ListServ

Listserv FAQs
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General

How do I get a password for the Listserv Web Interface (LWI)?

1. Go to https://listserv.miami.edu/scripts/wa.exe
2. Click Log In in the upper right corner.
3. Click Register Password.
4. Provide your email address and enter your desired password in the two Password fields.
5. Click Register Password.

6. You will receive an email from Listserv with the title “Command confirmation request.”
   Open the email and click the link to register the password.
7. You will be taken to a Listserv screen confirming your new password was registered.

How do I log in to LWI?

1. Sign in to [https://listserv.miami.edu/scripts/wa.exe](https://listserv.miami.edu/scripts/wa.exe)
2. Click Log In in the upper right corner.
3. Provide your email address and password in the requested fields.
4. Click Log In when done.
What to do if I forget my password?

1. Go to https://listserv.miami.edu/scripts/wa.exe
2. Click Log In in the upper right corner.

3. Click Forgot Password?.
4. Provide your email address and enter your desired password in the two Password fields.

5. You will receive an email from Listserv with the title “Command confirmation request.” Open the email and click the link to register the password.
6. You will be taken to a Listserv screen confirming your new password was registered.

How do I know I am logged in to LWI?

You can tell you are logged in to Listserv by looking in the upper right corner. If you see your email address then you are logged in.

If you see **Log In** then you are not logged in. Please follow the steps in How do I log in to Listserv? to log in.
How do I change the appearance and settings for LWI?

1. Sign in to LWI.
2. On the left side of the screen click Preferences under “Subscriber Options.”
3. Make your desired changes or the selected setting column (e.g. General, Archives) and click **Update** in the bottom right corner to apply the changes.

4. A message will appear at the top of the Preferences list indicating that your preferences have been updated.
5. Repeat step 2 for any other setting columns.
How do I view lists I own?

1. Sign in to LWI.
2. On the left side of the screen, click List Reports.
3. All of the lists you own will appear.
How do I view lists I am subscribed to?

1. Sign in to LWI.
2. On the left side of the screen, click Subscriptions under Subscriber Options. You may have to click Subscriber Options first before Subscriptions becomes visible.
3. All of the lists you are subscribed to will appear.
List Management

How do I add or change list owners?

1. Sign in to LWI.
2. On the left side of the screen, click List Configuration.
3. If you own several lists, select the list from the Select List dropdown.
5. The Owners list will appear. Make the appropriate edits to the list. If listing multiple owners, either place commas between each email address or type each address on its own line.
6. Click **Update** when done.
7. A message will appear at the top of the window indicating the changes have been made.

How do I manage the subscribers of a list?

**Note:** You can only modify groups that are not query based. Your list is query based if you see a line that begins with “DBMS=” in the List Header section. To check the List Header, follow steps 1-3 of How do I add or change list owners?

If you do not see “DBMS=” in the List Header section, you can manage your subscribers using the steps below.

1. Sign in to LWI.
2. On the left side of the screen, click **List Reports**.
3. All of your lists will appear. Locate the list you would like to modify and click the number that appears under the “Subscribers” column.
To Add a Subscriber
1. At the top of the screen is the ‘Add Subscriber’ section. Click inside the box that appears underneath and type the email address of the new subscriber.
2. Click Add Subscriber when done.

To Delete a Subscriber
1. You will see a list of subscribers in the middle of the screen. Click the box next to the email address you would like to remove.
2. Repeat for any additional email addresses.
3. Click Delete Subscribers when done.
To Update a Subscriber

1. Click the name under the email address of the subscriber you would like to update.

2. On the page that appears, ensure that the circle next to Do Not Notify the User is selected so any changes made here do not get sent to the subscriber.

3. Make the desired changes on the page that appears.

4. Click Update Settings when done.
Can I import a large number of subscribers at once?

Note: You can only modify groups that are not query based. Your list is query based if you see a line that begins with “DBMS=” in the List Header section. To check the List Header, follow steps 1-3 of How do I add or change list owners?. If you do not see “DBMS=” in the List Header section, then you can follow the steps below.

You can import a large number of subscribers using a spreadsheet containing the subscribers email address and their first and last name. The first and last names are optional.

Create a Text File with Subscriber Information

1. Open NotePad on Windows or TextEdit on a Mac.
2. Type each email address on a new line.
   a. To include their name, add a space after the email address and then type the subscriber’s first and last name (e.g. sebastian@miami.edu Sebastian Ibis).
3. Save the text file when done.

One you have your text file; you can use the Bulk Operations feature in Subscriber Reports to import the addresses.

Importing multiple addresses using Bulk Operations

1. Sign in to LWI.
2. On the left side of the screen, click Subscriber Reports.
3. If you own several lists, select the list from the Select List dropdown.
4. At the top of the screen that appears, click Bulk Operations next to Add Subscriber.
5. In the Bulk Operations window that appears, ensure that **Add the imported addresses to the list** is selected.
6. Click **Browse** or **Choose File**.

7. Locate and select the text file you created with your subscribers.
8. Click **Open**.
9. Click Import.

![Bulk Operations]

10. A message will appear at the top of the window indicating the results of the import. You will see how many people were added and if any errors were found. Duplicates will not be imported.

11. Click the X in the window to be taken to the updated member list.
Can I view a list of subscribers?

1. Sign in to LWI.
2. On the left side of the screen, click **Subscriber Reports**.
3. If you own several lists, select the list from the **Select List** dropdown.
4. The list will appear. Click the dropdown under **Report Format**.
5. Select **CSV Format**.

6. Click **Update** and the CSV file will download.
Can I remove the Unsubscribe link from Listserv messages?

1. Sign in to LWI.
2. On the left side of the screen click Mail Templates.
3. If you own several lists, select the list from the Select List dropdown.
4. Click the box next Only Display Modified Templates.
5. Choose Top and Bottom Banners from Select Template Category.
6. Click Select.
7. A list of templates will appear. Click the template you would like to modify.

8. In the template window that appears, scroll to the bottom and click Revert.
9. Click **Revert** in the confirmation window that appears.

10. The template window will reappear. Click **Back**.
11. Repeat steps 4-9 for any additional templates.
Can I rename a listserv's email address?

Unfortunately, no. Only the listserv admins can rename a listserv. Please contact the IT help desk at 305-284-6565 or help@miami.edu for assistance.

Can I delete a listserv?

Unfortunately, no. Only the listserv admins can delete a listserv. Please contact the IT help desk at 305-284-6565 or help@miami.edu for assistance.