

Basic Management of a Worcester State College LISTSERV

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Table of Contents

Basic Management of a Worcester State College LISTSERV	1
Send a message to a List	1
Requesting a LISTSERV	2
Register a Username and Password.....	3
Log In to a List	5
Open a Listserv.....	7
View the Dashboard	7
Adding Individual Subscribers to a List Using the List Dashboard.....	8
Adding Bulk Subscribers to a List Using the List Dashboard and Notepad	9
Typing primary e-mail usernames into Notepad	9
Log In to a List	10
Deleting a Subscriber Name.....	13
Logging Out	14

A Listserv is a mail program that allows e-mail to be sent to subscribers of a list. A list usually is created in order to communicate to subscribers with similar needs, interests, or for a particular purpose.

Many Lists already exist at Worcester State College. **To send a message to a list, an e-mail message is addressed to *listservname@listserv.worcester.edu*.**

For example: To send a message to all faculty members included in the faculty list, an e-mail would be addressed to faculty@listserv.worcester.edu.

Any faculty or staff member can request a list as long as the purpose of the list is related to work for Worcester State College.

The person requesting the list will be known as the list “owner” or maintainer. This person will be in charge of the basic operation of the list and will perform functions such as adding or removing subscribers.

The primary e-mail account name must be used in order for subscribers to be able to receive postings and submit postings. If the correct primary address is not used, the subscriber only will be able to receive posts.

The primary e-mail account name for WSC faculty and staff conforms to the [firstname.lastname@worchester.edu](#) configuration.

For Example: joe.lancer@worchester.edu

The primary e-mail account name for WSC students conforms to the first initial plus last name configuration.

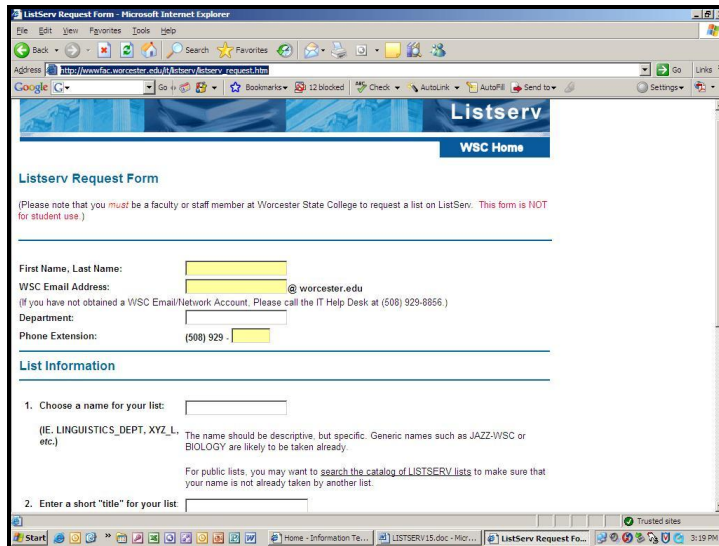
For Example: jlancer@worchester.edu

In order for a List of subscribers to be created for use on the WSC Listserv, a Listserv Request form needs to be submitted to our WSC Webmaster.

Requesting a LISTSERV

1. Go to. http://wwwfac.worcester.edu/it/listserv/listserv_request.htm

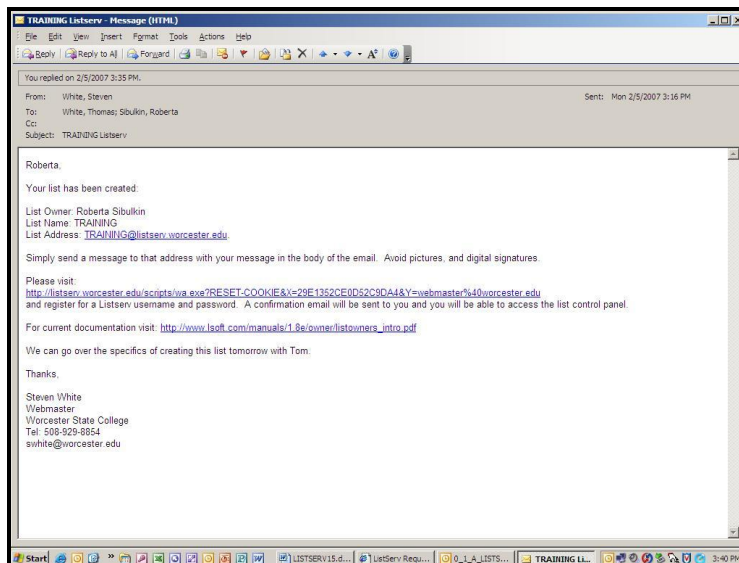
The Listserv Request Form displays.



The screenshot shows a web browser window titled "Listserv Request Form - Microsoft Internet Explorer". The address bar shows the URL http://wwwfac.worcester.edu/it/listserv/listserv_request.htm. The page has a blue header with the "Listserv" logo and a "WSC Home" button. Below the header is the "Listserv Request Form" section. A note states: "(Please note that you must be a faculty or staff member at Worcester State College to request a list on ListSen. This form is NOT for student use.)". The form contains several input fields: "First Name, Last Name:", "WSC Email Address:" (with a dropdown menu and "@ worcester.edu" text), "Department:", "Phone Extension:" (with "(508) 929 -" text), "List Information" section with two numbered steps: "1. Choose a name for your list:" (with a text input field and instructions: "(IE. LINGUISTICS_DEPT, XYZ_L, etc.) The name should be descriptive, but specific. Generic names such as JAZZ-WSC or BIOLOGY are likely to be taken already. For public lists, you may want to search the catalog of LISTSERV lists to make sure that your name is not already taken by another list.") and "2. Enter a short 'title' for your list:" (with a text input field). The browser's taskbar at the bottom shows several open windows, including "Home - Information Te...", "LISTSERV15.doc - Micr...", and "ListServ Request Fo...".

2. Complete the form, making certain to read the instructions carefully. Then, click **Submit**.

Once the list site has been created, you will receive an e-mail with the List Owner name, List Name, and List URL Address.



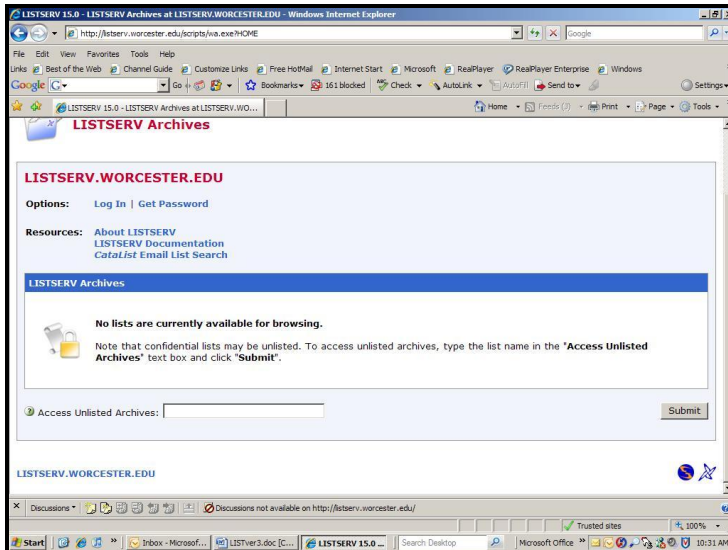
The screenshot shows an email message in a browser window titled "TRAINING Listserv - Message (HTML)". The email header includes: "From: White, Steven", "To: White, Thomas; Sibulkin, Roberta", "Cc:", "Subject: TRAINING Listserv", and "Sent: Mon 2/5/2007 3:16 PM". The body of the email starts with "Roberta," followed by "Your list has been created:". It lists the following information: "List Owner: Roberta Sibulkin", "List Name: TRAINING", and "List Address: TRAINING@listserv.worcester.edu". It then instructs: "Simply send a message to that address with your message in the body of the email. Avoid pictures, and digital signatures." Below this, it says "Please visit: http://listserv.worcester.edu/scripts/va.exe?RESET_COOKIE&v=29E1362CE0D62C9D4&Y=webmaster%40worcester.edu and register for a Listserv username and password. A confirmation email will be sent to you and you will be able to access the list control panel." It also provides a link for documentation: "For current documentation visit: http://www.lsoft.com/manuals/1.Be/owner/listowners_intro.pdf". The email concludes with "We can go over the specifics of creating this list tomorrow with Tom." and "Thanks, Steven White, Webmaster, Worcester State College, Tel: 508-929-8854, svwhite@worcester.edu". The browser's taskbar at the bottom shows several open windows, including "LISTSERV15.doc...", "ListServ Requ...", "O_LA_LISTS...", and "TRAINING LL...".

You will be asked to use the URL link provided to register for a Listserv username and password. **Make certain to follow the guidelines for a primary username.**

Register a Username and Password

1. Go to <http://www.worcester.edu/listserv>

The Listserv 15.0 Archives page displays



2. Click the **Log In** link.

The Login Required dialog displays.

A screenshot of a 'Login Required' dialog box. The title bar reads 'Login Required'. The main text asks the user to enter their email address and Listserv password, and to click the 'Log In' button. It also provides instructions for first-time users or those who have forgotten their password, directing them to 'get a new LISERSV password first'. Below the text are two input fields: 'Email Address:' and 'Password:'. At the bottom of the dialog are two buttons: 'Log In' and 'Change Password'.

If this is the **first time you have seen this dialog box** (or if you have forgotten an existing password), click the **get a new LISTSERV password** link.

The Register LISTSERV Password dialog displays.



The dialog box is titled "Register LISTSERV Password". It contains the following text: "Please enter your email address and the desired password, then click on the 'Register Password' button. If you already had a LISTSERV password but cannot remember what it was, this procedure will automatically replace your existing password with the new one you will be entering below." Below the text are three input fields: "Email Address:" (highlighted in yellow), "Password:", and "Password (Again):" (with "(Verification)" in parentheses to its right). A "Register Password" button is located at the bottom center.

The primary e-mail account name for WSC faculty and staff conforms to the firstname.lastname@worchester.edu configuration.

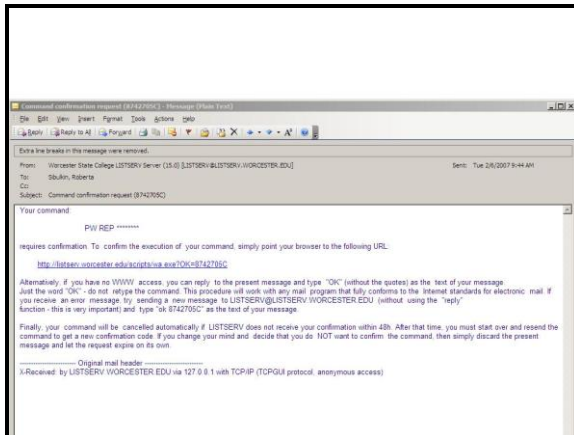
For Example: joe.lander@worchester.edu

The primary e-mail account name for WSC students conforms to the first initial plus last name configuration.

For Example: jlancer@worchester.edu

3. Enter your correct **primary e-mail address name** and **password** following the procedures described above. **Reenter** your selected **password** to verify the choice. Then, click the **Register Password** button.

Once you have registered a username and password, you will receive a confirmation e-mail that will provide a link to access the List control panel.

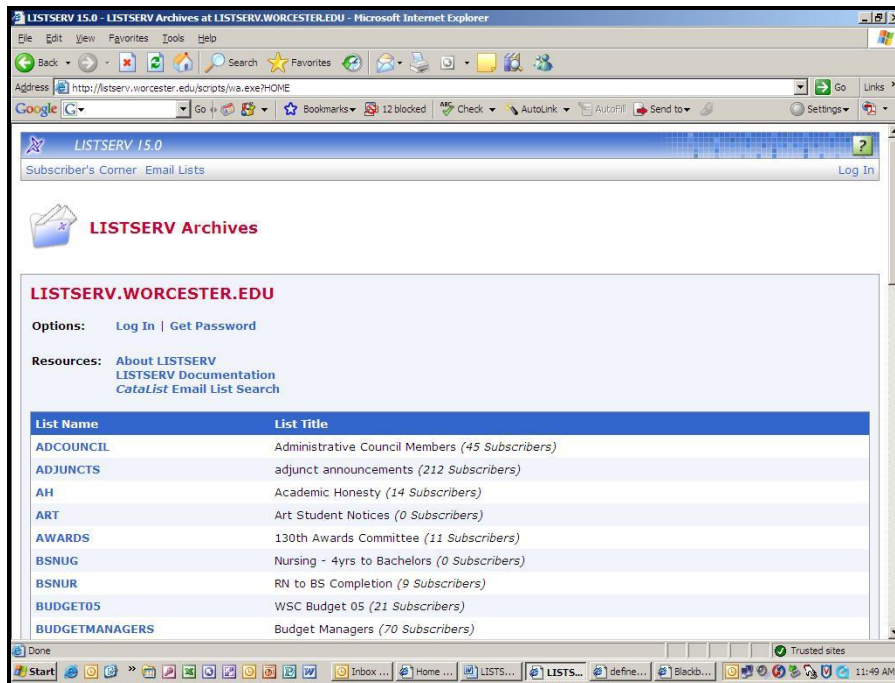


4. Click the designated link to **confirm your request for a list** your access to the List Control Panel.

Log In to a List

1. Go to <http://www.worcester.edu/listserv>

The Listserv 15.0 log in page displays



2. Click the **Log In** link.

The Login Required dialog displays.

Login Required

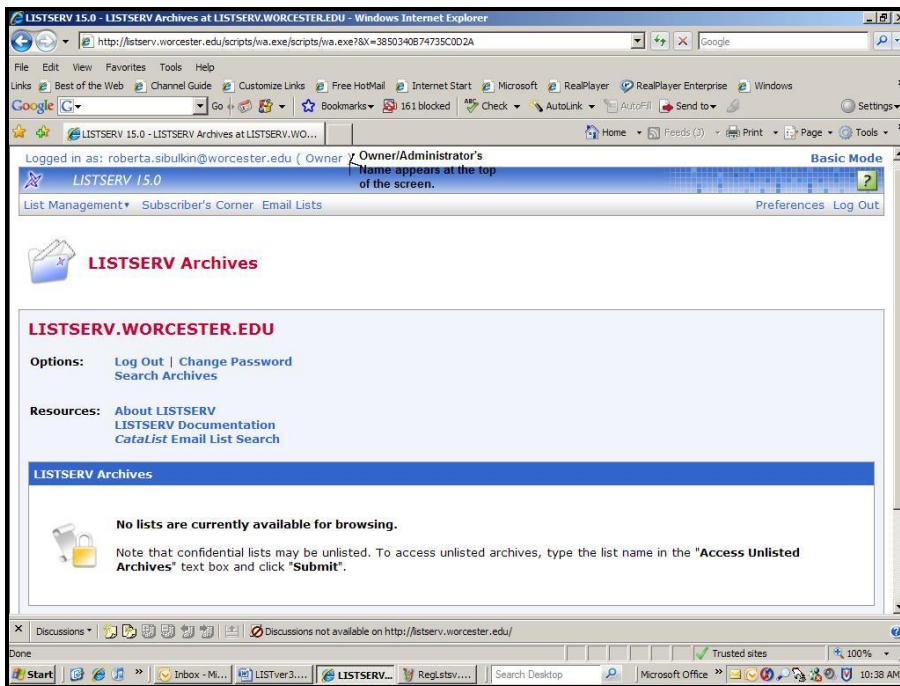
Please enter your email address and your LISTSERV password and click on the "Log In" button. If this is the first time you see this dialog, or if you have forgotten your password, you will need to [get a new LISTSERV password](#) first.

Email Address:

Password:

3. Enter your e-mail address and **LISTSERV password**. Then, click the **Log In** button.

The Listserv 15.0 Archives page opens with the username of the person logged in displaying at the top.



Open a Listserv

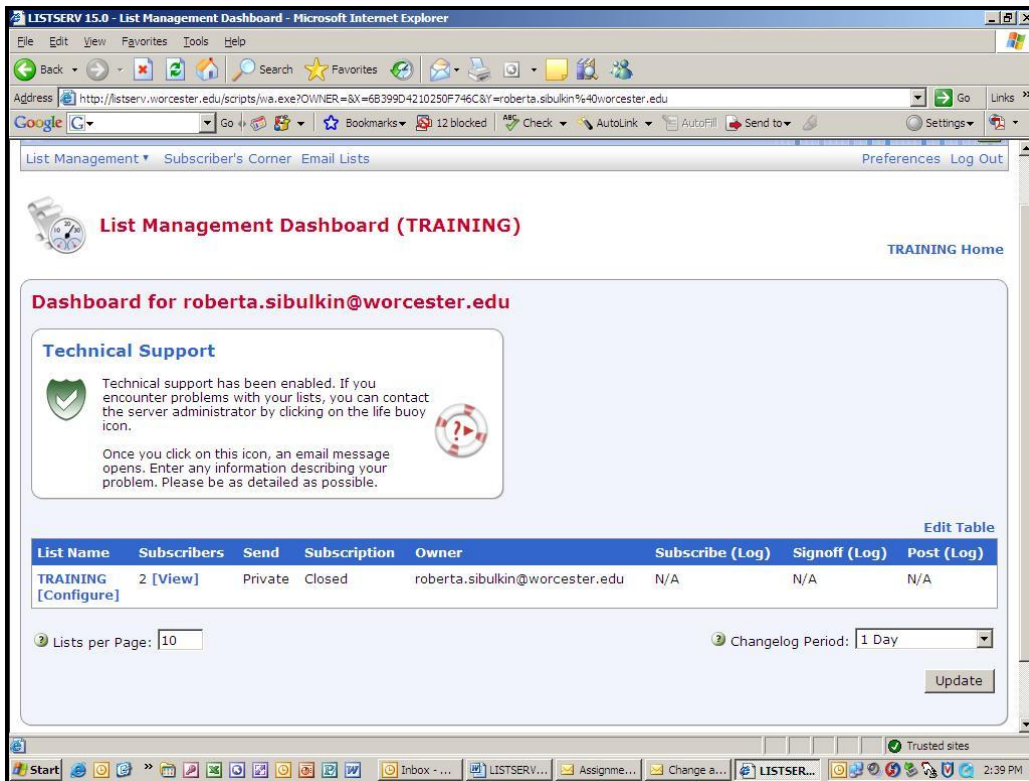
1. Click the **List Management** drop-down menu at the top of the page and select **List Dashboard**.



The Dashboard displays the names of lists managed/owned by the logged in user. It also displays pertinent information regarding each list, such as whether a list is Private (only subscribers of the list can post messages) or Closed. An Open list is available for anyone to subscribe. A Closed list means that the owner of the list must add or remove subscribers.

View the Dashboard

Lists that are managed by you display with their settings at the bottom of the screen.

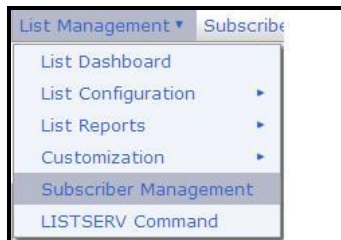
A screenshot of the LISTSERV 15.0 List Management Dashboard in a Microsoft Internet Explorer browser. The browser title is "LISTSERV 15.0 - List Management Dashboard - Microsoft Internet Explorer". The address bar shows a URL starting with "http://listserv.worcester.edu/scripts/lva.exe?OWNER=3X=6B399D4210250F746C&Y=roberta.sibulkin%40worchester.edu". The page content includes a "List Management" dropdown menu, a "Subscriber's Corner" link, and "Preferences" and "Log Out" links. The main heading is "List Management Dashboard (TRAINING)" with a "TRAINING Home" link. Below this is a "Dashboard for roberta.sibulkin@worchester.edu" section. A "Technical Support" box contains a life buoy icon and text: "Technical support has been enabled. If you encounter problems with your lists, you can contact the server administrator by clicking on the life buoy icon. Once you click on this icon, an email message opens. Enter any information describing your problem. Please be as detailed as possible." Below the technical support box is a table with columns: List Name, Subscribers, Send, Subscription, Owner, Subscribe (Log), Signoff (Log), and Post (Log). The table has one row for "TRAINING [Configure]" with 2 subscribers, Private status, Closed subscription, and owner roberta.sibulkin@worchester.edu. Below the table are "Lists per Page: 10" and "Changelog Period: 1 Day" with an "Update" button.

Current subscribers can be viewed and additional subscribers can be added by clicking the View link beneath the Subscribers heading or by clicking List Management and choosing Subscriber Management.

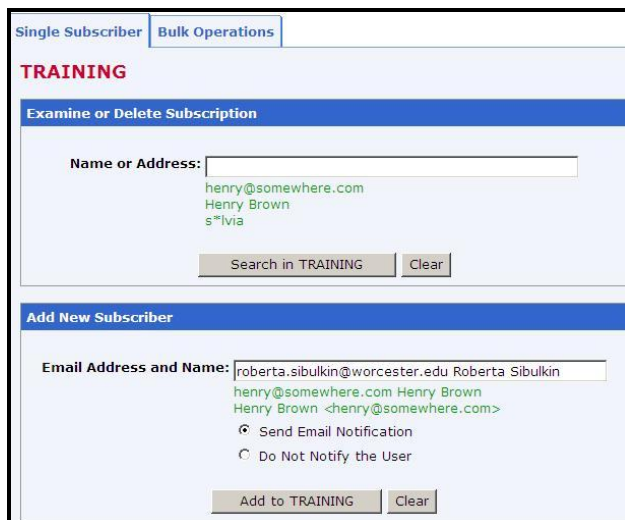
Subscribers also can be added by sending an e-mail message using listserv commands.

Adding Individual Subscribers to a List Using the List Dashboard

1. Click the **List Management** menu and select **List Management>Subscriber Management**.



The Subscriber Management Screen displays.



Subscribers can be added to the List by entering the user's primary e-mail address followed by the user's first and last names in the Add New Subscriber Email Address and Name box

For Example: joe.lancer@worchester.edu Joe Lancer for faculty or staff

Or...jlancer@worchester.edu Joe Lancer for students.

It is necessary for the owner/maintainer to add himself as a subscriber in order to post messages.

2. Type the **Primary E-Mail Username** for the person you wish to add to the list **followed by the person's first and last names** in the **Add New Subscriber Email Address and Name: box**. Then, click the **Add to LIST NAME** button.

Once added, a confirmation message will display at the top of the window.

Current subscribers can be viewed and additional subscribers can be added by clicking the View link beneath the Subscribers heading or by clicking List Management and choosing Subscriber Management.

A bulk list of subscribers can be typed in Notepad (using the correct primary e-mail usernames for faculty and staff or students) and uploaded to a list.

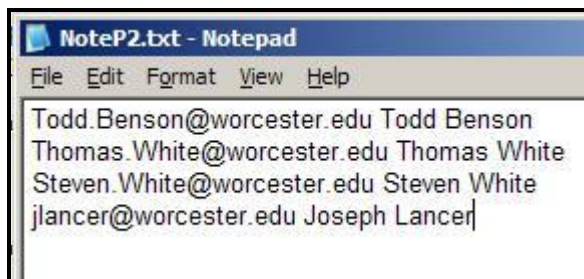
Notepad is a basic text editing program that comes with all versions of Microsoft Windows and usually is located in the Accessories folder. Files are saved as text (.txt) files, free of special formatting.

Adding Bulk Subscribers to a List Using the List Dashboard and Notepad

Typing primary e-mail usernames into Notepad

1. Select **Start>Programs>Accessories>Notepad**.

Microsoft Notepad opens.



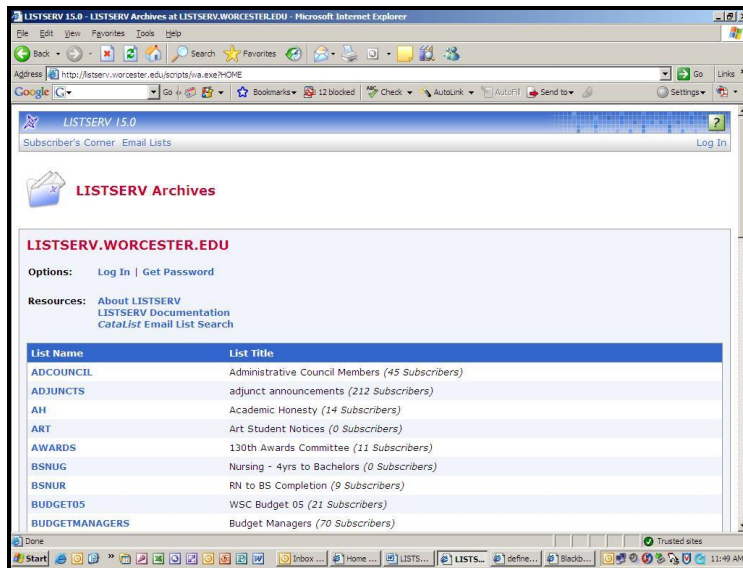
2. Following the guidelines mentioned at the beginning of this document, type each subscriber's **primary e-mail username**, a **space**, the subscriber's **First Name**, a **space**, and the subscriber's **Last Name**. Press **<Enter>** to move the cursor to a new line.
3. Select **File>Save As...** and save the text file to the location of your choice.

The file will be saved as a Text document (.txt) with ANSI encoding.

Log In to a List

1. Go to <http://www.worcester.edu/listserv>

The Listserv 15.0 log in page displays



2. Click the **Log In** link.

The Login Required dialog displays.

Login Required

Please enter your email address and your LISTSERV password and click on the "Log In" button. If this is the first time you see this dialog, or if you have forgotten your password, you will need to [get a new LISTSERV password](#) first.

Email Address:

Password:

3. Enter your e-mail address and **LISTSERV password**. Then, click the **Log In** button.

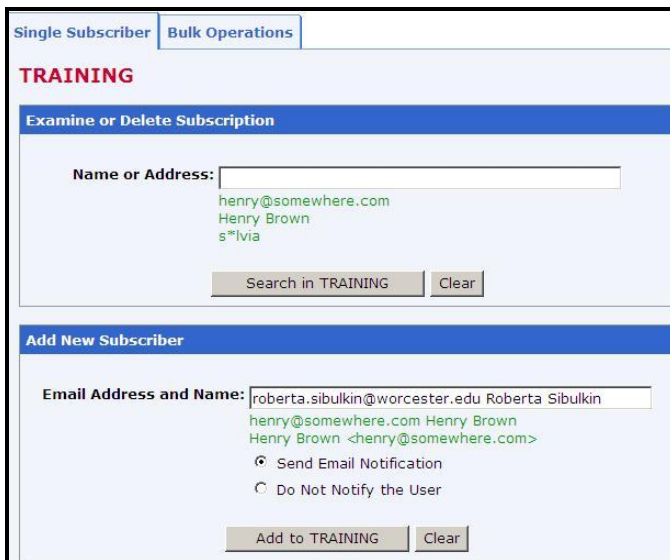
4. Click the **List Management** drop-down menu at the top of the page and select **List Dashboard**.



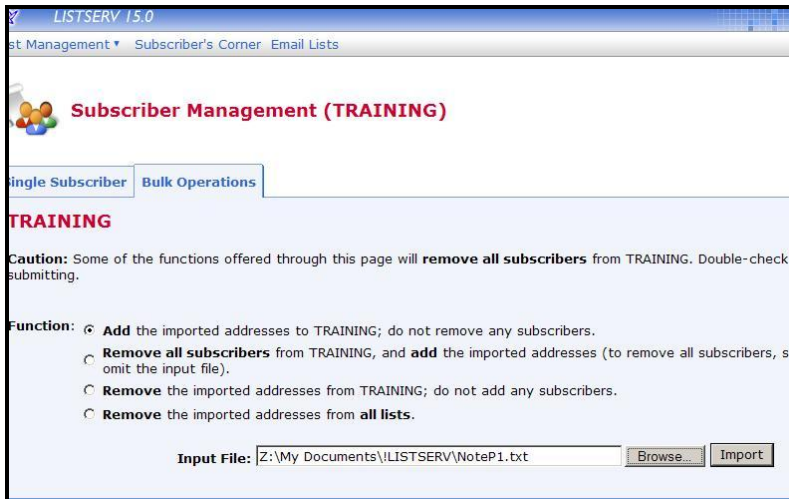
4. Click the **List Management** menu and select **List Management>Subscriber Management**.



The Subscriber Management Screen displays.

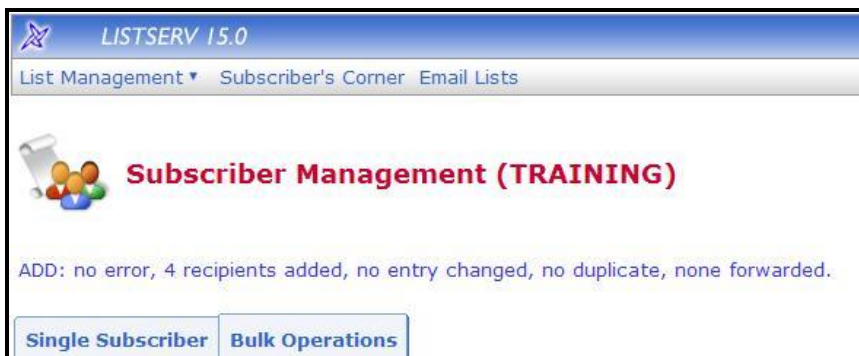


- Click the **Bulk Operations** tab to bring it to the front.



- With **Add** selected, click in the **Input File** box. Then, Click the **Browse** button and locate the **Notepad file containing the list of subscribers** that you want to add to your list.
- Click the **Import** button.

A message regarding the import will display at the top of the Subscriber Management screen.



- Select **List Management>List Dashboard**, and click the **List Name** you wish to view (Only lists to which you are an owner/maintainer display). Imported subscribers are listed.

TRAINING (5 Subscribers)					
	Subscriber Names	Mail Style ▲	Mail Status	Restrictions	Subscription
<input type="checkbox"/>	roberta.sibulkin@WORCESTER.EDU Roberta Sibulkin	Regular	Mail	Post	6 Feb 2007
<input type="checkbox"/>	steven.white@WORCESTER.EDU No Name Available	Regular	Mail	Post	6 Feb 2007
<input type="checkbox"/>	Todd.Benson@WORCESTER.EDU Todd Benson	Regular	Mail	Post	4 Apr 2007
<input type="checkbox"/>	Thomas.White@WORCESTER.EDU Thomas White	Regular	Mail	Post	4 Apr 2007
<input type="checkbox"/>	Steven.White@WORCESTER.EDU No Name Available	Regular	Mail	Post	6 Feb 2007

Invert -- -- --

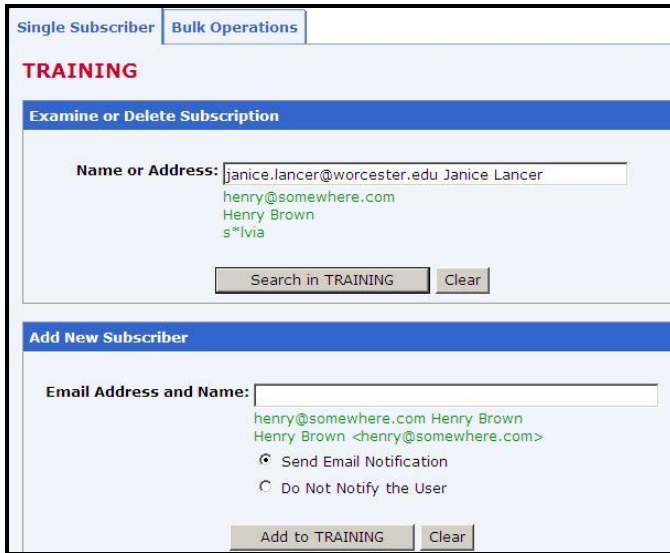
Subscribers of a list can be removed after using the Subscriber Management “Examine or Delete Subscription” box to search and make certain the user is a subscriber of the list.

Subscribers also can be deleted by sending an e-mail message using listserv commands.

Deleting a Subscriber Name

1. Click the **List Management** menu and select **Subscriber Management**.

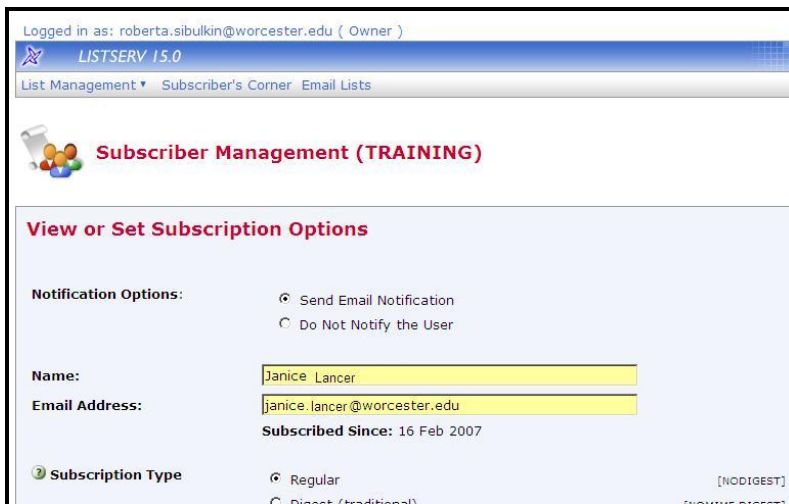
The Subscriber Management screen displays.



The screenshot shows the 'Subscriber Management' interface for a list named 'TRAINING'. It features two main sections: 'Examine or Delete Subscription' and 'Add New Subscriber'. The 'Examine or Delete Subscription' section has a search box labeled 'Name or Address:' containing 'janice.lancer@worchester.edu Janice Lancer'. Below the search box are buttons for 'Search in TRAINING' and 'Clear'. The 'Add New Subscriber' section has a text box labeled 'Email Address and Name:' containing 'henry@somewhere.com Henry Brown'. Below this are radio buttons for 'Send Email Notification' (selected) and 'Do Not Notify the User'. At the bottom are buttons for 'Add to TRAINING' and 'Clear'.

2. Search for the user you wish to delete by typing the user's **primary e-mail username followed by the person's first and last names** in the **Name or Address** box in the **Examine or Delete Subscription** area of the Subscriber Management screen. Then, click the **Search in LISTNAME** button.

Providing the user is a subscriber of the selected list, the Subscriber Management screen will display information regarding the user.



The screenshot shows the 'Subscriber Management (TRAINING)' screen with the 'View or Set Subscription Options' section expanded. It displays the following information: 'Notification Options' with 'Send Email Notification' selected; 'Name:' as 'Janice Lancer'; 'Email Address:' as 'janice.lancer@worchester.edu'; and 'Subscribed Since:' as '16 Feb 2007'. At the bottom, 'Subscription Type' is set to 'Regular' with '[NODIGEST]' next to it. The top of the page shows the user is logged in as 'roberta.sibulkin@worchester.edu (Owner)' and the 'LISTSERV 15.0' logo.

3. **View** and/or **change** Subscription options, and click the **Delete** button.

Depending on the options selected, the user will be deleted from the list and an e-mail notification will be sent to both the user and the list owner/manager.

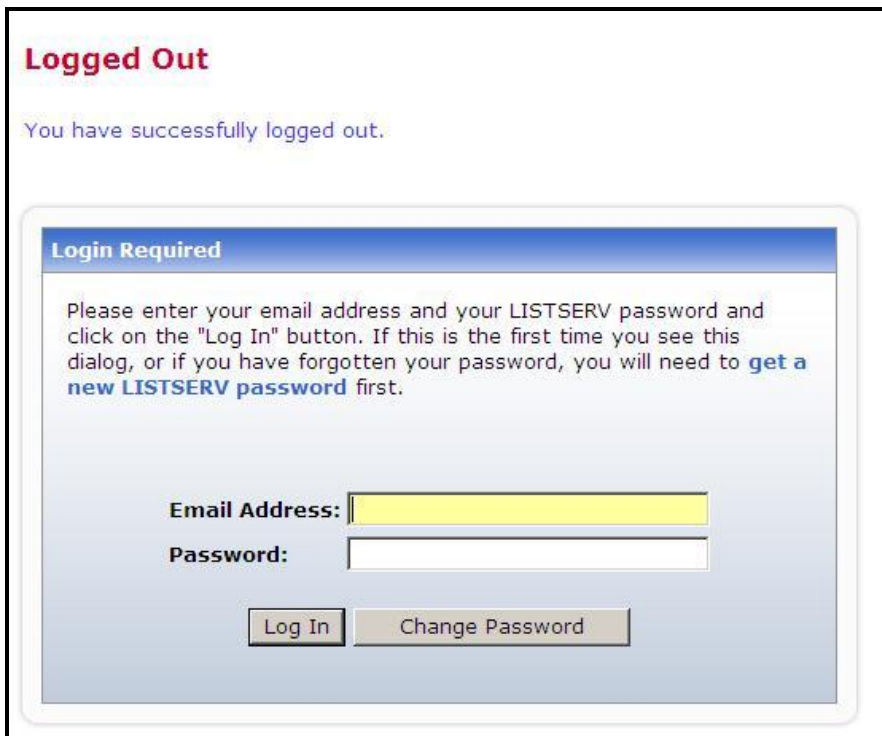
In order to disconnect from the List and Log out of the Listserv, click the Log Out button at the top of the screen.

Logging Out



1. Click the **Log Out** button.

You will be returned to the Login Screen.



2. Close the **browser window** (Internet Explorer, for example).

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Worcester State College