

CREATE AND MANAGE AN E-MAIL LIST AT MARQUETTE UNIVERSITY

A listserv automatically distributes e-mail to everyone on a mailing list. Depending on how the list is set up, any list member can send messages to the list's members or only certain people can send to the listserv. Only the list owner can change membership to the list.

1. What will happen when the listserv has been created?	2
2. How do I manage a listserv?	2
2.1 How do I check the current members of my listserv?	3
2.2 How do I remove users from my listserv?	3
2.3 How do I add users to my listserv?	4
3. What happens when a user tries to subscribe to a listserv?	5
4. What will happen if a listserv MEMBER, who does not have permission to do so, tries to send a message to the listserv?	5
5. How do I get a list of the List Server's commands?	6
Contact the Help Desk	6

INSTRUCTIONS FOR A LISTSERV

1. WHAT WILL HAPPEN WHEN THE LISTSERV HAS BEEN CREATED?

The list owner will receive a message that includes the following information:

1. Your group name is:
LS-MyList
2. Use this email address to send a message to all members of your distribution list:
Remember to send the e-mail to yourself, put this address in the BCC field.
LS-MyList@marquette.edu
3. Attached are some general instructions.

2. HOW DO I MANAGE A LISTSERV?

You must be the **list owner** to initiate commands or directives.

All listserv commands are sent to the following address: list@marquette.edu.

Important: When you send a listserv command in an e-mail message, be sure to do the following:

- When sending a message to the list, send the message to yourself (To...) and **send a Blind Carbon Copy (BCC ...) to the list address.** (See Figure 1.)

Keep the recipient list private by sending the message to yourself with a blind carbon copy to each of the recipients. If the list address is in BCC, the recipients' e-mail addresses are not shared with every member of the group, and this reduces the risk of e-mail addresses being used for Spam.

- Fully qualify member e-mail addresses: use “__@marquette.edu” instead of any domain aliases like “__@mu.edu”.
- Remove any e-mail signatures or extra trailing text from the command e-mail.
- Enter the subject of the message.
- The message must be formatted as plain text so that the computer can understand the commands. This also ensures that no control characters are included – these will result in errors in the e-mail addresses. To ensure this:
 - When you paste text into the body of the mail message, click on **Paste Special** under the **Paste** group. Paste as **Unformatted Text** into the body of the e-mail.
 - Always send the message as **Plain Text**. Set the format of your crafted e-mail message to **Plain Text**. Change the setting for just this specific e-mail message. (You do not need to change your default setting for all e-mail messages to **Plain Text** and can keep that as **HTML** or **Rich Text**.) To change the format for this particular e-mail message, click on the **Options** tab, and in the **Format** group, click on **Plain Text**, as shown in Figure 1.

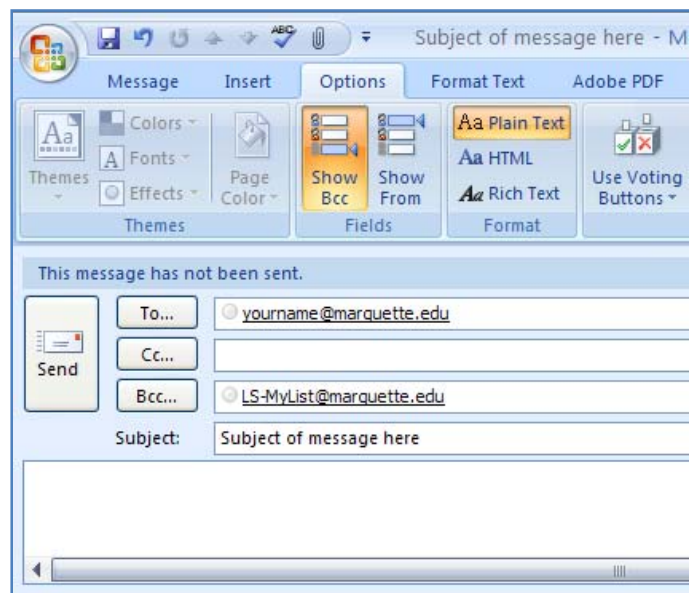


Figure 1

2.1 HOW DO I CHECK THE CURRENT MEMBERS OF MY LISTSERV?

Send an e-mail to list@marquette.edu and enter the following command in the body of the message:
Members LS-MyList
Replace **LS-MyList** with your actual list name, as shown in Figure 2 below.

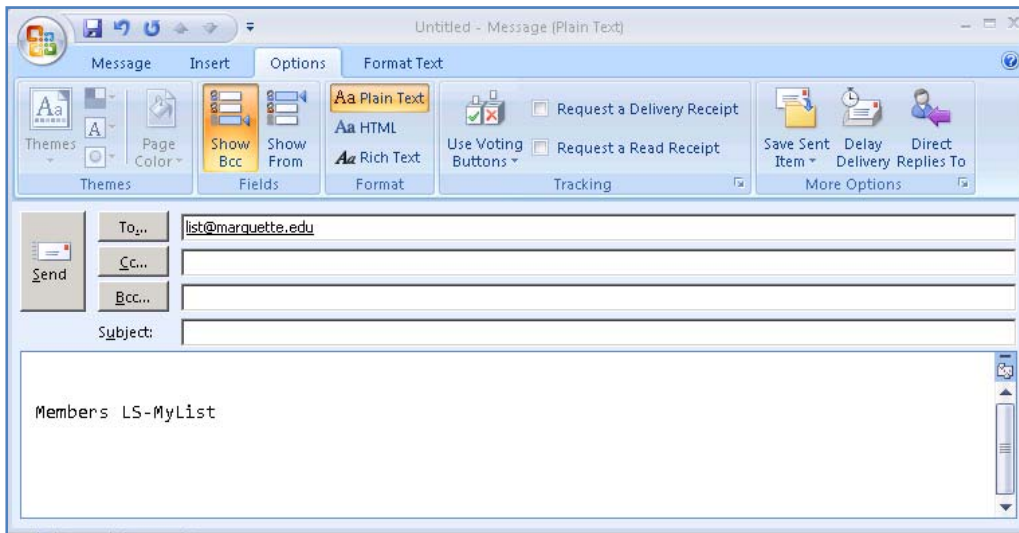


Figure 2

Shortly after you send the message, you should receive an e-mail back with a list of your members.

2.2 HOW DO I REMOVE USERS FROM MY LISTSERV?

- Send an e-mail to list@marquette.edu and enter the following command in the body of the message, as shown in Figure 3 below:

Unsubscribe LS-MyList FirstName.LastName@marquette.edu
Replace **LS-MyList** with your actual list name and the e-mail address with the address of the person to be removed.

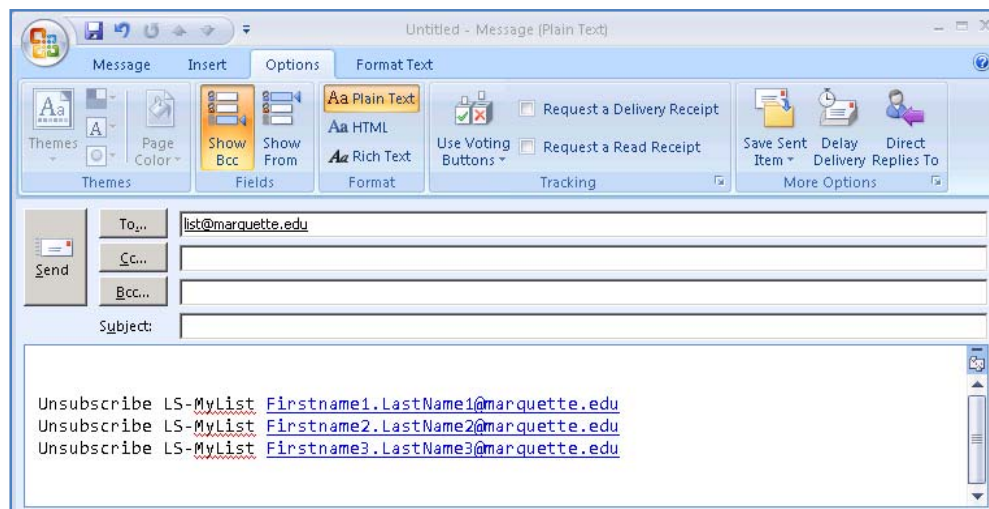


Figure 3

Note:

- Unsubscribe LS-MyList must precede each and every member address that you want to remove.
- If you have a long list, create a spreadsheet with a list of e-mail addresses to delete, and insert a temporary column to the left of the e-mail addresses. Fill this column with *Unsubscribe LS-MyList*. (Enter *Unsubscribe LS-MyList* in the top cell, press the Enter key, then hold your mouse over the bottom right corner of the cell to grab the fill handle, and drag down to fill the same contents in cells below.) Copy the data in the two columns from the spreadsheet. Click in the body of the mail message and click on **Paste Special** under the **Paste** group. Paste as **Unformatted Text** into the body of the e-mail.
- If you are having trouble removing a user, check whether they are a current member of your list using the instructions in #1 above. If their e-mail address is not listed in the message you receive, it is possible that they used a different e-mail address than the one you were trying to remove.

2.3 HOW DO I ADD USERS TO MY LISTSERV?

Send an e-mail to list@marquette.edu and enter one or more subscribe listserv commands in the body of the e-mail message, as shown in Figure 4 below:

Silent Subscribe **LS-MyList** FirstName.LastName@marquette.edu

Replace **LS-MyList** with your actual list name and the e-mail address with the address of person- to-be-added.

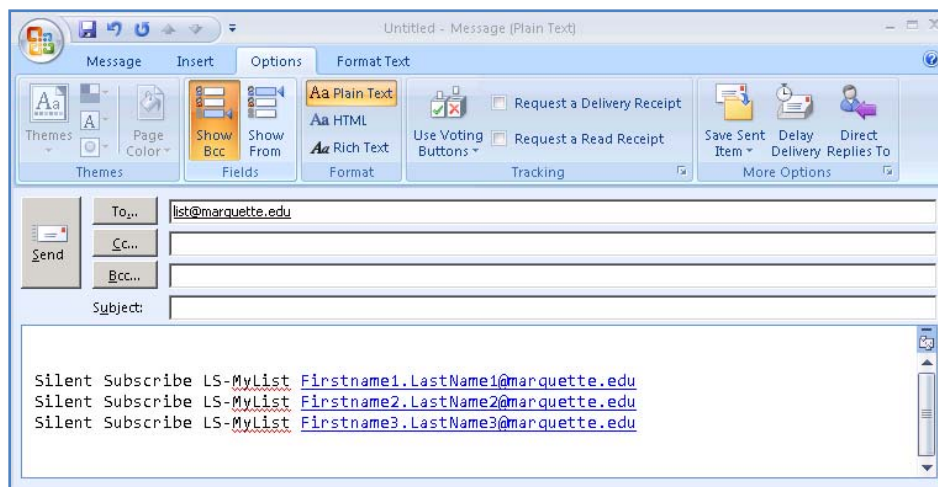


Figure 4

Note:

- If you leave off the key word "Silent" then the new members will receive a welcome message

- Include a “Silent Subscribe LS-MyList” or “Subscribe LS-MyList” command before each and every member address that you want to add.
- To expedite this process, create a spreadsheet with a list of e-mail addresses to add, and insert a temporary column to the left of the e-mail addresses. Fill the cells in the column with Silent *Subscribe LS-MyList*. Copy the two columns from the spreadsheet. Click in the body of the mail message and click on Paste Special under the Paste group. Paste as **plain text** into the body of the e-mail. This also ensures that no control characters are included – these will result in errors in the e-mail addresses.

3. WHAT HAPPENS WHEN A USER TRIES TO SUBSCRIBE TO A LISTSERV?

- The user receives this message in an e-mail:

Your request to add the mailbox <LastName, FirstName> to the list **LS-MyList** has been forwarded to the list owner for approval.

(Note: Your actual list name will be in place of **LS-MyList**)

- The list owner gets this email:

The following request was received from LastName, FirstName <lastname.firstname@. email.com >.

- To approve the subscription, all you need to do is click reply to the above e-mail. This fills in all the necessary information to subscribe the new user.

Subscribe **LS-MyList** lastname.firstname@marquette.edu (LastName, FirstName)

(Note: Your actual list name will be in place of **LS-MyList**)

4. WHAT WILL HAPPEN IF A LISTSERV MEMBER, WHO DOES NOT HAVE PERMISSION TO DO SO, TRIES TO SEND A MESSAGE TO THE LISTSERV?

- If a list member who is not allowed to do so tries to send a message to the list, they will receive an e-mail with the following message:

You do not have permission to send to this recipient. For assistance, contact your system administrator.

- To avoid this, the list member can send the message to the owner of the list, who will then post the message. Or they can request that the owner asks IT to give the list member permission to post messages to the group.

5. HOW DO I GET A LIST OF THE LIST SERVER'S COMMANDS?

Send an e-mail to list@marquette.edu and enter Help in the body of the e-mail message, as shown in Figure 5 below:

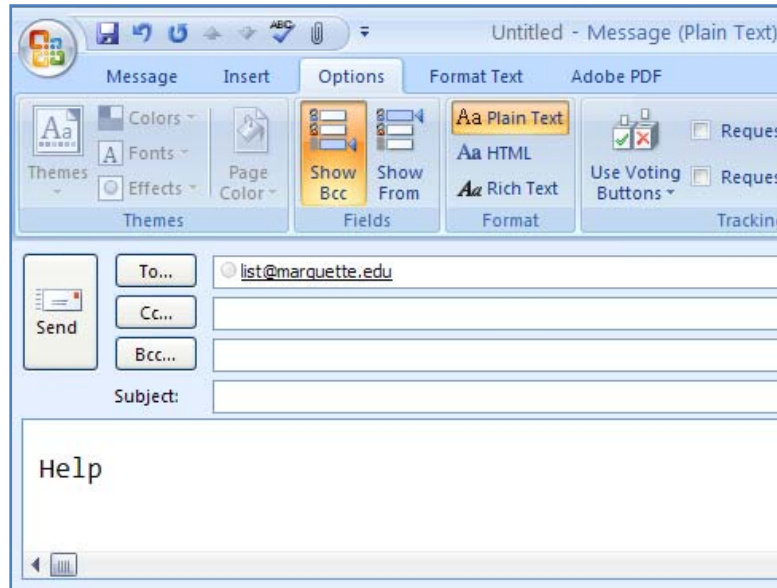


Figure 5

CONTACT THE HELP DESK

If you have further questions about creating and managing a list, please contact the **Help Desk at 288-7799**.