

List Administrators

Enter a ticket with the Service Desk at: www.csueastbay.edu

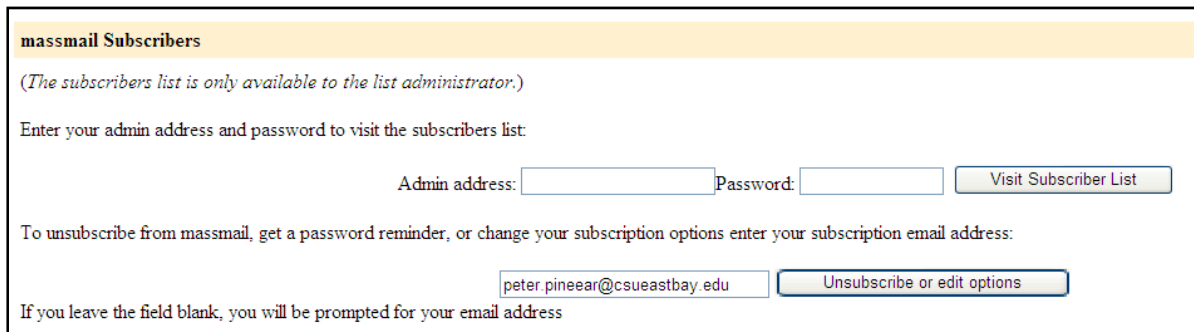
A new system generated password will be issued to you.

Subscribers

Subscribers can request a password reset on their own.

1. Go to the list info page: <https://lists.csueastbay.edu>
2. Click on the listname that you belong to.
3. Scroll down to the end of the page to the area called “*listname* Subscribers.”
4. Enter your email address in the text box following, “**To unsubscribe from listname, get a password reminder, or change your subscription options enter your subscription email address:**”

Below is a picture of the area where you enter your password using the Massmail email list as an example.



The screenshot shows a web interface for 'massmail Subscribers'. It includes a header, a note that the list is only for administrators, a form to enter an admin address and password to visit the subscribers list, and a form to enter a subscription email address to unsubscribe or edit options. A button labeled 'Unsubscribe or edit options' is visible.

5. Click “**Unsubscribe or edit options**” to bring up the **Member Options** page.
6. At the bottom of the page under the “**Password reminder**” area, click the “Remind” button and your password will be emailed to you.

List Moderators

Contact your List Administrator to reset your password.

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