ListServ

Listserv FAQs
# Table of Contents

**General**                                                                                       ............................................................................................................................................................................................... 3  
How do I get a password for the Listserv Web Interface (LWI)? .................................................. 3  
How do I log in to LWI? ......................................................................................................................... 5  
What to do if I forget my password? ...................................................................................................... 6  
How do I know I am logged in to LWI? ..................................................................................................... 8  
How do I change the appearance and settings for LWI? ......................................................................... 9  
How do I view lists I own? .......................................................................................................................11  
How do I view lists I am subscribed to? ..................................................................................................12  
Can I rename a listserv’s email address? ...............................................................................................13  
Can I delete a listserv? ............................................................................................................................13

**List Management**                                                                                           .................................................................14  
How do I add or change list owners? .......................................................................................................14  
How do I manage the subscribers of a list? ............................................................................................16  
  To Add a Subscriber ....................................................................................................................................16  
  To Delete a Subscriber .................................................................................................................................17  
  To Update a Subscriber ................................................................................................................................17  
Can I import a large number of subscribers at once? .............................................................................19  
  Create a Text File with Subscriber Information ......................................................................................19  
  Working with an Existing Excel Spreadsheet ..........................................................................................20  
Can I view a list of subscribers? .............................................................................................................25  
How do I post to a list? ...............................................................................................................................27  
Can I remove the Unsubscribe link from Listserv messages? ...............................................................31
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. 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.

![Listserv Command Response]

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.

![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.
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.
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 text file or spreadsheet containing the subscribers email address and their first and last name. The first and last names are optional. The file must have the following format:

- e-mail address, a space, subscriber's first name, a space, and subscriber's last name.

For example:

sebastian@miami.edu  Sebastian Ibis
emailaddress1@miami.edu  Email  Address
emailaddress2@miami.edu  Email  Address2

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.
Working with an Existing Excel Spreadsheet

1. Confirm your spreadsheet is set up in the following format:
   a. Column A: Email Address
   b. Column B: First Name
   c. Column C: Last Name

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><a href="mailto:sebastian@miami.edu">sebastian@miami.edu</a></td>
<td>Sebastian</td>
<td>Ibis</td>
</tr>
<tr>
<td>2</td>
<td><a href="mailto:emailaddress1@miami.edu">emailaddress1@miami.edu</a></td>
<td>Email</td>
<td>Address</td>
</tr>
<tr>
<td>3</td>
<td><a href="mailto:emailaddress2@miami.edu">emailaddress2@miami.edu</a></td>
<td>Email</td>
<td>Address2</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Click File.
3. Click Save As.
4. Choose the location you are saving the file.
5. Give your file a name.
6. Click the dropdown menu next to “File Type” on a PC or “File Format” on a Mac.
7. Select **Text (MS-DOS) (*.txt)** on a PC and **MS-DOS Formatted Text (*.txt)** on a Mac.
8. Click **Save** when done.
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**.

- Add the imported addresses to the list
- Remove the imported addresses from from the list
- Remove the imported addresses from all lists
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.
How do I post to a list?

As owner of a list, you can post messages to the list through the web interface or by sending e-mail.

LWI
1. Sign in to LWI.
2. Click **List Dashboard** from the menu on the left.
3. Click the name of the list you would like to post on from the dropdown under “Select List.”
4. The page will reload and the list details will appear.
5. Click the three stacked lines icon to the far left of the listserv name.
6. Click **Post Message**
7. Provide a subject for the email in the Subject line.
8. Select type of message to send in the Content Type dropdown: HTML or Plain Text
9. Click on the checkbox next to Send Copy of Message to Self.”
10. Click Show Advanced if you wish to send an attachment with your message
11. Click Hide Advanced to return to the message screen
12. Type your message
13. Click Send Message when done.
E-Mail

1. Create a new message and type the listserv email address (e.g. example@listserv.miami.edu) in the To field.
2. Type the subject of the message
3. Type the body of the message
4. Click Send when done.
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.