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UNIVERSITY INFORMATION TECHNOLOGY  
TRAINING & DOCUMENTATION DEPARTMENT

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# GETTING STARTED WITH TUFTS ELIST

UNIVERSITY INFORMATION TECHNOLOGY



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# WORKING WITH LISTS

## IN THIS MODULE, YOU WILL LEARN HOW TO:

- Log in to Tufts Elist
- Subscribe to a Mailing List
- Unsubscribe from a Mailing List
- Post to a Mailing List
- Reply to a Mailing List
- Use the List Archive
- View other list members
- Adjust Subscriber Options
- Create a Mailing List
- Select a Mailing List type
- View Mailing Lists

## New Terms

<b>List owner</b>	The list owner is the individual who creates the list. The list owner adds and deletes members of a list and decides who is allowed to post messages.
<b>Moderator</b>	Individual with rights to accept and reject messages for distribution.
<b>Listmaster</b>	The Tufts administrator who validates and activates mailing list requests.
<b>Archive</b>	All messages sent to members of a mailing list are also saved to a list archive. The archive allows members of a mailing list to revisit postings and discussions. All list messages are saved into the archive as soon as they are posted.

# GETTING STARTED

Welcome to Tufts Elist, the command center for electronic mailing lists! In its most basic form, a mailing list offers a means of communicating electronically with a collection of people through a single e-mail address. Whenever someone sends an e-mail message to a mailing list address, that message goes out to everyone subscribed to the list. If you have an email address, you will be able to subscribe to various mailing lists originating at Tufts or anywhere in the world. Use Elist to promote collaboration and enhance communication in the Tufts environment.

Unlike paper mailing lists, though, electronic mailing lists allow people to join (subscribe) or leave (unsubscribe) them at any time. This guide provides the information needed to participate in electronic mailing lists and describes the commands needed to interact with the machine that handles them.

Most email applications allow the assignment of an alias or nickname to refer to a list of addresses so that it becomes possible for an individual to maintain personal mailing lists. If an individual desired to keep track of people as they left and joined a list however, it would mean constant updating of the alias or nickname. The need for personal lists can be eliminated by the use of a centralized system. University Information Technology supports this through Tufts Elist. Anyone who has access to electronic mail may take advantage of the service. Participation in electronic mailing lists costs nothing; there are no subscription fees of any sort.

Electronic mailing lists can make collaboration and communication easier. Since the earlier introduction of listproc at Tufts, staff and faculty at Tufts have discovered many ways to utilize mailing lists in their classes, work, research and personal lives. Professors and TAs set up class lists to communicate information to students. Departments use electronic lists to share information with staff members. Researchers create discussion lists on topics of mutual interest. Committees form lists to discuss issues and cut down on the number of meetings.

# CONTACTING AN ELIST ADMINISTRATOR

If you cannot find the answers you need in this manual or have other questions regarding Tufts Elist, you may contact a Tufts Elist administrator. They are available during regular working hours. A Tufts Elist administrator may be reached by email at [elist-admin@tufts.edu](mailto:elist-admin@tufts.edu) .

## LOGGING IN

You must be logged into the Elist system to use it. Two things are required: your Tufts UTLN or full email address, and your Trumpeter (email) password.

### To log in:

1. Navigate to: <http://elist.tufts.edu/>. *The login fields are located in the upper-left corner of the window.*



The screenshot shows a login form with the following elements:

- A label "UTLN or email address :" followed by a text input field.
- A label "password :" followed by a text input field.
- A "Login" button.
- Two links: "First login ?" and "Lost password ?".

2. In the UTLN or email address field, **enter your UTLN** (Universal Tufts Logon Name) or you may also enter your Tufts email address, [first.last@tufts.edu](mailto:first.last@tufts.edu).
3. In the password field, **enter your Trumpeter** (email) **password**.
4. **Click Login**. *Your address will display in the upper left-hand corner of the Elist homepage.*

If you do not have a UTLN or Tufts email address:

1. **Click the First login ? link.** *The Your e-mail address field displays.*



2. In the Your e-mail address field, **type your email address.**

You have forgotten your password, or you've never had any password related to this server  
it will be sent to you by email :

Your e-mail address :

3. **Click Send me my password.** *A password will be sent to your email address.*

# JOINING A MAILING LIST - SUBSCRIBING

If you know the name of a mailing list that interests you, follow the steps below to join the list. If you do not know the name of a list that you want to join, or want to find out what lists are available, you may browse the available Tufts mailing lists.

Once you have joined a list you may unsubscribe at any time (see next section). There are three different list types:

- **Public discussion mailing list**

This list has an "open subscription" policy, meaning anyone can subscribe to them. The list owner is notified when someone subscribes.

The two other lists are "approved subscription" lists. Elist sends any requests to join them to one of the list administrators, either the "list owner" or the "moderator," if one is defined, for approval. Usually with "approved subscription" lists, a potential subscriber must meet certain criteria before being allowed to join.

- **Announcement-only list**

This list only displays postings by the list owner or moderator.

- **Private working group list**

This list is open to subscribers and list owners.

## TO JOIN OR SUBSCRIBE TO A MAILING LIST:

1. Check to make sure that you are **logged in**.
2. **Click the list category** that you wish to join. *A list of available mailing lists is displayed.*

If you do not know which category best suites your needs, scroll down and click the **View All Lists** link to view the full range of available lists.



3. **Click the link for the list you wish to subscribe to.**
4. On the left side of the window, **click Subscribe** **Subscribe**. *The “Do you really want to subscribe to list...” dialog box appears.*
5. **Click OK.** *You are subscribed to the list and a welcome message will arrive in your inbox.*

## SUBSCRIBING TO A MODERATED LIST

The steps to join a moderated list are no different than the preceding steps. If the list you join has a moderator, you will receive an email with the subject line “Moderating your message.” It will state that your message to the list has been forwarded to the editor(s). The moderator can then exercise control over the message.

## UNSUBSCRIBING FROM A MAILING LIST

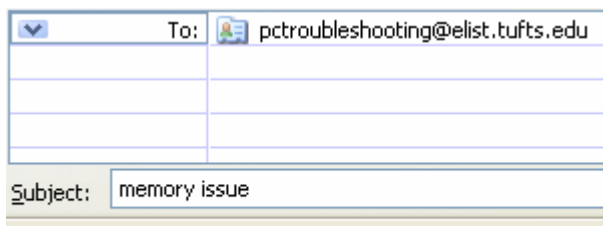
When you want to leave a list for any reason, you must unsubscribe from it. You may re-subscribe at any time (see previous section).

1. **Navigate to:** <http://elist.tufts.edu/>
2. **Click the link for the list** you wish to be removed/unsubscribed from.
3. **Click Unsubscribe** **Unsubscribe**. *The “Do you really want to unsubscribe from list...” dialog box appears.*
4. **Click OK.** *You are unsubscribed from the list and a removal message is sent to your inbox.*

# PARTICIPATING IN A LIST - POSTING

To participate in a list you send an email message to the mailing list's address. You should complete the "Subject:" line of your message as you would if sending the mail to an individual. Write your message in the email body, and send it off. For example, if a list called PC Troubleshooting existed at Tufts, you could send mail to everyone on it by addressing your email to PCTroubleshooting@elist.tufts.edu.

1. On your email client, **click Compose**. *The Compose window opens.*
2. In the To field, type **in the Tufts Elist address**.
3. **Fill in the subject line**.
4. **Write in the message body**.



To:	pctr troubleshooting@elist.tufts.edu
Subject:	memory issue

All,

5. **Click Send**. *The message is sent to all subscribers.*

You may also post to a mailing list from within the Elist site.

1. **Navigate to:** <http://elist.tufts.edu/> .
2. **Click the link for the list you wish to post to**.
3. **Click Post** **Post** . *The mail form opens.*
4. **Fill in the subject line**.
5. **Write in the message body**.
6. Click **Send this mail** **Send this mail** . *The message is sent to all subscribers.*

## TALKING BACK - REPLYING TO LIST MESSAGES

When list owners establish their lists, they decide where replies go. If the list has been set up to carry discussion, then replies to messages will most likely go to everyone on the list. On the other hand, lists that are set up to serve as a mechanism of information distribution may be configured so that replies go to the person who sent the original message.

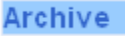
### **Reply with Caution**

Always check the "To:" line after you use the reply feature of your email program and ensure the message is destined for the correct address (either the list or an individual). Some e-mail programs can be configured to override the setting for a list's reply function. For example, if the mailing list is set up to reply only to the sender, but you have your e-mail program set up to "reply to all," your local setting overrides the list's setting and your reply goes to everyone on the mailing list as well as to the sender. Check where replies are set to go - look at the "Reply-to" field in the header of a message you received from the list. A hasty reply can mean embarrassment to both the sender and the recipient - it has happened in the past, and it could happen again - do not let it happen to you. Whatever the situation on your list, you should exercise caution when replying to mail.

# THE ARCHIVE

All messages sent to members of a mailing list are also saved to a list archive. The archive allows members of a mailing list to revisit postings and discussions. All list messages are saved into the archive as soon as they are posted.

To view the archive, follow these steps:

1. Make sure that you are logged in.
2. On the Elist site, **click the list** you wish to view. *The List info page appears.*
3. In the List info area, **click Archive** . *The posted messages are listed.*
4. **Click any message** you wish to view.

Messages are listed by thread meaning that the initial message and all subsequent responses and responses to responses are grouped together. You may also view the archive by chronological order.

To view the message archive by chronological order:

1. **Click the Chronological link.** *The messages sort by date.*



To return to thread view:

2. **Click the Thread link.** *The messages are sorted by topic.*



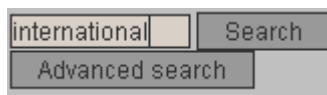
## SEARCHING THE ARCHIVE

Tufts Elist gives you the ability to search through collected messages in a mailing list. You may be looking for text within the body of a message, looking for a particular sender or date, or information in the subject line.

By default, the search tool will look for matching text in both the subject and the body of messages.

To search for a word or phrase in the message body:

1. In the search field at the top of the page, **type the word or phrase**.



A screenshot of a search interface. It features a text input field containing the word "international" and a "Search" button to its right. Below the input field is a link labeled "Advanced search".

2. **Click Search.** *Search results display.*

## ADVANCED SEARCH

To search for a word or phrase by sender, or case, or by other criteria:

1. **Click Advanced search.** *The advanced search parameters display.*
2. In the search field, **type the word or phrase**.



A screenshot of a search interface. It features a text input field containing the word "special" and a "Search" button to its right.

3. **Make your selections.**



A screenshot of advanced search options. The options are listed in two columns:

Search	<input checked="" type="radio"/> this sentence	<input type="radio"/> all of these words	<input type="radio"/> one of these words
Prefer	<input checked="" type="radio"/> newest messages	<input type="radio"/> oldest messages	
Case	<input checked="" type="radio"/> insensitive	<input type="radio"/> sensitive	
Check	<input checked="" type="radio"/> part of word	<input type="radio"/> entire word	
Layout	<input checked="" type="radio"/> 10 results by page	<input type="radio"/> 25 results by page	<input type="radio"/> 50 results by page
Search area	<input type="checkbox"/> Sender	<input checked="" type="checkbox"/> Subject	
	<input type="checkbox"/> Date	<input checked="" type="checkbox"/> Body	

4. **Click Search.** *Search results display.*

# REVIEW

## VIEWING LIST MEMBERS

On some lists, list members are visible to subscribers. If you wish to see who else is a list member, or you want to find another member's email address, use the review tool.

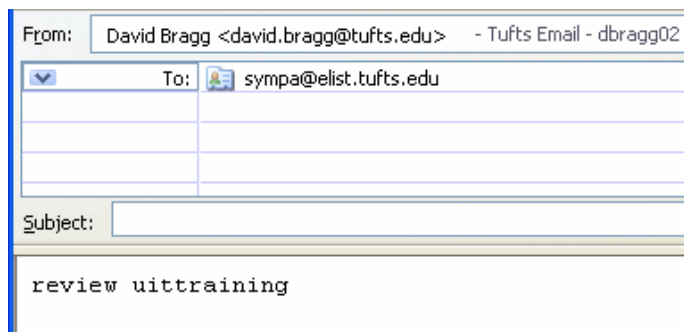
To view other list members (if allowed):

1. On the Elist site, **click the list** you wish to view. *The List info page appears.*
2. In the List info area, **click Review members** [Review members](#). *The members are listed alphabetically*

### Tip

If you would like a text listing of the subscribers to your Elist, the Elist Review command is a useful tool. Follow the four steps below to receive an automated response from the Elist server containing a list of the members.

1. **Compose an email to [sympa@elist.tufts.edu](mailto:sympa@elist.tufts.edu)** .
2. The subject field doesn't matter, just leave it blank.
3. **In the first line of the body of the email, type the following: review yourlistname** (e.g., review uittraining)



The screenshot shows an email composition window. The 'From' field is 'David Bragg <david.bragg@tufts.edu> - Tufts Email - dbragg02'. The 'To' field is 'sympa@elist.tufts.edu'. The 'Subject' field is empty. The body of the email contains the text 'review uittraining'.

4. **Click Send.** *Elist (Sympa) will send you an email with a listing of the folks on the list.*

# SUBSCRIBER OPTIONS

Once you have subscribed to a list, you have the ability to customize your subscription.

## To access subscriber options:

1. On the Elist site, **click the list** you are subscribed to. *The List info page appears.*
2. In the List info area at the left side of the screen, **click Subscriber Options** [Subscriber Options](#). *The options display.*

Subscriber information includes the date that you subscribed, and when you last updated your subscriber information. There are two fields that you can customize: the **Reception mode** field and the **Visibility** field.

Reception mode : standard (direct reception)

Visibility : listed in the list review page

The Visibility field defaults to “listed in the list review page.” Other members of the list will see your name if they choose to view the review page. If you would like to hide your subscription, you have that option (concealed) in the visibility field.

## To change the visibility:

1. In the Visibility field, **click the down-arrow**. *The options are displayed.*



2. **Select the appropriate option**, listed in the list review page or concealed.
3. **Click Update**. *The visibility changes are updated.*

The Reception mode field defaults to standard (direct reception). Standard reception means that list members will receive postings to the list as they are sent. You may adjust the manner in which postings are received.

The following is a description of the reception modes available in Elist. These options are mutually exclusive, which means that you can't set two different reception modes at the same time. Certain modes may not be available for specific mailing lists.

***digest MIME format***

Instead of receiving individual mail messages from the list, the subscriber will periodically receive batched messages in a Digest. This Digest compiles a group of messages from the list, using the multipart/digest MIME format. The sending interval for these Digests is defined by the list owner.

***digest plain text format***

Similar to the Digest option in that the subscriber will periodically receive batched messages in a Digest. With Digest plain text format the Digest is sent in a plain text format, with all attachments stripped out. Digest plain text format is useful if your email software doesn't display multipart/digest format messages well. The sending interval for these Digests is defined by the list owner.

***html only mode***

This mode is used when a subscriber wishes to receive mails sent in both HTML and plain text formats only in HTML format.

***standard (direct reception)***

This is the default option.

***no mail (useful for vacations)***

This mode is used when a subscriber no longer wishes to receive mail from the list, but nevertheless wishes to retain the ability to post to the list. This mode therefore prevents the subscriber from unsubscribing and subscribing later on.

***you do not receive your own posts***

This mode is used when a subscriber does not want to receive copies of messages that he or she has sent to the list.

***notice mode***

It is used mainly to cancel the nomail, summary or digest modes. If the subscriber was in nomail mode, he or she will again receive individual mail messages from the list.

### ***summary mode***

Instead of receiving individual mail messages from the list, the subscriber will periodically receive a list of messages. This mode is very close to the Digest reception mode but the subscriber receives only the list of messages.

### ***text only mode***

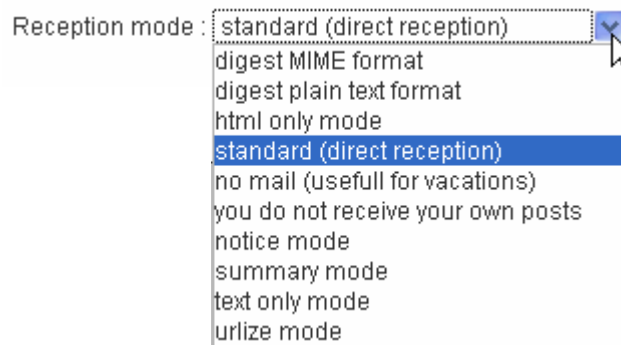
This mode is used when a subscriber wishes to receive mails sent in both HTML and plain text formats only in plain text format.

### ***urlize mode***

This mode is used when a subscriber does not want to receive attached files. The attached files are replaced by a URL leading to the file stored on the list site.

## **To change the reception mode:**

1. In the Reception mode field, **click the down-arrow**. *The reception options are displayed.*



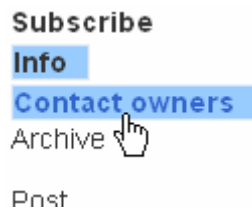
2. **Select the appropriate option.**
3. **Click Update.** *The changes are updated.*

Update

# CONTACT OWNERS

If you would like to contact the owner(s) of a mailing list:

1. **Navigate** to the list that you are interested in.
2. On the left side of the window, **click Contact Owners**. *Your compose window of your email client opens.*



3. **Type your email and send.**

# CREATING A MAILING LIST

A mailing list is a convenient way for faculty, staff and students to communicate (send and receive email) with a group of subscribers. The mailing list information may be open to the public or restricted to a private group. Access to Tufts Elist can also be controlled.

## LIST TYPES

There are three different list types available at Tufts.

The **announcement-only list** serves as a one-way method of communication. Only the list owner and moderator may post.

The list owner adds and deletes members of a list. He or she decides who is allowed to post messages and whether these messages are moderated before they are posted. When a new list is created, the individual who creates the list is automatically set as the list owner. Lists may have a moderator, who is designated by the list owner. All postings are then sent through the moderator.

The **public discussion mailing list** is a list where both list owners and subscribers can send emails to the list. This list is open to the public.

A **private working group** list is only open to subscribers and the list owner. Subscriptions must be approved by the list owner.

## ANNOUNCEMENT-ONLY LIST

- Subscriptions must be approved by list owner
- Posting is by list owner and moderators only
- Archive is available to subscribers and list owner
- List members are visible to subscribers and list owner

## PUBLIC DISCUSSION MAILING LIST

- Subscription is open, with notification to list owner
- Posting is open to subscribers and list owner, all other posts are moderated
- Archive is available to subscribers and list owner
- List members are visible to subscribers and list owner

## PRIVATE WORKING GROUP

- Subscriptions must be approved by list owner
- Posting is open to subscribers and list owner
- Archive is available to subscribers and list owner
- List is only visible to subscribers and list owner

### To create a list:

1. **Navigate to:** <http://elist.tufts.edu/>
2. Check to make sure that you are **logged in**.
3. **Click the Create list tab.** *Three list types are displayed.*



4. In the List name field, **type the list name** using lowercase letters.

List name:  @elist.tufts.edu

**Note:** The name you choose for your list will be typed every time a message is posted. Often, people choose to use common abbreviations in their name in order to keep it relatively short. If you include an illegal character in a list name, such as the ampersand (&), you will have to retype it. Do not use periods or spaces in the list name.

5. In the List type field, **select a list type**.

- announcement
- discussion\_list
- private\_working\_group

6. In the Subject field, **type the subject** of your mailing list. *The subject appears under the list name in the list of lists as a reference.*

Subject:

7. In the Topics field, **click the down-arrow and select a topic** that best describes your list.

Topics:  

8. In the Description field, **type a description** of your mailing list. *The description appears under the list name when it has been selected (clicked).*

Description:

9. **Click the Submit your creation request button.** *The message “Your list creation request is registered. You can now modify its configuration using the admin button but the list will be unusable until the listmaster validates it.” will appear.*

Your newly submitted mailing list will not appear on the Tufts Elist homepage until it has been validated by the listmaster (the Tufts administrator). You will be sent an email notification when the list is activated.

## VIEWING YOUR LIST

Once created, your list will be accessible from the Tufts Elist homepage. Tufts faculty, students, and staff will be able to see the list, and have the option to join the list.

### To view a list you have created:

1. **Navigate to the Elist homepage:** <http://elist.tufts.edu/>

**Tip:** If you are already working within the Tufts Elist site, click the **Home** tab.

2. **Click the corresponding Mailing lists topic.** *The mailing lists display.*

# MANAGING YOUR MAILING LIST

## In this module, you will learn how to:

- Use the List Administration Options
- Edit the List Configuration settings
- Manage the List Definition
- Manage Sending/Reception options
- Manage Privileges
- Manage Archives
- Manage Bounce Settings
- Manage Miscellaneous
- Manage Subscribers
- Remove a list
- Rename a list
- Moderate messages

## New Terms

<b>Quiet</b>	An option available that performs an action without a confirmation email being sent. It is usually used for adding or removing subscribers to a list.
<b>Archive</b>	Tufts Elist takes all of the text messages sent to a list and provides a web accessible archive. The archive allows members of a mailing list to revisit postings and discussions. All list messages are saved into the archive as soon as they are posted.
<b>Bounces</b>	The bounces link displays messages that have bounced, or are non-deliverable. Messages may bounce if a mailbox is full or the subscribers have mistyped their email address. Dates and number of bounced messages are displayed.

# LIST ADMINISTRATION

Once a member of the Tufts community has established a mailing list, there are options available to manage your list(s). Since mailing lists have a number of characteristics that can be selected by their owners, the following section presents an overview of these.

## To administer a list:

1. **Navigate to:** <http://elist.tufts.edu/>
2. **Log in** with your UTLN (or you may also enter your Tufts email address) and your Trumpeter (email) password.

The lists you are subscribed to as well as the lists you administer display on the left side of the page.

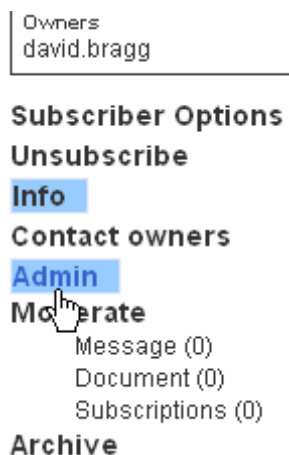
Any list that you administer (own) will have an admin button  in front of it.

3. **Click the admin button** for the list you wish to administer. *The administration commands and definitions are displayed.*

**Or**

If you have already clicked your list:

1. On the left side of the page, **click the Admin link**. *The list administration commands display.*



## USING THE LIST ADMINISTRATION COMMANDS

### EDIT LIST CONFIG

#### Admin

##### Edit List Config

- List definition
- Sending/reception
- Privileges
- Archives
- Bounces
- Data sources
- Miscellaneous

The Edit List Config command provides additional tools for managing list options. You may update such features as the description of the list, how a list will be disseminated, or control who can view the list information.

To access the Edit List Config commands:

- Click the **Edit List Config** command. *The Edit List Config options display.*

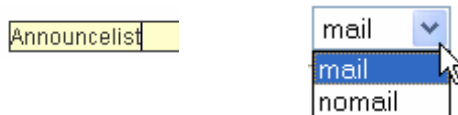
There are 7 categories of information within Edit List Config:

List definition  
Sending/reception  
Privileges  
Archives  
Bounce  
Data sources  
Miscellaneous

The following pages will detail the most commonly used settings and configurations that can be adjusted to fine tune your list.

In general, to make any changes to a field:

1. **Type** in the field **or click** the down arrow.



2. At the base of the page, **click** the **Update** button.

Update

There are associated Help topics with many of the fields. To get help:

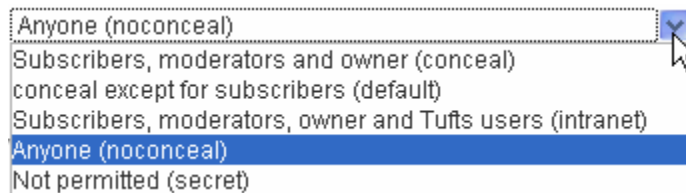
1. To the right of the field, **click Help** . *The help window opens.*

## List definition

**Subject of the list:** This field sets the subject explanation of the list, which is displayed below the list name. You are limited to one line.

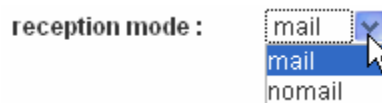
 alumni-test@.tufts.edu g.tufts.edu  
Subject Alumni Test

**Visibility of the list:** This field determines who may see that the list exists.



**Owner:** This field allows you to edit your email address, place an identifying name with the address, or add another owner.

In the Reception mode field, if you do not wish to receive email, select nomail.



To add another owner to the list:

1. **Type their email address** into the next available address block.

**Owner**

email address : david.bragg@tufts.edu

name :

private informations :

profile : privileged

reception mode : mail

email address :

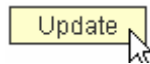
name :

private informations :

profile :

reception mode : mail

2. At the base of the page, **click Update**. *The additional owner is added.*



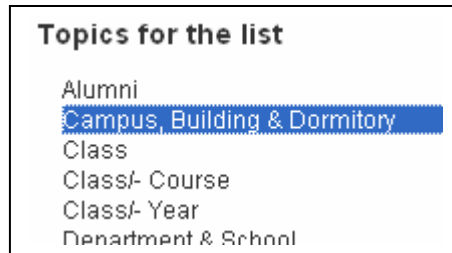
If you wish to add multiple owners, add them one at a time, clicking update after every entry. New address blocks will open to accommodate the multiple owners.

**Moderators:** This field either displays moderators or allows you to add a moderator who is responsible for moderating messages. If the mailing list is moderated, messages posted to the list will first be passed to the moderators/editors, who will decide whether to distribute or reject it. If the list is moderated, and there are multiple moderators, any moderator/editor can distribute or reject a message without the knowledge or consent of the other moderator/editors. Messages that have not been distributed or rejected will remain in the moderation pool until they are acted on.

Defining editors here will not make the list moderated. To enable the moderator feature:

1. Navigate to Admin > Edit List Config > Sending/Reception > Who can send messages field.
2. Select one of the moderator choices.

**Topics for the list:**



Use this field to modify or add a topic to your list. On the Elist homepage, lists are grouped by topic. You may list your group in more than one topic.

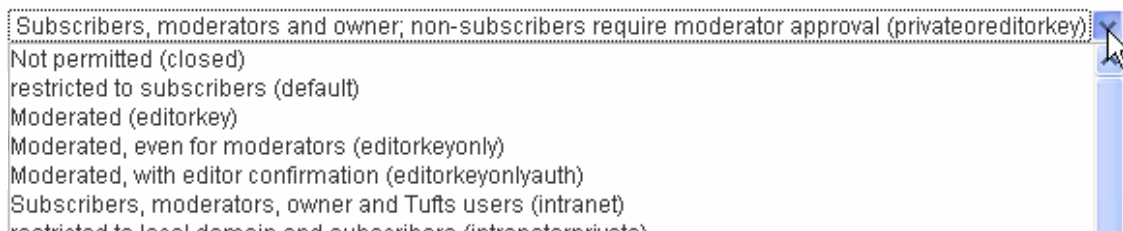
If you would like to list your group in more than one topic, hold down the Ctrl key and click to select more than one topic.

## Sending/Reception

**Who can send messages:**

This field determines who may send messages to the list and whether or not the list is moderated. Choices run from a completely open forum, Anyone (public), to only Subscribers, moderators and owner (private) posting.

**Who can send messages**



**Digest frequency:** Use this field if you wish to hold all dissemination of discourse within the list to a regularly set posting, for instance every Thursday at 3pm. See the “Available subscription options” field below if you wish to enable the digest option.

### **Digest maximum number of messages**

Use this control to limit the number of messages that the digest will contain. The default is 25 messages. If there are more than 25 messages, the user will get two digests, rather than one. It is designed to keep the filesize of the digest below the limits of some people's mailers.

### **Available subscription options:**

This field sets the list of available reception methods.

- **digest:** Subscriber will receive list messages in periodic bundled mailings.
- **digestplain:** Subscriber will receive list messages in periodic bundled mailings in plain text.
- **html:** Subscriber will receive messages only in text/html format.
- **mail:** Normal (default); subscriber receives each list posting individually.
- **nomail:** While set, the subscriber will not receive messages to the list.
- **not\_me:** Subscriber will not receive messages that they post to the list.
- **notice:** List postings are sent to the subscriber with the message body removed; only the posting Subject will be seen.
- **summary:** Similar to digest, except that the subscriber only receives a list of messages sent, rather than the actual messages.
- **txt:** Subscriber will receive messages only in text/plain format.
- **urlize:** Messages sent to subscriber containing attachments will have the attachment removed and replaced with a URL where the subscriber can retrieve the attachment.

**Subscription profile:** This field sets the default reception method and visibility of list subscribers. By default, subscribers receive regular mail postings. See the previous field for detailed explanation.

**Subscription profile**

reception mode :  ▼

visibility :  ▼

default

**Reply address:** This field determines who will, by default, receive replies to a message posted to the list.

For example, if this field is set to "list," when a subscriber receives a posting and then clicks "Reply" on their email client, the reply will go the whole list. Note that this may be manually overridden.

Possible values are:

- **all:** This is the general default. Replies are sent to all message recipients.
- **list:** Replies are sent to the list.
- **other\_email:** Replies are sent to another address (enter below).
- **sender:** Replies are sent to the sender of the message.

**Anonymous sender:** Use this field if you wish to hide every sender's email address before distributing the message. It is replaced by whatever you enter into this field.

**Anonymous sender**

Example:


anonymous

Sends:

**Subject:** [testannounce] test  
**From:** anonymous.tufts.edu :tufts.edu  
**Date:** 11:36 AM

**Subject tagging:** This field adds a specified string to the Subject: line of all messages.

normal:  test

with subject tag added:  [with subject] test

**Attachment type:** If List owners decide to add message headers or footers to messages sent to the list, this field determines what method is used to add message headers or footers. The choices are:

- **mime:** The header/footer will be added as a new MIME part.
- **append:** The header/footer will be appended to the message body; will not work on text/html messages.

## Privileges

**Who can view list information:** This field determines who may view the list information, either just those associated with the list or anyone.

**Who can subscribe to the list:** This field determines who may subscribe to the list and if authentication, owner approval, or notification is desired.

**Who can add subscribers:** This field determines who can add subscribers to the list and what authentication and notification level is desired.

**Who can unsubscribe:** This field determines how a subscriber may unsubscribe from the list and what level of authentication and notification is needed.

**Who can delete subscribers:** This field determines the level of authentication and notification of the owner removing users from the list.

**Who can invite people:** This field determines who may invite people to join the list, from anyone to owner only.

**Who can start a remind process:** This field determines who may remind users that they are subscribed to the list, whether owner or listmaster.

**Who can review subscribers:** This field determines who may see the list of subscribers.

## Archives

Tufts Elist takes all of the text messages sent to a list and provides a web accessible archive.

**Subscriber Options**  
**Unsubscribe**  
**Info**  
**Contact owners**  
**Admin**  
**Moderate**  
Message (0)  
Document (0)  
Subscriptions (1)  
**Archive**  
**Post**  
**Review members**

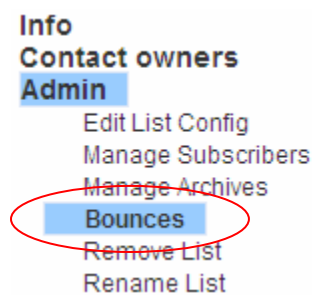
**Web archives:** This field determines who has access to the list web archive, from anyone to only the list owner.

**Text archives:** This field determines who may read mail archives and frequency of archiving.

## Bounces

**Bounces management:** This field displays the warn and halt rates for bounced (incorrectly addressed or bad address) messages. The list owner receives a warning whenever a message is distributed and the number (percentage) of bounces exceeds this warn value.

The best plan of action is to check the Bounces listing monthly and then remove bouncing list members. See the Bounces section later in this manual.



### Management of bouncers, 1st level

Each bouncing user has a score from 0 to 100. If messages continue to bounce, the list owner will be notified so that action can be taken. If no action is taken by the list owner, and messages continue to bounce, the bouncing subscriber(s) will be automatically removed from the list.

#### Management of bouncers, 1st level

threshold :  Points  
action for this population :    
notification :

default

### Management of bouncers, 2nd level

See explanation above.

**Welcome return-path:** If set to unique, the welcome message is sent using a unique return path in order to remove the subscriber immediately in the case of a bounce. Otherwise, the return path is set to the list owner.



**Return-path of the REMIND command:**

If set to unique, the reminder message is sent using a unique return path in order to remove the subscriber immediately in the case of a bounce. Otherwise, the return path is set to the list owner. This is the same behavior as the Welcome message above.

**Data sources:** Nothing should be visible in this field. Only Elist administrators will see data in this field.

Miscellaneous

**Periodical subscription expiration task:**

Use this field to set a time period to ask subscribers to renew their subscription. If they do not renew, they are deleted.

**Periodical subscription reminder task:**

Use this field to regularly send to the subscribers a message which reminds them of their subscription to the list.

**Creation of the list:** This field displays the creation date of the mailing list.

**Last update of config:** This field displays the date and time of the last update to the list config panel.

**Status of the list:** This field displays the current status of the list (open, closed, or pending).

## MANAGE SUBSCRIBERS

### Contact owners

#### Admin

Edit List Config

**Manage Subscribers**

Manage Archives

Bounces

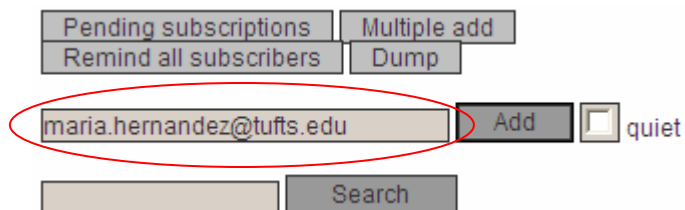
The Manage Subscribers command provides tools to manage those who have subscribed to your list. You can perform tasks such as adding, deleting, and searching for subscribers.

To access the Manage Subscribers options:

- In the Admin section, **click Manage Subscribers**. *The subscriber options display.*

To add a subscriber:

### 1. Type the email address.

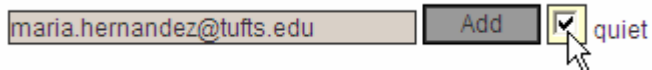


The screenshot shows a web interface for managing subscribers. At the top, there are four buttons: 'Pending subscriptions', 'Multiple add', 'Remind all subscribers', and 'Dump'. Below these is a text input field containing the email address 'maria.hernandez@tufts.edu', which is circled in red. To the right of the input field is an 'Add' button and a checkbox labeled 'quiet'. Below the input field is a 'Search' button.

- ### 2. Click Add.
- The name will be added to the list and a confirmation email will be sent to the subscribed.*

To add a subscriber without a notification email being sent:

1. **Type the email address.**
2. **Check the quiet box.**



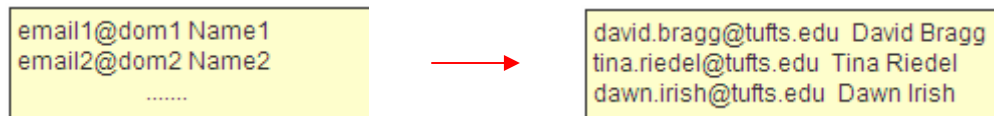
3. **Click Add.** *The name will be added to the list and no confirmation email will be sent to the subscribed.*

To add multiple subscribers:

1. **Click Multiple add.** *A field opens.*



2. **Replace the model text with multiple email addresses and subscriber names, separated by consistent space, such as two spaces.**

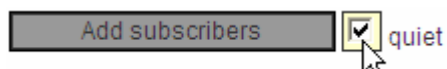


3. In the lower right corner of the screen, **click Add subscribers.** *They are added to the list.*



To add multiple addresses quietly, without email notification:

1. At the base of the screen, before sending, **check the quiet box.**



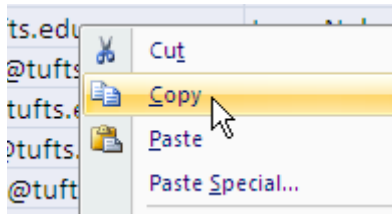
## Tip

If you must add numerous subscribers to your Elist, and that list already exists in a Word table, Access or Excel, you can save some time by following the steps below.

1. **Set up a listing of new subscribers to be added by placing their email address in the first column and their name in the second column.**

	A	B
1		
2	lara.weaver@tufts.edu	Lara Weaver
3	amanda.lazarus@tufts.edu	Amanda Lazarus
4	christiana.woodward@tufts.edu	Christiana Woodward
5	sara.rattigan@tufts.edu	Sara Rattigan
6	erin.quigley@tufts.edu	Erin Quigley
7	Michael.myers@tufts.edu	Michael Myers
8	keleigh.sanford@tufts.edu	Keleigh Sanford
9	zhi.wang@tufts.edu	zhi wang
10	kai.tao@tufts.edu	kai tao
11	tugba.bagci@tufts.edu	tugba bagci
12	james.roberts@tufts.edu	james roberts
13	alan.cohen@tufts.edu	Alan Cohen
14	jason.nelson@tufts.edu	Jason Nelson
15	patricia.robidou@tufts.edu	Patty Robidou
16	Patricia.Ciampa@tufts.edu	Patricia Ciampa
17	renee.simonetti@tufts.edu	renee simonetti

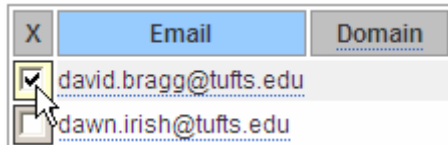
2. **Select all of the email addresses and names.**
3. **Copy the data.**



4. **Paste the data into the Multiple add field.** *The email addresses will line up nicely in the left column. If some of the names don't seem to line up under each other in the right-hand column, don't worry about it. Elist will still add their names correctly.*
5. **Check the quiet box** if you wish to add the subscribers quietly, without notifying them.
6. **Click Add subscribers.** *The group is added to the Elist.*

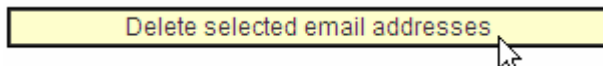
To remove a subscriber:

1. In the “X” column, **click the checkbox of the subscriber you wish to remove.** *A check mark appears.*



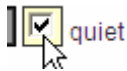
You may check multiple subscribers at once.

2. **Click Delete selected email addresses.** *The subscriber(s) is removed from the list and an email notification is sent.*

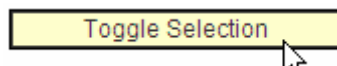


To remove subscribers quietly, without email notification:

1. **Check the quiet box.**



The Toggle Selection button, when clicked, changes any checked boxes to unchecked or changes any unchecked boxes to checked.



## Pending Subscriptions

Some lists may not be joined without the consent of the list owner. Individuals who wish to join a list may submit their request and wait for a response from the list owner.

As a list owner, you will be notified by email when someone wishes to subscribe to your list.

When you, as the list owner, are ready to check the pending subscriptions:

1. **Click Pending subscriptions.** *A list of pending subscriptions displays.*

[Pending subscriptions](#)

2. **Select the names you wish to add or reject.**
3. **Click Add selected addresses or Reject selected addresses.** *The selected individuals are added or rejected from the list and are notified by email.*

Add selected addresses

Reject selected addresses

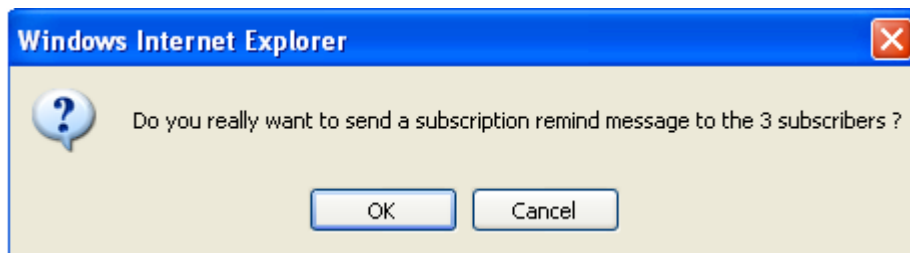
## Subscription reminder

The subscription reminder is a tool to notify all of the subscribers to your list that they are indeed part of the list. For instance, if you wanted to do some housekeeping at the end of a semester, you could send the reminder. All subscribers will receive the message and can unsubscribe if they wish to, note their email subscription address, and navigate to the list to find out more information.

If you wish to send a subscription reminder to all subscribers of your list:

1. **Click Remind all subscribers.** [Remind all subscribers](#)

The “Do you really want to send...” message displays.



2. **Click OK.** *The reminder is sent to all subscribers.*

## MANAGE ARCHIVES

### Contact owners

#### Admin

- Edit List Config
- Manage Subscribers
- Manage Archives**
- Bounces

The Manage Archives feature provides options for deleting or downloading messages being held by Elist. Messages are grouped by months, so they must be deleted or downloaded on a month by month basis. If you download archives, the file will take the name of the Elist, followed by \_archives.zip.

#### Archive Management

Select below Archives months you want to delete or download (ZIP format):

Archives Selection:

<input type="text" value="2007-03"/>	<input type="button" value="DownLoad ZipFile"/>	<input type="button" value="Delete Selected Month(s)"/>
--------------------------------------	---	---

## BOUNCES

### Contact owners

#### Admin

- Edit List Config
- Manage Subscribers
- Manage Archives
- Bounces**
- Remove List

The Bounces page displays messages that have bounced, or are non-deliverable. Messages may bounce if a mailbox is full or the subscribers have mistyped their address. Dates and number of bounced messages are displayed.

If there are no bounces, the green message “No bounce for user” will display at the top of the page and the Bounced email rate will be 0%. Ignore the ERROR label.

**ERROR (reviewbouncing) - No bounce for user**

If a subscriber’s address is bouncing, it will be listed with a count of how many bounce messages Elist has seen for that address.

At this point, you can delete the address or reset the errors (counts) for the selected users.

Delete selected email addresses

Reset errors for selected users

Resetting the errors will remove the user from the bounce list and treat it just like a normal user, until the address bounces again, when Elist will start keeping count again.

You may click the address itself to get more subscriber and bounce information.

Email :   
Name :   
Subscribed since : 13 Mar 2007  
Last update : 13 Mar 2007  
Reception :   
Visibility : noconceal  
Language :  
   quiet

**Bouncing address**

Status : ()  
Bounces count : 2  
Period : from 13 Mar 2007 to 13 Mar 2007  
View last bounce

The bottom half of the accessed screen gives some detail on the errors encountered, such as the number and duration. Clicking "View last bounce" will allow the list owner to actually see the latest bounced message.

Once the Bounced email rate goes over 30%, the next time a message is sent to the list, the owner gets a warning message such as the following, indicating that they should delete the bouncing subscriber:

**Subject: WARNING: bounce rate too high in list diamond**  
**From:** [SYMPA <sympa@elist-staging.tufts.edu>](mailto:sympa@elist-staging.tufts.edu)  
**Date:** 12:02 PM  
**To:** [David Bragg](#)

Bounce rate in list diamond is 33.3.

You should delete bouncing subscribers :  
<https://elist-staging.tufts.edu/www/reviewbouncing/diamond>

If you navigate to the Admin > Manage Subscribers command, any subscribers with non-deliverable or bouncing messages will also be listed here with a red indicator. You may delete or notify (if possible) the subscriber(s).

**Admin**

- Edit List Config
- Manage Subscribers**
- Manage Archives
- Bounces
- Remove List
- Rename List

**Moderate**

Delete selected email addresses  quiet

X	Email	Domain	Name	Reception
<input type="checkbox"/>	david.bragg@tufts.edu			mail
<input type="checkbox"/>	dawn.irish@tufts.edu		Dawn Irish	mail
<input type="checkbox"/>	nosuchuser@tufts.edu	bouncing		mail

## REMOVE LIST

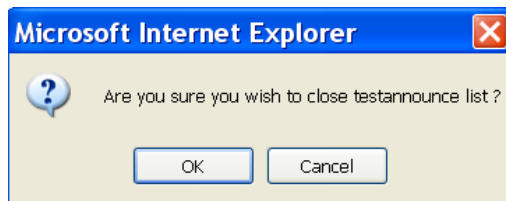
**Admin**

- Edit List Config
- Manage Subscribers
- Manage Archives
- Bounces
- Remove List**
- Rename List

The remove list command is used to remove the current list which you are administering. Listmaster privileges are required to restore the list.

To remove the list from Tufts Elist:

1. **Click the Remove List command.** The “Are you sure...” dialog box displays.



2. **Click OK.** The list is removed from Tufts Elist.

List has been closed

## RENAME LIST

### Admin

- Edit List Config
- Manage Subscribers
- Manage Archives
- Bounces
- Remove List
- Rename List

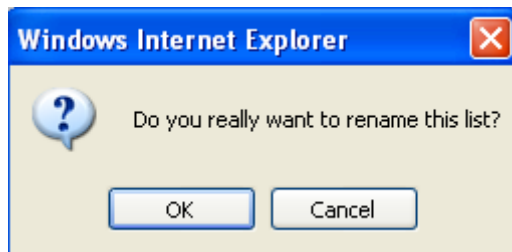
The rename list command is used to rename your elist. If you proceed to rename your list, anyone mailing to the old list name will have their email returned to them by the Tufts Postmaster. You may want to consider highlighting the name change in your first post to the new address.

To rename a list:

1. In the Admin category, **click Rename List**. *The New list name field displays.*

New list name:  @ elist-staging.tufts.edu

2. **Type a new list name**. *Remember to refrain from using periods or spaces in the list name.*
3. **Click Rename this list**. . *The “Do you really want to rename this list?” dialog box opens.*



4. **Click OK**. *The list is immediately renamed.*

## MODERATE

### Moderating messages

#### Moderate

Message (2)  
Document (0)  
Subscriptions

The Moderate page is the area for moderators of lists, if there is one, to accept or reject messages for distribution. List owners may assign a moderator.

To assign a moderator (you must have appropriate privilege):

1. **Navigate to Admin > Edit List Config > List Definition > Moderators field.**
2. In the email address field, **add a moderator.** *The name field is optional.*
3. At the base of the page, **click Update.** *“Configuration file has been updated” displays and the moderator is added to the list.*
4. **Navigate to Admin > Edit List Config > Sending/reception > Who can send messages field.**
5. Make sure that any **choice** is selected except Not permitted (closed) or Anyone (public).

Moderators are notified by email if messages are waiting to be moderated.

If there are messages to be moderated, they will display.

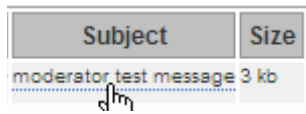
### Listing messages to moderate

<input type="button" value="Distribute"/>					<input type="button" value="Reject"/>					<input type="button" value="Notified reject"/>				
X	Date	Author	Subject	Size										
<input type="checkbox"/>	Tue, 13 Mar 2007 13:44:20 -0500	"David Bragg" <braggs99@hotmail.com>	moderator test message	3 kb										
<input type="checkbox"/>	Tue, 13 Mar 2007 13:44:41 -0500	"David Bragg" <braggs99@hotmail.com>	another moderator test	3 kb										
<input type="button" value="Distribute"/>					<input type="button" value="Reject"/>					<input type="button" value="Notified reject"/>				

If there is no messages to moderate, the message “No message and no document to moderate for list...” will display:

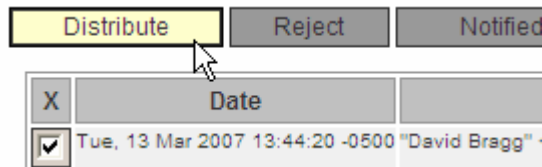
If you wish to view the content of a message before distributing or rejecting it:

1. **Click the message link.** *The message will display.*



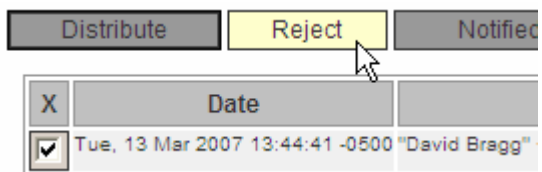
To distribute a message:

1. **Place a check in the box before the message.**
2. **Click Distribute.** *The message is sent to the list.*



To reject a message:

1. **Place a check in the box before the message.**
2. **Click Reject.** *The message is deleted and is not sent.*



To reject a message and notify the sender that it has been rejected:

1. **Place a check in the box before the message.**
2. **Click Notified reject.** *The message is deleted, the sender is notified that it has been rejected, and it is not sent.*

The moderate documents functionality is not enabled at this time.

## Moderating subscriptions

### Moderate

Message (0)

Document (0)

Subscriptions (1)

The Moderate page is the area for moderators of lists, if there is one, to accept or reject prospective subscribers. Moderators are notified by email if subscribers are waiting to be added to the list. If there are subscriptions to be approved or rejected, they will display.

X	Email	Name	Date
<input type="checkbox"/>	anne.cross@tufts.edu		12 Mar 2007

Add selected addresses

Reject selected addresses

To add a subscriber:

1. **Place a check in the box before the message.**
2. **Click Add selected addresses.** *The subscriber is added to the list and notified by email.*


To reject a subscriber:

1. **Place a check in the box before the message.**
2. **Click Reject selected addresses.** *The subscriber is denied and is notified by email.*

## POST

[Info](#)  
[Contact owners](#)  
[Archive](#)  
[Post](#)  
[Review members](#)

The Post command, if available, allows you to create a message to the list from within Elist. You must be logged into Elist for the Post command to be active. It is not necessary to use the Post command within Elist as subscribers may post to an Elist by typing the list name into any email program. The benefit of using the Post command is that the To field is filled in for you automatically.

To:  myfavoritelist@elist.tufts.edu

To post a message to a specific list:

1. **Log in to Elist.**
2. **Navigate to the list you wish to Post to.**
3. **Click Post.** *The form opens.*
4. **Fill in the Subject field.**
5. **Type in the message body.**
6. **Click Send this mail.** *The message is sent to the list.*

# PROTECTING YOUR LIST FROM ABUSE

## Introduction

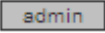
Unfortunately, some people have learned how to take advantage of published mailing lists for a variety of purposes other than the ones for which they were originally intended. These people often annoy list members for fun, profit or spite. Most mailing list abuse comes from spamming, gathering lists of email addresses, or intending to cause problems for a network or server. The information provided below should help reduce a list's potential for abuse, although the suggested steps may make it more difficult or discourage legitimate uses of some mailing lists.

There are four strategies of defense against spammers:

- The first option is to hide your list on the Elist homepage from non-subscribers and non-Tufts users.
- The second is to configure your list so that only subscribers can post to it.
- The third is to make your list moderated.
- The fourth is to limit who can view list information (in particular, a listing of all the email addresses of subscribers). *Reminder:* Viewing the list of all subscribers is only possible after log in.

To hide your list from non-subscribers and non-Tufts users, follow these steps:


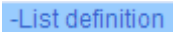
1. **Navigate to:** <http://elist.tufts.edu/>
2. Check to make sure that you are **logged in**. *The lists you are subscribed to as well as the lists you administer are displayed on the left-hand side.*

Any lists that you administer (own) will have an admin label  in front of it.

3. **Click the admin button** for the list you wish to administer. *The Administration options display.*

**Or**

If you have already clicked your list:

4. In the Admin section, **click the Edit List Config** option.  *The Edit List Config options display.*
5. **Click List definition.**  *The List Definition options display.*

The second field down is the Visibility of the list field, and the default setting is that everyone can see the list.

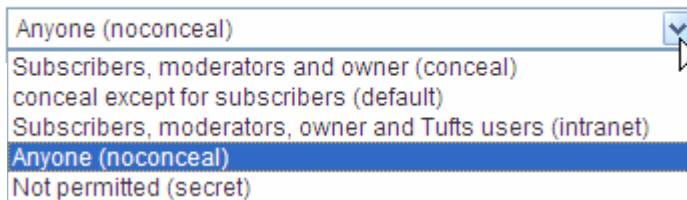
#### Visibility of the list

A screenshot of a web interface showing a dropdown menu titled "Visibility of the list". The dropdown is currently set to "Anyone (noconceal)".

Changing this setting determines who may view your list.

6. **Click the down-arrow and choose another setting**, but do not choose "Not permitted (secret)" as the list would become invisible to the owner as well.

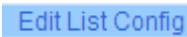
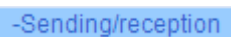
#### Visibility of the list

A screenshot of a web interface showing a dropdown menu titled "Visibility of the list". The dropdown is open, showing a list of options: "Anyone (noconceal)", "Subscribers, moderators and owner (conceal)", "conceal except for subscribers (default)", "Subscribers, moderators, owner and Tufts users (intranet)", "Anyone (noconceal)", and "Not permitted (secret)". A mouse cursor is pointing at the down arrow on the right side of the dropdown.

7. At the base of the page, **click Update**.  *The visibility settings are enabled.*

The second defense against spam is to configure your list so that only subscribers can post to it. Since most spammers don't bother to subscribe to a list before posting, this will cut down on the number you receive.

To make this change:

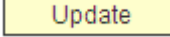
1. **Navigate to the Edit List Config** section.  *The Edit List Config options display.*
2. **Click the Sending/reception** link.  *The Sending/reception options display.*

The first field is the Who can send messages field. Modifying this field determines who may send messages to the list.

3. **Click the dropdown** and choose another setting.

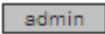
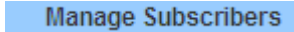
#### Who can send messages



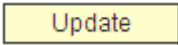
4. At the base of the page, **click Update**. 

Note that switching from open posting, where anyone can send mail to the list, to restricted posting, where only subscribers may post, can have some repercussions, particularly if your list has subscribers whose addresses have changed since they first joined. When these people post to the list, the address on their post doesn't match exactly the subscription address listed for them in the subscribers file. This situation didn't cause a problem when the list was open posting, since the subscribers file wasn't checked for a match. However, once you reconfigure your list to be restricted posting, the address on the incoming post must match an address in the subscribers file; if it doesn't, the post will be rejected.

To change a subscriber's email address:

- a) **Click the admin button**  for the list you wish to administer or **click Admin**. *The Administration options display.*
- b) **Click Manage Subscribers**.  *The subscriber options display.*
- c) **Click the email address** to be changed. *The details display.*



- d) **Modify the address.**
- e) **Click Update**. . *The address is updated.*

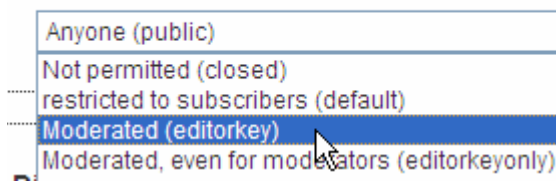
As a third option, the list could be changed to moderated posting, so that no post will be distributed without the approval of a moderator. For low-traffic lists where it is imperative to limit the potential for "spam," this may be a reasonable option.

1. **Navigate to the Edit List Config options.** [Edit List Config](#) *The Edit List Config options display.*
2. **Click the Sending/reception link.** [-Sending/reception](#) *The Sending/Reception options display.*

The first field is the Who can send messages field. You can modify this field so that any messages sent to the list must pass through a moderator.

3. **Click the down-arrow and select a choice that requires a moderator.**

#### Who can send messages



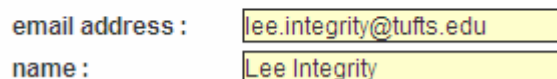
A screenshot of a web form showing a dropdown menu titled "Who can send messages". The menu is open, displaying five options: "Anyone (public)", "Not permitted (closed)", "restricted to subscribers (default)", "Moderated (editorkey)", and "Moderated, even for moderators (editorkeyonly)". The "Moderated (editorkey)" option is highlighted in blue, and a mouse cursor is pointing at it.

4. At the base of the page, **click the Update button.** [Update](#)
5. **Click the List Definition link.** [-List definition](#) *The List Definition options display.*

The fourth field down is the Moderators field.

6. **Fill in the first two fields with email address and name.**

#### Moderators



A screenshot of a web form showing the "Moderators" section. There are two input fields: "email address" and "name". The "email address" field contains "lee.integrity@tufts.edu" and the "name" field contains "Lee Integrity".

7. At the base of the page, **click the Update button.** [Update](#) *The list is now moderated.*

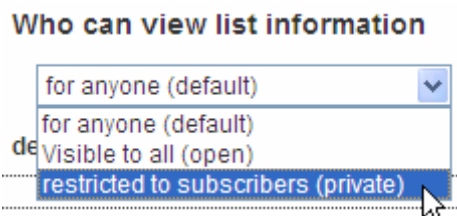
The fourth option is to limit access of who can view the list of all the email addresses of subscribers to only yourself, subscribers, and your other list administrators. Again, this listing is only viewable in the first place by those who have logged in to the Elist system.

To make this change, follow these steps:

1. **Navigate to the Edit List Config options.** [Edit List Config](#) *The Edit List Config options display.*
2. **Click the Privileges link.** [-Privileges](#) *The Privileges options display.*

The first field is the Who can view list information field. Modifying this field determines who may view a list of the subscribers to the list, including their email addresses.

3. **Click the down-arrow and choose restricted to subscribers (private).**



4. At the base of the page, **click Update.** [Update](#) *The list is secured.*

If you wish, you can provide other means for providing access to the recipients list to your subscribers:

- By having your list subscribers contact you directly to request the recipients list.
- By periodically posting the recipients list to your list.

### Summary and Further Assistance

In summary, the best protection for your list is to determine the most restrictive list configurations you're comfortable with, and set your list up that way. As more and more profit-oriented organizations come on-line, the potential for abuse is only going to increase.

Be alert. Early notification by list owners of suspicious activity can nip any problems in the bud. Examples of suspicious activity are:

- Subscriptions with strange addresses or names (e.g., [president@whitehouse.gov](mailto:president@whitehouse.gov), [putz@videofantasy.com](mailto:putz@videofantasy.com)).
- If you own multiple lists, receiving the same subscription request for all your lists, particularly if the lists cover unrelated topics.

If you have any additional questions or concerns, contact an administrator at [elist-admin@tufts.edu](mailto:elist-admin@tufts.edu).