How to Manage your List

Table of Contents

- How to Manage your List?
- How can I see who is subscribed to my list?
- Why do I get an error message when I try to view a list's archives?
- How can I remove (or add) my list in the public online archives?
- What web address can I give for directly accessing my list's archives?
- How can I create customized welcome and farewell messages for my subscribers?
- How can I add or delete subscribers to my list?
- How do I add multiple subscribers (via bulk) to my list?
- How do I delete multiple subscribers using the bulk function?
- How do I schedule messages to be posted at specific dates and times?
- How do I delete a Scheduled Message?

How to Manage your 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.

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.
You should see a message, "The header of the listname has been successfully replaced."

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.
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=yourlistserv 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 emailaddress 1
    quiet add listname emailaddress 2
    quiet add listname emailaddress 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:

```plaintext
quiet del listname dd=ddname import pw=yourlistserve password //ddname dd*
emailaddress1 firstname lastname
eemailaddress2 firstname lastname
eemailaddress3 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:

```plaintext
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.
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.

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