Welcome to Listserv 16.0

This is a compilation of how to use the upgraded interface of the LISTSERV

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**How to request a new list in LISTSERV 16.0**

1. Enter [https://hermes.gwu.edu](https://hermes.gwu.edu) in a web browser and click on “Request a New List”.

2. Follow the directions on the page. You will need to supply the name of the list, a description of the list, and choose your list’s configuration settings.

3. You will receive an email to confirm your request to create a new list from the email address listadm@gwu.edu

   We have received your request to create the (LISTSERV NAME HERE) list.

   To confirm this request, please reply to this message within 2 days of this date

   You will be notified by e-mail when your list has been created and will receive information to help you get started.

   Questions should be directed to the Division of Information Technology Help Desk at (202) 994-GWIT (4948).

   * LISTSERV Admin.  * Help Desk Phone: (202) 994-GWIT (4948)

4. Once your list has been confirmed you will receive a confirmation email from listadm@gwu.edu along with information to help you get started.
How to create a new password in LISTSERV

1. From the LISTSERV homepage click on Get Password

2. Enter the email address used to create your LISTSERV, then register a LISTSERV password.

   The password must be between 8 and 20 characters long, and must contain 1 upper case letter, 1 numeric, and 1 special character. It may also not contain your netid.

How to reset a forgotten password in LISTSERV

1. From the LISTSERV login page, click on Log In
2. Enter your email address and a new password
3. You will receive the following confirmation in the web interface

   Your password registration request has been accepted. For your protection, the password will not be activated just yet (anyone could have completed this form using your email address). To activate your password, simply follow the instructions which have been sent to you at YOURNETID@gwu.edu. Please wait until you receive a message from LISTSERV saying "Your new password was registered successfully" before trying to use it with the Web interface.

4. Log into your email address to confirm the request. You will have one of three ways to activate your new password, as shown below:
Your command:

PW REP ********

requires confirmation. To confirm the execution of your command, simply click on the following link:

http://hermes2.gwu.edu/cgi-bin/wa?OK=123456789

Alternatively, if you have no WWW access, you can reply to this message and type OK as the text of your message. If you receive an error message, try sending a new message to LISTSERV@HERMES.GWU.EDU (without using the "reply" function) and type OK 123456789 as the text of your message.

Your command will be cancelled automatically if LISTSERV does not receive your confirmation within 48h. After that time, you must start over and resend the command to get a new confirmation code. If you change your mind and decide that you do not want to confirm the command, then simply discard this message and let the request expire on its own.

5. Once you receive confirmation from the web browser or email, sign back into https://hermes.gwu.edu with your new password

Changing the owner of a LISTSERV you currently own

1. Log in from the main page at https://hermes.gwu.edu
2. From the menu, select "List Management", then "List Configuration", and finally "Alphabetic Keyword List".

3. On the List Configuration page, first select the list that you are modifying, then scroll down and click on "Owner". Note: If you only own one list, it will be selected by default.

<table>
<thead>
<tr>
<th>Keyword</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachments</td>
<td>Determines whether attachments may be distributed to the list</td>
</tr>
<tr>
<td>Auto-Delete</td>
<td>Sets parameters for the auto-deletion feature</td>
</tr>
<tr>
<td>Change-Log</td>
<td>Enables logging of all subscription changes (necessary for subscriber activity reports).</td>
</tr>
<tr>
<td>Confidential</td>
<td>Determines whether an entry for the list appears in Catalyst.</td>
</tr>
<tr>
<td>Configuration-Owner</td>
<td>Defines who is authorized to change the configuration of a list.</td>
</tr>
<tr>
<td>Daily-Threshold</td>
<td>Limits the number of posts allowed per day.</td>
</tr>
</tbody>
</table>
4. Enter the email address(es) of the new owner(s), one address per line. Review the address(es) entered for typos and click on "Submit" when done. Any owner listed under "Quiet:" will have list management rights, but will not receive any delivery error or administrative mail from LISTSERV.

   a) If you are removing yourself as an owner, once you click on submit you will immediately lose access to manage the list. Be sure this is what you want to do!

   b) Only the listserv site administrator can add other lists as owners of a list.

Contacting the Owner of particular LISTSERV

To contact the owner(s) of a LISTSERV list, send an email to listname-request@hermes.gwu.edu, where listname is the name of the list you want to reach the owners of. For example if you want to contact the owner(s) of the list GWUColonials@hermes.gwu.edu, you would email GWUColonials-request@hermes.gwu.edu.
Adding or removing subscribers in LISTSERV

1. Log in from the main page of https://hermes.gwu.edu
2. From the main menu, select “List Management,” then “Subscriber Management”

3. To add a subscriber, click "Add New Subscriber" in the field below, then enter the subscriber's email address optionally followed by their first and last name. You may also select whether or not the subscriber receives an email notification, when done click on "Add to (listserv name here)".

4. To delete a subscriber, under "Examine or Delete Subscription" enter the subscriber's email address, then click "Search in listname". On the View or Set Subscription Options page, click on "Delete".
Adding or removing subscribers in bulk

To use the bulk operations feature, you will need a plain text (*.txt) formatted file with one email address (optionally followed by the first and last name separated by a space) per line. Each line or entry must be separated. You can use programs such as Notepad, Microsoft Word, or Excel but you must save the file in plain text (*.txt) format.

1. From the main page of [https://hermes.gwu.edu](https://hermes.gwu.edu) click on Log In
2. From the main menu select “List Management,” then “Subscriber Management”
3. On the Subscriber Management page, click on “Bulk Operations”
4. Click on "Browse", then navigate to your plain text file. Choose from the four options under “Function”, then click on "Import". Once the page reloads, you should see a status message that confirms the number of files added or deleted. If you receive an error, double-check the location of the file and the format of the file itself.

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**How to delete a LISTSERV**

1. Log in from the main page of [https://hermes.gwu.edu](https://hermes.gwu.edu)
2. From the top banner, click on Request Deletion of List
3. Fill out the LISTSERV List Removal Request Form with List name, Owner’s email, and Owner’s name

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**Why don’t you receive a copy of the message you send out to LISTSERV**
Check your list in the LISTSERV if you are a subscriber.

1. Log in from the main page of https://hermes.gwu.edu
2. From the main menu, select “List Management,” then “Subscriber Management”

3. Add your name or email address in the “Examine or Delete Subscription” box

4. If you receive the error “SCAN: No match.”, you will need to add yourself as a subscriber to your LISTSERV. Click here for directions on adding a subscriber.

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SCAN: No match.