Email List Administration
Using Mailman

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The presentation will begin soon.
MEETING TIPS

1. Maximize your window for the best viewing results.

2. Mute your microphone to cut down on feedback.

3. Click the chat message icon to ask questions & view the current chat.
SESSION OVERVIEW

• Overview
• What to expect as your list is transitioned
• Basic info
• Access for list owners
• Member management
  • Subscribing
  • Unsubscribing
  • Adding list owners and moderators
• Configuration Options
  • Reply options, digest options, and archives
  • Moderation
• List user options
  • Setting up new lists, Support, Wrap up, & Questions
List Administration at KU

Two options:

• Group Lists: Only KU members

• MailMan Lists: KU and non-KU members
  • Replaces ListProc system as of 6/26/2016
What is Mailman?

• Web-based email list manager
• Easy-to-use interface for list owners to manage list settings and configuration
• Eliminates the need to send command lines via email
• Online page for subscribers to sign up for the list, manage their preferences, including an option to receive a digest, and an option to retrieve their password if forgotten
• Online interface for list moderators (if you choose to enable moderation)
What to expect during the migration

• Your ListProc list will be transitioned to a MailMan list on Sunday, June 26.

• List owners will receive a system-generated notification when their list is created in Mailman. The email will include the list owner password. List subscribers/members will not receive any notification.

• Once transitioned, your list’s email address will be (your list’s name)@lists.ku.edu.
### URLs for your list:

<table>
<thead>
<tr>
<th>URL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>[<a href="http://www.lists.ku.edu/admin/">www.lists.ku.edu/admin/</a>](your list’s name)</td>
<td>Admin Panel (requires Admin password)</td>
</tr>
<tr>
<td>[<a href="http://www.lists.ku.edu/admindb/">www.lists.ku.edu/admindb/</a>](your list’s name)</td>
<td>Moderator’s Panel (requires Moderator password)</td>
</tr>
<tr>
<td>[<a href="http://www.lists.ku.edu/listinfo/">www.lists.ku.edu/listinfo/</a>](your list’s name)</td>
<td>List Info Page, with option to subscribe</td>
</tr>
<tr>
<td>[<a href="http://www.lists.ku.edu/options/">www.lists.ku.edu/options/</a>](your list’s name)</td>
<td>List Member Panel (requires member’s password)</td>
</tr>
</tbody>
</table>

### Email addresses for your list:

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(your list’s name)@lists.ku.edu</td>
<td>Your list’s email address</td>
</tr>
<tr>
<td>(your list’s name)<a href="mailto:-owner@lists.ku.edu">-owner@lists.ku.edu</a></td>
<td>Emails all list owners and moderators</td>
</tr>
</tbody>
</table>
# List Roles:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
</table>
| Subscriber | - 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  | - 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 | - 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 |
Common List Admin Tasks:

• Logging in
• Navigating
• Adding List Owners
• Managing Membership
  • Checking membership
  • Adding members
  • Removing members
## Membership List Options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>unsub</td>
<td>Unsubscribe</td>
</tr>
<tr>
<td>mod</td>
<td>Moderated (messages)</td>
</tr>
<tr>
<td>hide</td>
<td>Make membership private (can’t be seen by other members)</td>
</tr>
<tr>
<td>nomail</td>
<td>Indicates whether delivery to user has been disabled. Reasons: A – By administrator B – By system due to excessive bouncing ? - Unknown</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>ack</td>
<td>Whether or not to receive acknowledgement mail when sending mail to the list</td>
</tr>
<tr>
<td>not metoo</td>
<td>Member wants to avoid copies of own postings</td>
</tr>
<tr>
<td>nodupes</td>
<td>Does member want to avoid duplicates of the same message? Default is yes.</td>
</tr>
<tr>
<td>digest</td>
<td>User subscribed to digest</td>
</tr>
<tr>
<td>plain</td>
<td>Receive digest in plain text format. If not, they will get MIME format. Default is plain.</td>
</tr>
</tbody>
</table>
Adding Members:

• Membership Management > Mass Subscription

• Options
  • Choose whether to subscribe or invite: Subscribe is default
  • Choose to send them the welcome message: Yes is default
  • Choose to send notifications of new subscriptions to the list owner: No is default

• Enter the individual email addresses on separate lines as:
  Name <emailaddress@host.com>  Or simply type: emailaddress@host.com

• Alternatively, you can upload a .txt or .csv file.

• Optionally, if you are sending a welcome message you can add custom text.
Removing Members:

Two options:

• Membership Management > Mass Removal
  • Options
    • Send acknowledgement to the user: No is default
    • Send notifications to list owner: No is default
  • Enter the individual email addresses on separate lines as:
    Name <emailaddress@host.com> Or simply type: emailaddress@host.com
  • Alternatively, you can upload a .txt or .csv file.

• Membership Management > Membership List
  • Select the box under unsub > Click Submit your changes
  • By default, the user will get notification that they have been unsubscribed
## Default Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will subscribers receive monthly password reminders?</td>
<td>No</td>
</tr>
<tr>
<td>Is subscription moderated?</td>
<td>No</td>
</tr>
<tr>
<td>Are postings moderated?</td>
<td>No</td>
</tr>
<tr>
<td>Who can post to this list?</td>
<td>Only list subscribers</td>
</tr>
<tr>
<td>Where are replies to the list messages directed?</td>
<td>Poster (sender)</td>
</tr>
<tr>
<td>Will the person posting a message receive a copy?</td>
<td>Yes</td>
</tr>
<tr>
<td>Are postings archived?</td>
<td>No</td>
</tr>
</tbody>
</table>
Configuration options

• Monthly Password Reminders (General options > Send monthly password reminders?)
  • The default is No.

• Replies to posts (General Options > Where are replies to list messages directed?)
  • Options: Poster, This list, Explicit address (Poster is default)

• Viewing subscriber list (Privacy options > Subscription Rules)
  • Options: Anyone, List members, List admin only (List members is default)

• People approved to post (Privacy options > Sender filters)
  • By default it is only list members, but you can specify specific non-members who can send to the list or accepts all postings from non-members.
Configuration options

• Digest options (Digest options)
  • By default, lists are set up to not send digests, however users can choose to receive a digest.
  • You can choose to make digest the default, or you can block users from selecting digest as their preference.
Configuration options

• 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.*

• 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, email itcsc@ku.edu to open a support ticket. 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.
Configuration options

• Membership moderation
  • By default, any user who subscribes to your list will only have to confirm their email. You can choose to moderate (approve) users who subscribe to your list.

• Message moderation
  • By default, all messages are not moderated. You can choose to moderated messages that are sent to the list and choose individuals or email addresses that should not be moderated.
Moderation

• Moderators have a separate password that is shared by all moderators

• Moderators will receive an email notification if there is a subscription or message waiting to be approved

• The moderator panel can be accessed at lists.ku.edu/admindb/(your list’s name)
Common tasks:

• Users can subscribe to your list by going to lists.ku.edu/listinfo/(your list’s name)

• When a user subscribes the default is that they will just need to confirm their email address.

• Users can change or update their password, name, and preferences or retrieve a forgotten password at lists.ku.edu/options/(your list’s name)

List tasks and how-to’s are available at: https://kuit.service-now.com/kb_view_customer.do?sysparm_article=KB0012770
Optional steps for list owners

• Once you have received notification that your list has been created in Mailman
  • Log in to the administrative portal with the password provided in the email
  • Check that all list owners appear and are up-to-date
  • Make sure that the list owners are also included as members
  • Edit the list’s “Introductory description.” This will appear on the public-facing page for subscribers
  • Edit the default “Welcome” and “Goodbye” messages--you will be able to control if and when these default messages are sent, as well as be able to customize them in many cases.
Optional steps for list owners

• Continued
  • Email your subscribers at (your list’s name)@lists.ku.edu to notify them of the email address change. A template message was sent with the initial notification.
  • Encourage them to log in at list info page and update their name and preferences. Refer to this Knowledge Base article: https://kuit.service-now.com/kb_view_customer.do?sysparm_article=KB0012770
Optional steps for list owners

• Online instructional pages:
  • KU IT Knowledge Base: https://kuit.service-now.com/kb_view_customer.do?sysparm_article=KB0012744

• 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.

• 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.
Instructor follow-up

Once the session recording has been processed and any outstanding questions have been addressed, the instructor will send an email to all users that have RSVP'd. The email will include:

• A link to the recording
• Additional learning resources
• Answers to outstanding questions