


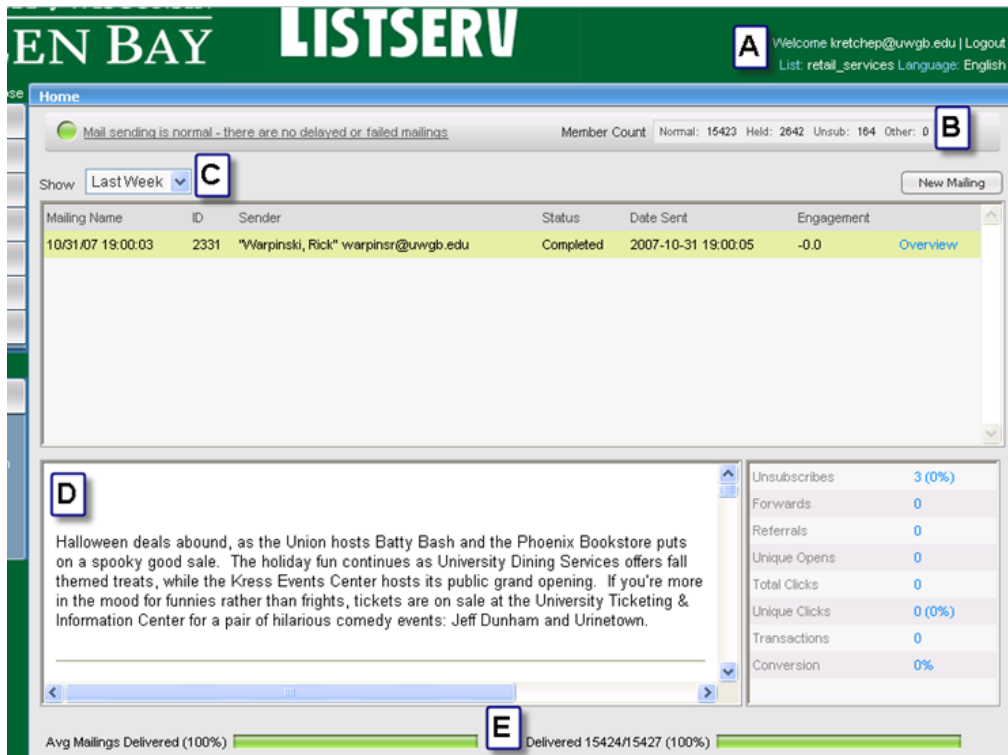
HOW TO MANAGE YOUR LISTSERV

Below is a brief explanation of how to create and maintain the membership to your listserv. If you have any questions, concerns, or want functionality changes to your listserv please contact the Help Desk at helpdesk@uwgb.edu.

STEP 1 – LOG ON TO THE LISTSERV USER INTERFACE

Your listserv can be managed at <http://listweb.uwgb.edu>. You will be prompted to login. Use your email address as the login. *The **first** time you log in, the password will be the *first half* of your User ID (for example userid@uwgb.edu would have a password of “userid”). Change this initial password by going to the Members Link  and clicking on your email address. From the **Settings** tab, enter and verify a new password.

The main interface of your listserv looks similar to this:



The screenshot shows the EN BAY LISTSERV user interface. At the top, there's a green header with 'EN BAY LISTSERV' and a user welcome message: 'Welcome kretchep@uwgb.edu | Logout. List: retail_services Language: English'. Below the header, there's a 'Home' section with a status indicator 'Mail sending is normal - there are no delayed or failed mailings.' and a 'Member Count' section showing 'Normal: 15423 Held: 2642 Unsub: 164 Other: 0'. A 'Show' dropdown menu is set to 'Last Week'. Below this is a table with columns: Mailing Name, ID, Sender, Status, Date Sent, Engagement. The table contains one row: '10/31/07 19:00:03 2331 "Warpinski, Rick" warpinsr@uwgb.edu Completed 2007-10-31 19:00:05 -0.0 Overview'. To the right of the table is a 'New Mailing' button. Below the table is a content area with a preview of an email: 'Halloween deals abound, as the Union hosts Batty Bash and the Phoenix Bookstore puts on a spooky good sale. The holiday fun continues as University Dining Services offers fall themed treats, while the Kress Events Center hosts its public grand opening. If you're more in the mood for funnies rather than frights, tickets are on sale at the University Ticketing & Information Center for a pair of hilarious comedy events: Jeff Dunham and Urinetown.' To the right of the content area is a sidebar with engagement statistics: Unsubscribes 3 (0%), Forwards 0, Referrals 0, Unique Opens 0, Total Clicks 0, Unique Clicks 0 (0%), Transactions 0, Conversion 0%. At the bottom, there are two progress bars: 'Avg Mailings Delivered (100%)' and 'Delivered 15424/15427 (100%)'.

A Displays your logon ID, allows for Logout, shows your current list and language selection.

B List Membership Status.

Normal: This is the number of members receiving email sent to the list.

Held: Reflects the number of email addresses in your members that bounce five or more times and are no longer receiving list messages. A Held member receives notices from the server automatically to fix the issue. The address remains in Held status until 1) the user corrects the issue, 2) an admin removes the email address or 3) the admin sets the address back to Normal.

Unsub: This is the number of members who have opted to unsubscribe from the listserv.

Other: This is a member whose status is other than Held, Normal, or Unsub.

C Select the Time Frame of mailings you'd like to view.



D Depending on the time frame selected, this window will display the content of the mailing.

E Statistics – for example the number of members receiving the mailing.

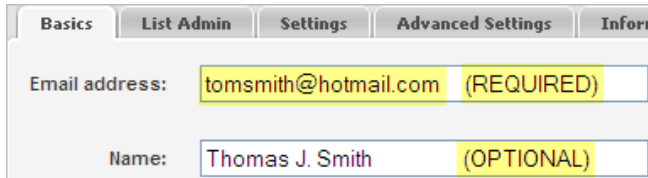
STEP 2 - ADD MEMBERS

Most members can be easily added by entering the members email address. If you would like to have a co-manager you will need to following the instructions in Step 2C.


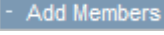

STEP 2A – ADD ONE MEMBER AT A TIME

Expand the Members link  Members , click on Add Members;  then click on .

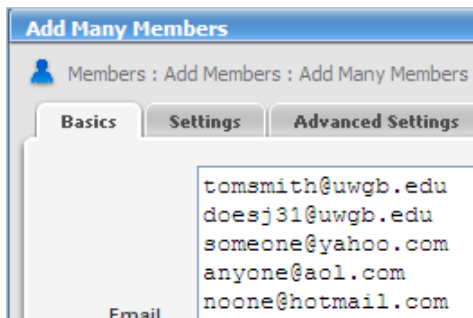
Fill-in the email address. Leave all other settings (within ALL the tabs) as they are. Click on **Save**.



STEP 2B – ADD MANY MEMBERS AT A TIME

Expand the Members link  Members , click on Add Members;  then click on .

Fill-in an email address on each line; press Enter to insert each new address or copy and paste from another source. Leave all other settings (within ALL the tabs) as they are. Click on **Save**.




STEP 2C – TO ADD\EDIT A MEMBER AS A CO-MANAGER TO THE LISTSERV

Make two changes: 1) On the  tab, match the radio buttons to the following:

and 2) on the **Settings** tab, enter and verify a password for this member. Click on **Save**.

MISCELLANEOUS SETTINGS

	<p>The Listserv Interface has functionality that is not critical for Listserv Managers to learn. For example, the Content, Segments, Mailing, and Reports (shown below) contain various reports and diagnostics tools, but have no bearing on the listserv functionality you need. If you have questions or concerns about these features, please contact the Help Desk at helpdesk@uwgb.edu</p> <p>NOTE: Settings in the Utilities section  have been configured <i>specifically</i> for your listserv; please do not make any changes here without first contacting the Help Desk.</p>
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