

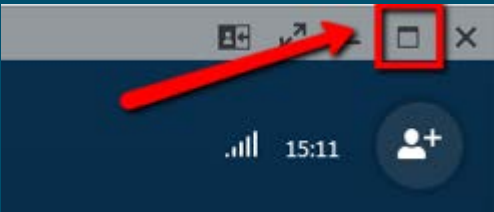


Email List Administration Using Mailman

MEETING TIPS

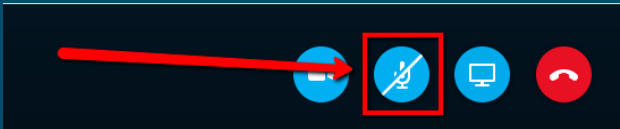
1

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

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.

BASIC INFO

URLs for your list:

| 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) |

Email addresses for your list:

| 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 |

BASIC INFO

List Roles:

| 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 |

Common List Admin Tasks:

- Logging in
- Navigating
- Adding List Owners
- Managing Membership
 - Checking membership
 - Adding members
 - Removing members

MEMBERSHIP MGMT.

Membership List Options:

| 5 members total | | | | | | | | | | |
|--------------------------|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-----------------|
| unsub | member address member name | mod | hide | nomail [reason] | ack | not metoo | nodupes | digest | plain | language |
| <input type="checkbox"/> | demoatrain@ku.edu Demo A Train | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | English (USA) ▼ |
| <input type="checkbox"/> | demobtraining@ku.edu Demo B Training | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | English (USA) ▼ |

| Option | Purpose |
|--------|---|
| unsub | Unsubscribe |
| mod | Moderated (messages) |
| hide | Make membership private (can't be seen by other members) |
| nomail | Indicates whether delivery to user has been disabled. Reasons: A – By administrator B – By system due to excessive bouncing ? - Unknown |

| Option | Purpose |
|-----------|---|
| ack | Whether or not to receive acknowledgement mail when sending mail to the list |
| not metoo | Member wants to avoid copies of own postings |
| nodupes | Does member want to avoid duplicates of the same message? Default is yes. |
| digest | User subscribed to digest |
| plain | Receive digest in plain text format. If not, they will get MIME format. Default is plain. |

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

OPTIONS

Default Options

| Option | Default |
|--|-----------------------|
| Will subscribers receive monthly password reminders? | No |
| Is subscription moderated? | No |
| Are postings moderated? | No |
| Who can post to this list? | Only list subscribers |
| Where are replies to the list messages directed? | Poster (sender) |
| Will the person posting a message receive a copy? | Yes |
| Are postings archived? | No |

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 moderate 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/\(your list's name\)](https://lists.ku.edu/listinfo/(your%20list's%20name))
- 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/\(your list's name\)](https://lists.ku.edu/options/(your%20list's%20name))

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:
 - MailMan List Administration Manual:
<http://www.gnu.org/software/mailman/mailman-admin.pdf>
 - 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.

WRAP UP/QUESTIONS



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