

How to Administer Mailman Email Lists

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OVERVIEW

The College of Human Sciences has adopted "**Mailman**" for creating and managing email lists.

Cathy Curtis (294-6775, hscomm@iastate.edu) and Sly Upah (supah@iastate.edu, 294-5598) will manage the software and moderate the upper level lists. Contact Sly or Cathy if you need a list created. They will create the list, specify the administrator (owner) for the list, and insert default settings into it based on how the list will be used.

Every email list has an owner, called an **administrator**, who is responsible for assigning moderators to the list and for keeping the list membership current. A list can have more than one administrator.

A list **moderator** is a person who decides whether a message sent to the list should be sent on to the members (accepted), or not (rejected or discarded). If a moderator is not assigned, the list administrator is the default moderator. A list can have more than one moderator.

When a new list has been created, a mail message is automatically sent to the listed administrator. This email contains the administrator **password** necessary for managing the list. The administrator can change the list password from the Mailman web interface. The College IT and Communication staff can assist if necessary.

Unless specifically requested otherwise, all lists containing individual's email addresses will be set up to be **moderated**. This means that each message sent to the list must be approved by a list moderator or administrator before the message is sent on to the list members. The list administrator can change the moderation settings for individual list members, or all list members, to specify whose posting will be moderated, or exempt from moderation.

The membership of a list could be individuals identified by their email addresses, a set of other email lists, or a mix of both individuals' email addresses and email list names.

For example, the "chsfaculty" list does not contain the email addresses of any individuals. Its members are the faculty lists of the departments and units within the college. If you send a message to "chsfaculty@mailman.hs.iastate.edu" it goes to the departmental faculty lists, **aeshmfaculty**, **cifaculty**, **extfaculty**, **fshnfaculty**, etc. The message gets passed on to each of these lists. If the **aeshmfaculty** list membership consists of three other lists, **fcedsfaculty**, **hrimfaculty**, and **tcfaculty**, then the message gets passed on to those lists. The membership of these final three lists is a group of specific faculty, identified by their email addresses. Messages get moderated at all levels so it can take some time for a message to trickle down to the final recipients.

```
chsfaculty -> aeshmfaculty, cifaculty, extfaculty, fshnfaculty, etc.
              |
              fcedsfaculty, hrimfaculty, tcfaculty
              |
              - haus@iastate.edu
              - gentzler@iastate.edu
              - etc.
```

This is a very efficient management structure for list maintenance because individuals' email addresses are only identified in the bottom-most groups and thus only need to be updated in one list.

SENDING MESSAGES

You can use any mail program to send your message (Outlook, Eudora, Hotmail, etc.). To send a message to a list, address your mail to *listname*@mailman.hs.iastate.edu, where *listname* is the name of the actual list. Go to <http://mailman.hs.iastate.edu/> to see a directory of current lists in Mailman. You can not actually send email from this web page however.

CHANGING A LIST'S PROPERTIES

Only the administrator of a list or the Mailman root administrators can change a list's properties. Begin by going to <http://mailman.hs.iastate.edu/> and clicking on the list name. This takes you to a login screen.

The first time you (as administrator) log in, you must use the administrator password sent in the email that was generated when the list was created. After logging in, you will see a master menu that looks something like the following:

aeshmstaff mailing list administration		
General Options Section		
Configuration Categories		Other Administrative Activities
<ul style="list-style-type: none">• [General Options]• Passwords• Language options• Membership Management...• Non-digest options• Digest options	<ul style="list-style-type: none">• Privacy options...• Bounce processing• Archiving Options• Mail<->News gateways• Auto-responder• Content filtering• Topics	<ul style="list-style-type: none">• Tend to pending moderator requests• Go to the general list information page• Edit the public HTML pages• Go to list archives • Logout

Passwords

You can change the passwords for administrating and moderating your list at any time. Click the **Passwords** link and enter a new **password** and confirm it by typing it in a second time.

Make sure to click the "**Submit Your Changes**" button near the bottom of the page (on long pages you will need to scroll down to find this button). If you do not submit your changes, whatever you have changed or typed on the web page will be ignored/lost.

General Options

Most of the options that can be set in the General Options section have been preset for you. However, you will need to specify any additional list administrators or moderators. Do this by entering their email addresses, one per line, in either the administrator text box (2nd box from top) or moderator text box (3rd box). You can change these at any time.

General Options

Fundamental list characteristics, including descriptive info and basic behaviors.

Description	Value
<i>General list personality</i>	
The public name of this list (make case-changes only). (Details for real name)	<input type="text" value="aeshmstaff"/>
The list administrator email addresses. Multiple administrator addresses, each on separate line is okay. (Details for owner)	<input type="text" value="cawilli@mail.hs.iastate.edu"/>
The list moderator email addresses. Multiple moderator addresses, each on separate line is okay. (Details for moderator)	<input type="text"/>
A terse phrase identifying this list. (Details for description)	<input type="text" value="AESHM Department Staff"/>
An introductory description - a few paragraphs - about the list. It will be included, as html, at the top of the listinfo page. Carriage returns will end a paragraph - see the details for more info. (Details for info)	<input type="text"/>

A terse phrase identifying the list was entered when your list was created. It follows the conventions that have been established for the College. Only change it if you feel it is in error.

You may enter a descriptive paragraph in the 5th box to further clarify the purpose of the list, but it is not necessary.

Click the "**Submit Your Changes**" button at the bottom of the page after making any changes. If you do not, your changes will not be saved.

Membership Management – Who is a List Member?

To view the current membership for your list, click **Membership Management**, then click **Membership List**. If there are many list members (more than 25 or so), they will be listed in alphabetical groups.

Membership List

Find member ([help](#)):

Search...

[Click here to include the legend for this table.](#)

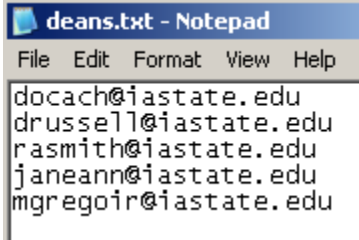
8 members total										
unsub	member address member name	mod	hide	nomail [reason]	ack	not metoo	nodupes	digest	plain	language
<input type="checkbox"/>	cawilli@iastate.edu <input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	English (USA) ▾
<input type="checkbox"/>	dbuck@iastate.edu <input type="text"/>	<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"/>	jberning@iastate.edu <input type="text"/>	<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) ▾

Click the **legend** link above the members table to review the properties that can be set for each member. Typically the **mod**, **nodupes**, and **plain** columns are checked by default. If “mod” is checked, all messages posted by that member to the list will be moderated. When “nodupes” is checked, the member will not receive duplicate messages if she is in more than one list that is getting a particular message. “Plain” refers to how messages in digest format are sent out if a member chooses to get multiple messages in a single file (i.e., a digest), rather than individually.

Below the list of members is a switch for setting the moderation variable off or on for all list members. To make a change, click on the desired setting, Off or On, then click the **Set** button. You can also individually alter member’s ability to send unmoderated messages.

Membership Management – Adding Members One At A Time

Click **Membership Management...**, then click **Mass Subscription**. In the box labeled, “*Enter one address per line below...*”, type or paste in new member’s email addresses. If there are two variations of a person’s email address (e.g., someone@mail.hs.iastate.edu and someone@iastate.edu) just use the “@iastate.edu” version. Remember to click the **Submit Your Changes** button.



```
deans.txt - Notepad
File Edit Format View Help
docach@iastate.edu
drussell@iastate.edu
rasmith@iastate.edu
janeann@iastate.edu
mgregoir@iastate.edu
```

Membership Management – Adding Many Members At Once

Go to the **Mass Subscription page**. One way to add multiple members to a list is to paste in a series of email addresses into the text entry field then click the **Submit Your Changes** button

Another way is to import a text file of new member emails. The file should have one address per line and have the suffix “.txt”

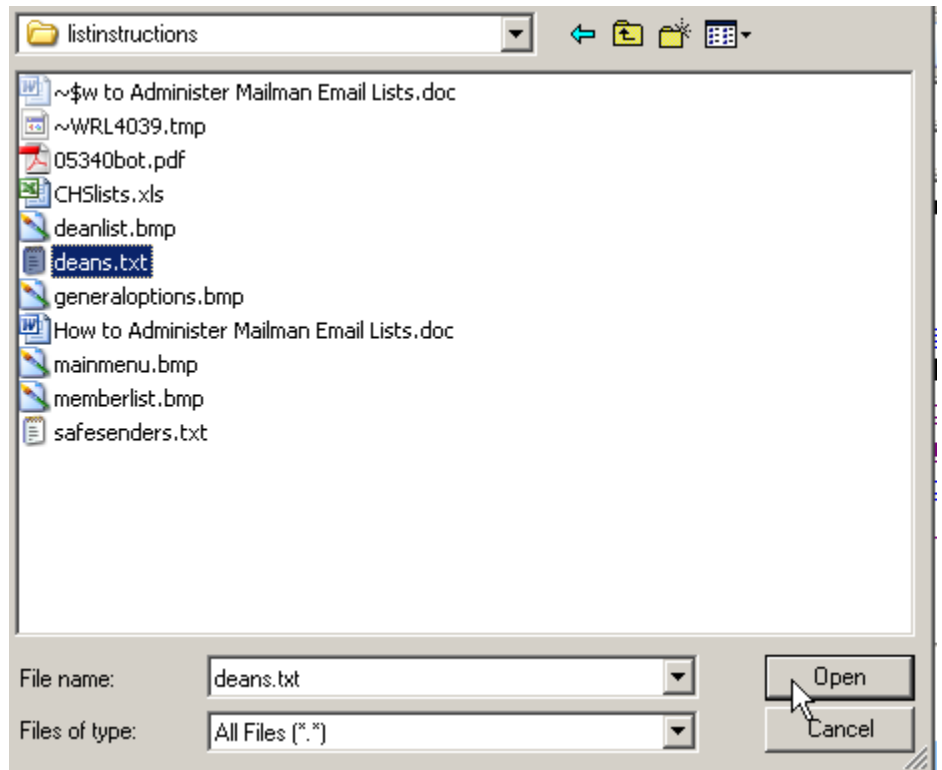
To import a file of members, go to **Management Management ...**, and click **Mass Subscription**. Click the **Browse** button next to the prompt “*...or specify a file to upload:*”. Find your text file containing the new members’ email addresses, click on it, then click **Open**.

When you click the **Submit Your Changes** button on the bottom of the Mass Subscription web page, the members' emails listed in the file will be added to your list.

A **confirmation message** appears in the upper left corner of the web page. It lists the new members added.

If you go back to the Membership List, you will see the new members included.

IMPORTANT: Keep the text file of new members email addresses in a safe place. If you ever need to remove all the members, you can use this file to do so quickly.



Membership Management – Removing Members One at A Time

When you are on the membership list page, place a checkmark (by clicking in the box) in the **unsub** column next to one or more members that you wish to remove (unsubscribe), then click the **Submit Your Changes** button. Every member that was checked will be removed. A confirmation message appears in the upper left corner of the web page indicating who was removed.

Membership Management – Removing Many Members at Once

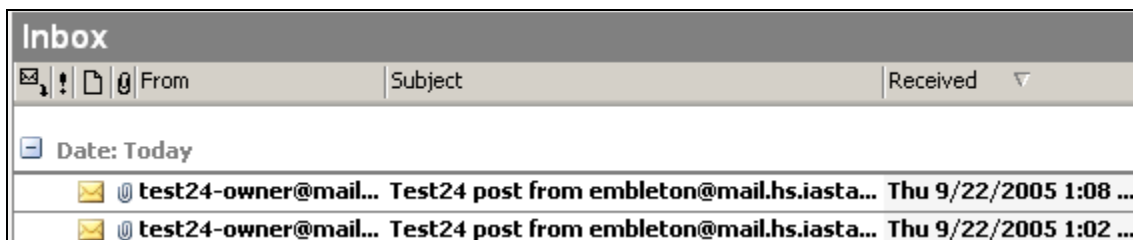
In **Membership Management...**, click **Mass Removal**. There are three ways of indicating who should be removed from the list (these are the same actions as are used for adding members but you are doing them on the removal page instead of on the subscription page):

1. You can type in their email addresses, one per line in the text field,
2. You can paste in their email addresses, one per line in the text field, or
3. You can specify a text file (.txt) containing email addresses listed one per line

When you click the **Submit Your Changes** button, the email addresses that you have identified are removed from your mailman list. A confirmation message displays in the upper left corner of the web page that lists the removed email addresses.

MODERATING MESSAGES

When a message is sent to a mailman list, the designated list moderators each receive an email alerting them to the waiting message. If there are no designated moderators, the list administrators receive the email alert. The alert subject line indicates both the list name and the sender. In the example below, the list name is Test24 and the sender is embleton@mail.hs.iastate.edu.

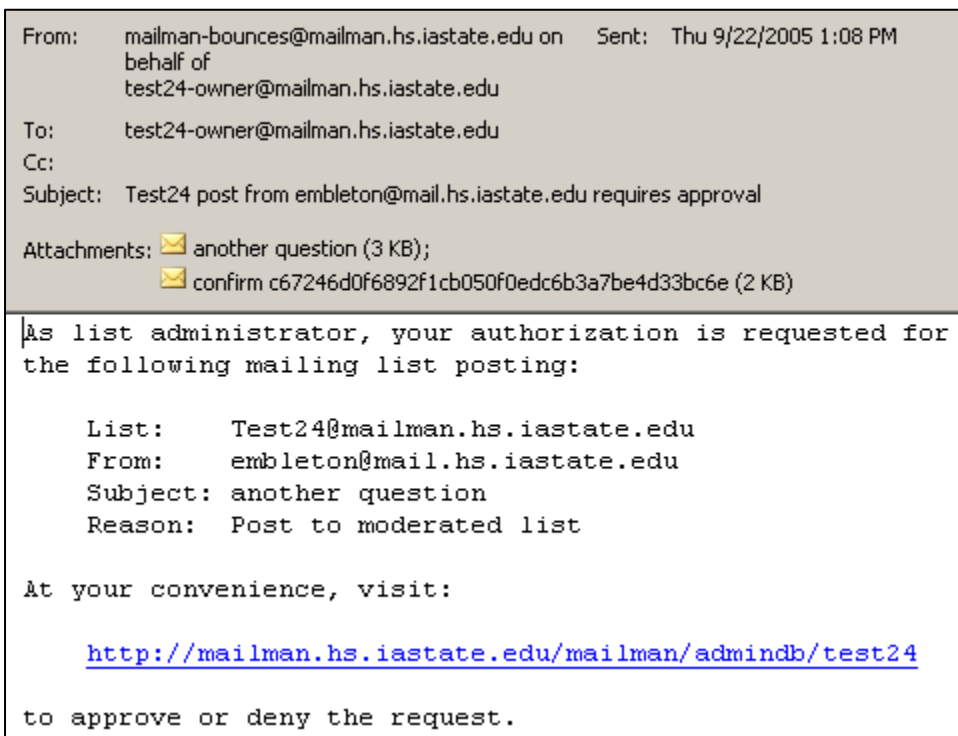


The alert contains a direct link to the list's message management page, a copy of the message, and a "confirm" attachment that can be ignored.

Read through the attached message then click the link to the message management page.

Login using either the moderator or the administrator password.

At the message management web page you will see a summarized list of all messages waiting for approval.



For each message:

1. Click on the number beside the message subject line and review the message.
2. Select the action to be taken: **Defer**, **Accept**, **Reject**, or **Discard**, where:
 - **Defer** means that nothing should be done with the message for the time being.
 - **Accept** sends the message on to the list members.
 - **Reject** does not send the message to the list members but does send a message back to the original sender with an explanation as to why it was not forwarded (there is a spot for you to write this explanation).
 - **Discard** throws out the message without notifying the sender. This is what you should do with any spam messages.
3. Click the **Submit All Data** button.
4. Click the **view a summary** link to return to the original view that lists all messages.

You can also specify what should be done with **future emails** from a sender (automatically accept, discard) and even ban the sender from posting messages by making the appropriate marks on the message pending moderation.