Documentation (Listserv)

How do I get a password to LISTSERV? Or, I forgot my password.

Not all list functions require a login. However, if you are prompted to provide a password, you will need to establish your login credentials with the UGA LISTSERV system. Note: Your LISTSERV password is NOT the same as your UGA MyID password. The two passwords are not synced. Your LISTSERV password is the same for all of your subscribed lists.

To set up a password to the UGA LISTSERV system or to reset a forgotten password:

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
- Click Log In in the top bar
- On the Log In screen, click get a new LISTSERV password in the text of the middle box
- You will be taken to the password registration page. Provide your email address, password and password confirmation on the password registration page. Click Register Password

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You will then be taken to a page stating a confirmation has been sent to your email.

Check your email for a confirmation email. The first line in the email will ask you to confirm your password by clicking on a link. Click on the link.

You will be sent to a new page confirming that your password has been successfully registered.

At this point, your password is ready to use on the LISTSERV website.

Click Log In on the UGA LISTSERV website to access your lists.

How do I subscribe to (or join) a list?

There are two types of lists: Open and private. Anyone may join an open list. Private lists require approval by a list owner or moderator. Private list requests may take additional time while the list owner reviews your request to join. There are two methods to subscribe to any list: By the website or via email.

To subscribe to a list by the website:

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
- Open lists are listed on the home page.
- Click on the open list you want to join.
- Click Subscribe or Unsubscribe in the right box

- Enter your name and email address. Click Log In.

- Click on the Subscribe (listname) button
A confirmation email will be sent to the email you provided. Confirm your subscription by clicking on the first link provided in the body of the email.

A new window will open in your web browser confirming you as a subscriber to the list.

You may receive another email with instructions on how to post messages to the list via the LISTSERV website or email and other details about settings.

If you want to join a closed list by the website:

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
- If you don’t see your list shown in the list on the home page, enter the name in the Access Unlisted Lists search tool and click Submit.
  - Note: You must know the name of your list in order to join it. You may need to ask the list owner for the exact list name.

To subscribe via email:

- Send an email to listserv@listserv.uga.edu
- Put the following in the body of the message of your email:
  - Subscribe listname yourfirstname yourlastname
- An email will be sent to the email address you provided for a subscription request. Click on the first link in the email to confirm your subscription to that requested list.

How do I unsubscribe (leave) a list?

There are two ways to unsubscribe (leave) a list: By the website or via email.

To unsubscribe from a list by the website:

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
• Log in.

• Select the list you want to unsubscribe from

• Click Unsubscribe in the sidebar
• Click UNSUBSCRIBE (listname) at the bottom of the screen

• You have been removed from the list.

To unsubscribe to a list via email:

• Send an email to listserv@listserv.uga.edu.
• Put the following in the body of the message: signoff listname
  • Note: Don’t include your name or email address in the body of the message.
How do I post (send messages) to a list?

Once you have subscribed to a list, you can post messages to the list through the web interface (listserv.uga.edu) or by sending an email to your list (example: listname@uga.edu).

To use the web interface:

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
- Select the list you wish to post a message to.
- Click Log in.
- Click on Post New Message in the sidebar.

• The Send Message page will appear

• Write your message. You can choose to draft your message in Plain Text or HTML. You can choose HTML Source Code under Content-Type for additional visual features when drafting your message
• After writing your message, click Send at the bottom of the screen.
• Your message will be posted.
  • Note: If your list is moderated by an editor or owner, they will review the message before approving or denying it.

To post messages via email:

• Open a message in your email client (such as Outlook, Yahoo!, or Gmail)
  • Note: This should be the email address you have used to subscribe to a list.
• In the "to" field, address the email to your listname (example: listname@uga.edu).
• Write a subject line.
• Write the text in the body of the email.
• Click send.
  • Note: If your list is moderated by an editor or owner, they will review the message before approving or denying it.

How can I filter LISTSERV messages?

If your inbox is getting too many LISTSERV messages, you can change the filter on your email client to automatically move those messages to another mailbox. For UGAMail, the EITS Help Desk has instructions on how to set up message filters.

Note: LISTSERV filters "Out of Office" type messages and does not send those to the list. This is done to prevent automatic "Out of Office" responses to the list, but also prevents intentional "Out of Office" type messages from being sent via LISTSERV.

How can I find a list of LISTSERV lists?

There are two ways to get a list of available lists: By the website or via email. To search for a list of lists on the website: On the UGA LISTSERV website, the home page has a list of all public lists. These are open lists for anyone to join.

• Go to the UGA LISTSERV home page (http://listserv.uga.edu)
• The list of available lists is available on the home page.
To search for private or confidential lists, type the name of a list in the Access Unlisted Lists search bar.

Note: Some list owners have decided to keep their lists private. You will need to know the list name in order to search for it.

To search a list of lists via email:
You can search a list of public lists by sending an email.

- Address an email to listserv@listserv.uga.edu.
- Put the following in the body of the email: lists.

How can I start my own list on LISTSERV?

All University of Georgia students, faculty, staff and recognized student organizations are eligible to start new lists.
A request to create a new list may be submitted on the UGA LISTSERV website.
Please allow up to three business days for your list to be created. You will receive an email when the list is ready. Instructions will be provided in the email.
Once a list has been created, a list owner can modify the settings.

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
- Click Request a List in the top bar.
You will be redirected to the LISTSERV list request form page

- Complete the following fields to submit a request for a list. Instructions are provided on the page.
  - List name
  - Descriptive list title
  - List affiliation
  - List expiration date
  - List owner's email address
  - List owner's first name
  - List owner's last name
  - If you want a list co-owner, you may provide their information.
  - Decide if you want an open or private list.
    - Open lists may be subscribed by anyone.
    - Private lists may be approved or denied by the list owner. Requests to join the list are sent to the list owner.
  - Decide if you want a confidential or non-confidential list.
    - Confidential lists are not published on the LISTSERV website's list of lists and do not appear in list searches. People must know the name of a confidential list, type it in the Access Unlisted Lists search bar on the LISTSERV website.
  - Decide if you want messages posted to your list to be archived.
    - By default, access to list archives (regardless of other settings, such as confidential or private) are available only to list subscribers.
  - Decide who are your initial subscribers.
    - The initial subscribers may be submitted when you create a request to submit a list.

How do I know which lists I'm subscribed to?
You can view all of the lists you're subscribed to on the UGA LISTSERV website (http://listserv.uga.edu).

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
- Click Log In.
  - Note: Your UGA MyID password is NOT synced to your LISTSERV password. They are separate passwords.
  - To set up your LISTSERV password, follow these instructions.
- Click Subscriber's Corner in the top bar.

Your lists will be shown in the table.

Do I need to subscribe to my own list?

Yes. If you want to see messages posted to your list, you'll need to subscribe to your list like all other subscribers.

How do I manage my list?

The UGA LISTSERV website is an easy option to self-manage your list.

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
  - Click Log In.
  - On the Login Required screen, enter your registered email and password.
  - Note: Your LISTSERV password is not the same as your UGA MyID. The two passwords are not synced.
  - From the List Management dropdown menu, select List Dashboard.
- The List Dashboard shows all of your lists. The List Dashboard Moderation section alerts you to any messages that are waiting for your moderation (approval or denial).

- The reports table on the screen shows your list configuration and list activity.

- Many list configuration options are available directly from the Dashboard. List owners can configure their lists, and view, add or delete subscribers from the Dashboard.
- Lists can be configured by using a wizard, which gives you step-by-step instructions.
- To open the List Configuration Wizard, click the List Management menu, click List Configuration and then click List Configuration Wizard.
To configure lists manually, click the List Management menu, click List Configuration and then click Manual List Configuration.

Lists can also be managed by email with commands.

- For a list of commands, see the L-Soft manual.
- Address an email to listserv@listserv.uga.edu.
- Put your command in the body of the message.

How can I see who is subscribed to my list?

There are three ways to learn who is subscribed to your list.

- View on the LISTSERV website via the List Dashboard.
  - Click List Management in the drop down menu.
  - Click List Dashboard.
  - Click on [View] in the Subscribers column in the report table.
You can then see the subscribers in the Subscribers Reports page.

- View on the LISTSERV website via Subscriber Reports.
  - Click List Management in the drop down menu.
  - Click List Reports.
  - Click Subscriber Reports.
  - Scroll down for Select List and select your list. The subscribers will be listed in the Subscriber Names column.
• View by email. Address an email to listserv@listserv.uga.edu and put the following in the body of the message: review listname.

Why do I get an error message when I try to view a list’s archives?

List owners have the choice to make messages posted to their list publicly available to view. They can also decide not to provide archived messages. To view some archives, you may need to login to the listserv website. List owners can change the settings to allow other people to view their archives, if available. File:List11.jpg

Lists with archives available to view will show a listing of archived messages to select.

How can I remove (or add) my list in the public online archives?

To change the configuration for displaying your list archives:

• Go to the UGA LISTSERV home page (http://listserv.uga.edu)
• Click Log In.
• Select List Management from the pull down menu.
• Select List Configuration.
• Select Manual List Configuration.

In the text box, select Confidential=Yes to hide your list, or Confidential=No to display your list in the public listing.
Click at the bottom of the page.
You should see a message, "The header of the listname has been successfully replaced."

Click Log Out when you are done.

You can also access the online archives for your lists directly:

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
- Click Log In
- Click on the listname for lists that are not confidential.
- Enter the listname in the Access Unlisted Lists section and click Search for the lists that are confidential.

What web address can I give for directly accessing my list's archives?

http://listserv.uga.edu/archives/listname.html
Note: Listname in the above URL is the name of your list

How can I create customized welcome and farewell messages for my subscribers?

There are several ways people can receive notices when they are subscribed to a list or when someone adds them to a list.

- The SIGNUP1 or "You are now subscribed to the listname list" template is sent to subscribers when they subscribe to a list.
- The ADD1 or "You have been added to the listname list" template is sent to subscribers when they are added to a list by a list owner.
- The $SIGNUP or standard subscription notice contains the bulk of the instructions for using the listserv system.
When someone subscribes themselves to a list, they are sent the SIGNUP1 message. When a list owner subscribes someone to a list, the subscriber is sent the ADD1 message, unless "Do Not Notify the User" has been selected. Both the SIGNUP1 and ADD1 messages imbed the $SIGNUP message by including a .im $SIGNUP command in those message templates. These are technical messages that contain information on how to send messages to the list via email or the website, how to contact the owner, and how to setup a password, etc.

New subscribers can also receive a WELCOME message, which is an additional message, with non-technical information about a list, such as rules for posting. Some owners use the $SIGNUP template to explain the technical details (how to sign off, how to post messages), along with the WELCOME message to post non-technical information.

Some list owners use the WELCOME message instead of the ADD1/SIGNUP1 message because it's easier to format. Everything in the message text gets sent to subscribers.

To completely eliminate the SIGNUP1 and the ADD1 messages, edit those messages as instructed below. Add the .QQ command as the first line of each template. This will cancel the message.

To change these messages:

- Log in to the UGA LISTSERV website.
- Select List Management from the pull down menu.
- Select List Configuration.
- Select List Configuration Tasks.
- If you own more than one list, use the drop down arrow in Select List to select your list.
- Select the Mail Templates tab at the far right-hand corner.

- Follow the instructions for your selected message.

To change the WELCOME message (non-technical message) with a personal greeting:

- After clicking on the Mail Template tab, you will be shown several message options.
- Click on WELCOME.

- Type your message in the text box provided in the specified space.
- Click Update at the bottom of the screen.
You will see a message saying your "WELCOME form has been successfully stores in the listname template library."

New subscribers will receive your WELCOME message as an email when they subscribe to your list. (Note: This is an example of a welcome email sent to a Yahoo! Account.)

You can follow the same steps for drafting a custom FAREWELL message.

How can I add or delete subscribers to my list?

There are several ways to add or delete subscribers.

- Go to the UGA LISTSERV home page (http://listserv.uga.edu)
  - Click Log In.
  - Click List Management on the pull down menu.
  - Select Subscriber Management.
* Select the **Single Subscriber** tab.

* Follow the on-screen directions for deleting or adding a single subscriber.

Another option:

* Go to the UGA LISTSERV home page (`http://listserv.uga.edu`)

* Click **Log In.**

  * Click **List Management** on the pull down menu.
  * Select **List Dashboard.**
- Click View in the Subscribers column in the table.

- Under Subscriber Management, type the email address of the subscriber you want to add to your list.
How do I add multiple subscribers (via bulk) to my list?

There are two methods to add multiple subscribers to your list: By the website or via email.

**To add subscribers via the LISTSERV website:**

- Go to the UGA LISTSERV home page ( http://listserv.uga.edu).
- Click Log In.
  - Click List Management on the pull down menu.
  - Select Subscriber Management.
  - Select the Bulk Operations tab.
  - Carefully read the instructions. Some functions will remove all subscribers from your list.
  - The input file must be a plain text file (with the extension of .txt) and must contain one address per a line, optionally followed with a space (or tab) and the subscriber's name. The input file cannot contain quotes.
  - As an example below:

```
emailaddress1 firstname lastname
emailaddress2 firstname lastname
emailaddress3 firstname lastname
```

**To add multiple subscribers via email:**

- Address a message to listserv@listserv.uga.edu
- In the body of the message, type:

```
quiet add listname dd=ddname import pw=yourlistserve password //ddname dd*
emailaddress1 firstname lastname
emailaddress2 firstname lastname
emailaddress3 firstname lastname
*/
```

**Another method by email to add multiple subscribers:**

- Address a message to listserv@listserv.uga.edu
- In the body of the message, type:

```
quiet add listname emailadress 1
quiet add listname emailadress 2
quiet add listname emailadress 3
```

How do I delete multiple subscribers using the bulk function?

You can use email to delete multiple subscribers at one time.

- Address a message to listserv@listserv.uga.edu
- In the body of the message, type:

```
quiet del listname dd=ddname import pw=yourlistserve password //ddname dd*
emailaddress1 firstname lastname
emailaddress2 firstname lastname
emailaddress3 firstname lastname
*/
```

**Another method by email to delete multiple subscribers:**

- Address a message to listserv@listserv.uga.edu
- In the body of the message, type:

```
quiet del listname emailadress 1
quiet del listname emailadress 2
quiet del listname emailadress 3
```

How do I schedule messages to be posted at specific dates and times?

The LISTSERV website gives you the ability to draft, save and schedule messages to be posted at a specified date and/or time.

**To have a message posted at a scheduled time:**
• Go to the UGA LISTSERV home page ([+http://listserv.uga.edu+])

Click Log In.

• Select the list you want to post a message.
• Select Post New Message from the Options sidebar.

• Type your text in the body of the email and subject line.

• Click the Show Advanced button near the top of the email body.

• You can select to have your message deliver immediately or at a specified date and time.
  • To send at a specified time: Click the Deliver at Following Time button.
  • Click on the Delivery Date box. A calendar will appear. Select your date.
  • Click on the Delivery Time box. Type your time by hour, minute, second in military (24:00) time.
• Note: The times must be specified in military time (24:00).

• Scroll down the screen.

• Click Save Draft if you want to continue making edits to your message.
  • Note: Even if you schedule a time to send a message, you must click Send Message to send it. It will not be sent as a draft.
  • Note: Your drafts will appear in a sidebar under Message Drafts. Click on a message to edit it.
• Click Send Message if you want to send your message, either immediately or as a scheduled message.
• Note: If you select “Send copy of message to your email address,” a copy will be sent to your email address immediately, even if you schedule the message for a later date and time. A second email will be sent to you at the specified date and time, if you are subscribed to that list.
• If you scheduled a time to post a message, you will see a message stating it will be posted at the specified time and date.
• A list of scheduled messages is at the bottom of the message drafting screen listed as Pending Messages.

• Click on the message to view a draft.

How do I delete a Scheduled Message?

• Log in to the online listserv system.
• Go List Management and pull down the menu to List Dashboard
• Select your desired, managed list (example: CMB listserv)
• Click on Post New Message
• Draft your message
- Click on Show Advanced. Follow steps to schedule posting a message.

- Click Send Message at bottom of screen (scroll down)
- You will receive a message saying your message is pending

- Leave that screen. You can even log out. Return to listserv website and log in again.
  NOTE: You may have to wait several minutes.
- Go back to the List Dashboard, select your list and click on Post New Message.
- Scroll down to the bottom of the page. You’ll see a Pending Messages box.
Click on the message you want. Click on Revoke to delete the message. NOTE: You can NOT edit the message; only delete it by clicking on Revoke.

A warning message will pop up asking you if you are sure you want to cancel the delivery of the message. Click OK.

The message will be deleted from the scheduled messages.