



Procedure for Creating a Listserv/Email Alias

November 14, 2011

Alternative Format Statement

This publication is available in alternative media upon request.

Statement of Non-Discrimination

The Pennsylvania State University is committed to the policy that all persons shall have equal access to programs, facilities, admission, and employment without regard to personal characteristics not related to ability, performance, or qualifications as determined by University policy or by state or federal authorities. It is the policy of the University to maintain an academic and work environment free of discrimination, including harassment. The Pennsylvania State University prohibits discrimination and harassment against any person because of age, ancestry, color, disability or handicap, national origin, race, religious creed, sex, sexual orientation, or veteran status. Discrimination or harassment against faculty, staff, or students will not be tolerated at The Pennsylvania State University. Direct all inquiries regarding the nondiscrimination policy to the Affirmative Action Director, The Pennsylvania State University, 328 Boucke Building, University Park, PA 16802-5901; Tel 814-865-4700/V, 814-863-1150/TTY.

Permission to copy all or part of this document is granted provided that the copies are not made or distributed for direct commercial advantage. In addition, any duplicated materials must be attributed to the Penn State Behrend Computer Center and include this credit notice. Direct any questions or requests to:

Carolyn Dudas
Penn State Behrend
Computer Center
4205 College Drive
Erie, PA 16563-1201

814-898-6458
ddz@psu.edu

Procedure for Creating a Listserv/Email Alias

Overview

These are the *general* steps to establish a listserv and its associated email alias:

1. Apply for a listserv.
2. Create a listserv password.
3. Add subscribers to the listserv.
4. Request an email alias.
5. Test the email alias.

Note: It typically can take several days to a week or longer to complete this entire process, so plan accordingly.

At Behrend, if you need assistance, please contact a Computer Center staff member or the listserv support staff at U.P. (lsvmaint@psu.edu).

Helpful Tip

Listservs and email aliases must be unique within Penn State. To see if a listserv name or alias already exists, you can search for it.

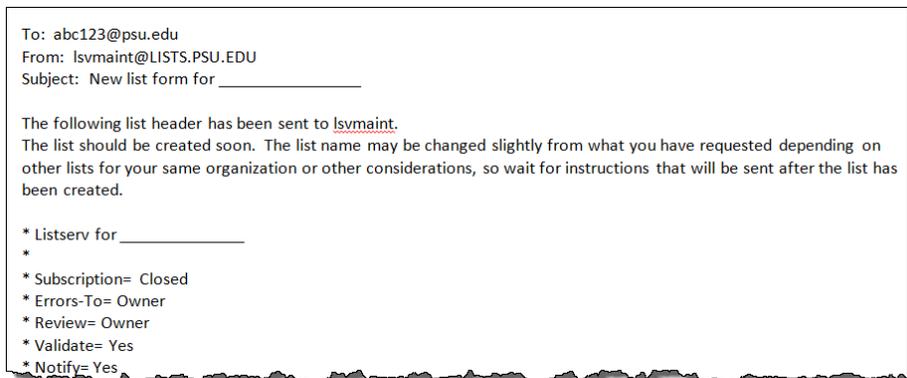
1. Go to Penn State's home page (<http://psu.edu>).
2. In the Find box, type the listserv name or email alias that you would like to use.
3. Click the drop-down arrow and select to search: Penn State People.
4. Click the Search button.

Procedure for Creating a Listserv/Email Alias

Part 1: Apply for a Listserv

Apply for a listserv that is to be used in conjunction with an alias.

1. Go to <http://lists.psu.edu> and select this link under Administration: [Request a New Mailing List](#).
2. Complete and submit the form to request a new mailing list. (See the next page for an [example of a completed form](#).) Here are some tips for completing the form.
 - a. List name:
 - Listserv names cannot exceed 25 characters.
 - Do not use these reserved words within the listserv name:
 - owner-*
 - -request
 - -search-request
 - -server
 - -signoff-request
 - -subscribe-request
 - -unsubscribe-request
 - Use the appropriate prefix. At Behrend, the prefix is “**BD-**” (without the quotes).
Examples: BD-ComputerStaff, BD-OutdoorsClub
 - b. Short description: Enter a brief description or title for the listserv.
Examples: Computer Center Staff, Outdoors Club
 - c. Purpose of list: If the listserv will be used with an email alias, here is the suggested wording for this field: *This listserv will be used in association with an email alias for the [name of college] [name of department]. Or: This listserv will be used in association with an email alias in order to distribute information about [topic].* Otherwise, describe the purpose of the list and any rules.
 - d. List owners: Designate 2 list owners!!
 - e. For a listserv/email alias, select these choices in response to the questions:
 - Closed - Who can join the list?
 - Public - Who can send mail to the list?
 - Sender - Where should replies be sent?
 - No - Control the membership using UMG?
3. After submitting the form, you will receive an email (like the one below) indicating that your listserv will be created soon and to wait for further instructions.



To: abc123@psu.edu
From: lsvmaint@LISTS.PSU.EDU
Subject: New list form for _____

The following list header has been sent to [lsvmaint](#).
The list should be created soon. The list name may be changed slightly from what you have requested depending on other lists for your same organization or other considerations, so wait for instructions that will be sent after the list has been created.

* Listserv for _____
*
* Subscription= Closed
* Errors-To= Owner
* Review= Owner
* Validate= Yes
* Notify= Yes

- continued -

Procedure for Creating a Listserv/Email Alias

4. Within 2-3 days, you will receive an email to confirm the creation of your listserv. It will look similar to the message below and indicate that the listserv is ready to use.

To: abc123@psu.edu
From: helpdesk@psu.edu
Subject: [SERVICEDESK] (LISTSERV-17) New list form for _____

Your list is ready to use.

If you already know how to manage a list, you can skip reading the rest of this note.

If you are new to listserv lists, you may want to look at a document called "Create and Maintain a Penn State Listserv" that Carolyn Dudas from Penn State Behrend has written. The url is <http://www.pserie.psu.edu/compcntr/guides/ListServ1.pdf>

Here is some more information on using your list. I will use "the-name-of-the-list" in the following discussions. Substitute your specific name where appropriate.

When subscribers write "to the list", they should send their mail to the-name-of-the-list@lists.psu.edu.

Procedure for Creating a Listserv/Email Alias

Example: Listserv Application Form

This is an example of a completed application form for the purpose of creating a listserv which will be associated with an email alias.

Request For A New Mailing List

(Limited to Penn State faculty, staff and students)

This form will collect the information we need to create your mailing list. Of course, changes can be made later to further customize your list. The behavior of your list is controlled by a set of list keywords that are stored in a file on our server. If you want to see a list of all possible keywords, you can look at an appendix to the owner's manual: [List Keyword Reference](#).

NEW CHOICE: You can now manage subscribers with a User Managed Group. See the [UMG options](#) at the bottom of this form.

When you are finished entering the requested information, press the submit button at the end of the form.

1. What is your e-mail address and name in case we have questions about this form

For example, jxd123@psu.edu John Doe

2. What list name would you like [[Help](#)]

3. Enter a short description. [[Help](#)]

4. Supply a short paragraph about the purpose and rules for list. This will be added as comments in the list header.

People will see it if they REVIEW the list

Choose one or more list owners: [[Help](#)]

5. Primary Owner's E-mail address and name (e.g. xyz123@psu.edu The Nittany Lion)

6. Additional Owner's e-mail address and name, one person per line:

Just a few more questions

- Who can join the list? [[Help](#)]
 - Closed - only owner can add subscribers.
 - By Owner - only the owner can add subscribers, but if someone tries to subscribe, the owner will be sent a note.
 - Open - anyone can join
- Who can send mail to the list?
 - Owner - Suitable for announcement list. Similar to edited list except if others send they will get a rejection.
 - Editor - Editor will normally send mail to the list. If someone else sends a note, it will be sent to the editor for approval.
 - Public - Anyone can send. Might be good for general questions about a department or program.
- Where should replies be sent?
 - List - Useful for discussions.
 - Sender - More appropriate for lists that are used for announcement
- Would you like to control the membership by way of a User Managed Group (UMG) or Course Group? [[Help](#)]
 - No
 - Yes - choose a group cn=umg/

Or choose one or more groups that you own or administer

- Let's start over again.

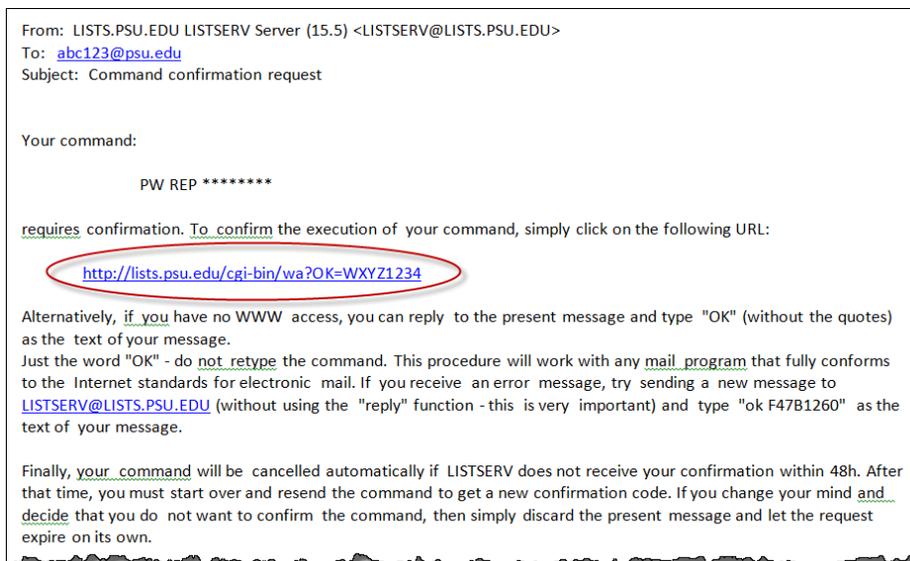
Submit your request. Someone will look at this and either create the list or ask you some more questions.

Procedure for Creating a Listserv/Email Alias

Part 2: Create a Listserv Password

After receiving an email that confirms the creation of your listserv, you must create a listserv password if haven't previously done so.

1. Go to <http://lists.psu.edu> and select this link under Administration: Mailing List Management Interface.
2. At the Login page, select the link: [get a new LISTSERV password](#) to create a listserv password.
 - a. You must type your complete email address in the Email Address field.
Example: abc123@psu.edu
 - b. DO NOT use your email password as your listserv password!!
3. You will receive an email asking you to confirm your password. You must confirm your password within 48 hours. To do so, click on the embedded link within the email notification.

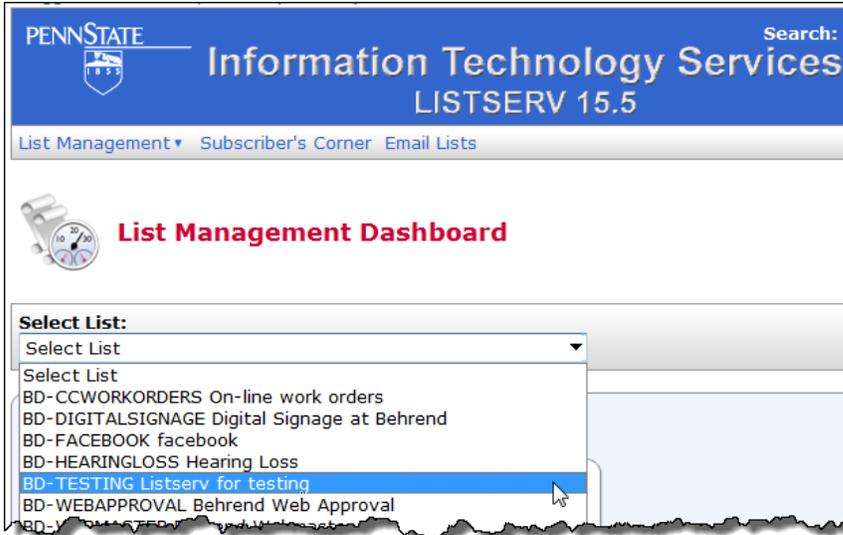


Procedure for Creating a Listserv/Email Alias

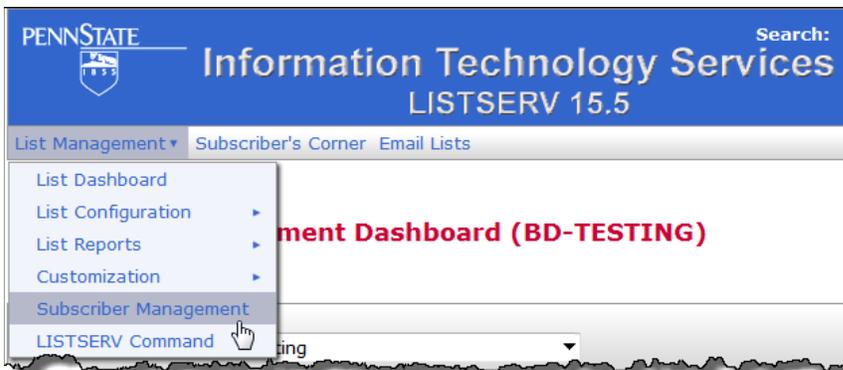
Part 3: Add Subscribers to the Listserv

You must add subscribers to the listserv. In the case of a listserv which is used in conjunction with an email alias, the subscribers are those who are designated to receive the email that is sent to the email alias.

1. Go to <http://lists.psu.edu> and select this link under Administration: Mailing List Management Interface.
2. Login using your email address (including the @psu.edu portion) and listserv password.
3. From the **Select List** drop-down menu, click on the listserv name that you wish to configure.



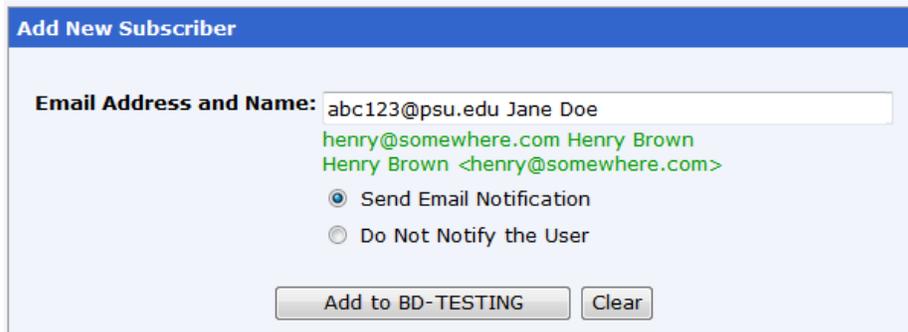
4. Add subscribers (i.e. those who are to receive the messages from the email alias). To do so, from the menu, select: **List Management/Subscriber Management**.
 - a. Note: List owners do not automatically receive mail from the listserv.
 - b. You must add at least one list owner as a subscriber.
 - c. You can also do a bulk upload of subscribers. If you choose to do this, the email address must be complete (example: xyz123@psu.edu) and be in the first "column" of a plain text file. (Instructions for bulk uploads are not included in this document.)



- continued -

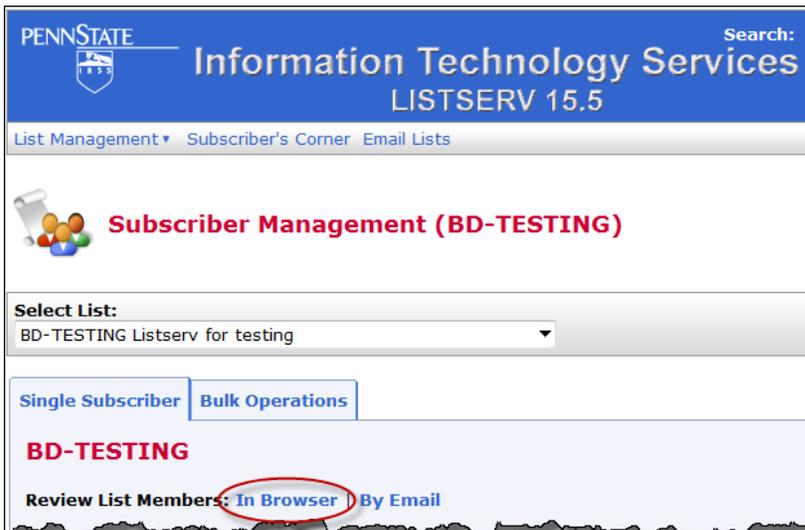
Procedure for Creating a Listserv/Email Alias

- Complete the section of the form called Add New Subscriber. (To enter the person's email address and name, follow one of the examples given below the box.) Click the Add button.
 - Repeat this step as many times as needed to add subscribers.



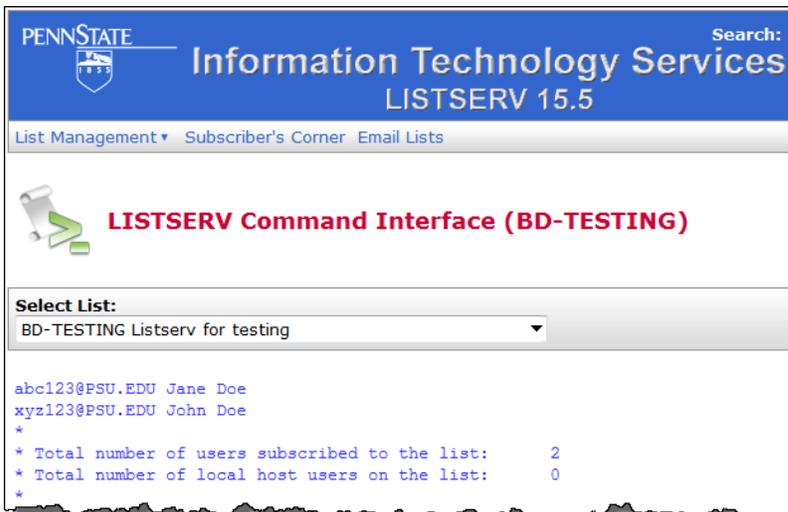
The screenshot shows a web form titled "Add New Subscriber". It has a blue header bar with the title. Below the header, there is a text input field labeled "Email Address and Name:" containing the text "abc123@psu.edu Jane Doe". Below the input field, there are two examples of email addresses and names: "henry@somewhere.com Henry Brown" and "Henry Brown <henry@somewhere.com>". Below these examples, there are two radio buttons: "Send Email Notification" (which is selected) and "Do Not Notify the User". At the bottom of the form, there are two buttons: "Add to BD-TESTING" and "Clear".

- Review the list membership (to proof the information that you entered for the subscribers). To do so, go to the section, **Review List Members**, and select: In Browser.



The screenshot shows a web page titled "Information Technology Services LISTSERV 15.5". The page has a blue header bar with the Penn State logo and a search bar. Below the header, there is a navigation bar with links for "List Management", "Subscriber's Corner", and "Email Lists". The main content area is titled "Subscriber Management (BD-TESTING)" and features a "Select List:" dropdown menu with "BD-TESTING Listserv for testing" selected. Below the dropdown, there are two tabs: "Single Subscriber" and "Bulk Operations". The page is titled "BD-TESTING" and has a "Review List Members:" section with two links: "In Browser" (circled in red) and "By Email".

After you click on the In Browser link, a list of members is displayed.



The screenshot shows a web page titled "Information Technology Services LISTSERV 15.5". The page has a blue header bar with the Penn State logo and a search bar. Below the header, there is a navigation bar with links for "List Management", "Subscriber's Corner", and "Email Lists". The main content area is titled "LISTSERV Command Interface (BD-TESTING)" and features a "Select List:" dropdown menu with "BD-TESTING Listserv for testing" selected. Below the dropdown, there is a list of members: "abc123@PSU.EDU Jane Doe" and "xyz123@PSU.EDU John Doe". Below the list, there are two lines of statistics: "* Total number of users subscribed to the list: 2" and "* Total number of local host users on the list: 0".

- Click Logout (in the upper right corner of screen).

Procedure for Creating a Listserv/Email Alias

Part 4: Request an Email Alias

You can request an email alias to be associated with a specific listserv.

1. Send an email note to accounts@psu.edu to request an email alias for the listserv. (Tip: Send the email as a plain text message.) Include the listserv name and the requested name for the alias.
 - a. Be sure to use the complete listserv address --- including the @lists.psu.edu portion.
 - b. An email alias must be between 3 to 16 characters in length.
 - c. It is also advised that you send the email note as plain text.
 - d. It may take at least a week before you receive notification from Accounts that your email alias has been created.

To...	accounts@psu.edu ;
Cc...	
Bcc...	
Subject:	Email Alias Request
<p>I would like to request an email alias for a listserv.</p> <p>Listserv Name = BD-ComputerStaff@lists.psu.edu Alias Name = ComputerStaff@psu.edu</p> <p>Thank you.</p>	

Part 5: Test the Email Alias

1. Once you receive notification that the alias has been created, test the alias to see if it works. (Have someone send an email note to the alias. Anyone who is joined to the listserv as a subscriber should receive the email note.)

Congratulations! You can now use the email alias on your web page or other documentation.