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 <u>https://listserv.nova.edu</u> and then click <u>List Management interface (list owners only)</u>.

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 <u>List</u> <u>Management</u> on the right-side of the page, then click <u>List Dashboard</u>. This will display a summary of useful information about each of your lists, like the one shown below.

T	<u></u>					
125	Mail Templates					
	Newsletter Templates	Moderation	Customize Re			
N	LISTSERV Command	There are currently no messa which you are listed as a more	ges requiring mod	deration on any lists th	at you have selected for	this report and for
1	List Management	this report.				
	List Dashboard	Report Format:				
Lq	List Moderation	Table V	Ipdate			
1	List Configuration	[2 - SECF][SECG - Z] [Next]				
A	List Customization	List Name	 Subscribe 	ers + Subscription	Send	Confidentia
Bil	List Reports	T	Ŷ	Ϋ́	Ϋ́	Ϋ́
13	Subscriber Reports	2017_INTERNSHIP_LIST	80	By Owner	Public	Yes
0	List Activity Reports					
28	Subscriber Management	2018_INTERNSHIP_LIST	111	By Owner	Public	Yes
	Web Templates					
(3)	Mail Templates	2018TEST	3	By Owner	Editor, Hold, Non Member	Yes
	Newsletter Templates				Confirm	
N	LISTSERV Command	2019_INTERNSHIP_LIST	97	By Owner	Owner	Yes
8	Subscriber Options					
	LISTSERV Archives	2020_INTERNSHIP_LIST	110	By Owner	Owner	Yes
9	Search Archives	AA DOGDAM 1ST YEAD		2	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 <u>List</u> <u>Management</u> and then <u>Subscriber Management</u> 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 <u>List Management</u>, then <u>Subscriber Reports</u>. 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.

🐉 Server Administration 🔹	Subscriber Reports					
Server Dashboard	View, add and delete subscribers and change subscription settings					
Site Configuration	3 Select List:					
Site Customization	ACADSUPP Academic Support					
Deliverability Assessment	[2 – ADMC][ADMC – AUG2] [AUG2 – CAH] [CAM – CHC] [CHD – CPS2] [CPS2 – DOF] [DOS – E] [FA – FL20] [FL20 [PBA – PRE-] [PREC – RECS] [Next] [>>]					
🕂 List Creation	2 Add Subscriber: (Bulk Operations)					
List Deletion	Add Subscriber					
Server Usage Reports	nancy@xyz.com Nancy Travis					
Server Activity Reports						
Web Templates	ACADSUPP@LISTSERV.NOVA.EDU (10 Subscribers)					
(Ref. Mail Templates	3 Report Format:					
Rewsletter Templates	Table V Update					
LISTSERV Command	Check All Uncheck All Customize Report					
🐐 List Management 🔹 🔻	Subscribers Mail Style					
Eist Dashboard	▽ ▽					

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, <u>https://servicemanager.nova.edu/</u>

(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 <u>List Moderation</u> 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.

List Moderation Review, approve or reject messages in the moderation queue		🔶 New in	n LISTSERV 17.0 >
Ø Select List:			
2018TEST 2018TEST		*	Update
All Moderated Lists			
All Moderators			
Refresh			
2018TEST@LIST.ACAST.NOVA.EDU			=
Check All Uncheck All			
Subject	+ From	♦ Date	
7 7 ⁻	7	7	
O edit	Jasmine Joseph <jjoseph2@nova.edu></jjoseph2@nova.edu>	Fn, 17 Jul 2020 19:06:47 +000	00
Is this moderated list?	Jasmine Joseph «jjoseph2@nova.edu»	Fri, 17 Jul 2020 19:07:33 +000	0
(9) Lines per Page: 50 Update			
Reject Reject and Serve Off			Approve

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 <u>List Management</u>, then <u>List</u> <u>Configuration</u>, then <u>Edit with Wizard</u>. Use the Select List drop-down to choose which of your lists will be modified.

NEU ~								
Server Administration 🔹 🔻	List Configuration Edit the configuration of a LISTSERV list							
Server Dashboard								
Site Configuration	Select List							
Site Customization	2018TEST 2018TEST							
Deliverability Assessment	[2-ADMC][ADMC-AUG2] [AUG2-CAH] [CAM-CHC] [CHD-CPS2] [CPS2-DOF] [DOS-E] [FA-FL20] [FL20-HALM] [HALM-HUMA] [HUMF-J0] [JR-LVUG] [LVUG-M] [MM-NEWS] [NEWS-N [PBA-PRE-] [PREC-RECS] [Next] [>]							
+ List Creation	Keyword: (Show All Keywords)							
G List Deletion								
Server Usage Reports	Search							
Server Activity Reports	My Configuration E	escriptions Administrators Sub-	scriptions Security	Archives and Logs Attachments	Error Handling Distribution			
Web Templates								
(Mail Templates	2018TEST@LIST.ACA	2018TEST@LIST.ACAST.NOVA.EDU						
Newsletter Templates	Keyword	♦ Settings		Description				
LISTSERV Command	7	Y		T				
🐐 List Management 🔹	2 Reply-To=		~	Defines a de	fault for the "Reply-To" field in the header of list mail.			
List Dashboard		② Specify address:	Specify address: 2018test-request@LISTSERV.NOVA.EDU					
List Moderation		2018test-request@LISTS						
A List Configuration		② Existing Reply-To: 	Existing Reply-To:					
List Customization	3 Subject-Tag=			Defines a su	bject tag for messages coming from the list.			
List Reports		XYZ	XYZ					
	Devert							

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, <u>https://servicemanager.nova.edu/</u>

Listserv manuals are also available. They can be downloaded free from L-Soft, the company that makes Listserv software at <u>http://lsoft.com/resources/manuals.asp</u>. 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.