

1.0 Overview

Email List Manager is CSU East Bay's email based mailing list. Email lists are created with default settings and it is the responsibility of the List Administrator to configure the list's options. This guide provides direction on the most often used options.

Detailed information can be found at: <http://staff.imsa.edu/~ckolar/mailman/mailman-administration-v2.html>

2.0 Definition of Roles

1. Subscriber / User - A member of a mailing list. List Administrators must subscribe to the list in order to receive postings.
2. Service Desk - Anyone from the campus community can request a list by entering a ticket with the Service Desk at www.csueastbay.edu/servicedesk. Subscribers can address their questions also to the Service Desk and support will be provided through the distributed support model.
3. List Administrator – The individual who is responsible for configuring the rules of the list. A List Administrator is inherently a Moderator in a moderated list. However, List Administrators are not automatically members of the list and must be added. There may be more than one List Administrator for the list.
4. List Moderator – The individual who is responsible for moderating postings to the List. A List Administrator is inherently a Moderator and establishes the password for the Moderator. Moderators are not automatically members of the list and must be added.

3.0 Getting Started

1. You can review a list of publically advertised lists at: <https://lists.csueastbay.edu/mailman/listinfo>
2. Create an Email List by sending in a ticket to the Service Desk at: www.csueastbay.edu/servicedesk
 - Major Category: Email
 - Sub-Category: Email List
3. Once your list has been created, you will be notified of your List Web site and administrative password.
4. Bookmark (add to Favorites) the List Administrative page at:
<https://lists.csueastbay.edu/mailman/admin/yourlistname>

4.0 Configuration Options

When you log into your administrative site at: <https://lists.csueastbay.edu/mailman/admin/yourlistname> you will be brought to the General Options page. You can move to any of the Configuration Category areas by using the hyperlinks at the top of the page. This guide provides direction on the areas that you should review when you first get your list and are listed in the order they appear on the page. Details about these options, if not provided in this guide, can be found in the details hyperlink for that Description.

4.1 General Options

Review the following areas on this page. Details about these options, if not provided in below, can be found in the “Details” hyperlink for the Description.

1. The list administrator email address.
2. The list moderator email addresses.
3. A terse phrase identifying this page.
4. List-specific text pre-pended to new-subscriber welcome message.
5. Click **“Submit Your Changes”** at the bottom of the page.
6. Move to the top of the General Options page.

4.2 Password

1. You were provided with a system generated password. You can change the Administrator password and Moderator passwords on this page.
2. Click **“Submit Your Changes”** at the bottom of the page.
 - You **will not receive confirmation** that your password has been change.
3. Move to the top of the Password page.
 - If you lose or forget your password, enter a Service Desk ticket and you will be sent a new system generated password.

4.3 Membership Management

Administrators and Moderators are not inherently subscribers of a list though they will receive postings for approval in a moderated list. Administrators and Moderators must be Subscribers to receive all postings.

1. In the Membership Management area click [Mass Subscription]
2. Enter your email address and any other Administrators or Moderators.
3. Enter the email addresses of subscribers you want to add to your list.
4. Click **“Submit Your Changes”** at the bottom of the page.
5. Move to the top of the Membership Management page.

4.4 Privacy Options

4.4.1 Subscription Rules

1. Advertise this list?
 - The default of “ Yes” advertises your list publicly at: <https://lists.csueastbay.edu/mailman/listinfo>
2. What steps are required for subscription?
 - The default of “Confirm and approve” means that the user will receive a notice with a unique subscription request number that they must reply to in order to subscribe. Additionally, the List Administrator must approve all subscriptions.
3. Is the list moderator's (or Administrator's) approval required for unsubscribing requests?
 - This means that a user cannot unsubscribe without the permission of the List Administrator or Moderator.

4. Who can View Subscription List?
 - By clicking on any of the publicly advertised list names at the Email List Manager home page, an individual could get a list of subscribers.
5. Click **“Submit Your Changes”** at the bottom of the page.
6. Move to the top of the Privacy Options page.
7. Click **Sender Filters**.

4.4.2 Sender Filters

By default, lists are created to have moderated postings turned off. This is the page where you can choose to have your list moderated. If you choose to change your list to moderated after subscribers have been added, you make additional changes.

5.0 Membership List

Become familiar with the Membership Management > Membership List page.

Membership List

Find member ([help](#)):

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

3 members total											
unsub	member address member name	mod	hide	nomail [reason]	ack	not metoo	nodupes	digest	plain	language	
<input type="checkbox"/>	archie.rodriguez@csueastbay.edu <input style="width: 100%;" 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"/>	joseph.brabant@csueastbay.edu Joseph Brabant	<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"/>	richard.carlson@csueastbay.edu richard carlson	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	English (USA) ▾	

In this area, you can:

1. View all subscribers.
2. Easily unsubscribe a member.
3. If you have a moderated list, you can choose to have individuals post without approval.
4. You can hide the membership of a subscriber from other subscribers.
5. You can view which members have chosen to have a daily digest of postings.

6.0 Support

- Additional CSU East Bay documentation can be found at: www.csueastbay.edu/training
- Send questions to the Service Desk via a ticket at: www.csueastbay.edu/servicedesk
- Mailman List Administrator Documentation:
<http://staff.imsa.edu/~ckolar/mailman/mailman-administration-v2.html>
- Mailman User Documentation: <http://www.list.org/mailman-member/index.html>