LIST MANAGEMENT USERGUIDE
FOR LIST OWNERS

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Logging on to McGill’s LISTSERV Server

The recommended method of managing a LISTSERV list is to use the Web interface at http://lists.mcgill.ca.

1. Click the **Log In** button at the top right of the page.
Enter your McGill Email Address and your LISTSERV password (it is not the same password you normally use with your McGill Username).

If you want to change your password, and you know the old one, click **Change Password**. You will be prompted to enter the old password and then a new one.

If you have forgotten your LISTSERV password, click on the link to **get a new LISTSERV password**.

You will be prompted to enter your email address and a new password. Click **Register Password**; you will receive an email from **McGill University NCS Listserv**, with a link to confirm the change.

![Register LISTSERV Password](image-url)
Setting your default homepage and other Preferences

The default homepage that loads is the **Subscriber’s Corner**, where you can see all the lists you are subscribed to. However, you can select your own preferred home page by clicking the **Preferences** link, at the top right of the menu bar.

From the **Preferences** page, choose one of the following **Start Pages**: Server Dashboard, List Moderation, Subscriber’s Corner or LISTSERV Archives.

- **List Dashboard** gives list owners a quick overview of all the lists and shows you if there are any messages awaiting moderation.
• **List Moderation** page is useful for those who have the **Moderator** role for one or more lists.

• **LISTSERV Archives** allows you to view messages that were posted to lists to which you are subscribed, as well as those you manage.

On the **Preferences** page, you can also choose your preferred **Mode** of usage (**Tutorial Mode** gives you the most onscreen hints).
Select a list to manage

From one of the list management pages (List Dashboard or Subscriber Management) choose the list you want to manage from the Select List dropdown.

If you are starting from the Subscriber’s Corner page, simply click on the list name. You will be brought to the page containing your own subscription settings for that list.
Manage subscribers to your list

1. Click **List Management > Subscriber Management** from the top menu.

2. Choose the list to manage from the dropdown if it is not already selected.

**Review List Members:**
For a quick view of all the members at once, click the **In Browser** link at the bottom of the **Single Subscriber** tab.

You will see all members listed in an HTML page.
Remove a subscriber

a) To look for existing subscribers, on the **Single Subscriber** tab, enter the subscriber’s email address, or a portion of it. Use the asterisk (*) as a wildcard to replace missing characters.

b) Then click the **Search** button to locate matching subscribers.
c) Select the matching subscriber and click on an action button:
   a. **Examine** to find out more information;
   b. **Delete** to remove that subscriber from the current list;
   c. **Delete From All Lists** to remove that member from all lists you manage.
   d. Click **New Search** to locate another subscriber.

**Add a new subscriber**

a) On the **Subscriber Management page**, in the box labeled **Add New Subscriber**, enter the new subscriber’s **Email Address and Name** in the format shown below the field.

![Add New Subscriber](image)

b) Then click **Add**.

**Add/Remove multiple subscribers**

From the **Bulk Operations** tab, you can import or remove multiple subscribers at once. You need to provide a text file, with the email addresses of the subscribers you want to add or remove, one email address per line.

Upload the text file and select the operation you want to perform. Then click **Import** to perform the operation (adding or removing members).

**WARNING:** Make sure you select the right operation or you can remove all members unintentionally.
List Moderation

By default new lists are not moderated, and messages are sent to the list automatically by any list member; if your list is not moderated, you can skip this section.

If the list was created specifically to be moderated, then an Editor will have to approve all messages before they are distributed to the members.

1. Click List Moderation on the menu bar to open that page.
2. Select the list you want to moderate, if not already selected.
3. If there are messages awaiting moderation, they will be displayed at the bottom of the page.
4. You can select all messages at once and choose the desired Action (Approve, Reject, Reject and Serve Off).

5. OR view an individual message by clicking on its Subject and then take an action.
List Configuration
Click List Management > List Configuration > List Configuration Wizard.

The List Configuration Wizard is a tabbed interface that allows you to select parameters to manage the list, such as:

Access Control

- What types of content can be sent – attachments allowed or prohibited
- Who can send to the list (all members, editors only, etc.)
- Who can review subscriber information
Distribution

- Limit the number of emails that can be sent to the list per day and per sender
- Specify the settings for Digest email
- Specify how a list will interpret replies (only sent back to original sender, or sent to all members)

Subscription

- Allow people to subscribe/unsubscribe themselves (or not)
List Maintenance

Specify the people who maintain the list:

- Owners (manage subscriptions and list configuration)
- Editors (permission to post and moderate lists)
- Moderators (approve/reject posts for moderated lists)

For additional information on list settings, see the complete LISTSERV List Owner’s Manual.
Using the Newsletter templates

Step 1: Set up your newsletter profile

1. After logging into the LISTSERV web interface, click Preferences on the right-hand side of the page.

2. In the Preferences window, click on the Newsletter Profile tab. On this page click on Choose File to upload your logo or header image. It must be in JPG format and a maximum of 256 Kb. Once the file is uploaded, click Update.

NOTE: This Newsletter Profile will be used for all the LISTSERVs you manage.
Step 2: Create and send the newsletter

1. Click on **List Management** and then click on **List Dashboard**. This will display all of the lists you currently have access to. Click on the name of the list to which you’re sending the newsletter (make sure not to click on the [Configure] link below the list name).

2. On the right side of the list page, in the **Options** box, click **Newsletter Templates**.
3. On the Newsletter Templates page, select the Template you wish to use by clicking the Select button underneath it (1). You will see the selected template on your right (2). Click Next (3).

4. Each of the template placeholders starts with &* and ends a semicolon with ; You can replace them with your own text. For example, enter your name (or name of the listserv). Enter an article title to replace the &HEADLINE1 placeholder.

5. If you click on Logo, the logo/image you previously uploaded in the Newsletter Profile will now show in the preview. As for the image01, Image02, click on the placeholders on your left (1). On the right side where you can see the preview of your newsletter, you will see a box that says Contents (2). In this box, please enter a website url that references the picture.

After you have entered the url, just click on a different placeholder and it will save the change.
and update the Preview accordingly.

**IMPORTANT:** You cannot modify the picture size, so please make sure to pick a picture that is not too big. You must also ensure your usage of the image does not violate any copyright laws.

6. Click **Next** and you will see the plain text version of your newsletter. Click **Next** again to confirm the newsletter and then click on **Send** to send it to your list subscribers.
Customize templates for automated emails coming from the LISTSERV

1. Click **List Management > Customization > Mail Templates**.

2. Choose one of the predefined, customizable templates available.

3. Add your own text message and save it with the appropriate template name.
Activity Reports

The List Activity Report can show when subscribers joined or left the list, date and time of specific postings to the list,

1. From the menu bar, click List Management > List Reports > List Activity Reports

2. Select the list for the report, if not already selected.
3. Choose parameters for the report, including the date range, and click Submit.

The example screenshot below shows parameters to report on people who subscribed or unsubscribed, as well as those who were added or removed by the list owner.

The report will appear below:
List owners requiring further information should contact the IT Service Desk at ITSupport@mcgill.ca or phone 514-398-3398.