

Email List Administration using Mailman



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Email List Administration Using Mailman

Contents

How list administration works at KU	3
What are Mailman Lists?	3
Setting up a new list.....	4
To set up a new list:	5
List basics	5
To email your list:.....	4
To access the list owner admin panel:.....	4
To email the list owner(s):	4
To subscribe to a list as a member:	4
Accessing the Administrative Panel and Navigating.....	6
To login to the admin panel for your list:	6
To access and view options:.....	6
List owner and membership management.....	7
Adding list owners.....	7
To add new list owners:	7
Managing members	7
To add new members:	7
To remove or unsubscribe individual or small groups of members:	8
To remove or unsubscribe large groups of members:.....	9
Configuration options	9
Managing lists	9
Updating List Details	10
To update your list's description:	10
Reply to sender/list.....	10
Digest Options.....	10
Moderation	11
List Archives	13
List user options.....	13

How list administration works at KU

The University of Kansas has two primary services providing email distribution lists: Group Lists and Mailman Lists. The primary distinction between the two is who can be included in the list. While Group Lists are limited only to members with KU email addresses, Mailman Lists can include members with any email address.

What are Mailman Lists?

Mailman is a web-based email distribution list manager. With an email distribution list, you can send an email message to a single address and have it automatically distributed to any number of predetermined addresses. Mailman allows list owners to create and modify lists easily as well as add and remove subscribers without having to know specific commands. List subscribers can easily modify their list subscriptions and preferences.

How do I get support?

There are several options for getting support with MailMan Lists:

Online instructional pages:

- MailMan List Administration Manual: <http://www.gnu.org/software/mailman/mailman-admin.pdf>
- KU IT Knowledge Base: https://kuit.servicenow.com/kb_view_customer.do?sysparm_article=KB0012744

Resources from Other Institutions:

- University of Washington Mailman FAQs: <https://itconnect.uw.edu/connect/email/mailman/faqabout-mailman/#replyto>
 - Owners: <https://itconnect.uw.edu/connect/email/mailman/owners-and-moderators-guide/>

Technical support with your Mailman List:

If you're having trouble managing or participating in a list *housed at KU*, please contact the KU IT Customer Service Center at itcsc@ku.edu or [785-864-8080](tel:785-864-8080).

In-person training:

- Contact KU IT Technology Instruction to schedule a one-on-one in-person training at training@ku.edu or 785-864-5155.

List basics

Email Address	Description
(your list's name)@lists.ku.edu	Your list's email address
(your list's name)-owner@lists.ku.edu	Emails all list owners and moderators

URL	Description
www.lists.ku.edu/admin/(your list's name)	Admin Panel (requires Admin password)
www.lists.ku.edu/admindb/(your list's name)	Moderator's Panel (requires Moderator password)
www.lists.ku.edu/listinfo/(your list's name)	List Info Page, with option to subscribe
www.lists.ku.edu/options/(your list's name)	List Member Panel (requires member's password)

To email your list:

1. Your list email address will be **(your list's name)@lists.ku.edu**

To access the list owner admin panel:

1. You can access the admin panel for your list by using a browser to go to **www.lists.ku.edu/admin/(your list's name)** where (your list's name) is the name of your list

To access the list moderator panel:

1. You can access the moderator panel for your list by using a browser to go to **www.lists.ku.edu/admindb/(your list's name)** where (your list's name) is the name of your list
2. Enter the moderator's password and click **Let me in.**

To email all list owner(s) and moderator(s):

1. An automatic email address will be created for any owners, the address is **(your list's name)-owner@lists.ku.edu.**
2. If an email is sent to that address, it will be forwarded to all owners.

To subscribe to a list or view list info:

1. Users can go to **www.lists.ku.edu/listinfo/(your list's name)** to self-subscribe to your email list. By default during the subscription, they will be able to select to receive an email digest.

To update membership information and preferences (for existing subscribers):

1. Existing members can go to **www.lists.ku.edu/options/(your list's name)** where (your list's name) is the name of your list, and log in with their email address and password.

(See https://kuit.service-now.com/kb_view_customer.do?sysparm_article=KB0012770 for help with retrieving passwords and setting preferences).

Setting up a new list

To set up a new list:

1. Decide on a name for your list. When choosing your list name, note the following:
 - There is no limit to the number of characters in the list address.
 - The list address may contain only letters and numbers, no special characters or spaces.
 - Avoid L (letter L) in instances where it could be mistaken for 1 (number one).
2. Complete the Group List request form: https://kuit.service-now.com/com.glideapp.servicecatalog_cat_item_view.do?v=1&sysparm_id=9cef783d75033100abe658e0f8345d80 (login required).
3. When your list is created, the list owner will receive a confirmation email that will contain the email address for your list, the URL for the admin panel, and your initial password.
4. Once your list is created, you may want to log in to the administrative panel and update the list's introductory description, its welcome message, and its goodbye message.

See this website for more information: <https://technology.ku.edu/services/distribution-group-lists>.

Retiring an old list

To retire or delete an unused email list:

1. Open a support ticket by contacting the KU IT Customer Service Center at itcsc@ku.edu or 785-864-8080.

Mailman List Roles

With Mailman, you can be a list subscriber, list owner, or list moderator. You also may take on multiple roles for a list or different roles for different lists.

Role	Description
Subscriber	<ul style="list-style-type: none"> • Subscribes to a list, receives messages sent to a list, and can also send messages to the list if permitted • Activity permitted is controlled by the list owners • Can change some preferences, including whether or not to receive digests
Owner	<ul style="list-style-type: none"> • Can manage the configuration and membership of the list • Can add or remove other list owners and moderators • Can change passwords shared by owners or moderators
Moderator	<ul style="list-style-type: none"> • Option, moderation is not enabled by default • Can manage subscriptions and postings • Can't make changes to configuration

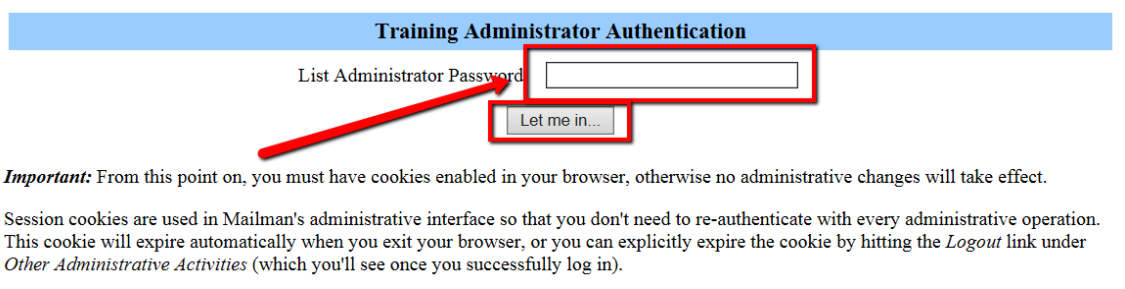
- Shares a moderator password set by the owner

Accessing the Administrative Panel and Navigating

When your list is first created in the Mailman system, you will receive an email with the list name, your password, and some helpful links and tips.

To login to the admin panel for your list:

2. Go to **https://lists.ku.edu/admin/(your list's name)** where (your list's name) is the actual name of your list.
3. Enter your password on in the entry box.
4. Click **Let me in...**

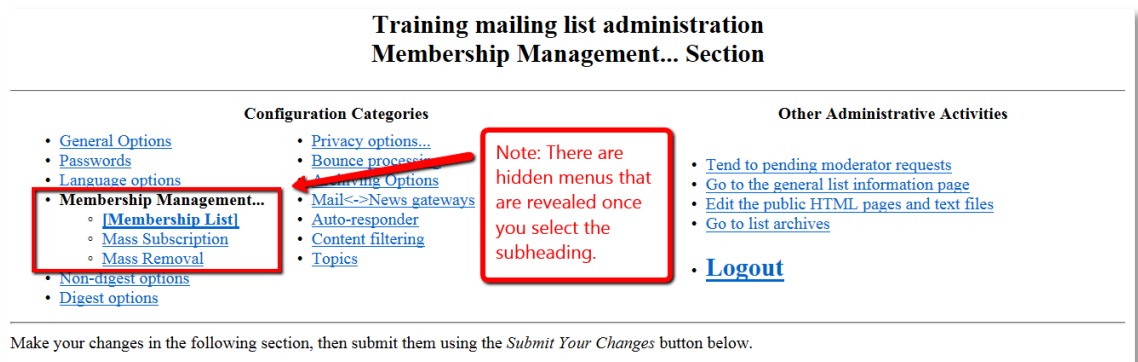


Once you are logged in, you will see the menu options for list administrators.

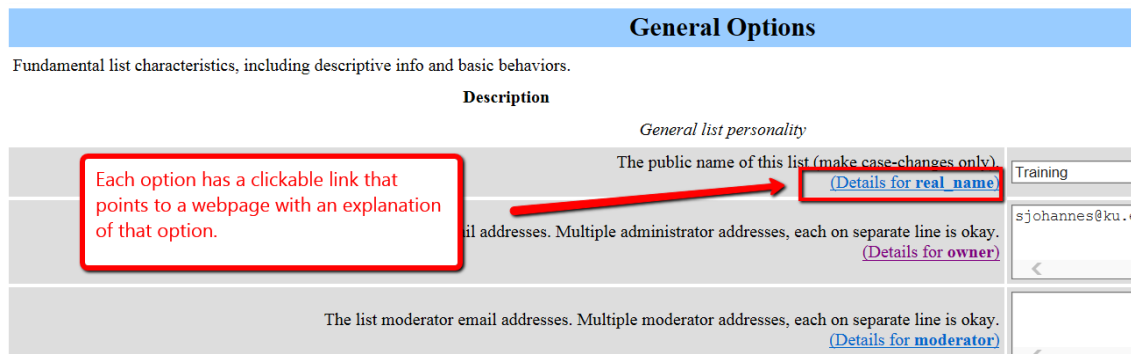
To access and view options:

Important Note: Some of the menu options are hidden and are only visible after clicking on the subheading.

- 1.
2. Click on a subheading to reveal the options for each category.



3. For each option contained under the category, there is a clickable link to a webpage with an overview of the option and tips or instructions.



List owner and membership management

Password

The list owner password is shared by all list owners. It is initially automatically generated by the Mailman system, but you can change it once you are logged in to the admin panel. **Note: Never use the password associated with your KU Online ID with any other services or accounts.** If you forget the administrator password, open a support ticket by contacting the KU IT Customer Service Center at itcsc@ku.edu or 785-864-8080.

To update or change the list owner password:

1. Go to your list's administration page at **[*www.lists.ku.edu/admin/\(your list's name\)*](http://www.lists.ku.edu/admin/(your list's name))** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **Passwords**.
4. Enter and re-enter the new administrator password.
5. Click **Submit Your Changes** to save.

Adding list owners

You can add one or multiple list owners who will have equal access as the original owner. *Note: List owners are not automatically added to the member list when added as list owners.*

To add new list owners:

1. Go to your list's administration page at **[*www.lists.ku.edu/admin/\(your list's name\)*](http://www.lists.ku.edu/admin/(your list's name))** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click **General Options**.
4. In the list administrator email addresses box, enter the new address(es) on a separate line.
5. Scroll to the end of the list and select **Submit Your Changes**.

Managing members

You have two options for managing members. You can manage them from the admin panel, or you can encourage members to manage their own preferences and membership through the member portal, <https://lists.ku.edu/listinfo/yourlistname>.

To check your list's membership via the admin panel:

1. Go to your list's administration page at **[*www.lists.ku.edu/admin/\(your list's name\)*](http://www.lists.ku.edu/admin/(your list's name))** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Under the "Configuration Categories" section at the top of the page, select the "Membership Management" link and you will be shown a list of your current subscribers along with their settings. If you have more than 30 subscribers on your list, the membership list will be broken down alphabetically on separate pages.
4. You can unsubscribe members, by doing one of the following:
 - a. On the Membership List page by checking the box in the "unsub" column and clicking on the "Submit Your Changes" button, or

- b. Follow the "Mass Removal" link where you can manually enter the email addresses you wish to remove from the list.
5. If you would like to add people to your list, select the "Mass Subscription" link and you will be able to enter the email addresses of those people you wish to subscribe. Or, you can have members subscribe themselves by going to the list's member page at [**www.lists.ku.edu/listinfo/\(your list's name\)**](http://www.lists.ku.edu/listinfo/(your list's name)) where **(your list's name)** is replaced with the actual name of your list.

To request a list of subscribers sent via email:

Mailman will send you a list of subscribers via email if your subscribers are not hidden.

1. Create a new email.
2. In the address box, enter **(your list's name)-request@lists.ku.edu** (again where **(your list's name)** is replaced with the actual name of your list.
3. In the subject line, enter the **who (your list's password)** where **(your list's password)** is the moderator password for the list).

Note: You may have to change the private_roster setting under the Privacy Options > Subscription Rules section of the admin pages. If the private_roster setting is set to "List members," you must be subscribed to the list for these instructions to work. If you are an owner but not a subscriber, the private_roster setting needs to be set to "List admin only" or "Anyone." (If set to "Anyone," do not include the password in the "who" command.)

To add new members:

1. Go to your list's administration page at [**www.lists.ku.edu/admin/\(your list's name\)**](http://www.lists.ku.edu/admin/(your list's name)) where **(your list's name)** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **Membership Management** then click on **Mass Subscription**.
4. Take note of the mass subscription options and change them if necessary. They are:
 - a. Subscribe these users now or invite them? Subscribe/Invite - Subscribe is the default.
 - b. Send welcome messages to new subscribes? Yes/No – Yes is the default.
 - c. Send notifications of new subscriptions to the list owner? No/Yes – No is the default.
5. Add the addresses by either
 - a. Entering them in the text area using a separate line for each address. Format your addresses as:
Name of the person <emailaddress@host.com>
to bring in both a name and email address for the person. Or, simply type in the email address.
 - b. Uploading a .txt or .csv file containing the email address using **Browse...**
Note: If using the .csv option, the system will skip the first row, which it assumes is the heading.
6. Optionally, enter a personalized message that will be added at the top of the subscription notification if you left the default option selected which sends messages to new subscribers.
7. Click **Submit Your Changes**.

To remove or unsubscribe individual or small groups of members:

*Note: When you unsubscribe a member using this method, they **will receive** a notification regarding the action.*

1. Go to your list's administration page at **[www.lists.ku.edu/admin/\(your list's name\)](http://www.lists.ku.edu/admin/(your list's name))** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **Membership Management**.
4. Check the box in the **unsub column** next to the users whom you'd like to unsubscribe.
5. Click **Submit Your Changes**.
6. The user(s) will no longer appear in the list.

To remove or unsubscribe large groups of members:

Note: When you unsubscribe a member using this method, they will not receive a notification regarding the action unless you choose to send them a notification. You can also choose to send notification to the list owners.

1. Go to your list's administration page at **[www.lists.ku.edu/admin/\(your list's name\)](http://www.lists.ku.edu/admin/(your list's name))** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **Membership Management**.
4. Click on **Mass Removal**.
5. Take note of the mass removal options and change them if necessary. They are:
 - a. Send unsubscription acknowledgement to the user? No/Yes – No is the default.
 - b. Send notifications to the list owner? No/Yes – No is the default.
6. Add the addresses by either
 - a. Entering them in the text area using a separate line for each address, or
 - b. Uploading a .txt or .csv file containing the email address using **Browse...**
Note: If using the .csv option, the system will skip the first row, which it assumes is the heading.
7. Click **Submit Your Changes**.
8. The user(s) will no longer appear in the **Membership List**.

Configuration options

Types of Lists

Lists can be set up to have many features. Here is a summary of the default options new lists. These are just the defaults can be changed:

- **Will subscribers receive monthly password reminders?** Yes
- **Will new subscribers receive a welcome message?** Yes
- **When you unsubscribe a member will they receive a message?** If the list owner unsubscribes someone, the default is that the person will not receive notification. If the person unsubscribes, they will receive a “goodbye message” by default.
- **Can a person subscribe themselves to a list? What steps are required?** Yes, the person can subscribe to the list by going to **[lists.ku.edu/listinfo/\(your list's name\)](http://lists.ku.edu/listinfo/(your list's name))**. Last, the subscriber will have to confirm their own email address.
- **Will subscribers receive automatically generated emails from the system?** Yes, subscribers will receive a monthly password reminder that is automatically generated by Mailman.

- **Who may post messages to the list?** Only list subscribers. Note: By default, when you add a list owner, that person is not automatically added to the subscriber list. You may want to verify that all list owners are on the subscribers list.
- **Are postings moderated?** No. Postings will be immediately distributed.
- **Will the person posting a message get a copy?** Yes.
- **Are postings to the list archived?** No.

List owners should refer to Mailman's [list administration manual](#) or [our Knowledge Base](#) for information on adjusting their list configuration settings to create the type of list desired.

Managing lists

Updating List Details

You can easily update the description for your list. The description is displayed on the list's informational webpage, [www.lists.ku.edu/listinfo/\(your list's name\)](http://www.lists.ku.edu/listinfo/(your list's name)).

To update your list's description:

1. Go to your list's administration page at [www.lists.ku.edu/admin/\(your list's name\)](http://www.lists.ku.edu/admin/(your list's name)) where **(your list's name)** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Under General options, look for the text box by "An introductory description ..."
4. Enter the text as you'd like it to appear in the box.
5. Click **Submit Your Changes** at the end of the page to save.
6. View the updated description at [www.lists.ku.edu/listinfo/\(your list's name\)](http://www.lists.ku.edu/listinfo/(your list's name))

Reply to sender/list

As a Mailman list owner, you can configure your list so that replies to messages are directed to either the original sender, the entire list, or to a specific email address. The location you choose will depend on the type of list you want to have.

- **Poster:** Replies directed to the original sender (poster) will cut down on list traffic. This may be the setting you prefer if you want to have an "announcement" type list.
- **This list:** Replies directed to the entire list will promote list discussions. This increases the amount of traffic on the list but it allows everybody to see the discussions.
- **Explicit address:** Replies directed to an explicit address are good for announcement type lists with a parallel discussion type list. If this is the type of list you would like to have, select "Explicit address" and set the "Reply-To:" address setting to the discussion list address.

To edit the way replies are managed:

All of these settings can be found on the list administration page at

1. Go to your list's administration page at [www.lists.ku.edu/admin/\(your list's name\)](http://www.lists.ku.edu/admin/(your list's name)) where **(your list's name)** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **General Options**.

4. Under **Reply-To: header munging**, leave as the default (poster) if you want replies to go back to the original message sender. Choose “This list” if you want replies to go to everyone on the list. Choose “Explicit address, if you want all replies to go to a specific email address.
5. Click **Submit Your Changes** at the bottom of the screen.

Digest Options

List members can choose to receive list emails bundled in digests when they subscribe to a list or using the subscriber portal. As list owner, you can choose to change the default options so that all new users receive and email digest by default.

To choose for subscribers to receive digests by default:

1. Go to your list's administration page at ***www.lists.ku.edu/admin/(your list's name)*** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Choose **Digest options**.
4. By “Which delivery mode is default for new users,” chose **Digest**.
5. Click **Submit Your Changes** at the bottom of the screen.

Moderation

As list owner, you can choose to moderate subscribers and/or messages sent to the list. By default, both forms of list moderation are not enabled. When either a subscription request or message is waiting for approval, list owners and moderators will receive notification.

Moderator Password

All moderators will share the same moderator password to access the Moderator Panel. The password can only be set or updated by a list owner.

To update the moderator password:

1. Go to your list's administration page at ***www.lists.ku.edu/admin/(your list's name)*** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Choose **Passwords**.
4. Enter and re-enter the moderator password.
5. Click **Submit Changes** to save.

Subscription Moderation

List owners can choose to moderate requests to subscribe to a list.

To enable subscription moderation:

1. Go to your list's administration page at ***www.lists.ku.edu/admin/(your list's name)*** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **Privacy options** and **Subscription Rules**.
4. By “What steps are required for subscription,” choose:
 - a. Confirm – If you do not want to moderate subscriptions requests (return to default).
 - b. Require approval – If you want a list administrator to approve all subscription requests.

- c. Confirm and approve – If you want a list administrator to approve all subscription requests and require the subscriber to confirm their own email address.
5. Click **Submit Your Changes** at the bottom of the screen.

To approve, defer, reject, or discard a subscription:

1. Follow the link sent in the notification email, or go to ***www.lists.ku.edu/admindb/(your list's name)*** and log in with the Moderator Password.
2. Choose Defer, Approve, Reject, Discard.
3. Optionally, you can choose to include a reason for refusal.
4. Optionally, you can permanently ban the address from the list.
5. Click Submit All Data.

Message Moderation

By default message moderation is not enabled. You can control list moderation on an individual member basis using the Membership List within the admin panel. You can turn on message moderation for all new subscribers and/or use the emergency moderation feature to moderate all messages.

To enable message moderation for all new members:

Note: This means messages from any subscribers added after this point will be moderated and will not be immediately distributed.

1. Go to your list's administration page at ***www.lists.ku.edu/admin/(your list's name)*** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click **Privacy options** and **Sender filters**.
4. Next to, "By default, should new list member postings be moderated?" choose **Yes**.
5. Next to, "Action to take when a moderated member posts to the list," choose **Hold, Reject, or Discard**.
6. Optionally, add a message for any messages that are rejected in the "Text to include..." boxes.
7. Click **Submit Your Changes** at the bottom of the screen.

To enable or disable message moderation for individual existing members:

1. Go to your list's administration page at ***www.lists.ku.edu/admin/(your list's name)*** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **Membership Management**.
4. In the Membership List, check the box under **Mod** for any subscribers who you want apply message moderation. Uncheck the box for any subscribers who you want to disable message moderation.
5. Click **Submit Your Changes** at the bottom of the screen.

To enable or disable message moderation for groups of existing members:

1. Go to your list's administration page at ***www.lists.ku.edu/admin/(your list's name)*** where ***(your list's name)*** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click on **Membership Management**.
4. Under **Additional Member Tasks**, ensure the radio button by **On** is selected and then choose **Set**.
5. The moderation check box (**Mod**) should now be checked for every list member.

List moderation notes:

- Mailman does not automatically recognize messages from the list owner and distribute them without moderation. Instead, Mailman looks to see whether you are subscribed to your list and what the moderation rule is for you as a subscriber or non-subscriber. Most often, owners whose messages are being moderated are not subscribed to their own list. You should first check to see if you are subscribed to your own list. If you aren't subscribed, you should add yourself as a member. Finally, check to make sure the box under Mod is not checked by your name in the Membership List if you do not want your own messages to be moderated.

List Archives

ListProc List Archives

Existing ListProc archives will not be migrated to the Mailman List system. It may be possible to get a collection of data files for your archive, but they might not be easily readable.

To get access to an existing archive for a previous ListProc list:

1. Email itcsc@ku.edu to open a support ticket.
2. You will be provided a collection of files in raw email format. To view and read the archive files, you may need to convert the file into a format that is more readable.

Mailman List Archives

The Mailman system does have an archiving option, but by default it is turned off. As a list owner, you are able to turn on archiving. Mailman list archives can be accessed from the List Info page for the list.

Note: KU IT does not have any service-level agreements guaranteeing the terms and storage of Mailman List Archives. Use of archives is up to the discretion of the site owner.

To turn on list archiving:

1. Go to your list's administration page at [**www.lists.ku.edu/admin/\(your list's name\)**](http://www.lists.ku.edu/admin/(your list's name)) where **(your list's name)** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Click **Archiving Options**.
4. By "Archive messages?" choose **Yes**.
5. Set up any additional preferences.
6. Click **Submit Your Changes** at the bottom of the screen.

To view private list archives:

1. Go to your list's administration page at [**www.lists.ku.edu/admin/\(your list's name\)**](http://www.lists.ku.edu/admin/(your list's name)) where **(your list's name)** is replaced with the actual name of your list.
2. Log in with your administrative password that was sent in the initial cutover email.
3. Under **Other Administrative Activities**, choose **Go to list archives**.

To view public list archives:

1. You can access the List Info Page for your list by using a browser to go to [**www.lists.ku.edu/listinfo/\(your list's name\)**](http://www.lists.ku.edu/listinfo/(your list's name)) where **(your list's name)** is replaced with the actual name of your list.
2. Click on **Training Archives**.

List commands

Similar to ListProc, commands can be sent directly to the system through email.

To send a command to your list:

1. Always address the email to **(your list's name)-request@lists.ku.edu** where **(your list's name)** is the actual name of your list. For example if my list is **training@ku.edu**, then commands would be sent to **training-request@lists.ku.edu**.
2. In the Subject line, include one of the following commands:

Command	Description
subscribe	Subscribes the user who is sending the email to the list.*
subscribe address=(email address)	Subscribe an email address other than the one the email is originating from.*
unsubscribe	Unsubscribes the user who is sending the email from the list.*
unsubscribe address=(email address)	Unsubscribes an email address other than the one the email is originating from.*

3. Send the email.

*Notes: At a minimum, the user will have to confirm their own email address before the subscription is completed. If subscription moderation is enabled or approval for unsubscriptions is required, moderators and owners will receive an email notification and will need to approve the subscription or unsubscription request.

To subscribe or unsubscribe to a list using email (no command needed):

By sending an email to one of the default email addresses, you can either subscribe or unsubscribe yourself to a list. No specific command is needed in the subject line.

Email	Description
(your list's name)-join@lists.ku.edu	Subscribes the user who is sending the email to the list.*
(your list's name)-leave@lists.ku.edu	Unsubscribes the user who is sending the email from the list.*
(your list's name)-owner@lists.ku.edu	Emails all list owners and moderators.

List user options

To receive a new password:

List owners cannot look up a subscriber's password. List owners can, however, direct them to the list's information page.

4. You can access the List Info Page for your list by using a browser to go to **www.lists.ku.edu/options/(your list's name)** where **(your list's name)** is replaced with the actual name of your list.
5. Enter your email address in the box by **Email Address**.

6. Click the **Remind button**.
7. You will receive an email with an automatically generated email and directions on how to access and update your membership options.

To update your information and preferences or change your password:

1. You can access the List Info Page for your list by using a browser to go to **[www.lists.ku.edu/options/\(your list's name\)](http://www.lists.ku.edu/options/(your list's name))** where ***(your list's name)*** is replaced with the actual name of your list.
2. Enter your email address in the box by **Email Address** and **Password** press **Login**.
3. Optionally, do any of the following:
 - a. Update your membership information by entering your new email address and confirming or by updating your name. Click Change My Address and Name.
 - b. Unsubscribe by checking the box and then clicking Unsubscribe.
 - c. Update your password using the boxes under "Change Your Password." Note: Never use the password associated with your KU Online ID for other applications, including email mailing lists.
 - d. Change any preferences under Your (your list's name) Subscription Options and click Submit My Changes to save.
4. When finished, click **Log out**.