Mailing lists

How to create, manage and subscribe to email mailing lists at Kent

Contents

About mailing lists 2
Log in to the mailing list system 2
Browse and subscribe to mailing lists 2
Posting messages to a mailing list 2
Creating and managing mailing lists 3
• Create a list 3
• Adding and deleting list members 3
• Checking for undelivered (bounced) messages 3
• List moderation 3
• Preventing mailing list spam 3
Help and support 4
About mailing lists

- Mailing lists are email distribution lists for specific topics or groups of people.
- Messages sent to the mailing list email address are delivered to everyone on the list.
- Using Kent’s mailing list system, you can browse and subscribe to existing lists, or create your own mailing list.

Log in to the mailing list system

Log in with your Kent username and password at:

https://lists.kent.ac.uk/

After logging in, the left menu shows any lists you are subscribed to or manage (those you own have an admin button next to them).

Browse and subscribe to mailing lists

- The welcome screen only shows some mailing lists - to view all lists click the List of lists tab.
- Click on an individual list to see further details about the list.
- To join a list, click the Subscribe link in the left menu.

Posting messages to a mailing list

Post a message to a list that you own or are subscribed to by emailing it to the list address (eg my-list@kent.ac.uk).

Creating and managing mailing lists

Create a list

1. Click the Create list tab.
2. Enter a List name (must contain a hyphen but no other punctuation or spaces), eg list-name. The @kent.ac.uk suffix will be added automatically.
3. Choose a List type using the descriptions below. For further advice on choosing a list type, contact Helpdesk.
   - announce_list: for announcements by the list owner only, with nobody else allowed to post messages.
   - closed_discussion_list: allows the list owner and subscribers to post messages to the list.
   - discussion_list: allows anyone to post to the list (nb this option is open to receiving spam/junk mail).
   - local_discussion_list: only allows users with a Kent email account to post to the list.
   - private_discussion_list: Do you want to have control over who can subscribe to the list?
4. Select a Category.
5. If you selected the category Other, enter a Description.
6. Click Submit. You will receive email notification when your list has been activated - in the meantime you can start adding subscribers.
Adding and deleting list members (subscribers)
1. Click the **Admin** link next to your list in the left menu.
2. Select **Review members** from the left menu.
3. **To add one list member:** enter their **full email address** (not just their username), and click **Add**.
   **To add multiple list members:** click **Multiple add**, then enter one member per line, including their full email address, followed by a space, then their name, eg:
   
a.n.other@kent.ac.uk andrew other  
e.mail@kent.ac.uk edward mail

   **Note:** new members will receive the following email notification, unless you tick the quiet checkbox.
   
   Welcome to list list-name@kent.ac.uk  
   Your subscription email is me@myemailaddress.co.uk  
   The list description...  
   Everything about this list: https://lists.kent.ac.uk/sympa/info/list-name

   
4. To delete members, tick the checkbox next to their email and click **Delete selected email addresses**.

Checking for undelivered (bounced) messages
If a message cannot be delivered to any of the list members, the list owner or person who sent the message is not automatically notified. The only way to see if any list members did not receive a message, is to check ‘bounces’ in the mailing list system:
1. Click the **Admin** link next to your list in the left menu, then click **Bounces**.
2. Click an address from the list shown, to view further details about the bounce.
3. Click **View last bounce**, to find out why the last message sent was not received.

List moderation: how to approve or reject messages
**Note:** to be able to approve or reject messages, you must enable moderation (see **Enable moderation** below).

- Messages sent to moderated lists will not be posted until they have been approved by a moderator. 
- Moderators are notified by email when there is a message pending approval.

   To approve / reject a message:
1. Click the **Admin** link next to your list in the left menu.
2. Click the link in the left menu that shows the number of messages pending approval eg **message (7)**.
3. From the list of messages, click on a subject line to read a message, and then choose either **Send** (to approve the message), **Reject** (to reject the message) or **Notified reject** (to reject the message and notify the sender by email).

Preventing mailing list spam
Occasionally, Spammers target Kent mailing lists. List owners can follow the steps below to minimise the amount of spam sent to a list.

Restrict who can send messages to the mailing list
1. Click the **Admin** link next to your list in the left menu, then choose **Edit list config**.
2. From the **Who can send messages (send)** menu, choose one of the following options:
   - **Restricted to subscribers (private)** - only allows list subscribers to send messages.
   - **Restricted to local domain (intranet)** - only allows those with @kent addresses to send messages.
   - **Restricted to local domain and subscribers (intranetorprivate)** - only allows list subscribers and those with @kent addresses to send messages.
Enable moderation (only approved messages are sent)
1. Click the Admin link next to your list in the left menu, then choose Edit list config.
2. From the Who can send messages (send) drop-down list, choose Moderated (editorkey).
3. For instructions on how to approve / reject messages, see: List moderation: how to approve or reject messages (above).

Hide your list on the internet
It’s recommended to avoid publishing your mailing list email address anywhere on the web (as it could be found by spammers).

The addresses of some older lists are visible on the Welcome Screen of the Kent mailing list site - you can make a configuration change to hide your list:
1. Click the Admin link next to your list in the left menu, then choose Edit list config.
2. From the Visibility of the list (visibility) menu, choose conceal except for subscribers (conceal).
Note that this will not remove your list address from any other sites that it already appears on.

Help and support

Information Services support desks

Canterbury
- IT & Library Support Desk, Floor 1 West, Templeman Library
- Welcome Desk, Ground Floor West, Templeman Library

Medway
- IT Helpdesk, Drill Hall Library

Tonbridge
- Service desk, Tonbridge Library

Please note that our support desks cannot provide full support for connecting mobile devices as they vary widely; the advice provided is on a best-efforts basis.

Telephone, email and online help
- Email: helpdesk@kent.ac.uk
- Telephone: Students (01227 82) 4999; Staff and visitors (01227 82) 4888
- Kent IT user guides: www.kent.ac.uk/itservices/help/guides