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Accessing ListServ & Logging In

Logging into Listserv

1. In a browser, go to https://list.duq.edu
2. In the top right corner, select Log In.
3. Enter your entire Duquesne email address and MultiPass password.

Upon login, there will be a menu that appears on the left side.
By clicking on the triangle at the end of each option, additional options are displayed.

Managing List Members (adding, removing members, bulk uploads)

Adding Single Members to a List

1. Under the List Management menu > select Subscriber Management
2. Under the Select List dropdown > select the list that you are wanting to modify > click Update.

3. In the lower section of the window in the Email Address and Name box > enter the new member's name and email address as seen below.

4. In the Notification section > select a preferred method of notification.

5. Click Add Subscriber.
Adding Multiple Members to a List

1. Under the **List Management** menu > select **Subscriber Reports**

2. Select the list from the drop down > click **Update**

3. Next to the **Add Subscriber** section > click **Bulk Operations**
6. Select **Add the imported address to the list**
7. Select **Choose File** and navigate to the .CSV or plain text file containing addresses
8. Click **Open > Import**

**Please Note:** Excel files will **NOT** work for uploads.

**Deleting Single Members from a List**

1. Under the **List Management** menu > select **Subscriber Management**
4. Select the list from the dropdown > click **Update**

5. Under the **Search for the Subscribers** section > enter the last name of the address you want to remove
6. Select **Search**.

7. If the member is a subscriber to your list, the following screen will be displayed along with all their settings for the list.

8. Scroll to the bottom and select **Delete**.

---

**Deleting Multiple Members**

1. Under the **List Management** menu > select **Subscriber Reports**
2. Select the list from the drop down > click **Update**

3. Select the checkbox next to the users to be removed from the list

4. Click **Delete Subscribers**.
Unsubscribe from a Distribution List

There are two ways to unsubscribe from a list.

Unsubscribe Through ListServ

1. Navigate to the **Subscriber Options** tab, and select **Subscriptions**

2. Check the boxes of the lists you would like to unsubscribe from

3. Select >Unsubscribe.

Unsubscribe Through Email

If unsubscribing is allowed on a list, a link to unsubscribe will be at the bottom of every message, allowing users to unsubscribe.
PLEASE NOTE: If the list is a Banner-fed list, users will be added back automatically if they unsubscribe from the list.

Different Types of Lists

List Owner Managed Lists
List owner managed lists are listed where the list owner manages the members of the list through the ListServ web interface. Details on how to manage list membership is detailed in the Managing List Members section of this document.

Banner Fed Lists
Banner fed lists are lists that are populated automatically based on a pre-defined set of criteria. Some examples of Banner fed lists would be the all-student or all-employee lists. This type of list makes management much easier as the updates are done automatically. If you have questions about this type of list, please contact the CTS Help Desk for more information.

Moderated Lists
Moderated Lists are lists that require that a message is approved by a specified person before the message is sent to the members of the distribution list. (If you are an owner of a moderated list, details regarding approving messages can be found below)

Mailing to a List

There are two methods for sending mailings to a ListServ distribution list.

Sending a message using an Outlook client (just like Lyris)
Sending an Email using the ListServ Web Interface

1. To send an email through the ListServ interface under the List Management > List Dashboard

2. Select the list

3. Once the list is selected, all of previous mailings for that list will be displayed
4. Select the hamburger menu on the right side of the window and click > Post Message

5. Complete the Name > Subject > Body of the Message

6. Choose Delivery Time by clicking Show Advanced button on the right side

7. Under Delivery section, select either deliver immediately or schedule delivery for a future time.
At the bottom of the window, select **Sent Test to Self** to send a test message prior to distributing to the list members or **Send** to send the message.

**Sending a Message with a Template**

1. To send an email through the ListServ interface under the **List Management> List Dashboard**

2. Select the list

3. Once the list is selected, all of previous mailings for that list will be displayed

4. Select the hamburger menu on the right side of the window and click > **Send Newsletter**
5. Choose Template Category – Announcement or Newsletter

6. In the Select a template and choose a template > click Next

7. Add mailing details on the Content Tab.
8. Complete all field placeholders
9. Once completed Select **Save** > **Next**.
10. If you want to add any plaintext to the body of the email, add it in the box. When done, click **Next**.

5. Send a Test Message: You can send a test to yourself and others by adding in their email and selecting **Send Tests**.

11. After reviewing the test, if all looks correct, select **Send**.

**Moderated List Approvals**

If you request a moderated list, messages will have to be approved by any of the moderators listed for that list.

**To Approve a Message**
1. Navigate to the List Management tab, and select List Dashboard
2. Select the list from the dropdown, and click **Update**

3. Navigate back to the List Management tab, and select List Moderation

4. Any message that is waiting approval will be here. Select the box next to the message, and click **Approve**. If you do not approve, select **Reject**.
Using Templates

Creating a template

1. Under **List Management** and select **Newsletter Templates**.

2. Select the list from the dropdown, and click **Update**.

3. Select **Create**. (Note: Make sure there is no template already selected in the box.)

4. Enter the **Template Name** and **Template Description**. Make sure **Use Builder** is selected. >click **Create**.
5. You will now be able to edit the template. Use the options on the top to edit certain parts of the template.

Editing an Existing Template

1. Under **List Management** and select **Newsletter Templates**.

2. Select the list from the dropdown, and click **Update**.

3. At the bottom of the options, you will see a set of templates that have already been created.

4. Click on the one you want to edit, and select **Edit**.

6. You will now be able to edit the template. Use the options on the top to edit certain parts of the template.
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<th>Fine Tune</th>
<th>Test and Send</th>
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<tbody>
<tr>
<td>Cancel</td>
<td></td>
<td></td>
<td>Send</td>
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**MODERATION-TEST@LIST.DUQ.EDU**

Name: Amanda Shaginaw  
Subject: Testing 123
Appendix

Request a New List

To request a new list, simply email ctsaccounts@duq.edu will the following information:

1. Requested List Name
2. List Owner (recommend 2 list owners)
3. Moderated or Not Moderated
4. Who can join the list:
   a. Open: anyone can join
   b. By the owner: subscribers can request to join, list owner will have to approve them
   c. Closed: Only the owner can add subscribers
5. Who can send to list:
   a. Anyone: anyone at the University can send to this list
   b. List Members only: you must be a subscriber on the list to send a message
   c. Only list owners
6. Keep logs of list activity:
   a. Yes: will save an archive of all changes to the list
   b. No: no archive will be created
7. Send email notifications:
   a. Yes: list owner will be emailed for list additions, deletions
   b. No: owner will not receive email updates
8. Attachment Policy:
   a. Accept with attached: users can send emails with an attachment
   b. Accept without attached: the email will be sent without the attachment
   c. Reject: Will not send any message with an attachment
9. Is the list confidential: Yes or No
   a. Public: listed in archives and CataList
   b. Semi-public: listed in archives but not in CataList
   c. Confidential: not listed