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Agenda

- Definition of "Mailing List"
- Reasons for change
- Noticeable changes
- List Visibility / Privacy
- List Roles Definitions
- List Moderation
- List Administration
- Help Animations

Definition of "Mailing List"

- According to Wikipedia, "A **mailing list** is a collection of names and addresses used by an individual or an organization to send material to multiple recipients. The term is often extended to include the people subscribed to such a list, so the group of subscribers is referred to as 'the mailing list', or simply 'the list'. … At least two types of mailing lists can be defined: an *announcement list* is closer to the original sense, where a "mailing list" of people was used as a recipient for newsletters, periodicals or advertising. Traditionally this was done through the postal system, but with the rise of email, the electronic mailing list became popular. The second type allows members to post their own items which are broadcast to all of the other mailing list members. This second category is usually known as a *discussion list*."

  (http://en.wikipedia.org/wiki/Mailing_list)

Reasons for change

- We improved our mailing list service recently.

- We are using a new program called Mailman.

- The hardware that our old system was running on was aging.

  - This issue has been addressed with our new system.

- The functionality of our old mailing list service, EZMLM, was basic and limited.

  - Mailman offers a more rich and complete feature set.

- The new service will be easier to administer and support, leading to shorter work order times.

- Our employee mail system running on Microsoft Exchange, though capable of distribution lists, does not have a full feature set of mailing list capabilities; for example list Moderation and Admin.

Noticeable changes

- Mailman provides a web interface, which our old service did not. The web link for the new mailing list service is https://list.camosun.bc.ca

- Your mailing list address with the new service is different. It will now be in the format: listname@list.camosun.bc.ca

  - This was a necessary change for technical reasons.

  - Any emails sent to your list using the old address format, for example listname-l@camosun.bc.ca , will get through but will go to moderation.

  - Please ensure that your list members are aware of the change to the email address for your mailing list. This will help to reduce the number of moderation requests you receive.

List Visibility / Privacy

- With the Mailman software, there is a new concept of "Private" and "Public" lists:
  - "Private" lists are not listed on the web interface; as a list member you must know the name of the list, your email address, and password to access the list and do things like view list archives.
  - With "Private" lists, *only* list members can access through the web interface and read list email archives (if archiving has been turned on); list archives will not be visible to the general public.
  - List member passwords were emailed out to individuals when the migration to the new service occurred.
  - All migrated mailing lists were marked "Private" by default.

List Visibility / Privacy (Cont.)

– Mailing lists marked "Public" are listed on the web interface; anyone can see these lists. Anyone can read available list email archives for "Public" lists.

– If you would like your list made "Public" you will need to place a request through the Computer Support Desk.

– If you ever request the creation of a new mailing list please specify to helpdesk if you want the list to be "Private" or "Public".

List Visibility / Privacy (Cont.)

- **To make a list private:**
  - Go to: https://list.camosun.bc.ca
  - Click on the "List Administration" link.
  - Under the "Advanced Menu" section you will see "Enter the name of the list to manage (Including private lists)".
  - Enter the name of the list in this field and click on "Submit".
  - Click on "Privacy options" .
  - Click on "Subscription Rules".
  - Where it says "Advertise this list when people ask what lists are on this machine?" select "No".
  - Scroll to the bottom of the page and click "Submit Your Changes"
  - Then, optionally, click on "Archiving Options".
  - Where it says "Is archive file source for public or private archival?" click on "private".
  - Scroll to the bottom of the page and click "Submit Your Changes".

List Visibility / Privacy (Cont.)

- **To make a list public:**
  - Go to: https://list.camosun.bc.ca
  - Click on the "List Administration" link.
  - Under the "Advanced Menu" section you will see "Enter the name of the list to manage (Including private lists)".
  - Enter the name of the list in this field and click on "Submit".
  - Click on "Privacy options".
  - Click on "Subscription Rules".
  - Where it says "Advertise this list when people ask what lists are on this machine?" select "Yes".
  - Scroll to the bottom of the page and click "Submit Your Changes"
  - Then, optionally, click on "Archiving Options".
  - Where it says "Is archive file source for public or private archival?" click on "public".
  - Scroll to the bottom of the page and click "Submit Your Changes".

List Roles Definitions

- **<u>"List administrators"</u>** (previously referred to as "List Owners") have control of every aspect of a specific list; this includes all list settings, list memberships, and so on. "List Administrators" also have the ability to perform "List Moderator" tasks.

- **<u>"List moderators"</u>** only have the ability to defer, accept, reject, or discard requests for a specific list. Requests are generally for list posts or membership subscription requests.

List Roles Definitions (Cont.)

- **"List members"** are able to participate in list discussions, and or receive messages sent to the list, depending on how the list has been configured. "List members" only have the ability to change properties related to their membership and the way they receive and send emails with the list.

- **"Site administrator"** has access to control every aspect of every list and the ability to create and delete lists. The ITS department has access to this account. This will allow the helpdesk and SNA team to assist you if you call or email for help.

List Moderation

- By default, an email sent to a list, by a list member, will get through without the need for moderation.
- If a non-list member attempts to post to the list, the default behaviour is for Mailman to send this post attempt to moderation.
  - Note: This behaviour can be changed. It is possible to configure a list to accept all posts from anyone, including non-list members, without moderation.
- There are cases for some lists where only one person or a handful of people should be allowed to post. These individuals would have their "moderation bit" unchecked. The "moderation bit" would be checked for all other list members to prevent them from posting directly to the list. In this manner, any other attempted posts to the list are sent to the moderator and vetted first.
- Email addresses can be added to an allow list to enable specific non-list members to post to a list without moderation, however, as they are non-list members they will not receive posts to the list in question.

List Moderation (Cont.)

- **How to moderate messages:**
    1. Go to: https://list.camosun.bc.ca/modselect.html
    2. Click on "Approve or reject mailing list requests".
    3. Enter the list name.
    4. Click "Submit".
    5. When asked for the moderator password you can enter either the list administrator or list moderator password that we supplied you. If you don't know your password please contact the computer support desk.
    6. Click "Let me in…"
    7. Once you are logged into the moderator section you will see any pending messages that are awaiting a decision.
    8. You will have 4 options: Defer, Accept, Reject, Discard.
        a) Defer = Leave in the message untouched for future moderation.
        b) Accept = Allow the message to be posted to the list.
        c) Reject = Do now allow the message to be posted to the list and tell the original sender.
        d) Discard = Do now allow the message to be posted to the list and quietly delete the message without telling the original sender.
    9. Messages are grouped by sender.
    10. You can perform an action (defer, accept, reject, or discard) for a group of messages by selecting the appropriate action and clicking the "Submit All Data" button.
    11. You can perform an action for a single message by clicking on the number (i.e. [1]) beside the message. Then select the appropriate action. Click the "Submit All Data" button.

List Administration

- **How to add List Members:**
  1. Go to: https://list.camosun.bc.ca/admselect.html
  2. Under the "Admin Tasks" section where it says "Add list member(s)" click on the link "click here".
  3. Enter the list name.
  4. Click "Submit".
  5. When asked for the list administrator password you need to enter the list administrator password that we supplied you.
  6. Click "Let me in…"
  7. Scroll down. Where it says "Subscribe these users now or invite them?", leave this set to "Subscribe".
  8. Where it says "Send welcome messages to new subscribees", decide if you want the new list members to get an email or not advising that they have been added. Select No, or Yes.
  9. Where it says "Send notifications of new subscriptions to the list owner?", leave this set to "No" unless *you* want to get email notifications.
  10. In the text box under where it says "Enter one address per line below…", enter a list of email address that you want to add as list members. Each email address needs to be on its own line. No spaces. No commas or semi-colons. Don't worry about whether you have duplicates in list of new members; by default the system will not create duplicates, they will be ignored.
  11. Once the list of email addresses is in the text box go ahead and click "Submit Your Changes".
  12. You will be provided a summary.

List Administration (Cont.)

- **How to remove List Members:**
    1. Go to: https://list.camosun.bc.ca/admselect.html
    2. Under the "Admin Tasks" section where it says "Remove list member(s)" click on the link "click here".
    3. Enter the list name.
    4. Click "Submit".
    5. When asked for the list administrator password you need to enter the list administrator password that we supplied you.
    6. Click "Let me in…"
    7. Scroll down. Where it says "Send unsubscription acknowledgement to the user?", set this to "No" unless you want the list member to receive a notification.
    8. Where it says "Send notifications to the list owner?", set this to "No" unless *you* want to receive a notification.
    9. In the text box under where it says "Enter one address per line below…", enter a list of email address that you want to remove as list members. Each email address needs to be on its own line. No spaces. No commas or semi-colons.
    10. Once the list of email addresses is in the text box go ahead and click "Submit Your Changes".
    11. You will be provided a summary.

Help Animations

- Go to the Mailing List Services website at:
  - https://list.camosun.bc.ca
- Under the sub-sections, next to each task in the Mailman web interface you will notice a question mark.
- Click on this.
- If you are using Internet Explorer and are presented with a message saying "Do you want to view only the webpage content that was delivered securely?" click "Yes".
- The help animation should now play.
- The help animation provides a step through on how to perform the task in question.
- Using these help animations you will be able to learn most common tasks.
- If the help animation goes too fast for you, watch again, it will repeat automatically.
- For any additional questions please contact our computer support desk.

https://list.camosun.bc.ca