on the following login screen. You will be directed to the LISTSERV list application.

The screenshot shows a web form titled "List Owner" with a "Contact Information" section. It includes fields for "Work Phone" and "E-Mail" (both marked with an asterisk). Below these are checkboxes for "Please check this box if you are submitting this problem/issue/request on behalf of someone else." and "Is there someone else we can contact about this problem if we cannot reach you?". The second checkbox is followed by fields for "E-Mail:", "Name:", and "Phone:". At the bottom, there is a checkbox for "I need help with this application, please contact me." The text "List Owner information" is centered below the form.

Confirm your contact information in the List Owner portion of the application form.

If you are filling the form out on behalf of someone else, select the check box and include their contact information.

If you need help with any part of the application, select the "I need help with this application, please contact me" box in the List Owner portion of the application. After hitting the **[Submit]** button at the bottom of the page, the Helpdesk will be notified that you need assistance and will contact you.

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Enter the proposed name for your list. The list name will be used as the email address for the new list.

<listname>@lists.rochester.edu

The list title identifies the purpose of the list and will be used as the list description in the LISTSERV lists catalog.

General List Configuration

<input type="text"/>	What is the proposed list name? The name should not exceed 14 characters and only contain letters, numbers, dashes(-) and underscores(_). Spaces and other symbols can not be used.
Proposed List Name:	
<input type="text"/>	What is the specific purpose ("title") of the list and what topics will be covered? (This will also be used as the list description.) This MUST be less than 80 contiguous characters, including spaces.
* List Title	

List name and title

List names must be approved by University IT and are limited to 14 characters. Once a list name is created, it cannot be changed by the list owner.

List titles are limited to 80 characters and can be changed by the list owner as desired.

Type of List

- Announce-only List:** List is used for dissemination of information, NOT for discussion. Only specified persons, usually the List Administrators, may post to the list.
- Unmoderated Discussion List:** Subscribers can send messages directly to the list.
- Moderated Discussion List:** All messages must be approved before distribution.

Who Can Join the List

- Open:** Anyone
- By the Owner:** Subscribers Request; Owner Adds.
- Closed:** All messages must be approved before distribution.

Who Can Send to the List

- Anyone
- List Members Only

Archives

- Yes
- No

Replies

Where should replies to messages posted on the list be sent?

- Sender of the Message:** Whoever sent the messages will be the only one receiving the replies to his or her message.
- Entire List:** The entire list will receive the reply messages to all messages. This may be useful on forum type lists. NOT RECOMMENDED ON ANNOUNCE-ONLY LISTS.
- Specific email address:** All replies to messages posted to the list will go to a specific address or the owners of the list.

List configuration

Make your configuration selections using the radio buttons on the application form.

These configuration choices will be used as initial settings to create your list, but can be changed at any time using the list configuration tools on the University's LISTSERV site.

After completing your configuration selections, click on **[user agreement]** to review the terms and conditions for University of Rochester LISTSERV list owners.

Click **[Submit]** to finish.

Terms and Conditions

By clicking submit, you also agree to the terms of the mailing list user agreement.

Submit

User agreement and Submit

After submitting your list application, a confirmation message will display in your browser. You will be contacted by University IT once your list is ready for use. If you have questions about your application, contact the University IT Helpdesk (see p.1).

Managing your lists

The University of Rochester LISTSERV contains a robust selection of configuration and management options available for your lists. This section will cover the basics of the List Management Dashboard, list settings, and subscriber management.

To begin, start your web browser and go to <https://lists.rochester.edu>. This will take you to the LISTSERV home page. Log in using the email address and password you registered with LISTSERV.

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List Management • Subscriber's Corner Email Lists Preferences Log Out

LISTSERV Archives

LISTS.ROCHESTER.EDU

This LISTSERV server is located at LISTS.ROCHESTER.EDU. Below you will find all lists that have been configured for public archiving. To access a specific list, simply click on the name of the list in the table. To find confidential or unlisted lists, type in the list name in the search box to the right. For lists that have been configured with an HTML description, you can get more information about the list by hovering the mouse over the list name.

[1~AT-][AT~CB] [CC~EC] [EM~HPB] [HPC~NBA] [NBA~O-] [OB~SA-] [SAP~URM] [URM] [Next]

List Name	List Title
18-21_YEAR_NETWORK	Monroe County 18-21 Year Program Resource Network (34 Subscribers)
1ON1	One on One (38 Subscribers)
2013COUNCIL	communication between 2013 class council officers (9 Subscribers)
2014COUNCIL	2014 class council communication (9 Subscribers)
AAATEST	aaatest (0 Subscribers)
ACD_USERS	Announcement List for ACD Users (68 Subscribers)

Access Unlisted Lists

Options

Log Out

Change Password

Search Archives

LISTSERV home page

List Management Dashboard

The List Management Dashboard view displays all of the lists you are an owner of as well as options to access configuration details and reports for your lists.

Access the List Management Dashboard by clicking the **[List Management]** selection from the LISTSERV home page menu, followed by clicking **[List Dashboard]**.

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List Dashboard

- List Configuration
- List Reports
- Customization
- Subscriber Management
- LISTSERV Command

Accessing the List Dashboard

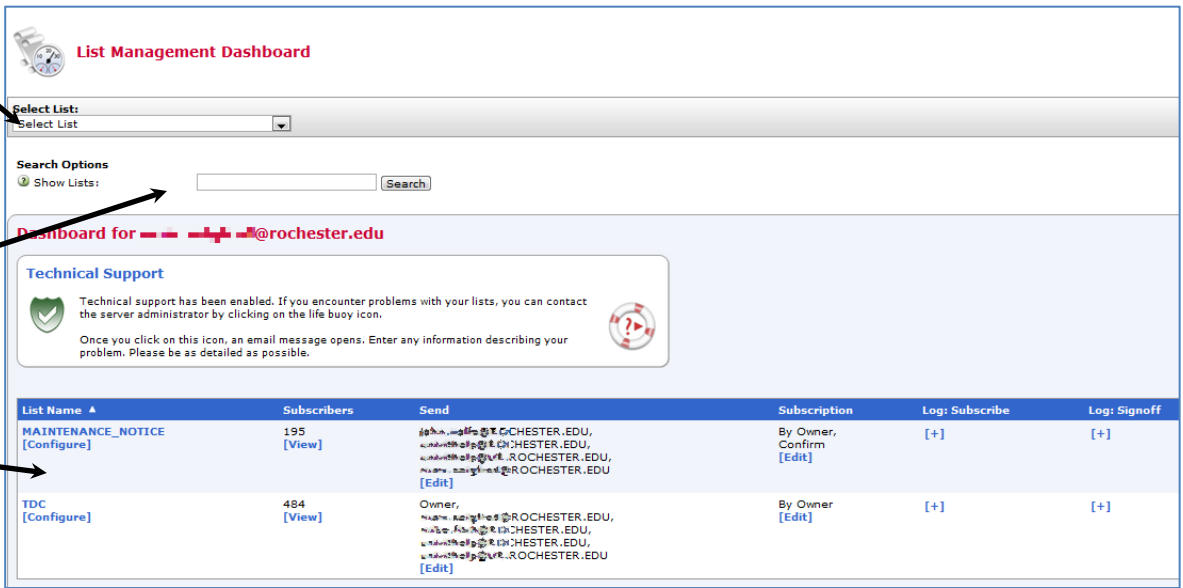
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In addition to displaying all of the lists you own, The List Management Dashboard has a drop-down menu to navigate directly to the list home page for any of your lists, as well as a search feature for finding specific lists by keyword.

Select lists from the drop-down menu.

Search for lists by keywords

Select lists from the display of all lists.



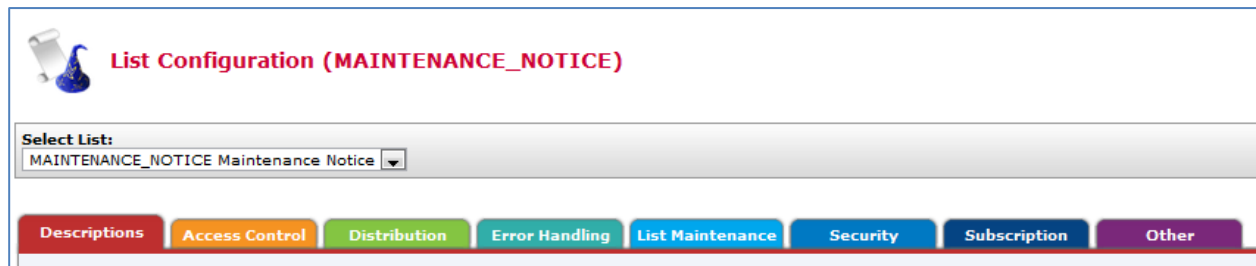
The screenshot shows the List Management Dashboard interface. At the top, there is a 'Select List:' dropdown menu. Below it is a search bar with a 'Search' button. The dashboard is for a user named 'rochester.edu'. A 'Technical Support' section is visible, followed by a table of lists. The table has columns for List Name, Subscribers, Send, Subscription, Log: Subscribe, and Log: Signoff. Two lists are shown: MAINTENANCE_NOTICE and TDC.

List Name	Subscribers	Send	Subscription	Log: Subscribe	Log: Signoff
MAINTENANCE_NOTICE [Configure]	195 [View]	Owner, mailto:rochester@ROCHESTER.EDU , mailto:listserv@ROCHESTER.EDU , mailto:listserv@ROCHESTER.EDU , mailto:listserv@ROCHESTER.EDU	By Owner [Edit]	[+]	[+]
TDC [Configure]	484 [View]	Owner, mailto:rochester@ROCHESTER.EDU , mailto:listserv@ROCHESTER.EDU , mailto:listserv@ROCHESTER.EDU , mailto:listserv@ROCHESTER.EDU	By Owner [Edit]	[+]	[+]

List Management Dashboard

List Configuration

After finding the list you would like to configure on the List Management Dashboard, select **[Configure]** beneath the list name in the List Management Dashboard display.



The screenshot shows the List Configuration page for the 'MAINTENANCE_NOTICE' list. At the top, there is a 'Select List:' dropdown menu showing 'MAINTENANCE_NOTICE Maintenance Notice'. Below the dropdown is a row of tabs: Descriptions, Access Control, Distribution, Error Handling, List Maintenance, Security, Subscription, and Other. The 'List Maintenance' tab is currently selected.

List configuration

There are several tabs of options available for configuration:

Descriptions: allows list owners to change the list title, review the list headers, and edit the list description in both HTML and plain text formats.

Access Control: allows list owners to set the types (if any) of attachments are allowed in messages sent to the list, edit which members of the LISTSERV environment are allowed to review the subscribers of a list, and edit the send-to permissions for the list.

Distribution: allows list owners to establish daily limits for users sending to the list, establish and configure a digest of list messages, specify reply-to settings, and configure RSS Abstract properties for the list.

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
Error Handling: allows list owners to set LISTSERV to automatically remove members from list in the event their email address becomes undeliverable and yields bounced messages. List owners can set the quantity of bounces or duration of days messages bounce until members are removed. Error Handling also allows list owners to specify where a report of bounced messages is delivered.

List Maintenance: allows list owners to establish list editors, moderators, and additional list owners. List owners can build a notebook of messages posted to the list for archival, review, and reporting. List Maintenance enables list owners to require list members to confirm their subscriptions to the list on a regular basis via confirmation email.

Security: allows list owners to establish a change log for the list, hide or show the list to LISTSERV users, and add password-protection to list commands.

Subscription: allows list owners to establish default settings for users subscribed to the list and define the subscription type for the list (open, closed, by owner).

Other: allow list owners to select the default language for the list and set translation options for the list.

When reviewing or adjusting configurations for your lists, click the  button to review the options available for the setting you wish to adjust.


Subscription Settings


List settings available on this page: [Default-Options](#) | [Subscription](#)

Setting keywords

Select an individual setting keyword to view the details about the setting as well as the available values for the setting.

Subscription Keyword

 Subscription=

 Confirm:

Full Description:

Subscription= Open [,Confirm]
Subscription= By_Owner [,Confirm]
Subscription= Closed

This keyword defines whether or not new users are allowed to subscribe to the list, and if not, whether their subscription requests are to be forwarded to the list owner.

Open	New users are allowed to subscribe to the list.
Open,Confirm	Before new users are allowed to subscribe to the list they must confirm their address with an "OK" response. No list owner
By_Owner	New users are not allowed to subscribe, but their requests are forwarded to the list owner. This is the default.
By_Owner,Confirm	Before new users are allowed to subscribe to the list, they must confirm their address with an "OK" response. After the pot
Closed	New users are not allowed to subscribe, and their requests are not forwarded to the list owner.

Setting full description

Note: Remember to click the **[Save]** button after making any configuration changes to commit them to your list.

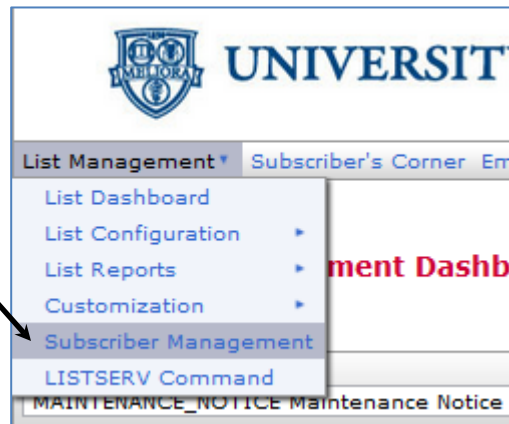
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Subscriber Management

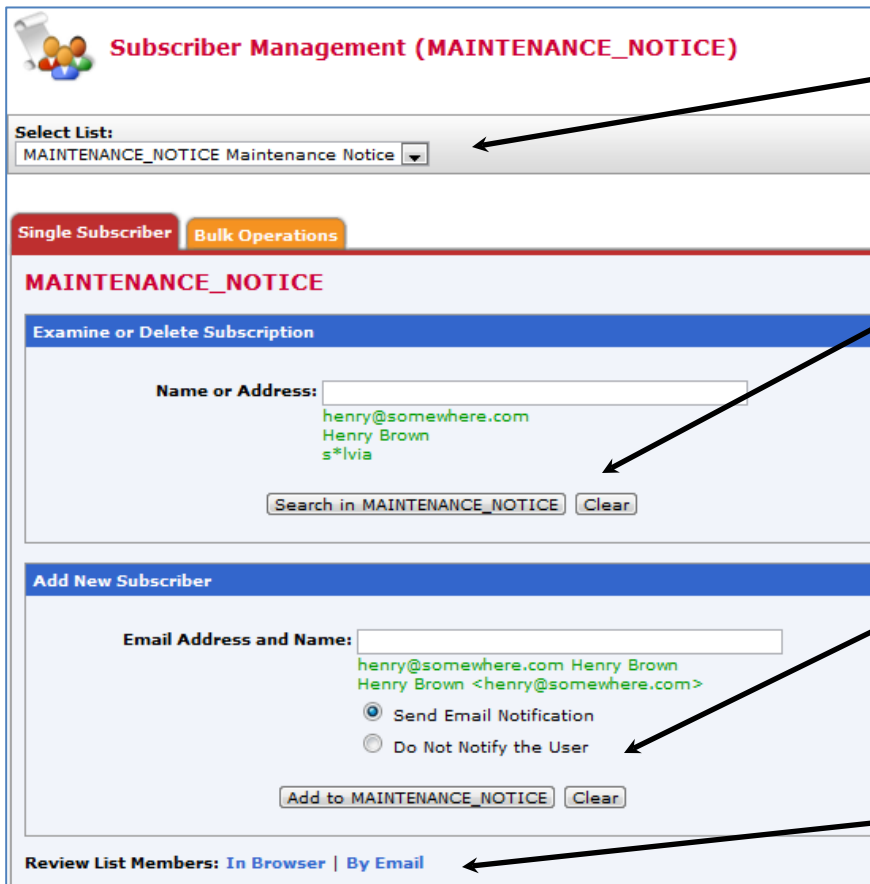
The Subscriber Management view allows you to add or remove list members, view and edit the settings for individual list subscribers, and perform bulk subscription operations.

Access the Subscriber Management view by clicking the **[List Management]** selection from the LISTERV home page menu, followed by clicking **[Subscriber Management]**.

This selection will take you to the Single Subscriber view of Subscriber Management



Accessing Subscriber Management



Subscriber Management – Single Subscriber view

Use the **[Select Lists]** drop-down menu to select the list you would like to manage subscriptions for.

Examine subscription settings or delete individual subscribers from your list

Subscribe individual email addresses to your distribution list.

Review a list of all current list subscribers in your browser or have LISTERV send you an email with list membership.

The Bulk Operations tab allows you to remove all subscribers from a list, import a file of subscribers to be added, import a file of subscribers to be removed, or import a file of subscribers to be removed from all lists you own.

Quick Reference

List owner commands for LISTSERV

Once you have established your list with the University of Rochester LISTSERV, the following commands can be executed by sending an email message to listserv@lists.rochester.edu with the command in the body of the message:

- Review current list settings -
Get <List Name> (HEADER)
- Review current list settings and subscribers -
Get <List Name>
- Add a subscriber to a list -
Add <List Name> <email address> <Subscriber Name>
Example: Add UnivIT_Test test@rochester.edu Jane Doe
- Remove a subscriber from a list -
Delete <List Name> <email address> <Subscriber Name>
Example: Delete UnivIT_Test test@rochester.edu John Doe
- Request a complete list of LISTSERV commands -
Info Refcard

Note: Adding "Quiet" before any email command to LISTSERV will suppress any notification from being sent to affected list subscribers.

Additional Resources

For additional assistance using the University of Rochester LISTSERV, contact the University IT Help Desk:

Phone: 585-275-2000

Email: UnivITHelp@rochester.edu

Web: www.rochester.edu/it/needhelp

List Owner's Guide: Instructions for Self Service:

<http://www.rochester.edu/it/email/assets/documents/ListOwnerGuide.pdf>

University of Rochester LISTSERV Home Page: <https://lists.rochester.edu>

University IT Mailing Lists: <http://www.rochester.edu/it/email/emaillists.html>

List Owner user agreement: <http://www.rochester.edu/ITS/email/Majordomo/policies.html>

LISTSERV vendor documentation: <http://www.lsoft.com/resources/manuals.asp>