



LISTSERV LIST MANAGEMENT

Table of Contents

What Being a List Owner Means	2
Moderated vs. Unmoderated	3
Approving a Subscriber on a Private List	5

Managing Lists You Own

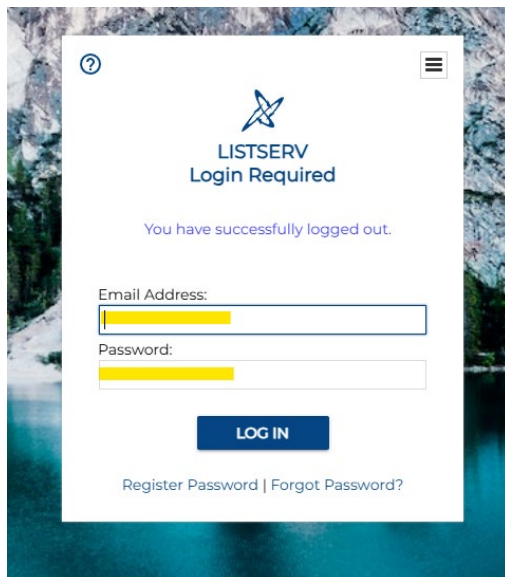
Please note that Listserv is behind the university firewall, so you will need to be on-campus connected to the secure Wi-Fi or ethernet, on the VPN via GlobalProtect, or using a desktop session via VMWare at remote.ucdenver.edu, in order to access the Listserv interface. More information about the VPN and VMWare connections can be found at the page below:

<https://www.cuanschutz.edu/offices/office-of-information-technology/tools-services/remote-access-vpn>

Once connected to the VPN you will access the Listserv website by navigating to <https://lists.ucdenver.edu>

Then click “Log In” in the upper right corner.

You will use your university **email address** and password to log in.



To view and access the lists you own, click **List Management** and then select **List Dashboard**.



The screenshot shows the LISTSERV interface. On the left is a navigation menu with options: LISTSERV Maestro, List Management (highlighted with a red underline), List Dashboard (highlighted with a red underline), List Moderation, List Configuration, and List Customization. The main content area is titled 'LISTSERV Archives' and includes a search box for 'Access Unlisted Lists' and a 'Search' button. At the bottom, the domain 'LISTS.UCDENVER.EDU' is displayed.

Here you will see all the Lists you are an Owner of. To change the settings of a list you can click the name of the list to bring up the configuration settings. You can also click the value beneath the columns. For example, you can click the name of the owners to change the ownership settings. You can also click the number under Subscribers to quickly view who is subscribed to the list.

The screenshot shows the moderation page for 'EW-TESTLIST@LISTS.UCDENVER.EDU'. It features a 'Moderation' section with a green checkmark icon and text stating: 'There are currently no messages requiring moderation on any lists that you have selected for this report and for which you are list owner. Follow the "Customize Report" link to select the lists that you want included in this report.' Below this is a 'Report Format' dropdown set to 'Table' with an 'Update' button. A 'Customize Report' link is also present. At the bottom, a table displays list details:

List Name	Subscribers	Owner	Subscription	Send
EW-TESTLIST	5	santa.claus@CUANSCHUTZ.EDU	Open, Confirm	Owner

What Being a List Owner Means

As an owner, you are the person who will manage the list. The most frequent task you will do as a list owner is adding and remove subscribers. Please refer to the guide for managing Subscribers on the OIT Listserv service page.

- Your e-mail address has been specified as the "owner" of the list. This means that you will receive e-mails for the following:
- You will receive a copy of any "subscribe" and "unsubscribe" confirmation messages that your subscribers receive.
- You will receive a copy of any message sent to the list from a person who is NOT subscribed. That person will also receive this reply, so no action is needed by you (unless these messages become excessive, in which case you should e-mail the sender).



- You will receive summary reports when the list encounters problems sending to particular subscribers. The messages are telling you that the list received an “undeliverable” when it tried to send to these subscribers. In general, these are only for your information. The list will automatically try to unsubscribe any e-mail address for which messages are undeliverable, after a set number of bounces. However, if the list is unable to unsubscribe an address, you may need to manually assist.

Moderated vs. Unmoderated

An **UNMODERATED** list is one in which any subscriber can post messages to the list, and the list will automatically distribute the messages to the subscribers. No intervention is required by you, the owner, for the posting of messages.

A **MODERATED** list is one which the subscribers cannot directly post messages to. Instead, the list editors must assist with each posting. When a subscriber sends a message to the list the message is sent to the editor(s) to approve the posting of the message to the list. The approval request will look something like this.

The screenshot shows an email interface for the EW-TEST list. At the top, it says "EW-TEST: approval required (E23064D7)". The sender is identified as "LISTS.UCDENVER.EDU LISTSERV Server (16.5) <LISTSERV@LISTS.UCDENVER.EDU>". The recipient is a redacted email address. A message icon indicates that extra line breaks were removed. There are two attachments: "ATT00001.txt" (871 bytes) and "Test from non-subscriber Outlook item". Below the attachments are buttons for "Approved.", "I am ok.", "I approve.", and "Feedback". A message body states: "This message was originally submitted by SANTA.CLAUS@CUANSCHUTZ.EDU to the EW-TEST list at LISTS.UCDENVER.EDU. discard it. Please refer to the List Owner's Manual at <https://nam02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.lsoft.com%2Fresources%2Fmanuals.asp&data=joIMC4wLjAwMDAiLCJQljoiv2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=WA2OBGuyGwOA0by> messages." At the bottom, a red box highlights the instruction: "To APPROVE the message: <http://lists.ucdenver.edu/scripts/wa.exe?OK=E23064D7&L=EW-TEST>".

All that is required is to click the link to approve the message for posting. The message is attached so you can preview it before approving. If you don't approve the posting and ignore the approval request message, the listserv will automatically delete the posting request.

SPECIFIC SENDERS allows only specific email address to send to the list. Please see the guide for managing Senders and Editors on the OIT Listserv service page.

Open Subscription vs. Private List:

An **OPEN SUBSCRIPTION** list is one which will allow anyone to subscribe, without any intervention by the list owner.



A **PRIVATE** list is one which requires owner approval before any person can subscribe to the list.

The subscription process is as follows:

- The subscriber uses the web interface at <https://lists.ucdenver.edu> to find and subscribe to the list and then confirms that they want to subscribe.
- The mailing list program forwards the subscribe request to the list's owner(s).

You can edit this by clicking the value beneath the Subscription column of the corresponding list on the list dashboard.

Customize Report			
List Name	Subscribers	Owner	Subscription
EW-TESTLIST	5	santa.claus@CUANSCHUTZ.EDU	Open, Confirm

In the box that pops up, you can change the setting using the drop-down menu. Below are explanations of the subscription settings and what the confirm option does.

Edit SUBSCRIPTION Keyword For EW-TESTLIST
×

EW-TESTLIST@LISTS.UCDENVER.EDU

Keyword

Subscription=

Open

Confirm:

Defines who is allowed to subscribe to the list and whether confirmation is required.

UPDATE


- | | |
|-------------------------|---|
| Open | New users are allowed to subscribe to the list. |
| Open,Confirm | Before new users are allowed to subscribe to the list they must confirm their address with an "OK" response. No list owner intervention is required. |
| By_Owner | New users are not allowed to subscribe, but their requests are forwarded to the list owner. This is the default. |
| By_Owner,Confirm | Before new users are allowed to subscribe to the list, they must confirm their address with an "OK" response. After the potential subscriber has confirmed, the request is forwarded to the list owner. |
| Closed | New users are not allowed to subscribe, and their requests are not forwarded to the list owner. |





Approving a Subscriber on a Private List

If you approve of this subscription, then you, the list owner, must click the link in the approval email. Although it is possible to approve the subscription by email, clicking the link which uses the web interface is far simpler.

EW-TEST: santa.claus@CUANSCHUTZ.EDU requested to join

 LISTS.UCDENVER.EDU LISTSERV Server (16.5) <LISTSERV@LISTS.UCDENVER.EDU>
To: [redacted]

 We removed extra line breaks from this message.

Start your reply all with:  Feedback

Fri, 17 Mar 2023 13:57:10

A request for subscription to the EW-TEST list (EW-TEST) has been received from Santa Claus <santa.claus@CUANSCHUTZ.EDU>.

You can, at your discretion, click on the following link to add this person to the list:

<http://lists.ucdenver.edu/scripts/wa.exe?LCMD=CHARSET=UTF-8+ADD+EW-TEST+santa.claus%40CUANSCHUTZ.EDU+Santa+Claus&L=EW-TEST>

You can also send the following command to LISTSERV@LISTS.UCDENVER.EDU to add this person to the list:

CHARSET UTF-8 ADD EW-TEST santa.claus@CUANSCHUTZ.EDU Santa Claus

----- Original mail header -----

X-Received: by LISTS.UCDENVER.EDU from 10.4.1.68 (unverified) via 127.0.0.1 with TCP/IP (TCPGUI protocol, anonymous access)