Basic instructions for List Owners

Sign Up

When an email list is created for you you need to setup an account on the mailman system to administer the list (this can be done by clicking the "Sign Up " button at   mailman.cchmc.org

If you designate other list admins or moderators, they will also have to "sign up" for an account on the Mailman system.

Click here for instructions on how to sign up on the Mailman system.

Loggin In

1. Visit mailman.cchmc.org   ** this page will show any lists that are configured to show up on the public page ***it does not mean these lists are open, just that they are listed
2. Click the "Login" link in the top right of the page.
3. Log in with your info or sign up if you have not setup an account.

***** Note singing up does not mean you can admin/access/moderate a list, you have to be given permissions to a list by Research IT or from the list admin.*******
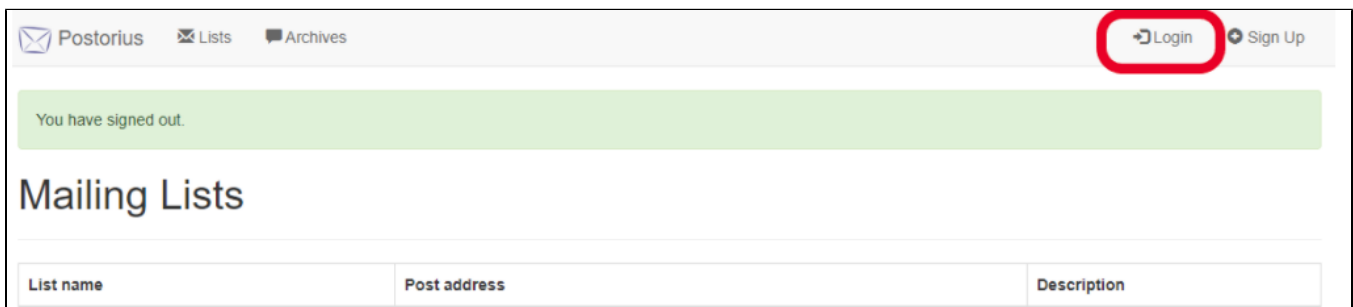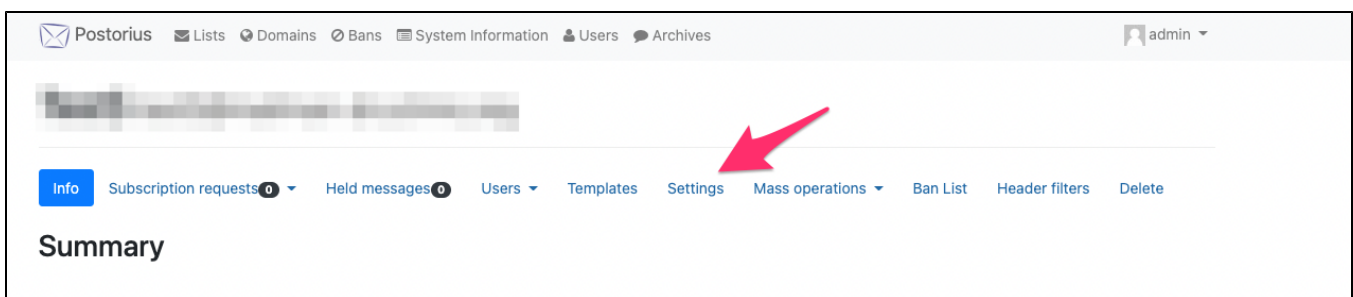

How messages are posted to a list

Posting to the mailing list is done by sending an email to the list's post address. The post address is the name of the mailing list and the domain @mailman. cchmc.org

For instance: I am a member of the "testgroup" mailing list and I want to post a message. I would compose a new email with the subject and body of my choosing and address the email to testgroup@mailman.cchmc.org. If moderation is enabled then a list owner or moderator will be notified that there is a held message pending approval (see the section below called "Moderating Held Messages" for more information on moderation). If moderation for members is not enabled then the message will be sent to all recipients on the email list.

Common List Settings

You can find common and advanced list settings by clicking the **"Settings"** tab from your list management page.

List Identity

The first tab under settings, "List Identity" is how the list appears on the main Mailman site. Here, one can decide if the list should be displayed with the other mailing lists, change or set a list description, create a longer longer synopsis about the list's purpose, change the display name, and change the prefix that appears in the subject line. **This should be set to NO for most lists. see this link for more info**

Automatic Responses

The "Automatic Responses" tab is where one can customize the automatic messages that are sent to owners and posters. This is also where one can turn on/off welcome messages that are sent when members are subscribed. I generally recommend turning off welcome messages if the subscribers added to the list are not opting-in to the list.

Message Acceptance

The "Message Acceptance" is where one can change moderation settings. When in doubt, it is usually best to use "Hold for moderation" for both members and non-members. However, if current subscribers are trusted, subscription requests are moderated, and the list is to be used for open discussion, then it may be appropriate to set member moderation to "Default processing".

Subscription Policy

The last tab in Settings is the "Subscription Policy" tab and this is where one can decide how people can subscribe to the list. I highly recommend leaving the setting on "Moderate" or "Confirm, then moderate" to prevent unwanted subscribers.

ADDING SUBSCRIBERS (MEMBERS)

1. From your list, click the "Mass operations" tab to display a dropdown menu.
2. Click "Mass subscribe".
3. In the text box, enter the member information using any of the formats shown below the box, being sure that there is only one member entry per line.
4. Click "Subscribe users"

When adding subscribers you usually want to check these settings

This will add the users to the email list and they will not get any email notification or have to confirm/approve their email address, which could confuse your users.

You can also choose to send or not send a welcome message or use your list default for the welcome message.

☑ Pre confirm

If checked, users will not have to confirm their subscription.

☑ Pre approved

If checked, moderators will not have to approve the subscription request.

☑ Pre Verified

If checked, users will not have to verify that their email address is valid.

☐ Invitation

If checked, the other checkboxes are ignored and the users will be sent an invitation to join the list and will be subscribed upon acceptance thereof.

Send welcome message   ○ Yes ○ No ● List default

If set to "Yes" or "No", List's default setting of send_welcome_message will be ignored for these subscribers and a welcome message will be sent or not sent based on the choice.

[Subscribe users]

****

REMOVING SUBSCRIBERS (MEMBERS)

## There are two methods to remove subscribers from a list

METHOD 1

1. From your list, click the "Mass operations" tab to display a dropdown menu.
2. Click "Mass removal"
3. From here you can copy and paste multiple addresses (one per line) into the text area
4. Click "Unsubscribe users" to remove only the addresses you entered.
5. If you want to remove all subscribers from the list, you can click the "Unsubscribe All" button, then click it again on the confirmation page.
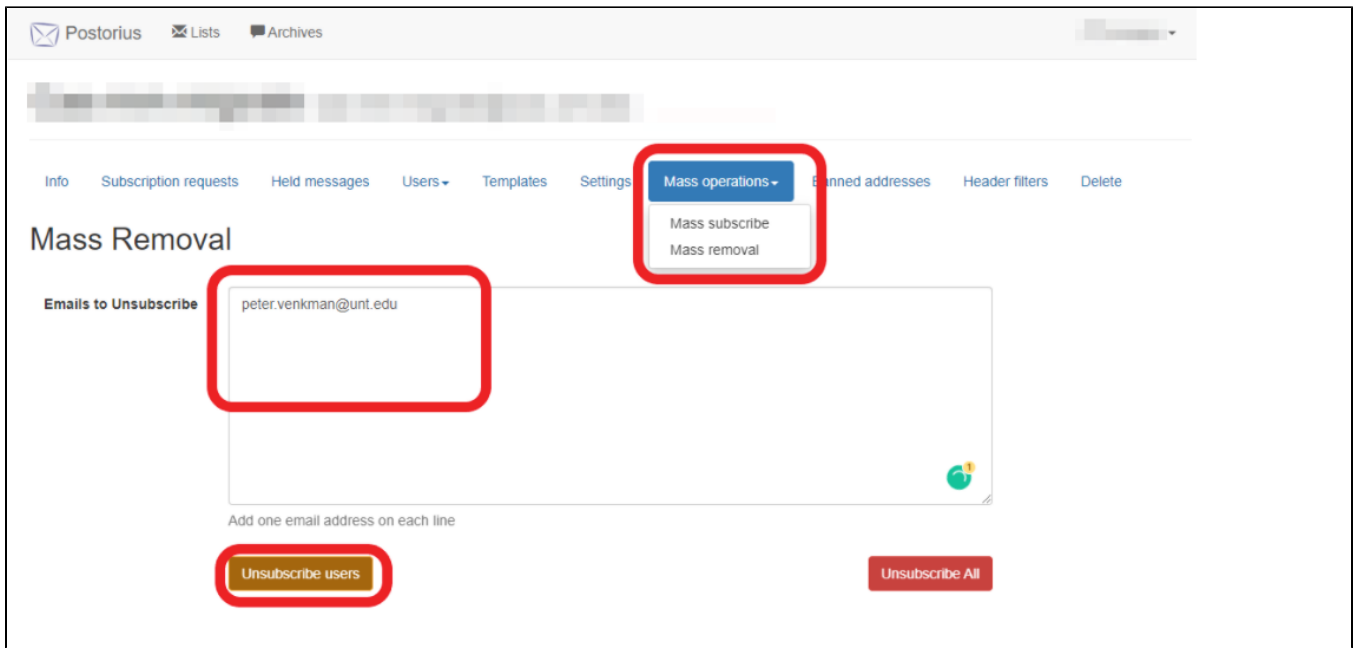
METHOD 2

1. From your list, click the "Users" tab to display a dropdown menu.
2. Click "Members" to view the roster.
3. You can check the box next to each address you would like to remove from the list
   a. You can change the number of results per page by clicking the dropdown at the bottom of the page and selecting a higher number.
4. Click "Unsubscribe Selected"
5. If you want to remove all subscribers from the list, you can click the "Unsubscribe All" button, then click it again on the confirmation page.

****
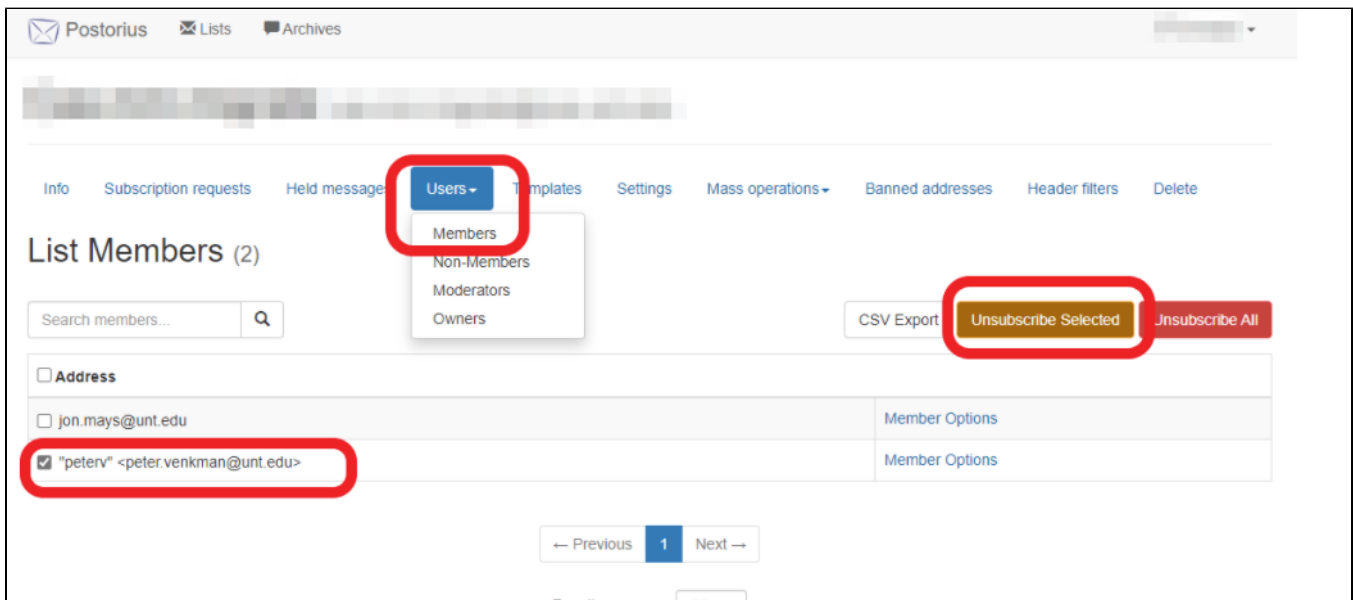
VIEW AND ADD/DELETE LIST ADMINS

1. From your list, click the "Users" tab to display a dropdown menu
2. Click "Owners" to view the current admins
3. To add a list admin, input their UNT email address into the "Email Address" field and, optionally, input the name into the "Display Name" field.
4. Click "Add owner"

5. If the new admin is not already an admin or moderator on another list, then they will be sent a verification email when they try to log into Mailman next. They must verify with that email before they can manage the list.
6. To delete an admin, click the "Delete" button next to their address in the Owner roster

> ⓘ **List Owner Restrictions**
>
> - List Owners must have a CCHMC email address.
> - No shared Outlook mailbox can be an Owner.
> - There must be at least 2 Owners of each list.
> - It is the responsibility of the Owners to maintain the list Owners and Members.

## VIEW AND ADD/DELETE LIST MODERATORS

1. From your list, click the "Users" tab to display a dropdown menu
2. Click "Moderators" to view the current moderators
3. To add a list moderator, input their UNT email address into the "Email Address" field and, optionally, input the name into the "Display Name" field. Moderators can have a non-CCHMC email address.
4. Click "Add moderator"
5. If the new moderator is not already an admin or moderator for another list, then they will be sent a verification email when they try to log into Mailman next. They must verify with that email before they can manage the list.
6. To delete a moderator, click the "Delete" button next to their address in the Moderator roster

****
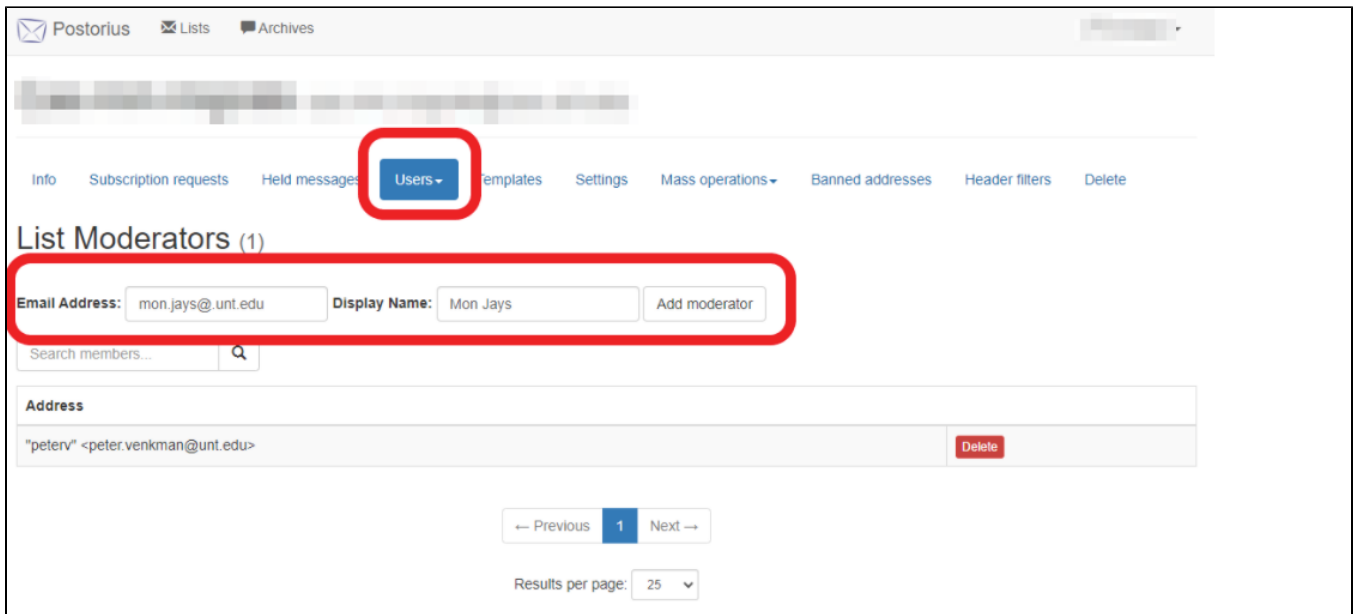
EXPORTING MEMBER ROSTER

1. From your list, click the "Users" tab to display a dropdown menu
2. Click "Members" to view the roster
3. Click the "CSV Export" button to download a copy of the roster

****
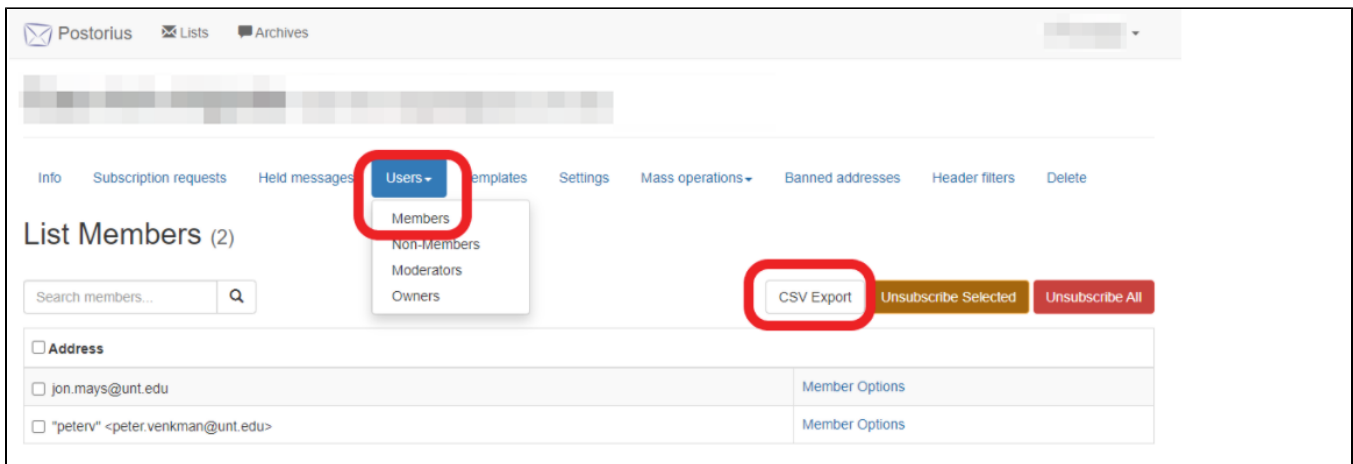
CONFIGURE MESSAGE MODERATION

1. From your list, click the "Settings" tab
2. Click the "Message Acceptance" tab
3. Go to the section called "Default action to take when a member posts to the list"

4. Select "Hold for moderation" to require all member posts to be moderated, or "Default processing" to disable moderation
5. Go to the section called "Default action to take when a non-member posts to the list"
   a. A "non-member" is anyone associated with a mailing list that is not in the Members roster. This can be a list admin, moderator, or anyone not subscribed that sends a message to the mailing list.
6. Select "Hold for moderation" to require all member posts to be moderated, or "Default processing" to disable moderation (not recommended)
7. Click "Save changes" button at the bottom of the page.

Default action to take when a member posts to the list

○ Hold for moderation ○ Reject (with notification) ○ Discard (no notification)
○ Accept immediately (bypass other rules) ○ Default processing

Default action to take when a member posts to the list.
Hold: This holds the message for approval by the list moderators.
Reject: this automatically rejects the message by sending a bounce notice to the post's author. The text of the bounce notice can be configured by you.
Discard: this simply discards the message, with no notice sent to the post's author.
Accept: accepts any postings without any further checks.
Default Processing: run additional checks and accept the message.

Default action to take when a non-member posts to the list

○ Hold for moderation ○ Reject (with notification) ○ Discard (no notification)
○ Accept immediately (bypass other rules) ○ Default processing

When a post from a non-member is received, the message's sender is matched against the list of explicitly accepted, held, rejected (bounced), and discarded addresses. If no match is found, then this action is taken.

****

CONFIGURE SUBSCRIPTION MODERATION

This applies only if you choose to provide the website for users to subscribe themselves. (How?)

1. From your list, click the "Settings" tab
2. Click the "Subscription Policy" tab
3. Click the dropdown menu next to "Subscription Policy"
4. The options are explained below the dropdown menu, but the most common option will be "Moderate" to enable subscription moderation.
5. Click "Save changes"

```
************************************************************
```

MODERATING HELD MESSAGES

1. From your list, click the "Held Messages" tab
2. Messages held for moderation will appear on this screen
3. Check the box next to the message(s) you want to operate on then click one of the buttons on the right to Accept, Reject, or Discard.


```
************************************************************
```

MODERATING SUBSCRIPTION REQUESTS

This applies only if you choose to provide the website for users to subscribe themselves. (How?)

1. From your list, click the "Subscription requests" tab
2. Click the Accept, Reject, or Discard button next to the email address you would like to operate on.