

## Listserv 17.0 Quick Start Guide for List Owners

NSU's Listserv system has been upgraded and the web interface for list owners has some great new features. This guide covers changes in the most common things list owners do: managing subscribers, moderating posts and changing list settings.

### LOG IN

To Login to listserv portal, please use this link <https://listserv.nova.edu> and then click List Management interface (list owners only).

If needed, you can register your password from this screen or reset a lost password.

### START AT THE DASHBOARD

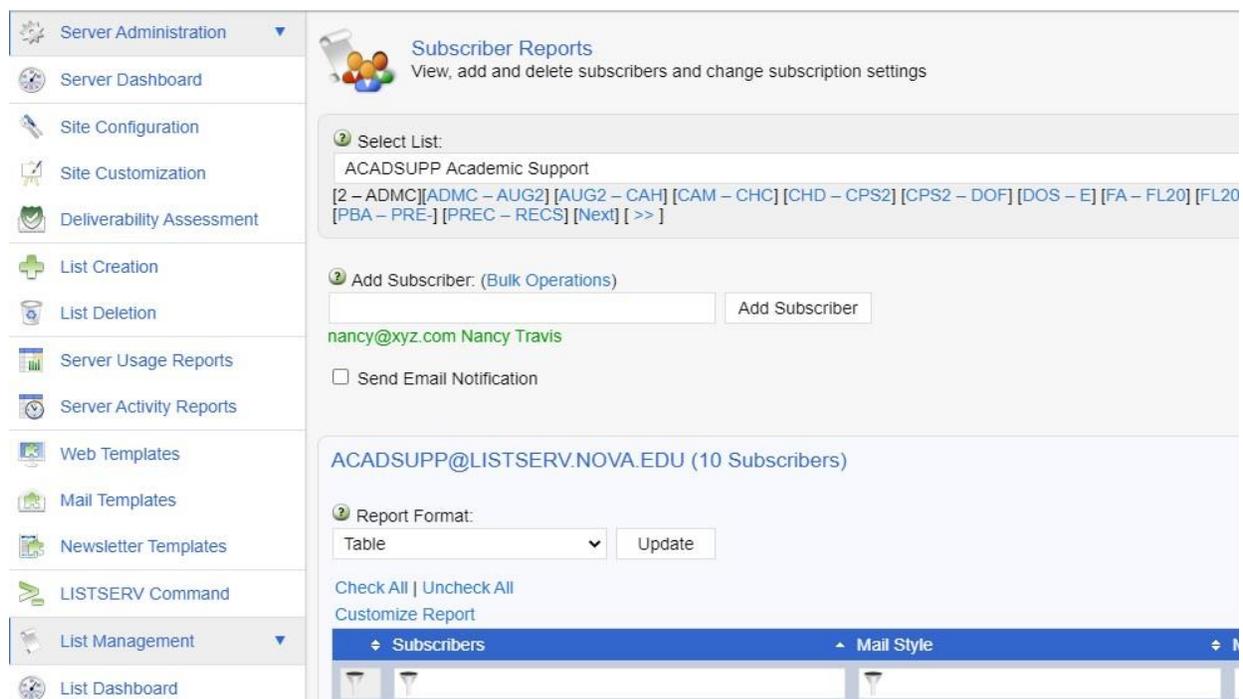
The next screen may be different for each user, so navigate to the Dashboard page. Click List Management on the right-side of the page, then click List Dashboard. This will display a summary of useful information about each of your lists, like the one shown below.

List Name	Subscribers	Subscription	Send	Confidentiality
2017_INTERNSHIP_LIST	80	By Owner	Public	Yes
2018_INTERNSHIP_LIST	111	By Owner	Public	Yes
2018TEST	3	By Owner	Editor, Hold, Non-Member, Confirm	Yes
2019_INTERNSHIP_LIST	97	By Owner	Owner	Yes
2020_INTERNSHIP_LIST	110	By Owner	Owner	Yes
AA_PROGRAM_1ST_YEAR	...	...	Private	...

This new version of Listserv gives you have multiple ways to get to common tasks. For example, you can see who is subscribed to each of your lists directly from the Dashboard shown above, by clicking on the subscriber numbers of your lists. Or, in the right menu, you can click List Management and then Subscriber Management to find the same functions. This flexibility is found in many other parts of the system as well.

## MANAGING SUBSCRIBERS

To add or remove subscribers, start by clicking List Management, then Subscriber Reports. The words Select List are shown partway down the page and there is a drop-down menu below. If you are owner of more than one list, choose the list you want to work on from the drop-down menu.



The screenshot shows a web application interface for managing subscribers. On the left is a navigation menu with the following items: Server Administration (selected), Server Dashboard, Site Configuration, Site Customization, Deliverability Assessment, List Creation, List Deletion, Server Usage Reports, Server Activity Reports, Web Templates, Mail Templates, Newsletter Templates, LISTSERV Command, List Management (selected), and List Dashboard. The main content area is titled "Subscriber Reports" and includes the following sections:

- Select List:** A dropdown menu showing "ACADSUPP Academic Support" and a list of other lists: [2 - ADMC][ADMC - AUG2][AUG2 - CAH][CAM - CHC][CHD - CPS2][CPS2 - DOF][DOS - E][FA - FL20][FL20 - PBA - PRE-][PREC - RECS][Next] [ >> ]
- Add Subscriber: (Bulk Operations)**: A form with an input field containing "nancy@xyz.com Nancy Travis" and an "Add Subscriber" button. Below the input field is a checkbox for "Send Email Notification".
- ACADSUPP@LISTSERV.NOVA.EDU (10 Subscribers)**: A section for the selected list, featuring a "Report Format:" dropdown menu set to "Table" and an "Update" button. Below this are links for "Check All | Uncheck All" and "Customize Report".
- Subscribers**: A table header with a "Mail Style" dropdown menu.

In the Add Subscriber field, you can add a new subscriber in the Add New Subscriber box.

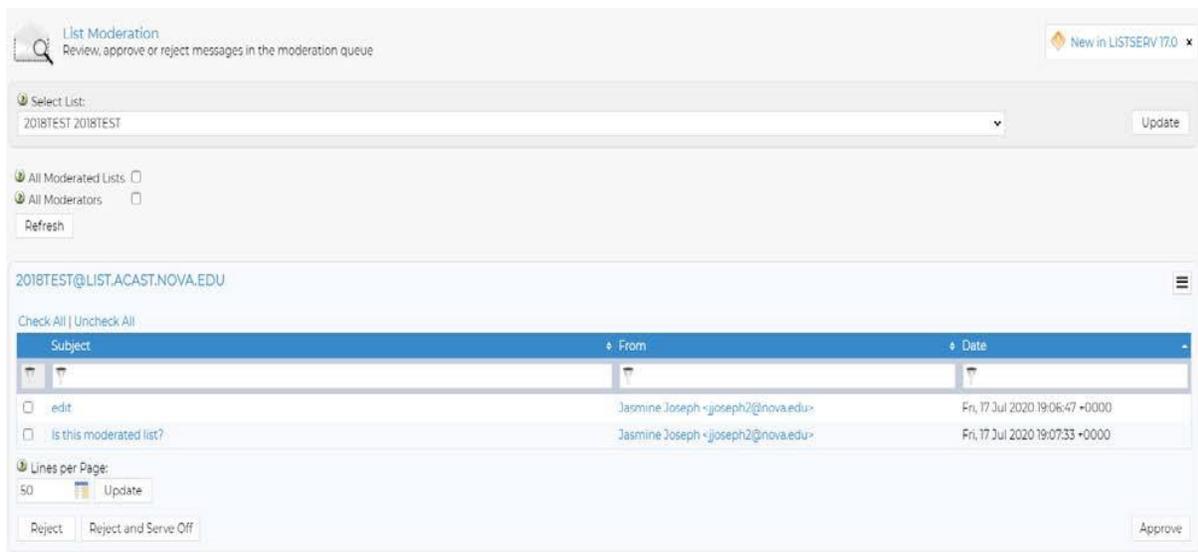
The Bulk Operations link is used for adding or deleting large number of subscribers via spreadsheet. This feature is rarely used. For assistance with this feature, please contact OIIT by submitting a service request here, <https://servicemanager.nova.edu/>

(cont'd)

## MODERATING POSTS

Many NSU Listservs are set up as moderated, which means that messages are only sent out after the list owner or editor gives approval. This is usually done in email. The moderator receives a copy of the message and replies with “OK” in the email body to approve the post.

Click [List Moderation](#) on the right-side menu. If you are owner of more than one list, choose the list you want to work on from the drop-down Select List menu. If there are any messages waiting for approval, they will be shown on the page.



You can see an entire message by clicking the Subject line. To approve one or more messages, check the box next to the desired messages and then click the Submit button. If you do not want to approve a message, do not click anything. It will expire after a few days and no longer appear in the list.

NOTE: Approving messages via email has gotten a little easier too. The notification message you receive will have a link inside. You can approve the message just by clicking the link.

## CHANGING LIST SETTINGS

Most NSU Listservs are configured as needed when they are created. However, list owners can change the configuration at any time. To access, click [List Management](#), then [List Configuration](#), then [Edit with Wizard](#). Use the Select List drop-down to choose which of your lists will be modified.

The wizard uses tabs to show all the settings available. Each setting has a text box where you can enter keywords. Many have example settings shown below the text box. Each setting also has a question mark icon which displays help for that setting only. Enter your changes and click the Save button to make the changes active.

## GETTING HELP

NSU's Office of Innovation and Information Technology can assist with Listserv issues. If you have any listserv related questions, please contact OIIT by submitting a service request here, <https://servicemanager.nova.edu/>

Listserv manuals are also available. They can be downloaded free from L-Soft, the company that makes Listserv software at <http://lsoft.com/resources/manuals.asp>. We are running version 17.0 so download manuals from that section of the page. The List Owner's Manual is available in HTML or PDF formats.