Email List Service

List Ownership Basics

Introduction

The Towson University Email List Service allows you to participate in electronic discussion groups on many different topics. Faculty, staff and student organizations may request the creation of new lists.

There are significant differences between a simple distribution list and this service:

- These lists can be set up to allow members to subscribe or unsubscribe on their own.
- Owners of these lists have complete and easy control over the list of subscribers.
- These lists can allow people that are not a part of the TU community to participate in discussion groups.
- These lists can allow a moderator to choose which messages are approved to be sent to the rest of the members of the list.

For information on requesting your very own mailing list or for help logging into and accessing TU's Email List Service through your web browser, visit **http://lists.towson.edu** and click the **Home** and **Help** links at the top of the Email List Service web site. There is also a self-help document available for list subscribers on the OTS Training Self-Help Documentation web page.

Navigating the Web Interface

1. Login to the **TU Email List Service** website by visiting **http://lists.towson.edu** from your favorite browser.
2. Type your **Towson University Email Address** and **Password** in the appropriate fields and then click the **Login** button.

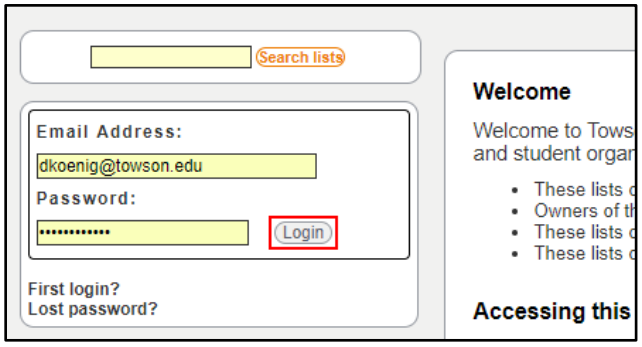

Figure 1

3. Beneath the **Manage Your Subscriptions** section, you will see any lists to which you are subscribed, an owner or moderator. Any lists beside an **admin** button indicate that you either have owner or moderation privileges.
4. Click the **admin** button and it will take you to that list's information and management page.

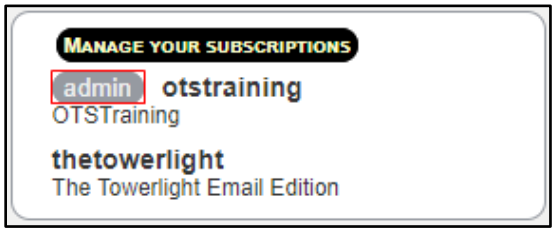

Figure 2

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Date made accessible 5/7/2019

The Information and Management page comprises the following sections:

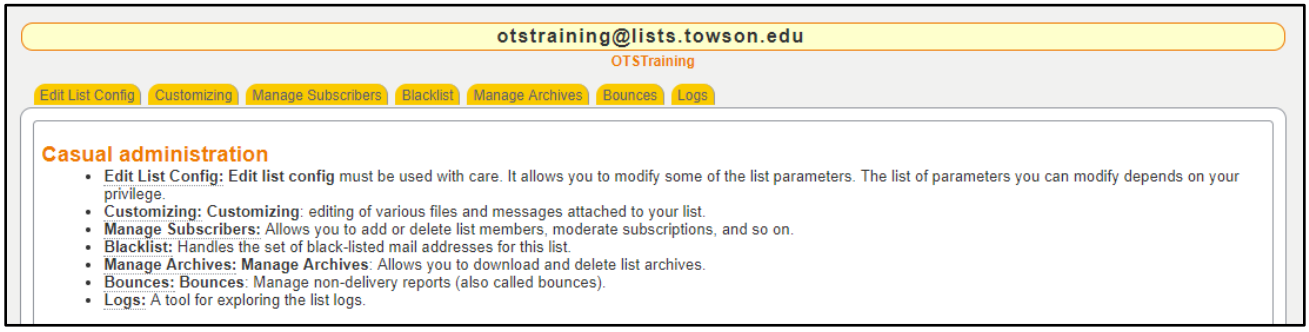

Figure 3

Section	Casual administration
Edit List Config	Adjusts configurable settings for the list, such as the list subject, who can send to the list, and the owners and moderators of the list. Links will appear under the Edit List Config link after clicking it; each of these links contain some of the List Config options.
Customizing	Customizes messages and text sent to your subscribers, such as welcome messages for new subscribers, and the content on your list's information page.
Manage Subscribers	Shows the current list of subscribers. Also used to manually subscribe and unsubscribe individuals from the list. Use the Multiple add button to perform mass subscriptions.
Blacklist	Allows you to maintain an email blacklist. Messages from blacklisted addresses will be ignored; they will not be processed nor distributed to lists. Can use an asterisk as a wildcard to match addresses (e.g.,*@spamdomain.com would block any email addresses from spamdomain.com).
Manage Archives	Allows you to download or delete monthly list archives.
Bounces	A bounce occurs when a remote mail system is unable to deliver mail to a particular email address and a message is sent back to the TU Email List Service, indicating a problem with delivery. Rather than list owners receiving these bounce backs directly, they can be seen from the Bounce screen. Causes for bouncebacks include incorrect or out-of- date email addresses, and email "over quota" issues. This screen allows you to identify and remove problematic email addresses from your list of subscribers.
Logs	Allows an owner to view and search for recent events occurring on the list. Some of the logged events include administrative actions such as modifying the list configuration, adding or removing subscribers, and email posts to the list.

Subscribing and Unsubscribing List Members

One of your most common tasks as a list owner will be to manage your subscribers. Upon list creation, list owners are not automatically set to be list subscribers; owner(s) must specifically subscribe themselves to the list in order to receive email from the list. There are two common methods for adding or removing subscribers.

List Members Subscribe/Unsubscribe Themselves

List members can subscribe themselves to a list (using the **Subscribe** and **Unsubscribe** buttons on the mailing list information page) only if a list is configured to allow self-subscription:

- The list info page must be set to be viewable by non-subscribers – the **Who can view list information** setting must be set to open. This is the default setting.
- The **Who can subscribe to the list** and **who can unsubscribe** settings must be set to allow users to subscribe/unsubscribe themselves. It is also possible to require a list owner to approve the subscription request. This is the default setting.

Owners Manage Member Subscriptions

A list owner can directly modify the list membership at any time.

1. Click the **Manage Subscribers** link.

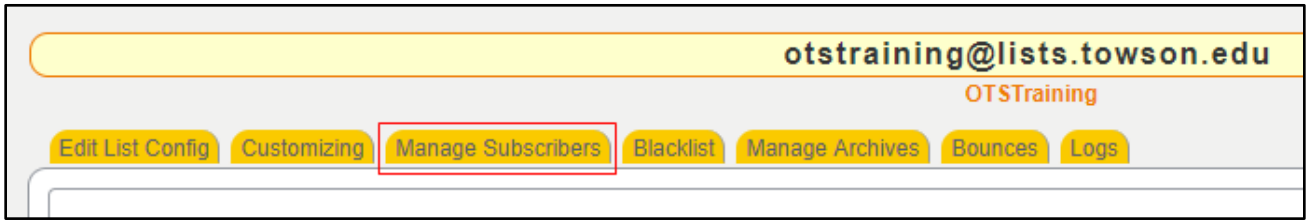

Figure 4

2. You will see a list of all **subscribers** in your list, including the user's email address and when they were subscribed. If messages to a particular user are bouncing, the word **Bouncing** will appear, indicating that the user is not receiving messages.

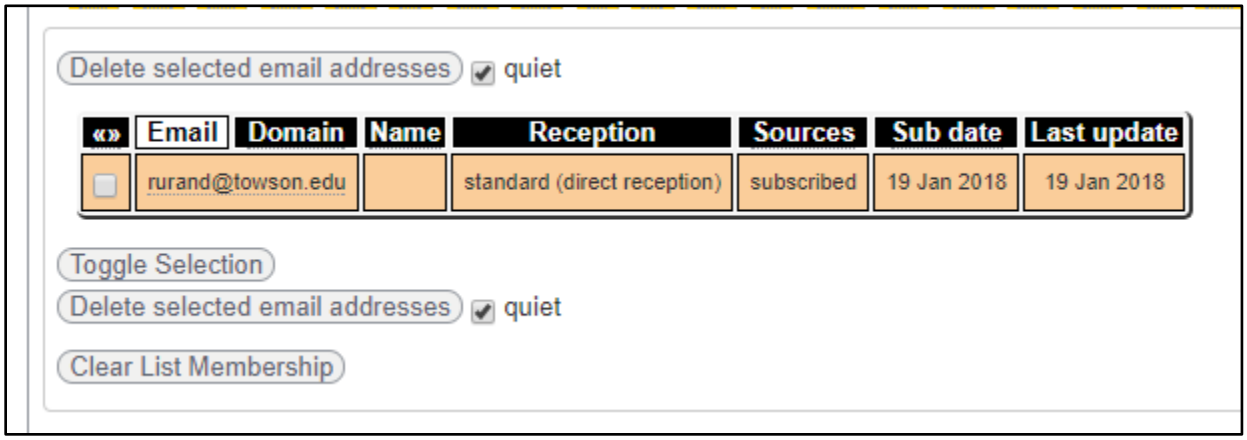

Figure 5

Add an Individual Subscriber

1. Fill in the appropriate email address in the **Add an user** box at the top of the screen and click **Add**.

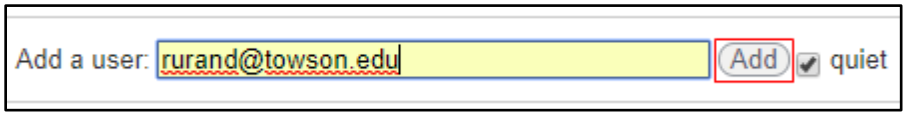

Figure 6

Note: If the **quiet** checkbox is selected, no notification will be sent to the particular user. Otherwise, the user will receive an email indicating the performed action.

Add a group of subscribers at once

1. Click the **Multiple add** button.

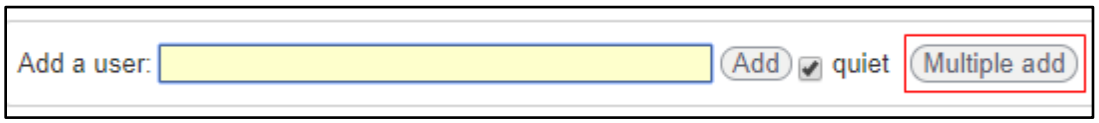

Figure 7

2. Type or paste in the list of email addresses and names you wish to subscribe (one per line).

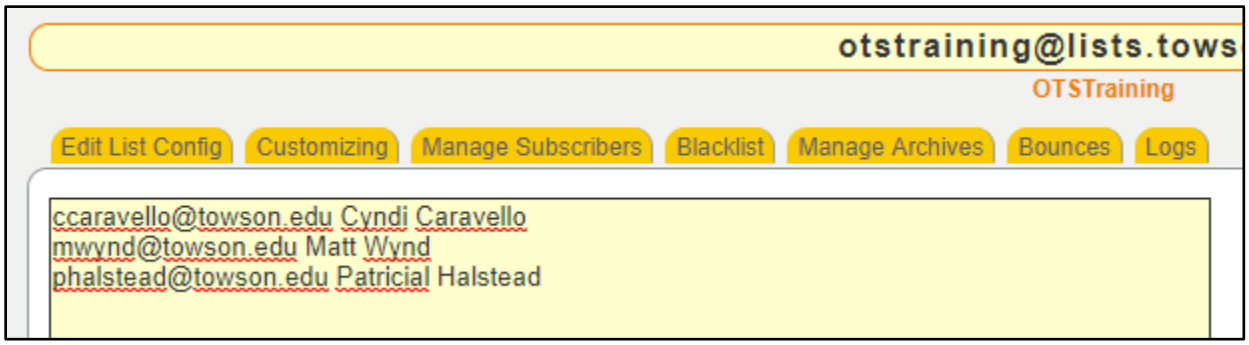

Figure 8

3. When the list is complete, click the **Add subscribers** button. If desired, check **quiet** at the bottom to prevent all of these addresses from receiving a welcome message.

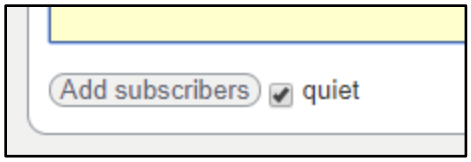

Figure 9

4. You will receive a confirmation message on the screen.

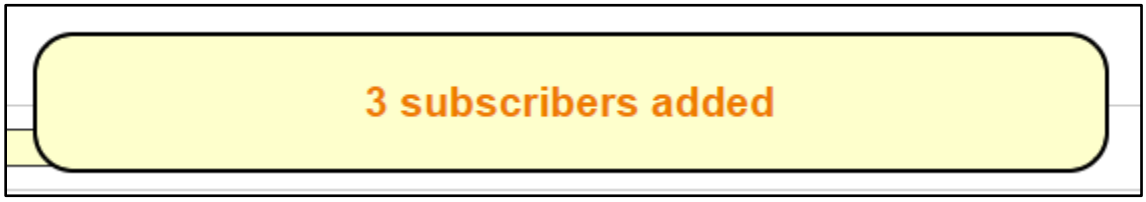

Figure 10

Remove one or more subscribers

1. Find the particular user in the list of subscribers and place a check in the checkbox for that row.
2. When you've selected all the users you wish to unsubscribe, click the **Delete selected email addresses** button. If the **quiet** checkbox is selected, no notification will be sent to the removed subscribers. Otherwise they will receive an email indicating their removal from the list.

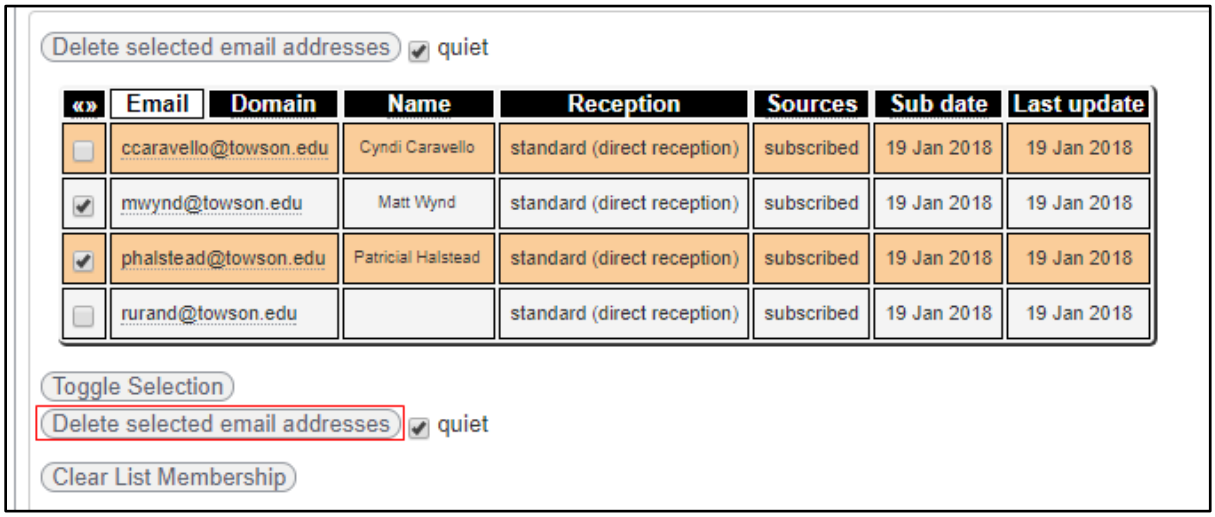

Figure 11

Removing all subscribers

Before removing all subscribers, it is recommended that you consider using the **Dump** button near the top of this page to get a list of all subscriber addresses currently in the list; this can be saved to your computer so that you have a backup prior to clearing the list membership.

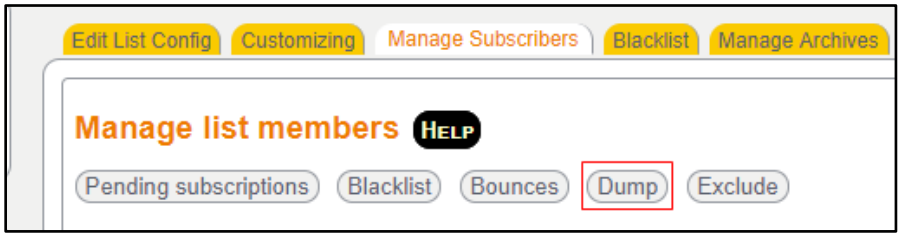

Figure 12

1. Click the **Clear List Membership** button at the bottom of the page.

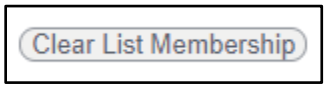

Figure 13

2. A confirmation box will appear. Click the **OK** button to proceed.

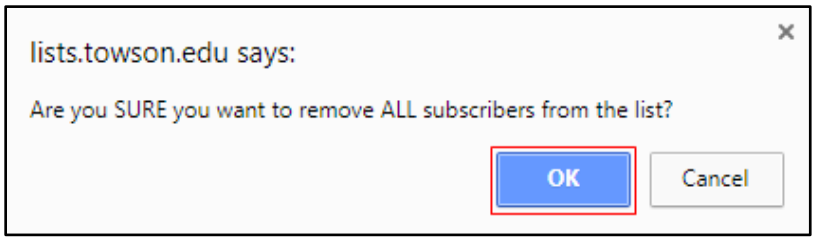

Figure 14