

Mailman Mailing Lists Owners Guide

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Guide for New Mailman List Owners

If you are new to Mailman list management, these pages are for you. It outlines those things you should know in order to get started.

Establish Your List

Do you even have a list to manage yet? If not, you can request one by submitting a request to helpdesk@pobox.une.edu.au (All we need is a name for the mailing list and the name of the list owner).

Review List Configuration

Once you have your list set up, you may want to see exactly how it is configured and what options are set. To review your list's configuration settings, go to

<http://pobox.une.edu.au/mailman/admin/listname>

where *listname* is replaced with the actual name of your list. For example, if the name of your list is **unesports**, you would go to

<http://pobox.une.edu.au/mailman/admin/unesports>

and log in with your list-administrator password (which we will send to you once the list is set up). Once you are logged on to the administration site for your list, you should see the following configuration categories:

- General Options
- Membership Management
- Membership Management
- Privacy Options
- Non-Digest Options
- Digest Options
- Bounce Options
- Archiving Options
- Mail to News Gateways
- Auto-Responder

There are also some sub-categories for **Membership Management** and **Privacy Options** that can be accessed when you enter each of those categories. Browse through each of the available configuration screens to become familiar with the configuration options. Click on each option for more information. The Overview of List Configuration Options gives you additional information. Feel free to email helpdesk@pobox.une.edu.au or call us on x5000 if you have any questions.

Get the List Ready for Use

Once you have familiarized yourself with your list's configuration and options, you will want to set up an **info file** and a **welcome message**. All of these options can be found in the **General Options** section of the administration pages.

- **Info file**

The info file should be a brief introductory description about the list. It will be included at the top of your list's listinfo page at

<http://pobox.une.edu.au/mailman/listinfo/listname>

where *listname* is replaced with the actual name of your list.

- **Welcome message**

The welcome message will be added to the generic welcome message from Mailman and will be sent to all new subscribers if you choose that option. See the **welcome_msg** and **send_welcome_msg** settings.

Subscribe Yourself

When you establish a Mailman list, you are not automatically added as a subscriber. This means that you must subscribe yourself if you want to receive messages that are posted to the list. To add yourself to your list, go to the **Membership Management** section of your list's administration pages and choose the **Mass Subscription** category. Now is a good time to test your welcome message so make sure that the "Send welcome messages to new subscribers" option is marked "Yes" and put your address in the box. Click on the "Submit Your Changes" button.

Of course, you do not need to subscribe yourself to your list if you do not want to. Keep in mind, however, that some lists are configured to only allow subscribers to post messages. If you are an owner of such a list and do not subscribe yourself, your posts will not be accepted by the list.

Get Subscribers

As you might imagine, mailing lists need subscribers to be worthwhile. How you get them will depend on what your list is for. If it is for a class or small group of people, then you can probably tell people about the list in class, or email them, or even add them yourself. If your list is intended for a larger body of subscribers, you might want to post information about your list to other newsgroups, or mention it on a Web page.

Subscribers will generally want to know the following information:

- Name of the list
- Purpose of the list
- Restrictions on the use of the list
- How to subscribe
- How to unsubscribe

Subscribers have two ways of subscribing to the page. They can either go to the listinfo page of your list <http://pobox.une.edu.au/mailman/listinfo/listname>, fill in their email address in the “Your Email Address” field of the “Subscribing to <listname>” section, pick and click SUBMIT to subscribe.

Alternatively, they can send an email to listname-request@pobox.une.edu.au (where *listname* is replaced with the name of the list) with “subscribe” (without the quotes and with nothing else, no signatures or other formatted text) in the subject or the body of the message.

You're Set!

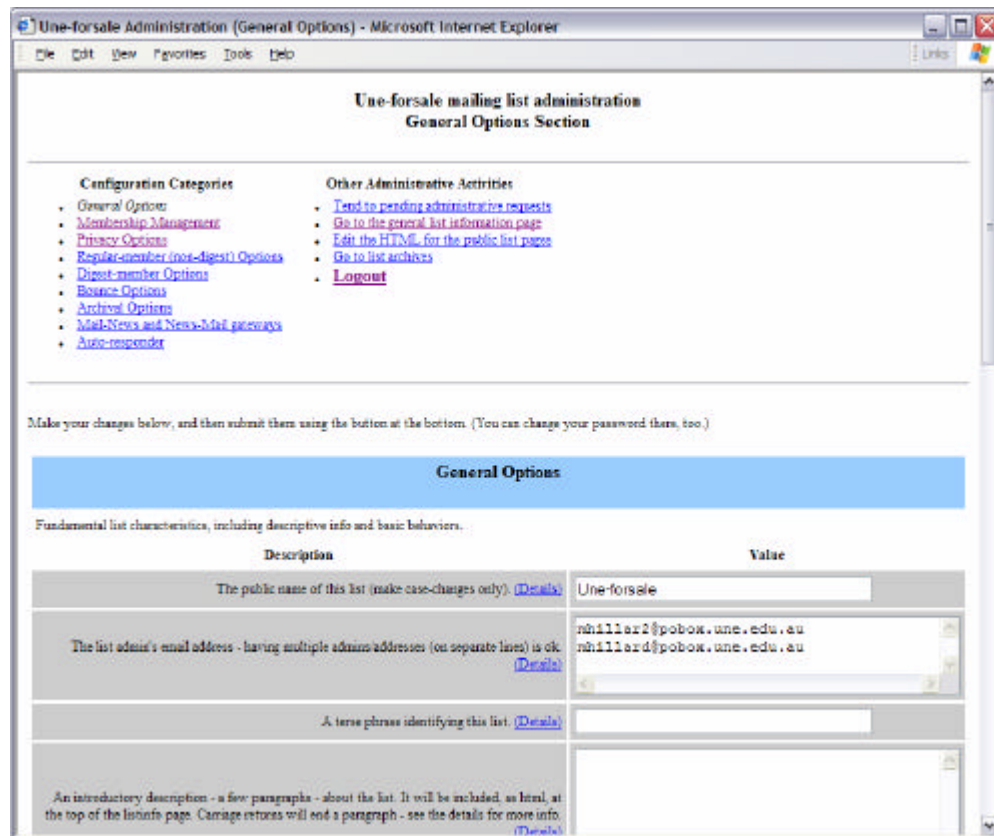
Once you've done the above, that's pretty much it. The only times you'll really need to be active as a list owner are:

- If your list is a private or moderated list
- If and when you receive error messages
- If you have a problem subscriber or spammer

These subjects, as well as others, are all covered in the next section. And if all else fails, you can send email to helpdesk@une.edu.au.

Maintaining a Mailman List

Accessing Your List Administration Screen



When your list is created and you are designated the "owner" (or "administrator"), you receive a welcome message that:

- Informs you that your list is active
- Gives you the URL to use to handle list administration

If you do not keep this email message or can't remember the URL, just follow the steps below.

To access your list administration features:

1. Go to your list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list).

2. Log in with your list-admin password

Setting up your Welcome Message

Go to your list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list).

In the General Options area, fill in the box next to “Text sent to people leaving the list. If empty, no special text will be added to the unsubscribe” and make sure that “Send welcome message when people subscribe?” is set to YES.

Changing Maximum Message Size

Mailman can place a limit on the size of a message that it accepts for list postings. The owner can change the limit to try to restrict or allow attachments to be sent to the list.

To change the maximum message size limit:

1. Log in to the list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Go to **General Options**.
3. Near the bottom, locate the "Maximum length in Kb of a message body" field.
4. Change the limit to something suitable, or enter "0" for the maximum limit of 3 MB.
5. When finished, click the "Submit your changes" button. Your changes are now in effect.

Managing other lists options

To require approval by the list owner or moderator before someone can subscribe or unsubscribe:

1. Log in to the list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Go to the **Privacy options** category.
3. To require approval to subscribe, set the **subscribe_policy** setting to "Require approval" or "Confirm and approve" (the latter requires that subscribers confirm their subscription once you have approved it).
4. To require approval to unsubscribe, set the **unsubscribe_policy** setting to "Yes".
5. When finished, click on the "Submit Your Changes" button.

To have a moderated list that requires approval for postings:

1. Log in to the list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Go to the **Privacy options** category under.
3. Set the "Must posts be approved by an administrator" setting to "Yes".
4. When finished, click the "Submit Your Changes" button.

Note: If your list has been set up as a moderated list, only those messages you approve are forwarded to people subscribed to the list. Whenever a new message arrives for a moderated list, a notice is sent to the list owner and the list moderator (if there is one).

To view the requests requiring approval by the list owner

1. Log in to the **list moderator** page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Click on "Tend to Pending Administrative Requests" to view the summary list of subscription requests, unsubscribe requests, and postings being held for approval.
3. After you have acted on all of the pending requests, click on the "Submit All Data" button.

To restrict postings to members-only (i.e. only those people that are subscribed to the mailing list can post to it; no outside postings allowed)

1. Log in to the list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Go to the “Restrict posting privilege to list members” line under **Privacy options**.
3. Set the option to “YES”.
4. When finished, click the "Submit Your Changes" button.

Getting a List of Your Subscribers

To see who is subscribed to your list:

1. Log in to the list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Go to **Membership Management**.
3. View a list of your current subscribers as well as their mail options.

Adding and Deleting Subscribers

Adding subscribers

To add subscribers to your list:

1. Log in to the list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Go to the **Membership Management** section.
3. Go to **Mass Subscriptions**.
4. Select the option of subscribing addresses or inviting them to subscribe.
5. Choose whether or not to send notifications of new subscriptions to the list owner.
6. After choosing your preferred options, enter the email addresses (one per line) in the box provided. If you want to include a name with each address, make sure each line is in the following format:

name <email_address>

Note: Don't forget to include the brackets around the email addresses. For example:

Joe User <joeuser@pobox.une.edu.au>

You can also choose to upload a file that contains your subscribers. The file must be **plain text**. The names and email addresses should be in the same format specified above.

7. If you want to include additional text to be added to the top of your invitation or the subscription notification (welcome message), include it in the box provided. The text will be added above any custom text specified in the **welcome_msg** setting under **General Options**.
8. When finished, click the "Submit Your Changes" button.

Deleting subscribers

To remove one or more addresses from your list:

1. Log in to the list's administration page at

<http://pobox.une.edu.au/mailman/admin/listname>

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Go to the **Membership Management** section.
3. Click in the box in the first column (the "unsub" column) next to the address of each subscriber you want to delete.
4. When finished, click the "Submit Your Changes" button.

Dealing with Problem Subscribers

It is possible that someday a person will use your list inappropriately by sending irrelevant messages, large numbers of messages, or demeaning messages. Often the problem will solve itself if you can wait long enough. However, if the problem is serious enough or continues long enough, you might have to take action.

You have several options:

- Post a statement of appropriate use and conduct to the list.
- Unsubscribe the offending user (see the Deleting subscribers section [above](#)). If your list is set up so that only people who are subscribed to the list can post messages to it, this method will effectively exclude them from the list. *[Note: If your list is set up to allow open subscriptions, the person could simply resubscribe.]*
- If the offending user is a UNE student, faculty, or staff, report the inappropriate use to ITD by sending an email message to helpdesk@pobox.une.edu.au describing the situation and including samples

of the offending messages. Unethical use of University computing resources can be grounds for disciplinary action, including loss of computer accounts.

Adding or Deleting List Owners

To add or delete owners:

1. Log in to the list's administration page at

`http://pobox.une.edu.au /mailman/admin/listname`

(where *listname* is replaced with the actual name of your list) with your list-admin password

2. Under **General Options**, you will see an **owner** setting where all of the current owners are listed.
3. Edit this list to add or remove owners. All owners must have a valid UNE account.
4. When finished, click on the "Submit Your Changes" button.

Deleting Your List

If you decide that you no longer need your Mailman list send email to helpdesk@pobox.une.edu.au and ask to have the list deleted.