ListServ

Guides and Policies for Using ListServ
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ListServ Web Interface Introduction

What follows is a brief orientation to the ListServ Web Interface (LWI).

How to Get A Password For Listserv

To begin, select the LWI link or, in a web browser window copy the following link:

https://listserv.miami.edu/scripts/wa.exe

The follow these steps:

1. Find and select 'Email Lists' located on the white bar. Locate Log In and Get Password on the right-hand side of the page.

2. Select 'Get Password' and follow instructions.

3. Two emails will arrive in your email inbox from ListServ. Open the one containing the subject 'Command confirmation request'. Follow the instructions.

4. Return to the LWI web page screen.

5. Find and select 'Log In' located to the far right on the white bar.

6. Type the email address and password that has been confirmed.
If one forgets a password or wants to reset a password, select 'Get Password' option after selecting 'Email Lists' and follow the same steps above. If already logged in, first select 'Log Out' located to far right on the white bar.

Below is the top clip of the 'Logged In' screen. Notice in the upper left side above the green bar the 'Logged in as' information. If this is not seen, log in has failed. Repeat steps above.

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**How to Set Level Of Expertise For Context-Driven Help System**

1. Sign in to ListServ - read 'How to get a password for ListServ'.
2. Find and select 'Preferences' located to the far right on the white bar and to the left of 'Log out' option.
3. Select Mode preference from the drop-down under the 'Setting' column.
4. Select desired preference and then select one of the 'Submit' buttons shown on the right of the tab box. Any change made on a tab must be saved in this way before moving to another tab or another menu selection.
5. Explore the other settings and tabs. Select the 🔄 icon to the left of each preference to read further details.
How to View Lists You Own

1. Sign on to ListServ - read above 'How to get a password for ListServ'.
2. Find and select, in turn, the highlighted options shown here:

3. From the 'Report Column's section, check the boxes for the columns wanted.
4. After changes are complete, find one of two submit buttons located on the right side of the screen. Scroll as necessary to find one of them and select Submit.
5. The changes are displayed. Read the on-screen report. Select any displayed icon to read further details.

How to Add/Change List Owners

1. Sign on to ListServ - read above 'How to get a password for ListServ'.
2. Find and select, in turn, the highlighted options shown here:
3. Viewing the sample report below, 'MYLIST' will be replaced by the name of your list. Any additionally owned list will be listed under the first.

4. Find and select 'Configure' under the name of your list. A new screen is displayed to allow list configuration.

5. Find and select the tab labeled 'List Maintenance'.

6. Scroll down the screen and locate the 'Owner=' option box. Edit the contents of the box to show the owners of the list.

7. After changes are complete, find one of two submit buttons located on the right side of the screen. Scroll as necessary to find one of them and select Submit. A message will display indicating the change has been done.

8. Select any displayed icon to read further details on other keyword options.
How to Manage Subscribers

**Note**: Subscribers can be managed if the list is not bound to a query. To check, follow the steps above in How to add/change list owners. In step 4 after selecting '[Configure]', look for one or two lines that begin with 'DBMS=' under the column 'Complete List Header' on the right side of the page. If not found, you can manage list subscribers. The list is not bound to a query.

1. Sign on to ListServ - read above 'How to get a password for ListServ'.
2. Find and select, in turn, the highlighted options shown here:

3. Viewing the sample report below, 'MYLIST' will be replaced by the name of your list. Any additionally owned list will be listed under the first.
4. Select '[View]'. A new screen is displayed to manage subscribers for the list.
To Add a Subscriber
1. Locate the 'Add Subscriber:' box and type in, using the example format shown, the new subscriber information.
2. Select the 'Add Subscriber' button.

To Delete a Subscriber
1. Locate and check the box to the left of the subscriber.
2. Find and select Delete Selected Subscribers in the lower left-hand side of the page.

To Update a Subscriber
1. Locate the subscriber and select the name displayed below the email address.
2. On the newly displayed screen, find and select Do Not Notify the User so any changes made are not sent on to the subscriber.
3. When changes are complete, scroll to the bottom of the screen. Find and select Update located on the bottom left of the screen.
4. Explore the other group settings available for the subscriber. Select the icon to the left of each group setting to read further details.
How to Bulk Import Subscribers

Note: Subscribers can be bulk imported if the list is not bound to a query. To check, please read note above for ‘How to manage subscribers’.

1. Sign on to ListServ - read above ‘How to get a password for ListServ’.
2. Find and select, in turn, the highlighted options shown here:

![List Management Menu]

3. If several lists are owned, use the dropdown and select the list from:

![Select List:]

4. If only one list is owned it should be displayed.
5. Find and select the Bulk Operations tab.
6. Find and select the type of bulk import function wanted. The default is:

![Function: Add the imported addresses to]

7. Now, leaving the web page, open a ‘Plain Text’ editor such as Microsoft's Notepad. Do not use Word or any other editor that allows Rich Text, bold facing and such. For each subscriber add a line using the following fictitious information to illustrate the format:

   - MyEmail@miami.edu  My Name
   - YourEmail@miami.edu  Your Name

8. Save this list of subscribers to a file and remember the location and file name saved.
9. Returning to the web page bulk operations tab, select the Browse button and locate and select the file of subscribers saved.
10. The path and filename should be displayed in the 'Input File:' box. To import, select the Import button. A report of the import operation will be displayed. Any problems during the import operation will be indicating as well as the number of successful subscribers added.
How to Get A List of Subscribers

1. Sign on to ListServ - read above 'How to get a password for ListServ'.
2. Find and select, in turn, the highlighted options shown here:

```
List Management  | Subscribe
| List Dashboard |
| List Configuration |
| List Reports |
| Customization |
| Subscriber Management |
| LISTSERV Command |
```

3. If several lists are owned, use the dropdown and select the list. If only one list is owned it should be displayed.

```
Select List: MYLIST (unlisted)
```

4. If necessary, scroll down to the bottom of the screen to locate and select on the left side 'By Email'. Check your email for the list of subscribers mailed to you.

```
Review List Members: In Browser | By Email
```

5. For those just learning Listserv, the LWI offers a friendly self-tutorial experience. For those already using Listserv, the organization of the LWI should be intuitive. Either way, the LWI allows for easy navigation to all list management tasks.
How to Remove The Unsubscribe Link

1. Sign on to ListServ - read above ‘How to get a password for ListServ’.
2. Find and select, in turn, the highlighted options shown here:

   ![ListServ Menu Screenshot]

   - List Management
   - Subscriber’s Corner
   - Email Lists

3. If several lists are owned, use the dropdown and select the list. If only one list is owned it should be displayed.

   ![Select List Screenshot]

   - Select List: MYLIST (unlisted)

4. Click Only Display Modified Templates.
5. Choose Top and Bottom Banners from Select Template Category and click Select.
6. Click Edit Template.

   ![Edit Template Screenshot]

   - Select Template Category: Top and Bottom Banners
   - Only Display Modified Templates

7. Click Revert.
8. Click OK when asked, “Are you sure you want to revert to the default template, if available?”
9. Click Back.
10. Repeat steps 4 and 5. You do not need to click Select.
11. Repeat steps 7 through 9.
12. To confirm no more templates are found, repeat steps 4 and 5. If done correctly, you should see No template found.
Policies for Mailing List Creation and Use

Each list must conform to the University’s Institution Policy on Use of Computing Facilities, which states, in part:

"Proper use of University computing facilities involves only those activities performed in support of the University contractual and/or operational requirements. All other use of the University network, including hardware, software is expressly forbidden. The University promotes the use of security measures on all of its computer and communication facilities."

Who Can Request A Mailing List

Any faculty or staff member, as well as active, registered student organizations, as verified through the Department of Student Activities and Student Organizations (Ramon Hill, Assistant Director, University Center, Room 209), can request the creation of an electronic mailing list. A list can be established for your department, working group or organization. While organizations, people and groups outside of the University will not be permitted to set up mailing lists, they are welcome to subscribe (add their electronic mailing addresses) to lists maintained at the University of Miami, where non-University users are allowed to subscribe.

Inappropriate and Disallowed Uses Of A Mailing List

Lists may not be used for:

- Unsolicited mass mailings (spamming).
- Non-University commercial or advertising purposes.
- Purposes which violate University policies, local ordinances, or state or federal laws.
- Posting obscene or otherwise offensive material (e.g., messages with sexual, discriminatory, racial, or derogatory connotations).
- Posting copyrighted materials, trade secrets, proprietary financial information, or similar materials without appropriate prior authorization from the owner of such information.
- Adversely affecting or jeopardizing the University services or those of its members.
- Forgery, or attempted forgery, of the "From:" line in an e-mail message. Masking the identity of an account and/or electronic identification address is prohibited.
- for-profit" and/or supporting a "for-profit" organization.
- Purely personal reasons.
Responsibilities of The List Owner

In all cases, the list must have a primary owner who is responsible for the maintenance of the list. The primary owner must be a faculty or staff member, or a member of a registered student organization (as verified through the Department of Student Activities and Student Organizations). In the event where the primary owner leaves the University or does not wish to continue as the owner of a list, he/she must appoint another faculty or staff member, or a member of a registered student organization, to be the new primary owner of the list. Otherwise, the list will be eliminated.

The primary owner of a list is responsible for day-to-day monitoring and operation of the list. This includes, but is not limited to:

- Serving as the initial point of contact for subscribers with questions or problems.
- Deleting subscribers whose addresses are no longer valid.
- Dealing with any social problems which may arise on the list.
- Ensuring that the list members abide by the conditions setup in the section "Inappropriate and disallowed uses of a Mailing List" above and to take appropriate action if members do not do so. This may simple involve a warning to a member who was unaware of these conditions or may involve the temporary or permanent removal of a member from the list.
- Ensuring that messages carried on the list are appropriate to the list's topic.
- Notifying the LISTSERV administrator at LISTMGR@MIAMI.EDU when a list is no longer needed, so that the list is deleted.

The primary owner may authorize other individuals to act as owners, editors, or moderators of the list. However, all owners, editors, and moderators must be faculty or staff members, or members of a registered student organization. In most cases, a list owner should not add a subscriber to a list without the subscriber's prior knowledge and consent and should comply immediately with a request from a subscriber to be removed from a list.

NOTE: Exceptions to these policies and procedures must be approved by the Vice President of Information Technology.