Introduction

This document will cover the basics of LISTSERV lists specific to the University of Hawai‘i’s centralized servers, including how to use, set up, and manage them.

Any UH faculty, staff member, or a student is allowed to request for a mailing list. However, students must be sponsored by a faculty or staff member. List topics should be directly related to academic and/or administrative work of the University.

What is a Mailing List?

A mailing list is a tool that provides users with the means to disseminate information to groups of people. Rather than list every address individually, the user need only enter a single address on the message. This address will reference a list, which will contain the addresses of the intended audience, thus simplifying the task of reaching all of the members of the group.

Personal mailing lists can be setup within email client software such as Microsoft Outlook, Eudora, Netscape mail, etc. However, these lists are stored on the local computer and are only available to the owner. For others to send to the same group of people on a different computer, they would have to either manually enter the group members’ email addresses individually or import the list from the source computer.

UH mailing lists, on the other hand, are stored on the UH list server. To send a message to a group, you only need to send the email to the mailing list’s email address. When the mail server receives the
message, it distributes the message to the members of that list. It does not matter what computer or what email software you are using.

UH mailing lists are much more than email address reference lists. The owner(s) of a mailing list can configure it to behave differently according to their needs. Setting specific permissions using keywords and templates creates different types of mailing lists. There are four main types of mailing lists, each with its own advantages for specialized use:

- **Mail Alias** – An email address that is used to redirect a message to one or more addresses. Emails sent to the list are not archived and no record of who sent what and when it was sent is kept on the server.

- **One-way announcement** – The owner(s) and editor(s) of the list are the only people who are allowed to send messages to the subscribers. This type of list is primarily used for newsletters, product announcements, and dissemination of information that does not require feedback from the subscriber.

- **Two-way discussion** – The list administrators and the list subscribers are both permitted to post messages to the list. This type of list is primarily used for discussion groups engaged in the exchange of ideas and information centered on a specific topic.

- **Moderated** – This type of discussion list has an editor(s) who reviews all incoming messages. The editor decides whether or not to allow the message to be sent to all the subscribers on the list. Moderated lists can be used to control the discussion by keeping inflammatory or inappropriate messages from the reaching subscribers.

To use a mailing list you would simply type in the name of the list in the To: field of the outgoing email message. When you send the message, it will go to everyone who is on the list. For example, if there are twenty people that you normally send email to, these people can all belong to a mailing list called group-l@hawaii.edu. Instead of sending a message to twenty addresses:

    TO: user1@hawaii.edu, user2@hawaii.edu … user20@hawaii.edu
    CC:
    :

You would send the message to the list address:

    TO: group-l@hawaii.edu
    CC:
    :

You would send the message to the list address:
The address group-l@hawaii.edu will redirect your message to everyone whose email address is in the group-l mailing list. This becomes especially helpful when the size of your group gets very large. Rather than typing in the addresses of everyone individually, you can create a mailing list that will do the same thing for you.

For a more detailed description of the different features of using a mailing list, please refer to online documentation titled LISTSERV User's Guide available at: https://listserv.hawaii.edu/

How do I Request a Mailing List?

To request a mailing list, visit the following web site: http://www.hawaii.edu/account

At the Managing Your Personal Account page, enter your UH username and password at the UH Username and UH Password prompt and click Sign-in (Figure 1)

NOTE: If you do not currently own a UH username, click on the Get a UH Username! and follow the instructions to request a UH username.

After logging in, you are presented with a list of options for managing your UH username. Click on the Request a Mailing List option located at the lower left-hand corner of the page under the Mailing List Administration box (Figure 2).
On the next screen (Figure 3), follow the instructions carefully and fill out the request form. Click on the Request List button after you have completed the online form.
Getting Started With LISTSERV

You can perform actions in LISTSERV by sending a command through email or using the Web interface. Some commands are only available to LISTSERV maintainers and list owners while other commands are available to subscribers and non-subscribers as well.

USING EMAIL TO COMMUNICATE WITH LISTSERV

There are two main email addresses that are used to work with LISTSERV lists. One is to communicate with the LISTSERV program — a “command address.” The other is used to post mail to the list — the “list address.” If you want to change a list configuration or subscription setting, you would email listserv@hawaii.edu. If you want you want to post a message to the list, you would email the list address (ex: listname-l@hawaii.edu).

USING THE WEB INTERFACE TO COMMUNICATE WITH LISTSERV

Sending email messages to LISTSERV containing commands and posting messages to the list is sometimes confusing for people who are new to mailing lists. To simplify this process, the Web interface provides a centralized location for interaction with LISTSERV. As a list owner, you can use the Web interface to issue commands directly to LISTSERV and post simple messages to the list.

To maintain your list via the Web, visit https://listserv.hawaii.edu/ and sign on using your UH email address (example@hawaii.edu). First time users must submit a request for a new password (see “Accessing LISTSERV via The Web” for detailed instructions).
The “OK” Confirmation Method

To increase security, there are a number of actions for which LISTSERV requires confirmation before proceeding. In some cases, LISTSERV will accept a password-based validation. In other cases, email confirmation is required. When this happens, LISTSERV sends an email message with a subject line such as:

Subject:     Command confirmation request (787EF897)

The string of letters and numbers in parentheses (“787EF897” in the example) is called a “cookie” (sometimes referred to as a “confirmation code”) and is different every time.

Once an “OK” confirmation request is sent out, you must confirm it within 48 hours in order for the command to be executed.

There are three methods of confirming the command:

1. To confirm using the Web interface, simply click on the link that is provided in the email message sent to you.
2. To confirm with email, simply reply to the email message, keeping intact the Subject line including the cookie. In the text of your reply, simply type “OK” (without the quotes).
3. As an alternative method, you can also create a new email message with a blank subject line and the text “OK xxxxxxxx” where “xxxxxxxx” is the cookie from the original confirmation request email.

The cookie is the most important part of the “OK” confirmation method of validation. LISTSERV randomly generates a new cookie for each action that requires validation. All of the privileges within LISTSERV are tied to an email address. Only someone with access to your email address can make changes to your LISTSERV.

Caution: Never “OK” a cookie blindly. Make sure you are confirming a command that you initiated or a message that you want distributed to the list. Several cases of list “hijacking” or spam sent to well-secured lists have been tracked back to a list owner or moderator absent-mindedly clicking an OK link that they should not have clicked.

Accessing LISTSERV via the Web

This section provides a quick tour of the list management part of the Web interface. For more information about each page, refer to the online help (Help in the navigation panel). For your convenience some common tasks have been included in the next section.

To get started, point your browser to: https://listserv.hawaii.edu

A Welcome to LISTSERV at the University of Hawai‘i screen will be displayed (Figure 4), listing a variety of menu selections. Your access to these selections depends on your status – Subscriber or List Owner.
To get started, click on the **Subscriber's Corner**.

If you have already registered with the UH LISTSERV, just enter your email address and the password that was used to register your LISTSERV account. If this is the first time you are logging in, click on **Register with UH LISTSERV** on your right and fill in the information requested. An “OK” confirmation will be emailed to you. Click on the link in the email to activate your account. If you are already registered and have forgotten your password, click on the **Forgot your Password?** link to get a new password. Follow the instructions on the next screen to specify a new password. An “OK” confirmation will be sent to your email address for verification. Your request will become active after you have verified your request.

**Note**: Your password for the LISTSERV must be a minimum of 5 non-space characters. This password is independent of your UH username password. Like any password, you should take care in creating a password that is unique, and you should not distribute it to others.
After you have confirmed your password, go back to the Welcome page and click on **Subscriber’s Corner** to sign in (Figure 4). On the **Login Required** screen (Figure 5), type in your complete email address and the password you specified; then, click the **Login** button.

Upon a successful login, you will be reminded that your password is saved and you must logout to prevent the next user of the computer from being able to access your LISTSERV account.

### Navigating the Web Interface

The Web Interface is divided into the following parts (screen color and exact wording might be different but it follows the same layout):

- **Top Banner** – Default Page header

- **Navigation panel** – Appearing on the left side of the main form is the navigation panel. The top part of the navigation panel stays generally the same from page to page and contains links back to the various main areas of the Web interface that you have access to: Subscribers Corner, Server Archives, List Management, List Moderation, Help, and Log off. Other functionality will appear in the navigation bar depending on what page you are on: shortcuts to related pages, report specification fields, and/or specialized help.

- **Subscription List** – Shows all of the lists you are currently subscribed to.

- **Report Columns** - By checking the boxes and clicking on the **Submit** button it adds the appropriate column under the **Subscription List** section.
List Owner Management

The List Management page is the launch point for all list management functions. If you are the owner of only one list, the List Management page for that list will be displayed. If you own more than one list, you will need to select the list you want to work with. Each of the buttons appearing at the top of the main frame leads to each of the List Management functional areas:

Subscribers

This menu allows you to add or delete subscribers, change a subscriber's email address or subscription options, see whether someone is still subscribed to the list, etc. If there are many subscribers you want to add or delete, see **Bulk**.

Configuration

This menu allows you to edit the list configuration options for your list (also know as the “list header”). For more details, consult the LISTSERV List Owner's Guide from the welcome screen.

Wizard

Access the List Owner Wizard for assistance with modifying the list configuration keywords and performing certain list owner tasks. The List Wizard is a new, web-based interface that greatly simplifies the process of configuring and modifying list settings. All keywords and their explanations are included and divided up into categories.
Reports
This menu takes you to the reporting section which enables you to view and change the settings of your subscribers and lists. It also includes an advanced search engine which can search through the archives of multiple lists.

Changelog
This interface allows you to search through system and list-based changelogs. Filters have been included to help locate relevant entries and data.

Moderation
This page allows you to moderate your email list. Messages can be viewed and consequently approved or rejected in the browser window.

Bulk
This menu allows you to add or delete large numbers of subscribers from a text file, which is uploaded using the browser.

Mail-merge
Not enabled.

Layout
The layout editor allows you to customize the layout of your list using a simple graphical interface. You can switch between text and graphical (icon-based) layout for the archive pages, disable functions that are not useful or not wanted for your particular list, or even translate the archive pages.

Templates
The template editor allows you to customize the administrative messages sent by LISTSERV in response to most commands (known as “mail templates”). You can also use it to exercise finer control over the layout of the WWW interface than is possible through the graphical layout editor. Note that the banners at the very top and bottom of WWW archive pages are under the LISTSERV administrator's control. You can, however, add your own top and bottom banners in addition to the site-wide ones imposed by the administrator.

Command
This menu allows you to execute LISTSERV commands and see the results immediately in your browser window.

Help / Hide Help
This red button reveals or hides the help. Clicking on it will display or hide short descriptions of the commands currently available on the screen. This is different from the Help link in the Navigation Panel.

Common Mailing List Settings (Header Settings under ‘Configuration’)

The LISTSERV list header contains parameters that control the behavior of a list.

To configure the header via the web interface:
1. Logon to http://listserv.hawaii.edu
2. Click on Mailing List Management.
3. Click on Configuration.
4. Make changes to the settings, and complete by clicking on Update. (figure 9)

*Hint: If you are unsure of a setting or keyword, use the Wizard in List Management to assist you.*
To configure the header via email commands:

1. Get the header by sending an email to listserv@hawaii.edu with the body:
   
   ```
   get listname
   ```
   
   You will receive an email with the subject line File: “LISTNAME LIST”, with a body similar to the following. The lines starting with “*” are the actual header.

   ```
   PUT MYLIST-L LIST PW=XXXXXXXX
   *
   * Listserv testing
   *
   * Subscription= By_owner
   * Ack= Yes
   * Confidential= No
   * Reply-to= List,Respect
   * Review= Owners
   * Send= Public
   * Errors-To= Owner
   * Validate= No
   * Owner= johndoe@hawaii.edu
   * Notebook= No
   *
   ```

2. Compose a new message to listserv@hawaii.edu. In the body of this message, the first line should be:

   ```
   put listname list pw=password (your UH listserv password)
   ```

   On the following lines copy and paste the header (the lines with “*” in step 1)

3. When you have made all of your changes, complete by sending the email.

**SIMPLE MAIL REDIRECT (MAIL ALIAS)**

**Description:** This configuration simulates a mail alias. A message posted to the list is simply forwarded to all subscribers. Messages sent to the list are not archived or kept on the server. Subscription to this list is restricted and requires the owner’s approval; however anyone may post to the list.

**Header Settings:**

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PUBLIC LISTSERVS LISTS

Description: Public LISTSERV lists are available for people to search for and request a subscription. Set “Confidential” to “No” to make your LISTSERV list public and “Subscription” to “Open” to allow a user to subscribe without the need of the owner’s approval.

Header Setting:

My public discussion list (MYLIST-L)
Subscription= Open
Ack= Yes
Send= Public
Errors-To= Owner
Confidential= No
Validate= Yes, Confirm
Reply-to= List, Respect
Review= Owners
Notebook= Yes,/listserv/root/lists/listname,Monthly
Owner= joe@example.com

ONE-WAY ANNOUNCEMENT LIST

Description: Only the owner or moderator/editors, in this case joe@example.com, are allowed to send mail to this list. Subscription is unrestricted (anyone can subscribe to this list). List is archived monthly.

Header Settings:

My public discussion list (MYLIST-L)
Subscription= Open
Ack= Yes
Send= joe@example.com
Errors-To= Owner
Confidential= No
Validate= Yes, Confirm
Reply-to= List, Respect
Review= Owners
Notebook= Yes,/listserv/lists/mylist-l, Monthly
Owner= joe@example.com

Note: To add more allowed senders to the list, add another email next to the send command:
Send= joe@example.com, jane@example.com, jack@example.com

Or

Send= joe@example.com
Send= jane@example.com
Send= jack@example.com

MODERATED (EDITOR BASED)

**Description:** All messages sent to the list are reviewed by an editor, who is responsible for checking the appropriateness and correctness of a message, before forwarded the message to the list. Moderated lists reduce the amount of “spam” messages since they are filtered by the editor.

**Header Settings:**

My public discussion list (MYLIST-L)
Subscription= By_Owner
Ack= Yes
Send= Editor
Editor= joe@example.com
Errors-To= Owner
Confidential= No
Validate= Yes, Confirm
Reply-to= List, Respect
Review= Owners
Notebook= Yes,/listserv/lists/mylist-l, Monthly
Owner= joe@example.com

MODERATED (APPROVE/DISAPPROVE)

**Description:** All messages sent to the list are reviewed and approved by the moderator of the list. Subscription to this is restricted and must be approved by the list owner. Unlike a moderated list with an editor, the moderator only approves or disapproves of a message, but doesn’t actually change the contents of the message.

**Note:** You must have at least one moderator specified. Click on List Management, then click on the Wizard button, then click on Alphabetical Keyword Listing then click on Moderator (or the keyword of your choice).

**Header Settings:**

My moderated discussion list (MYLIST-L)
Moderator=All, joe@example.com, jane@example.com
Editor= joe@example.com
Subscription= By_Owner, Confirm
Ack= Yes
Confidential= No
Validate= Yes, Confirm
Send= Editor, Hold, Confirm
Errors-To= Owner
Reply-to= List, Respect
Review= Owners
Notebook= Yes, /listserv/lists/mylist-l, Monthly
Note: Moderation can also be done in a Round-Robin Fashion. To do so, simply remove the ‘All’ following Moderator.

Common Tasks Using the Web (For List Owners Only)

1. To add multiple subscriptions (for list owners):
   a. Create a text file with the subscribers you want to add to the list. File should be in the form of [complete email] [first name] [last name] one user per line.
   b. Click on List Management.
   c. If you own more than one list, select the list that you want to manage from the top.
   d. Click on the Bulk button
   e. Click on the Browse button to locate your file.
   f. Click on the Submit button to add the users. Make sure that the Add function is selected.
      (Hint: You can remove all the users by simply selecting Remove instead.)

1. To remove a subscription (for list owners):
   a. Click on List Management.
   b. Click on the Subscriber button and perform a search for the user. (Hint: Searching the user using his or her complete email will return the most accurate result.)
   c. Verify that the search result shows the correct user and click on Delete to remove user from the current list.

2. To change the list’s configuration –Getting Assistance With Header Keywords:
   a. Click on List Management.
   b. If you own more than one list, select the list that you want to manage from the top.
   c. Click on the Wizard button.
   d. Click on Categories of Keywords.
   e. Choose any of the options and make any appropriate changes as you see fit.

3. Getting help?
   There are several ways to getting help on managing your list.

   OPTION 1: Click the Help button for a short description of the options available on the current screen.
   OPTION 2: Click on the Help link on the Subscriber’s Corner Bar (to your left) for a more detailed explanation on the options available to the subscriber.
   OPTION 3: Consult the more comprehensive documentations for LISTSERV available online at: http://listserv.hawaii.edu
   • LISTSERV User’s Guide
   • LISTSERV List Owner’s Quick Start
   • LISTSERV List Owner’s Guide
   • LISTSERV Site Manager’s Guide
Common Tasks Using Email

If you are use to using email to make changes to your list, you can continue to do so. Emails should be sent to listserv@hawaii.edu with a blank subject line. The body of the message should contain only commands to LISTSERV with one command per line. Lines containing non-commands will result in an error message being returned. Be careful not to include your signature file in your email if you have it set to include automatically. LISTSERV will attempt to interpret the signature text as commands and will return “Invalid command” errors. Here are some common tasks using email:

1. To Subscribe to or Unsubscribe from a mailing list:

   To subscribe:
   
   subscribe history150-l Jane Doe

   To Unsubscribe (using the SIGNOFF command):
   
   signoff history150-l

2. To obtain a listing of all the public mailing lists on the UH server:

   list

3. To add or delete subscribers to/from a list (for list owners):

   add history150-l jdoe@hawaii.edu Jane Doe

   Or

   delete history150-l jdoe@hawaii.edu

4. Getting Help:

   help
How to Search the Message Archive

Messages sent to a LISTSERV list that has the web-archiving turned on, are saved on the server and can be viewed by using the **Archive Search** function. The **Archive Search** function can be found on the main page.
To search the archives:
1. Fill in the appropriate fields in the navigation panel on the left side with your search criteria.
2. Select the list you wish to search from under the List Names section.
3. Click on the Submit button when you are finished.

More Info for List Owners

Now that you have a general understanding of LISTSERV, you probably have questions and/or ideas on how to use the many different features. List owners can be very involved with their lists or can let their subscribers and/or moderators do most of the posting. Keep in mind that the list owner is responsible for setting the rules and enforcing the policies of the list. Although you may not actively participate in posting messages, you do have a very important role.

LIST OWNERS’ RESPONSIBILITIES

A list owner is entrusted with its members’ personal information (email address and name), and this carries certain responsibilities with regards to ensuring privacy and security. You must determine what level of security is most appropriate for your list. For example, a closed family list where all members know each other personally may be set to Review=Private (any list member may get the list of all subscribed addresses), but any list with subscriptions open to the public should be set to Review=Owners. A hobby discussion list may operate with relaxed security and deal with transgressions as they occur, but a commercial newsletter must have very tight security as any breach will reflect poorly on the
department/organization’s reputation. On an open discussion list, subscribers are aware that the discussion may sometimes stray off the topic, whereas on a moderated list they expect that you will exercise more control over what gets posted. On a one-way list, subscribers will hold you responsible for every posting. As the owner of the list, it is your responsibility to:

- Understand your list’s configuration.
- Let subscribers know what they expect from the list when they sign up.
- Help subscribers subscribe and sign off.
- Assist subscribers when they have difficulties with the list.
- Ensure that the list abides by the site’s appropriate use policy, applicable laws (for example, disallow the propagation of copyrighted materials not belonging to the sender), and any additional restrictions imposed by the site administrators.
- Prevent abuse of the list by third parties. For example, always require subscription confirmations on open lists, prevent outside access to subscriber email addresses (Review=Owner), and require confirmation of all postings to one-way lists (Send=…,Confirm).
- Receive and review all mail sent to the listname-l request address. This address is publicized as the way to get in touch with the list owner when a subscriber or potential subscriber requires assistance.

LEARNING MORE ABOUT LISTSERV

You can learn more about LISTSERV and managing LISTSERV lists by reading the more comprehensive “Introductory List Owners Guide” available online at: http://listserv.hawaii.edu.

This document is largely based on the “Introductory List Owners Guide” published under L-Soft International, Inc. and is provided with the intent to get you started quickly. It does not cover steps to managing a list in great detail. You as the list owner are encouraged to read the complete documentations.

Getting Help

For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send email to help@hawaii.edu, or fax (808) 956-2108. Neighbor islands may call the ITS Help Desk’s toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at www.hawaii.edu/help
The ITS walk-in Help Desks are located in Keller 105, Keller 213 and CLIC Lab on the UH Mānoa Campus.

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