



# ListManager Discussion Forums

Presented by Ana DeLeón

# Logistics



# What You'll Learn

- **How to use ListManager's discussion forum interface**
- **Create, run and administer discussion groups**

# Agenda

- **Introduction to Discussion Lists**
- **The Discussion Forums Interface**
- **Discussions Via Email**
- **Creating Discussion Forums**
- **Administration of Discussion Forums**
- **Moderating Messages**
- **Discussions Tools**
- **Q & A**

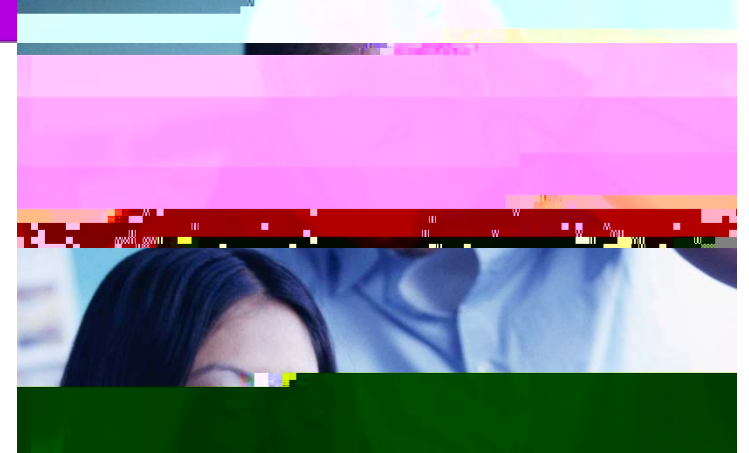
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# Management

- Who can join and how?
- Who can post?
- How should postings appear



# Best Practices

**Use the “Welcome Message” to have clear list rules**

- **What is the list’s purpose?**
- **What is relevant and on-topic?**
- **What is expected?**

**Moderate the list if membership is open**

- **Use number moderation to “prove” new members if you don’t want to moderate everything**



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# How to Access a Forum

**Access the Forum's Interface by:**

- **Main Discussions Forum Interface URL**
- **Particular Discussion Forum Interface URL**
- **ListManager's Home Page**

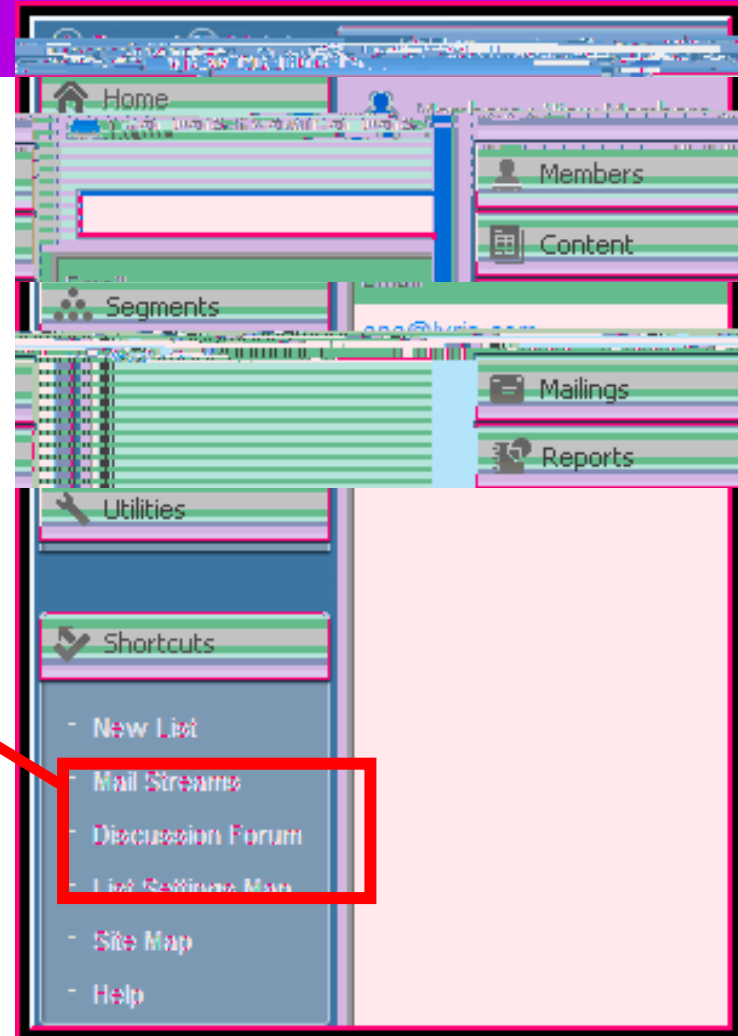
# Access Via URL



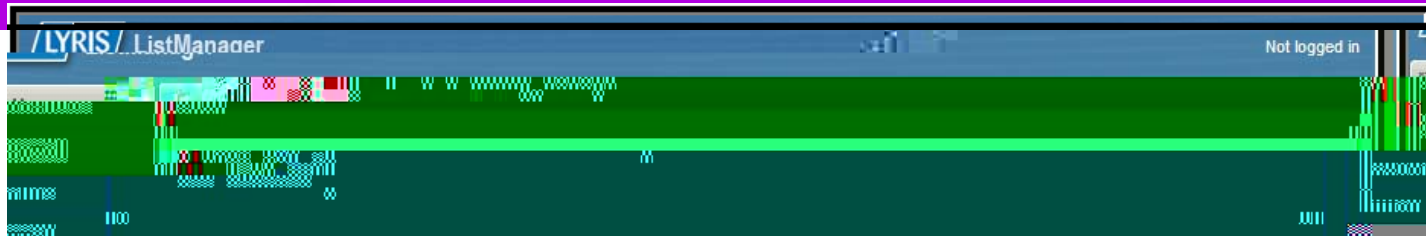
- **Access the Discussion Forum Interface by going to**  
<http://yourlistmanagerurl/read/>
- **Access a particular forum by adding to the end of the URL the forum name**  
[?forum=forumname](http://yourlistmanagerurl/read/?forum=forumname)

# Access Via ListManager

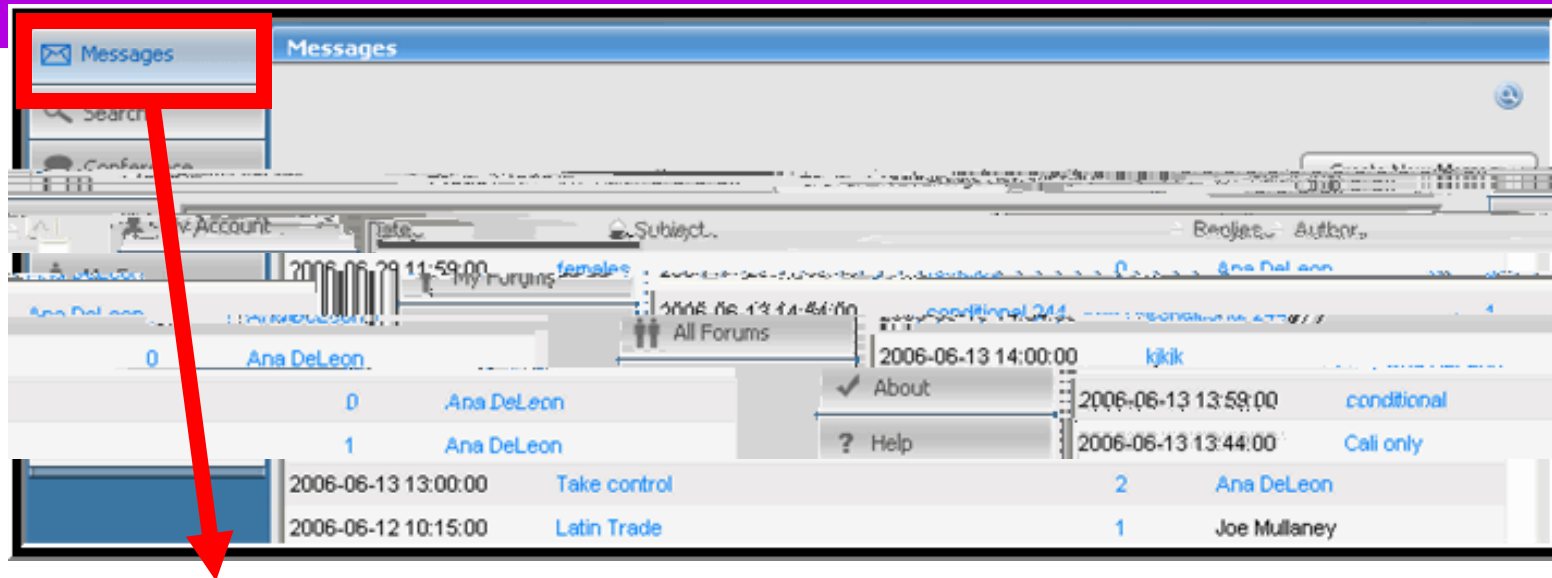
Easily access the Discussion Forum from the ListManager interface in the “Shortcuts” area.



# Log In

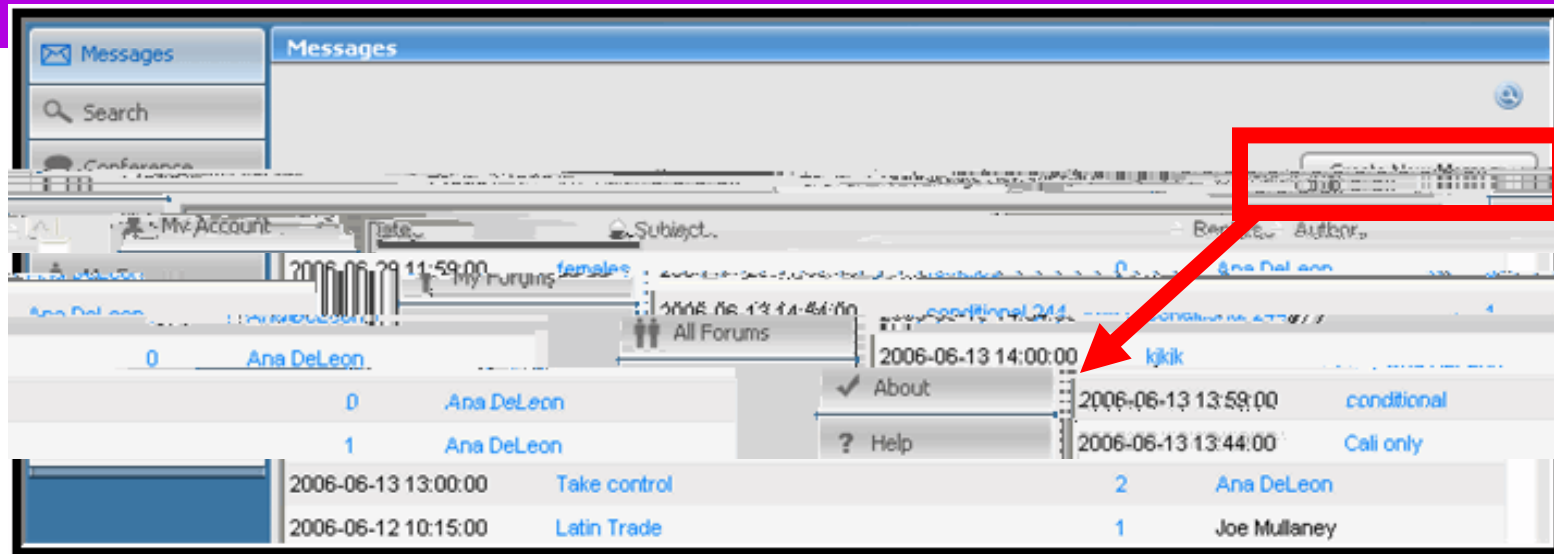


# Messages



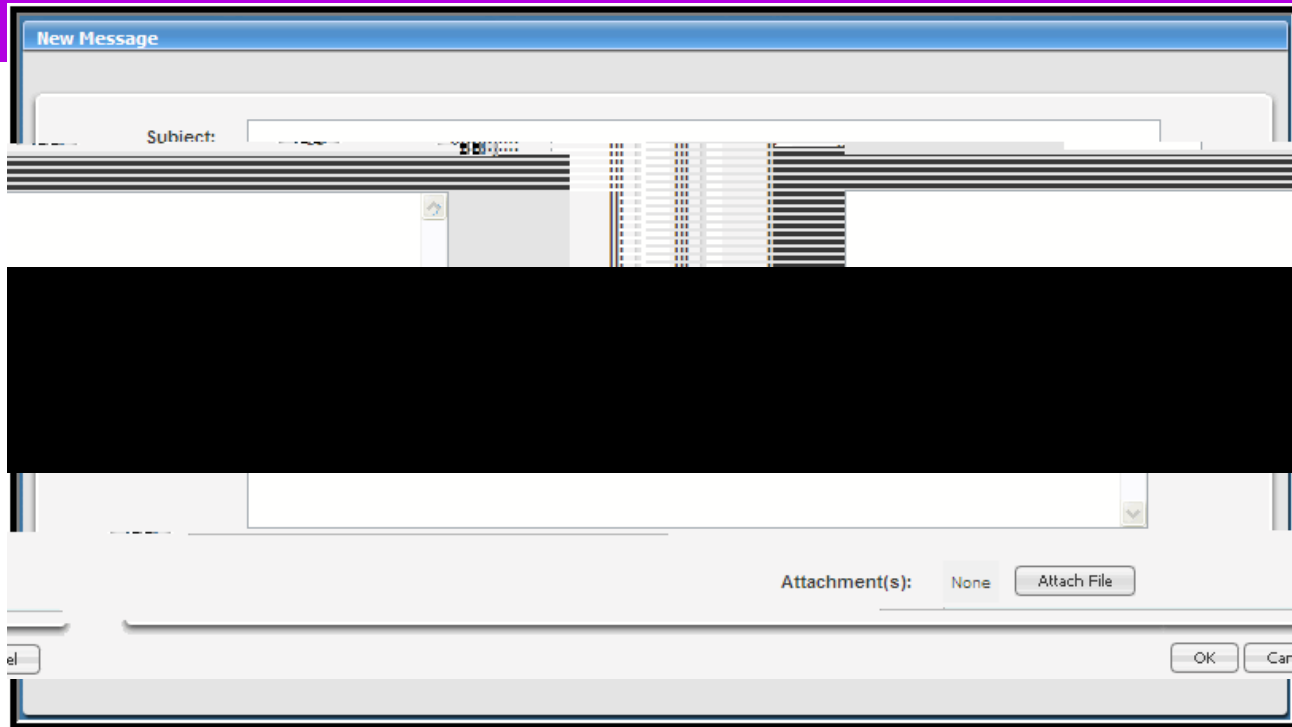
- Create a message
- Read messages
- Reply to a message
- View messages from a particular author

# Send a Message



Create a new message, and...

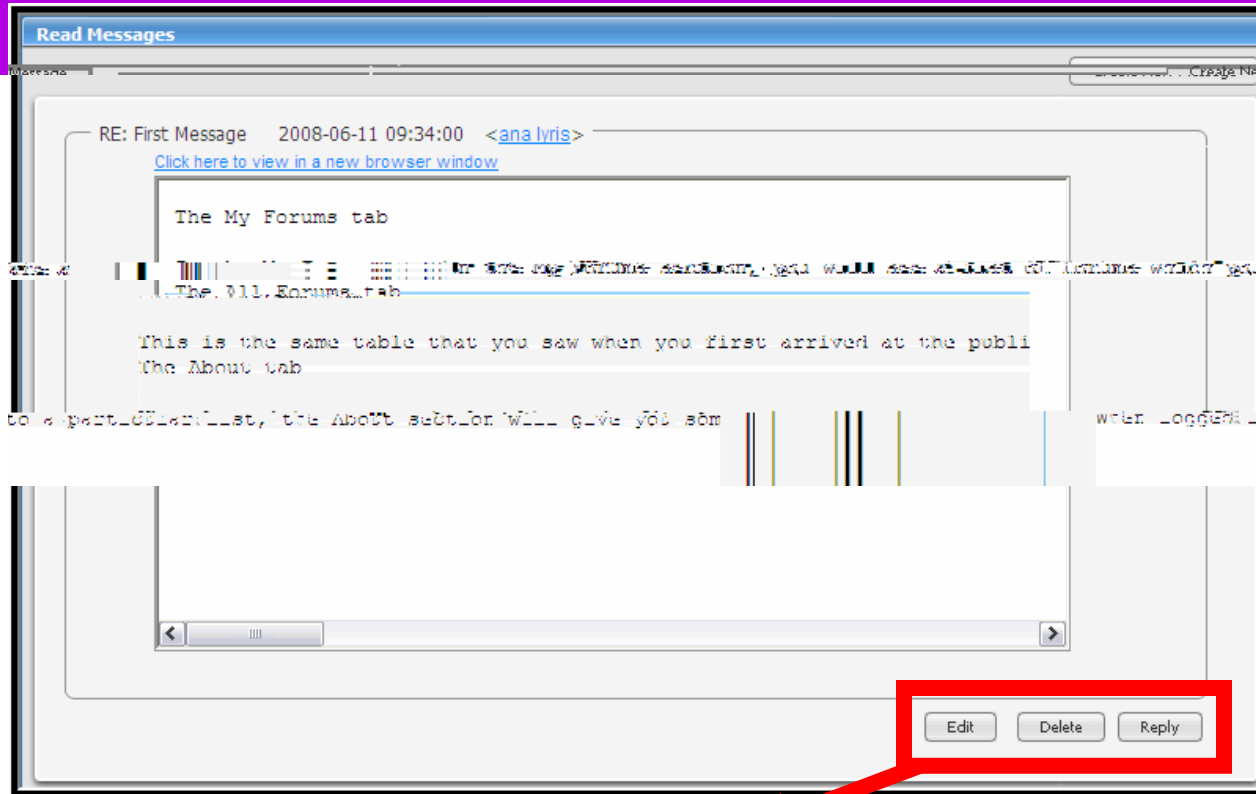
# Send a Message (2)



**A new message will be a new message thread**



# Administrative Options



**Administrators can “Edit” and “Delete” a message.**

# Search



**Search for a particular word or set of words sent through used in a message. Advanced allows you to exclude a word**

# Conference

IVRIS



**Conference  
allows you to  
chat with**

# My Account

LYRIS

Messages

Search

Conference

**My Account**

My Account

Essentials Advanced

Your email address: ana@lyris.com

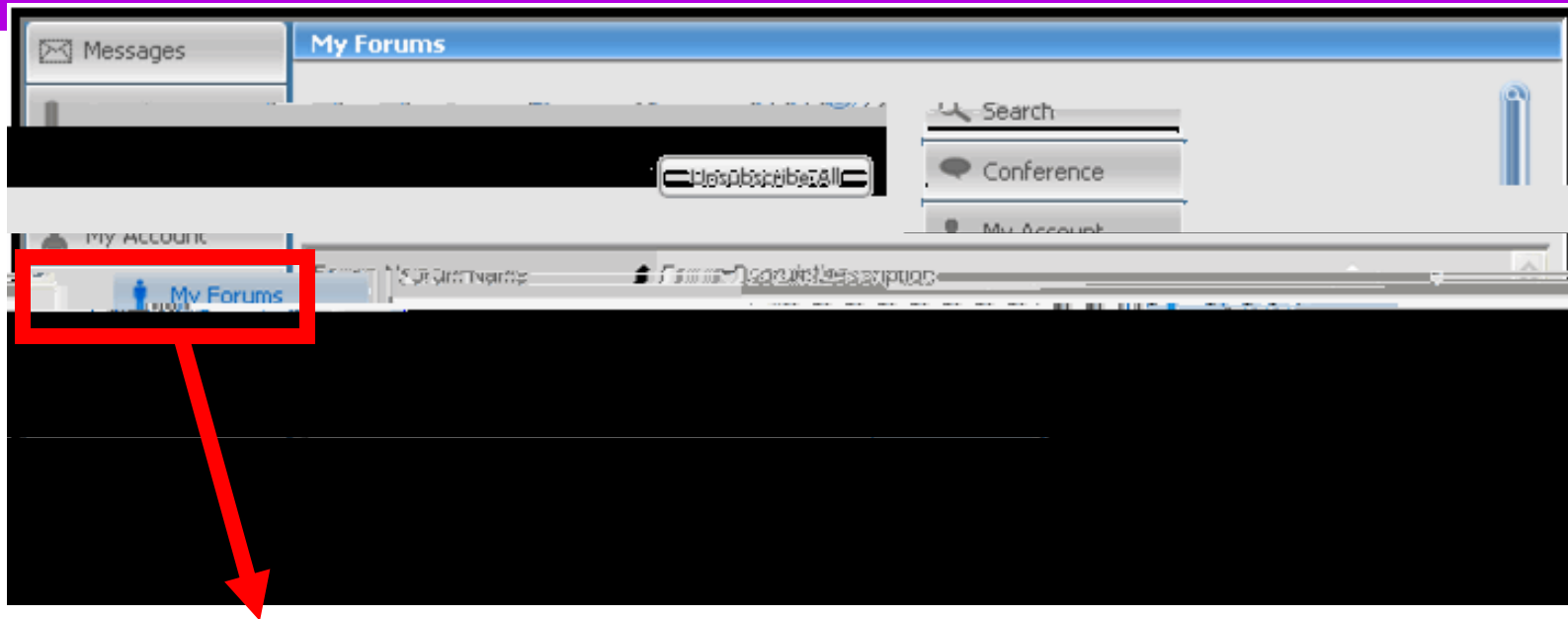
Language: English

Log Out Cancel Save Changes

# Membership Types

- **Mail:** Receives messages via as sent
- **Nomail:** Receives no mail from the list
- **Digest:** Receives messages in once-a-day digest
- **MIME-Digest:** Receives messages in a format that preserves encoding (makes HTML readable)
- **Index:** Receives message subjects once a day

# My Forums



**See what forums you have subscribed to. You may unsubscribe from lists on this page**



# About

Learn more  
about a

“ ”

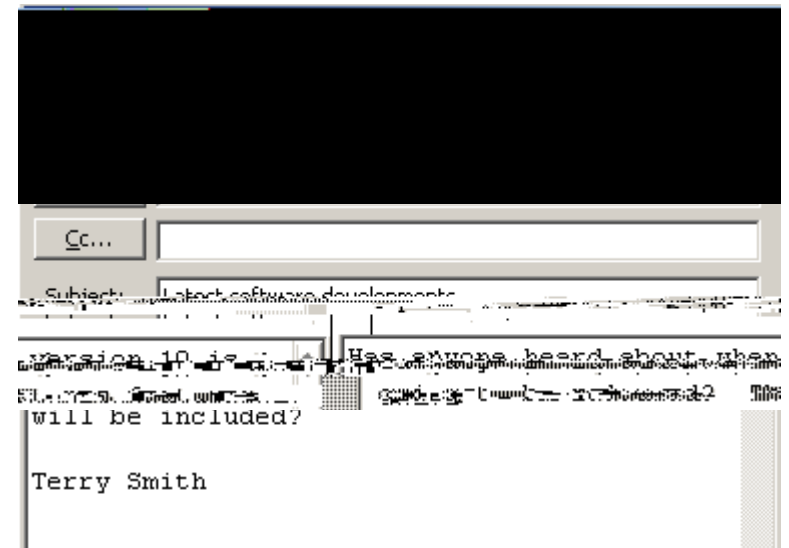


# Discussions Via Email

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# Contribute

Contribute via email by  
writing to  
[list@servername.com](mailto:list@servername.com)  
Write to admin at  
[list-owner@servername.com](mailto:list-owner@servername.com)

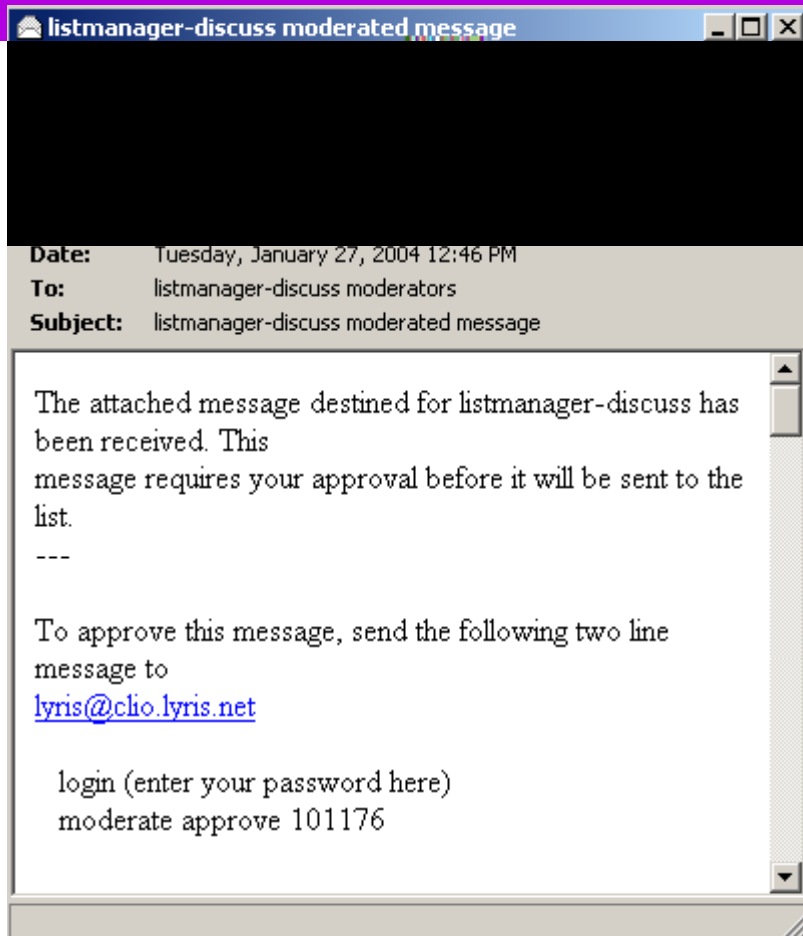




# Manage Your Subscription

- **Subscribe by writing to**  
`list@servername.com`
- **Unsubscribe by writing to**  
`leave-list@servername.com`
-

# Approval by Email

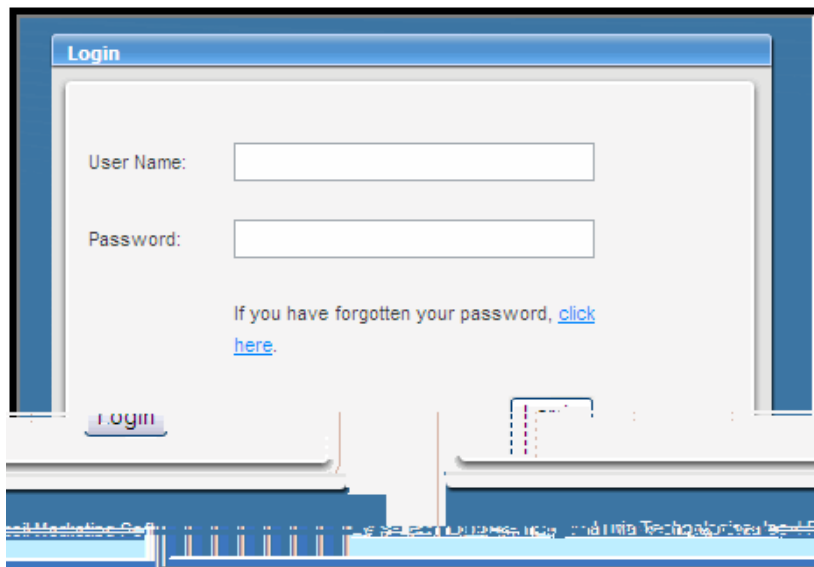


Moderate via email  
by sending  
*moderate approve*  
command to  
**lyris@yourserver**  
address

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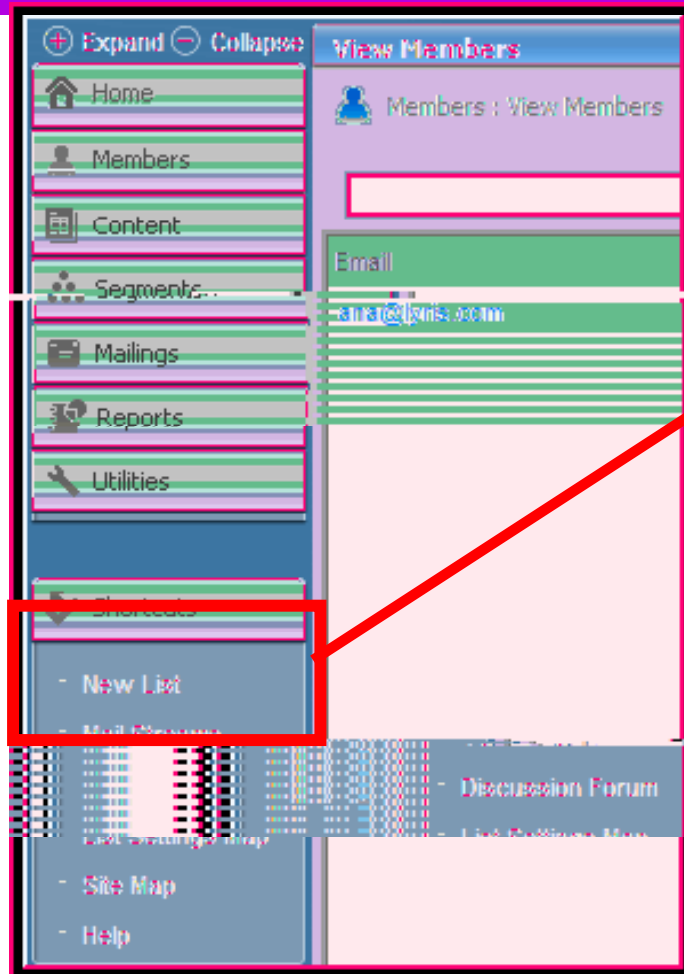
# Log In



The image shows a screenshot of a web application's login interface. It features a title bar labeled "Login". Below the title bar, there are two input fields: "User Name:" and "Password:". Below the password field, there is a link that says "If you have forgotten your password, [click here.](#)". At the bottom left of the form, there is a button labeled "Login".

- Use your email address (not your name) and password
- Each admin should have a separate account

# New List (Step 1)

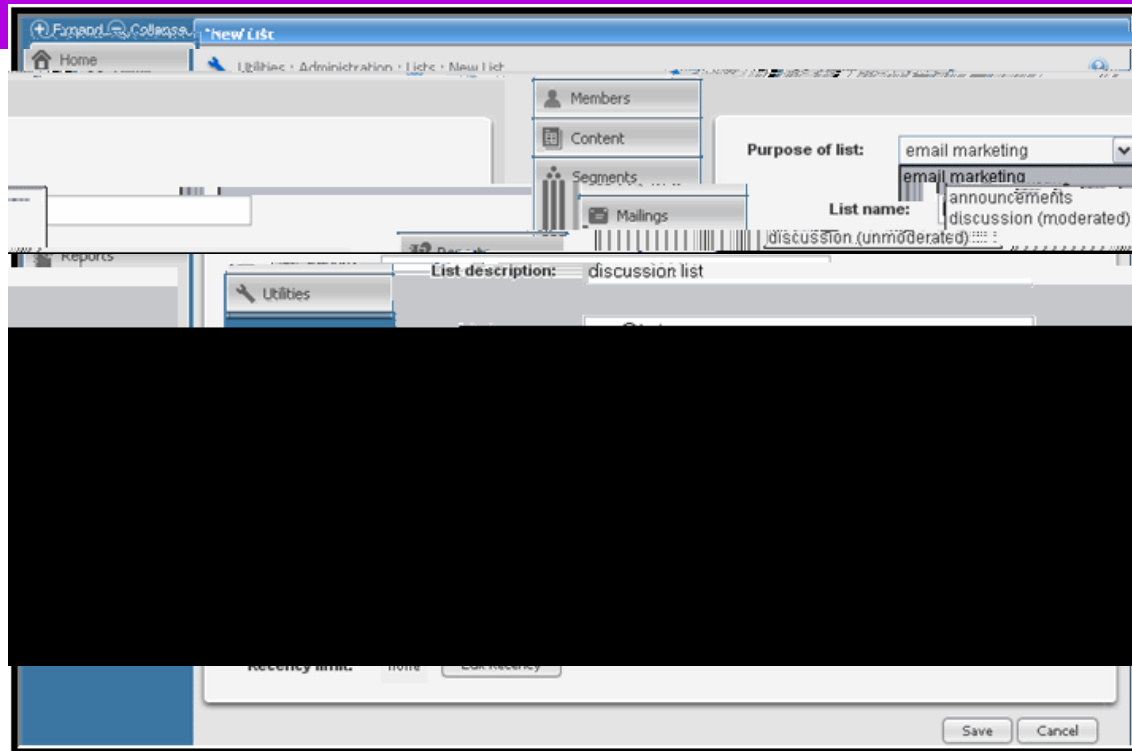


Site and server administrators may create a new list





# New List (Step 3)



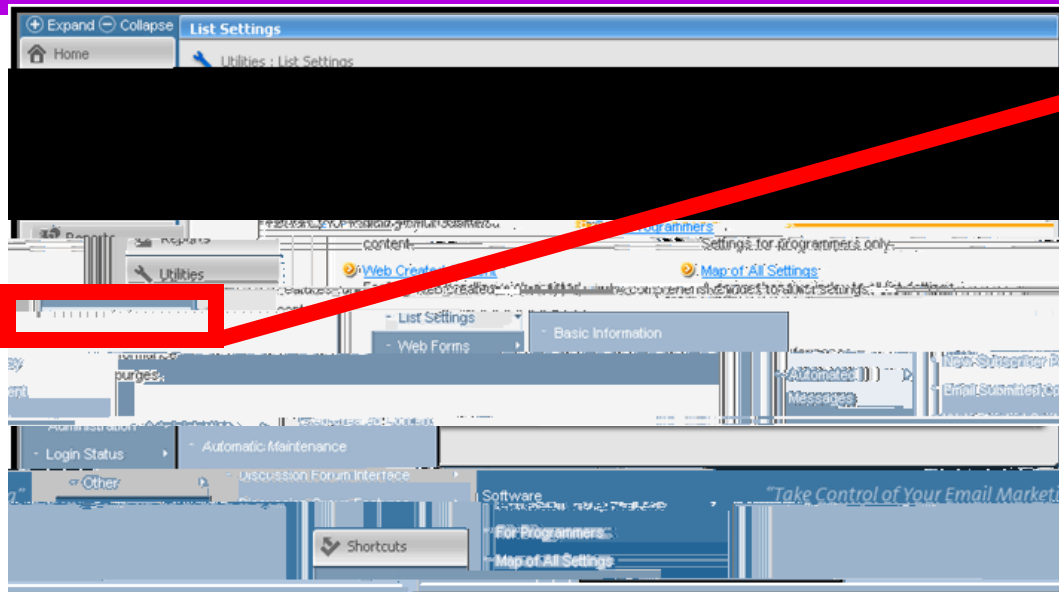
List will require:

- Name (no caps & no spaces)
- Admin Email
- Password

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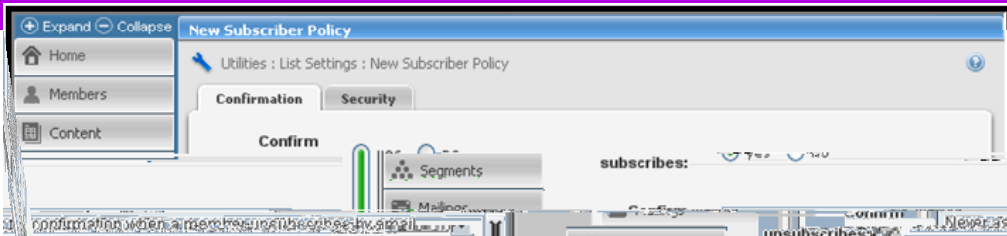
# Discussion List Settings



- Use list settings to
- Specify New Subscriber Policy
  - Set email & Web submitted content preferences
  - Set interface features

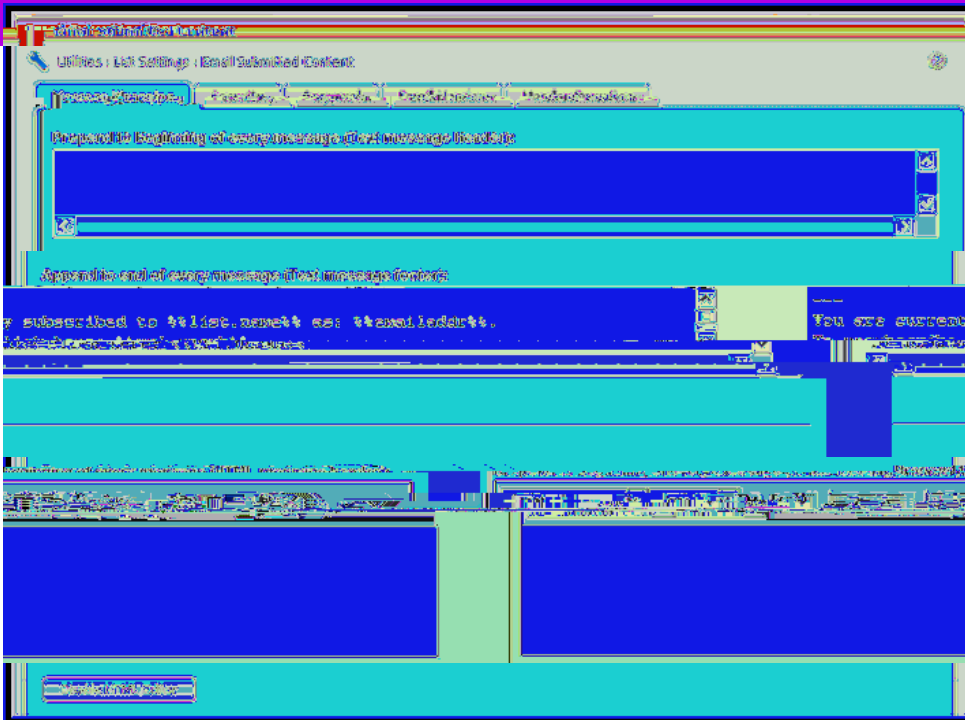
# Subscriber Policy

LYDIA



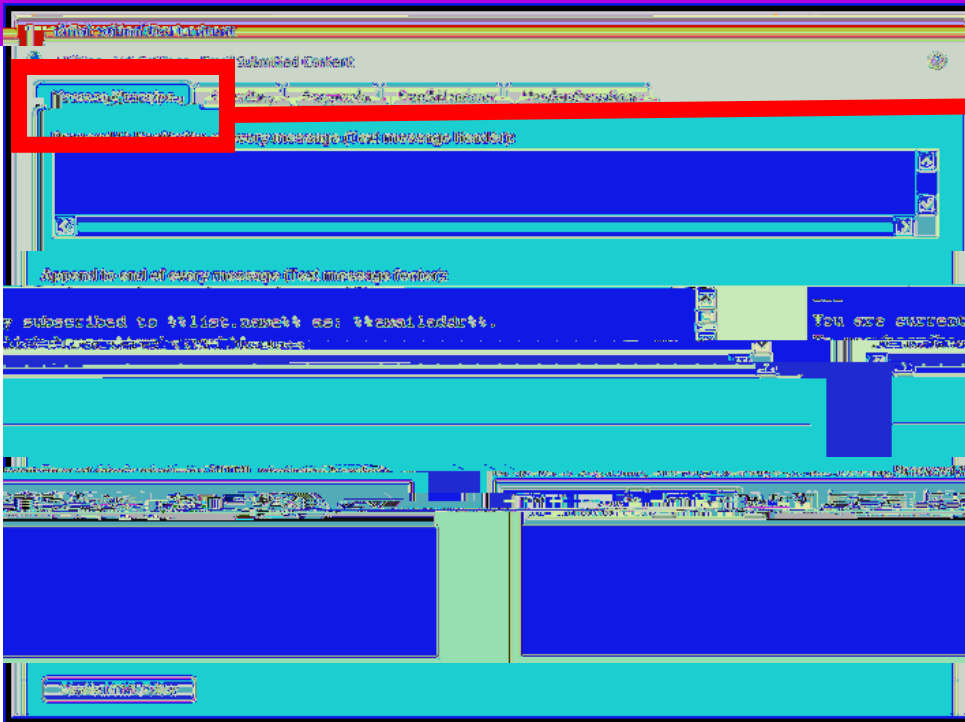
Set the rules for how people join

# Email Submitted Content



Features for email submitted messages

# Message Wrapping (1)



Modify how messages look (e.g., unsub footers)

## Message Wrapping (2)

```
>To: ana-disc  
>Subject: re: lyris  
>Date: Mon, 28 Aug 2006 17:29:22 -0000  
>  
>the reply
```

```
---  
You are currently subscribed to ana-disc as: ana@lyris.com.  
To unsubscribe click here: http://demoent.lyris.com/u?id=387368N&n=T&l=ana-disc&o=9626  
or send a blank email to leave-9626-387368N@demoent.lyris.com
```

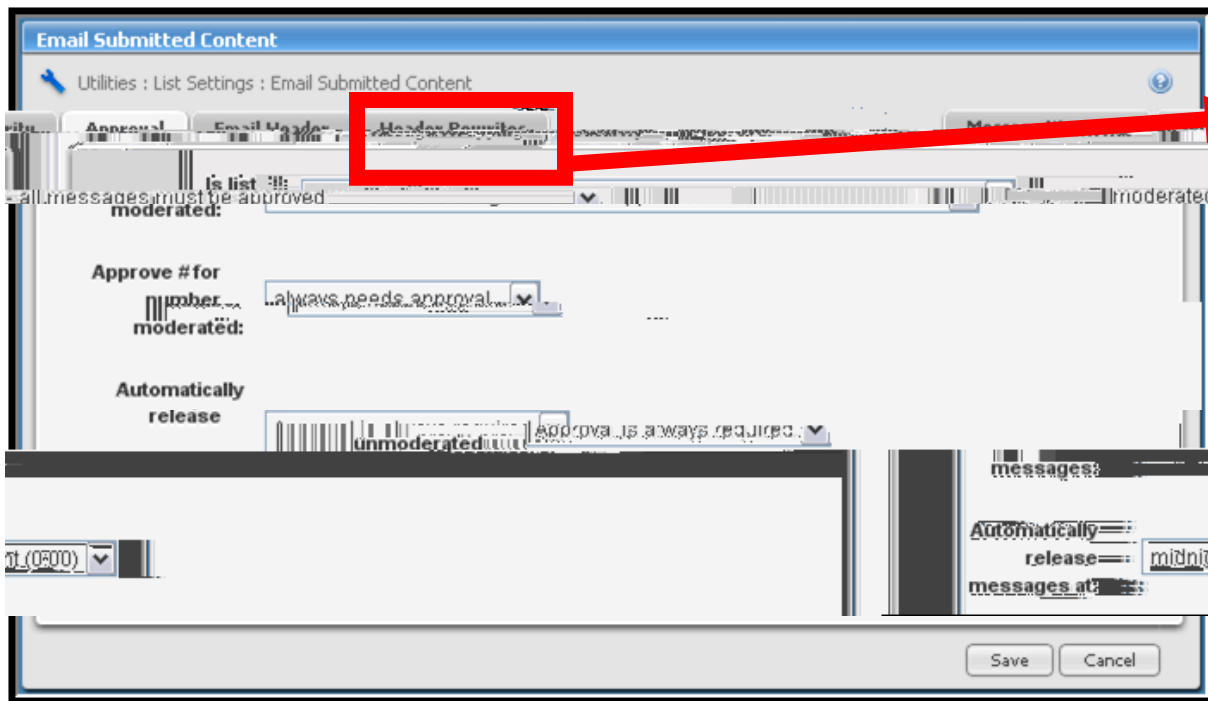
**Sample of footer from email**

# Security

The screenshot shows a web interface for configuring email submission settings. The main title is "Email Submitted Content". Below the title, there is a breadcrumb trail: "Utilities : List Settings : Email Submitted Content". A navigation bar contains five tabs: "Message Wrapping", "Security", "Approval", "Email Header", and "Header Rewrites". The "Security" tab is highlighted with a red rectangular box. Below the tabs, there are several configuration sections. The first section is "Reject email submissions:", which includes two radio button options: "yes" and "no". The "no" option is selected. Below this, there is a section for "Require password in body:" with a dropdown menu showing the text "no, password is not required in the message body (default)". A white arrow points from the "Security" tab to the "Reject email submissions:" section.

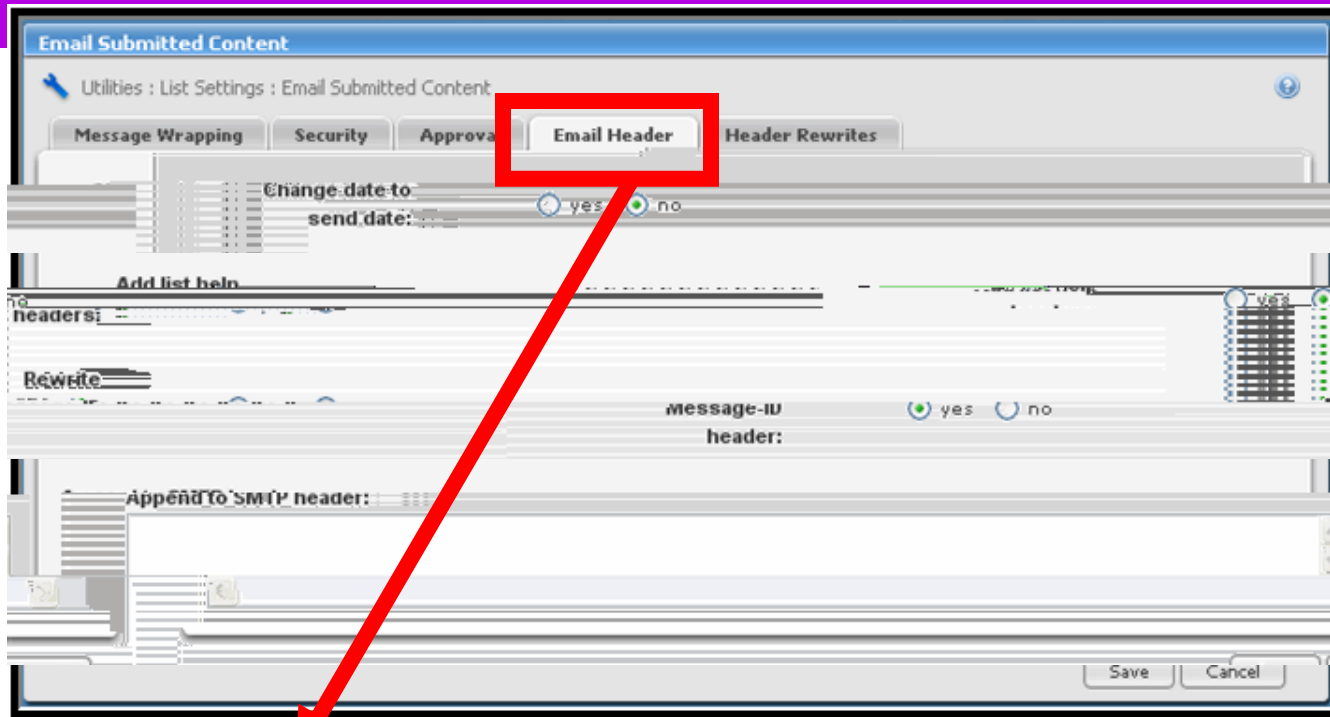


# Approvals



Specify if list is moderated and if approval is required

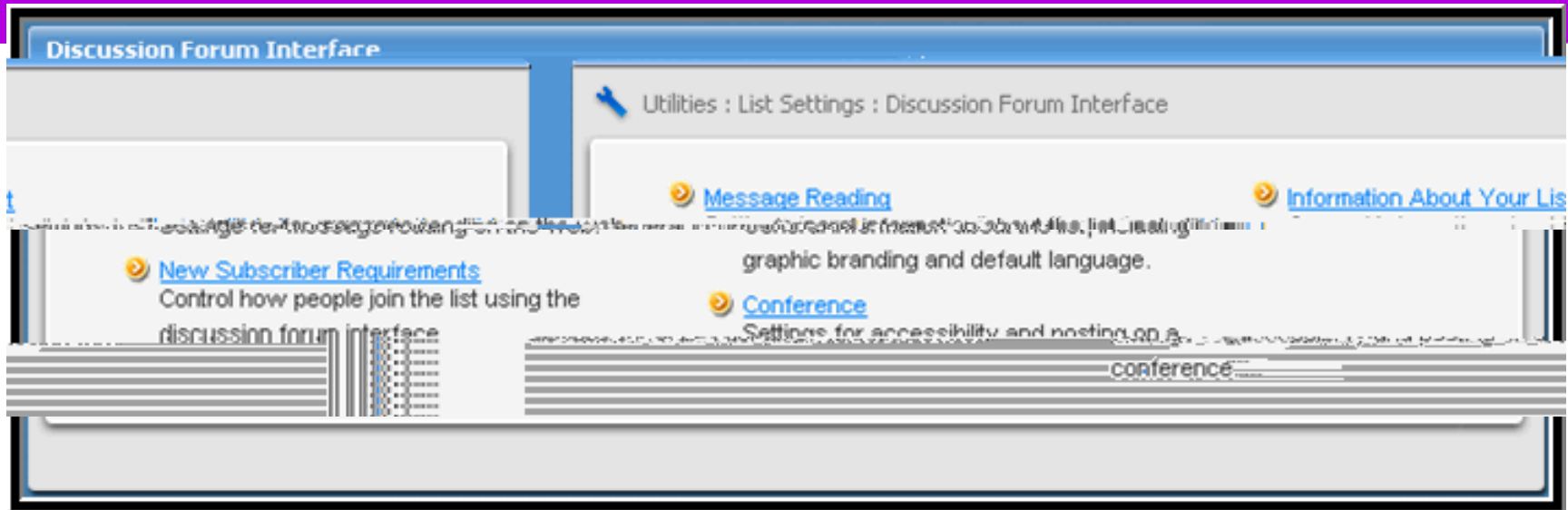
# Email Header



Rewrite date of when mailing is sent out



# Discussion Forum Interface



**Determine how members interact with the forum interface, and what kind of information they can see about your list**

# Message Look

**Message Reading**

Utilities : List Settings : Discussion Forum Interface : Message Reading

**List Visibility:** List is visible

**Allow visitors to:**

**read archives:** List is accessible:

**Enable archive searching:**  yes  no

**Make available as a Newsgroup?:**  yes  no

- Define whether or not this list is accessible in the ListManager discussion forum interface
- Allow archiving and searching to members and non-members



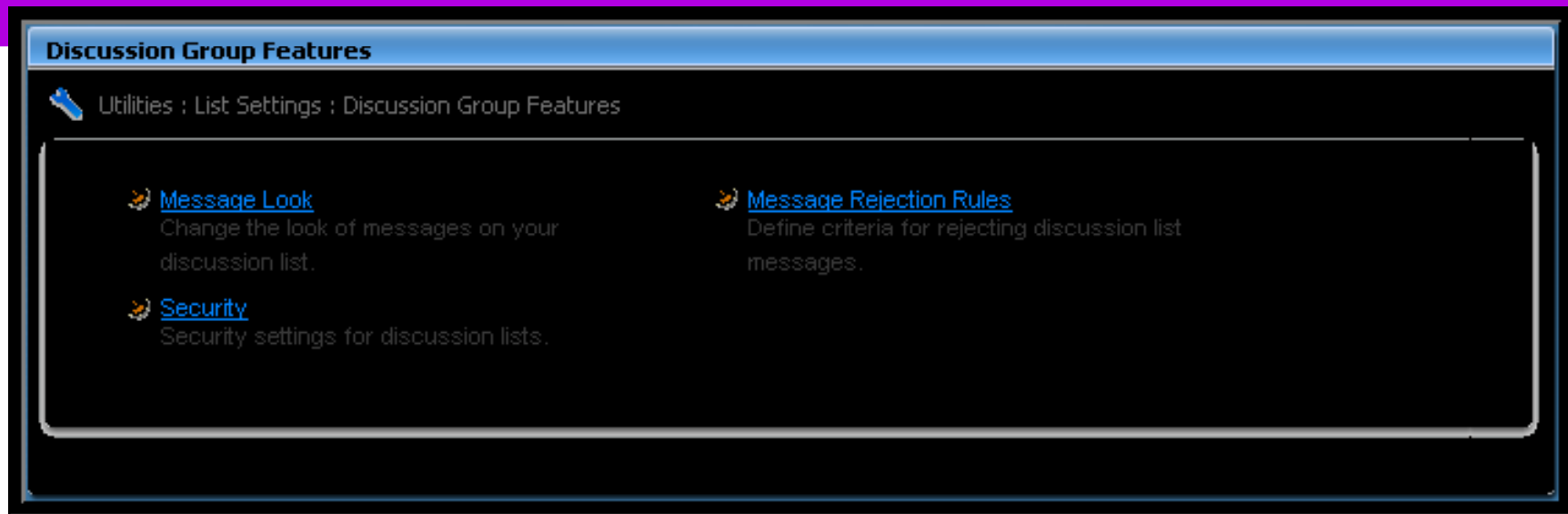
# Conference

Note: If you are a member, please [log in](#) before using the conference. If you are not a member, please create a temporary guest user by entering a name and password.

Save Cancel

**Determine how members may access the conference feature**

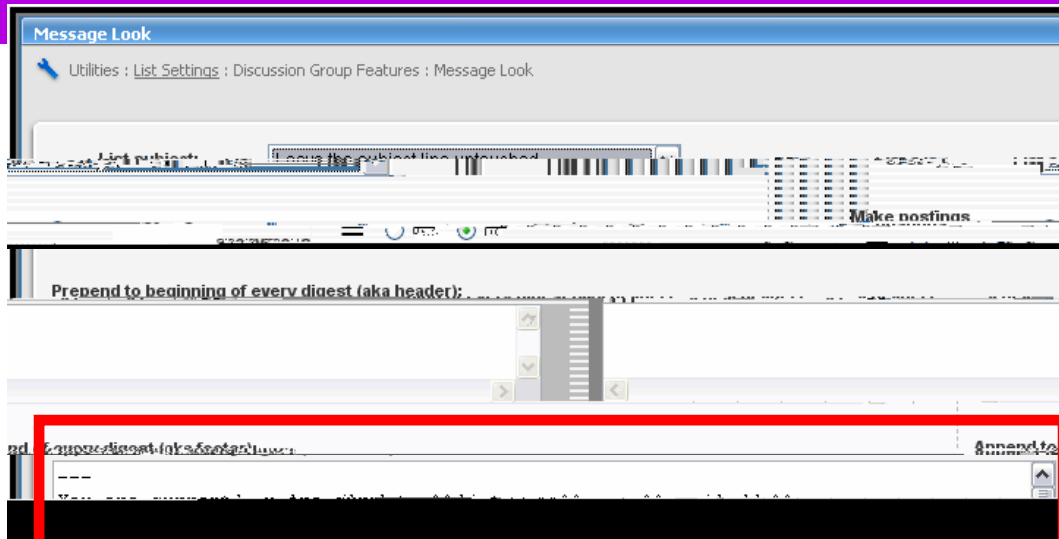
# Discussion Group Features



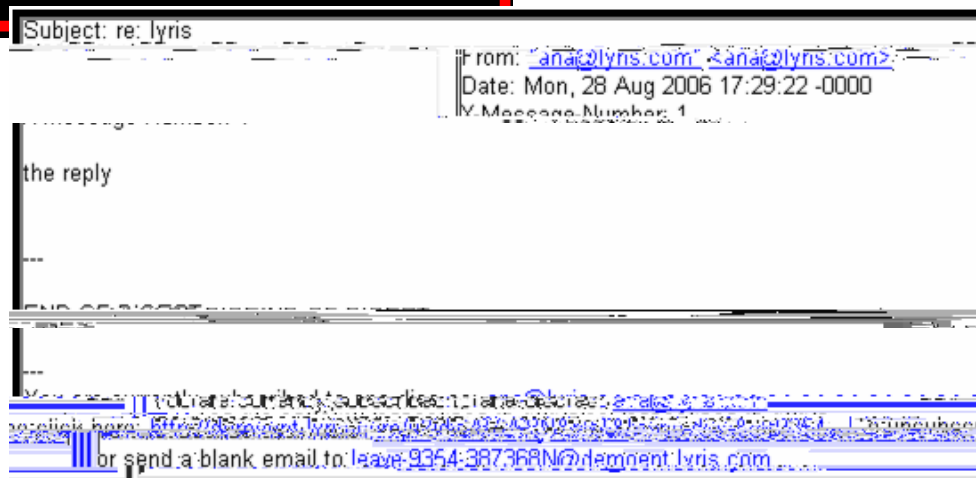
- **Make postings anonymous**
- **Allow anyone to post**
- **Accept duplicates, blanks**
- **Limit length, number of messages, quoting**



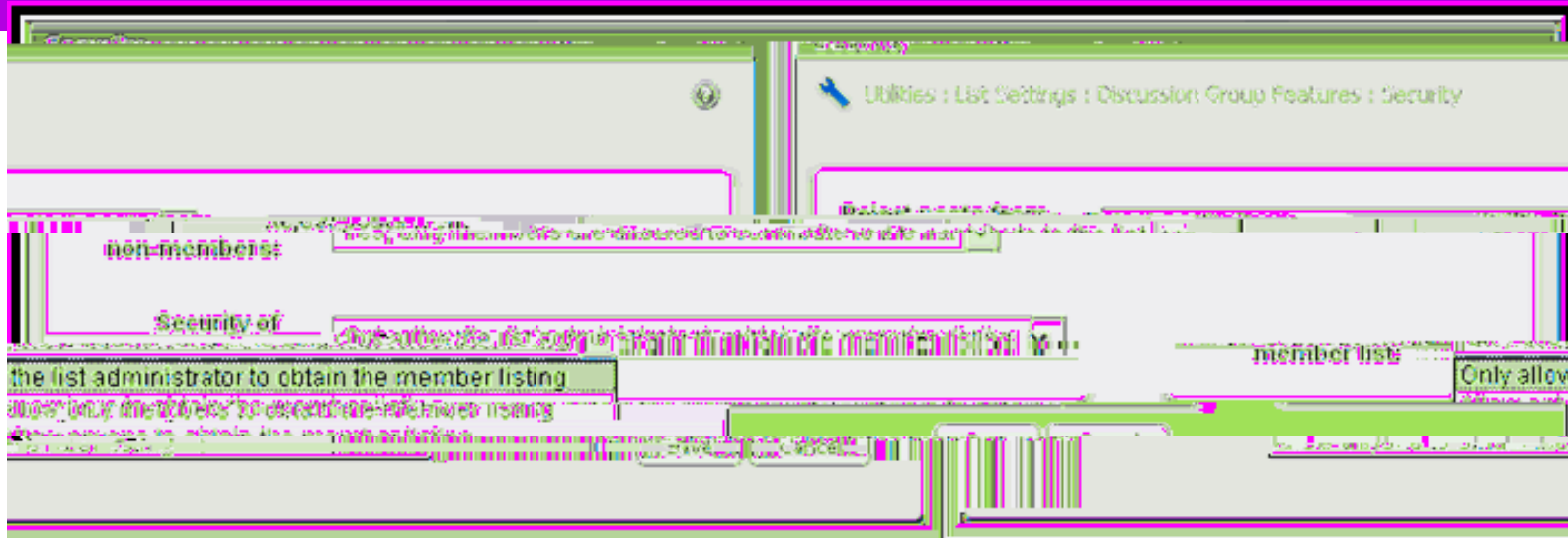
# Message Look



- Prepend the list name in the subject
- Make posting anonymous

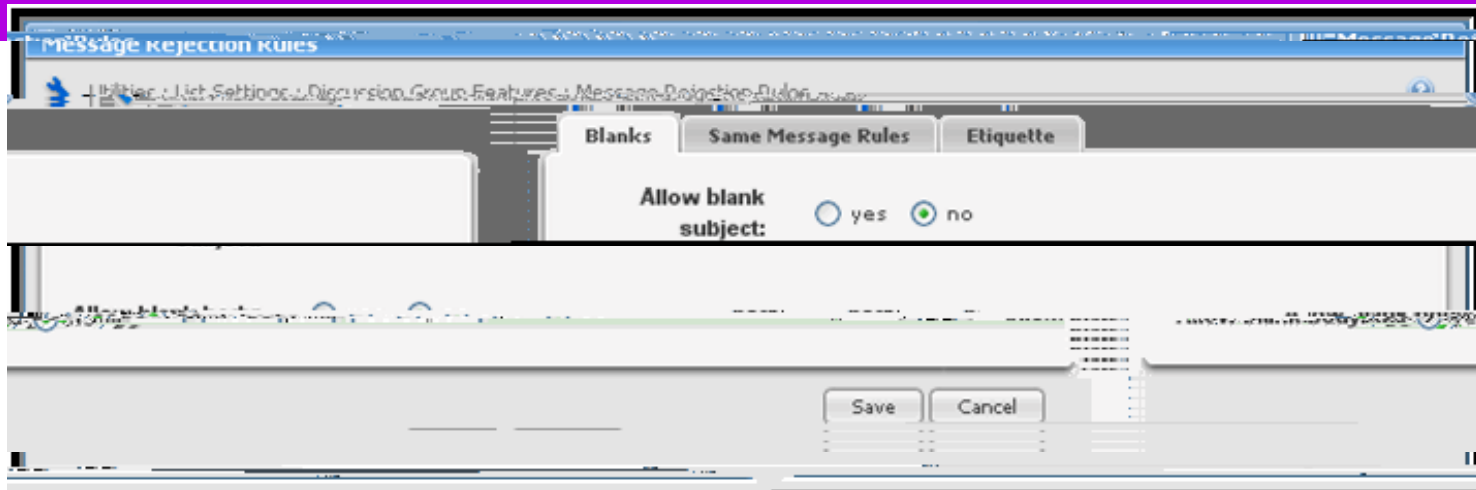


# Security



**Define who has rights to post and view**

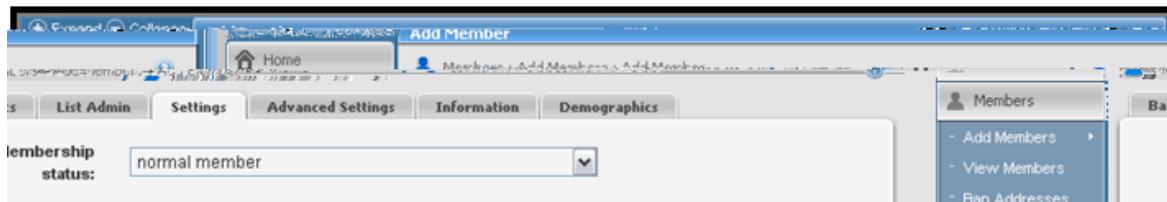
# Message Rejection Rule



**ListManager, by default, will not allow a blank subjects and a blank body**

# Member Settings

IVDIA



- Members may opt to receive digests

# Member Admin Settings

**Add Member**

Members : Add Members : Add Member

Basics List Admin Settings Advanced Settings Information Demographics

Receive list admin mail?:  yes  no

Receive moderation notifications?:  yes  no

Bypass list moderation?:  yes  no

Save Cancel

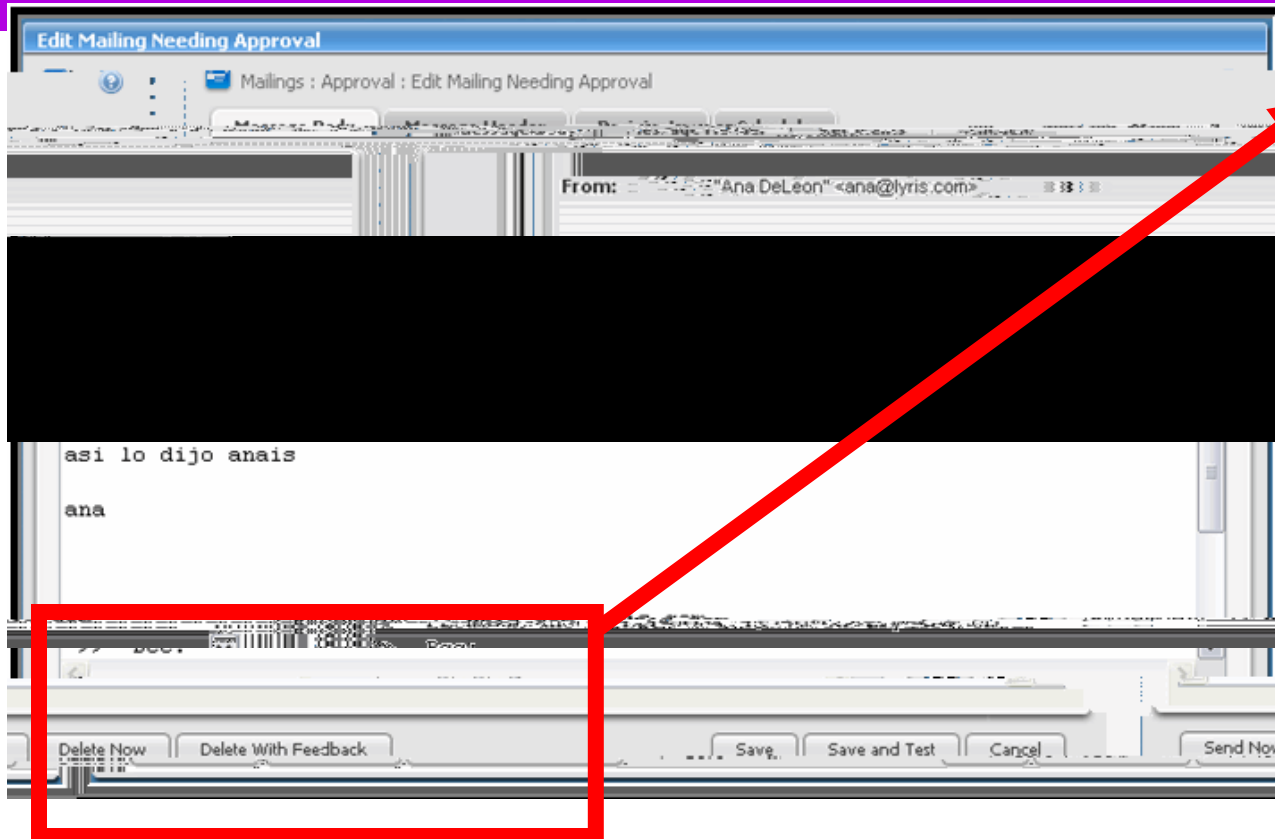
**Determine whether this member is a list administrator and what functions they have right to**

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# Mailing Approvals

# Approval Wizard



Easily  
“send” or  
“reject” a  
message

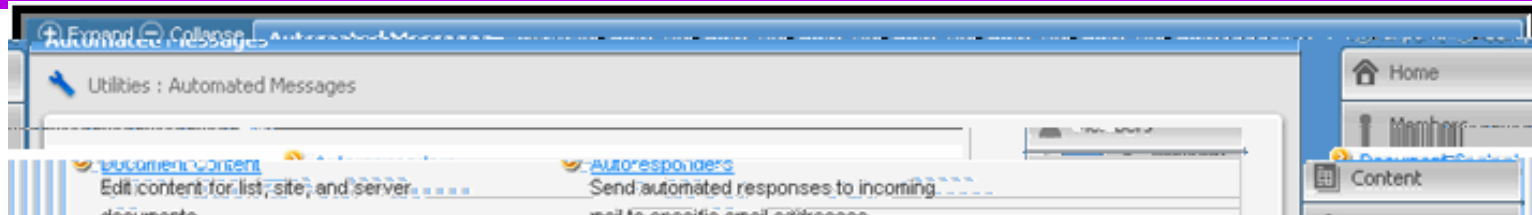


# Agenda

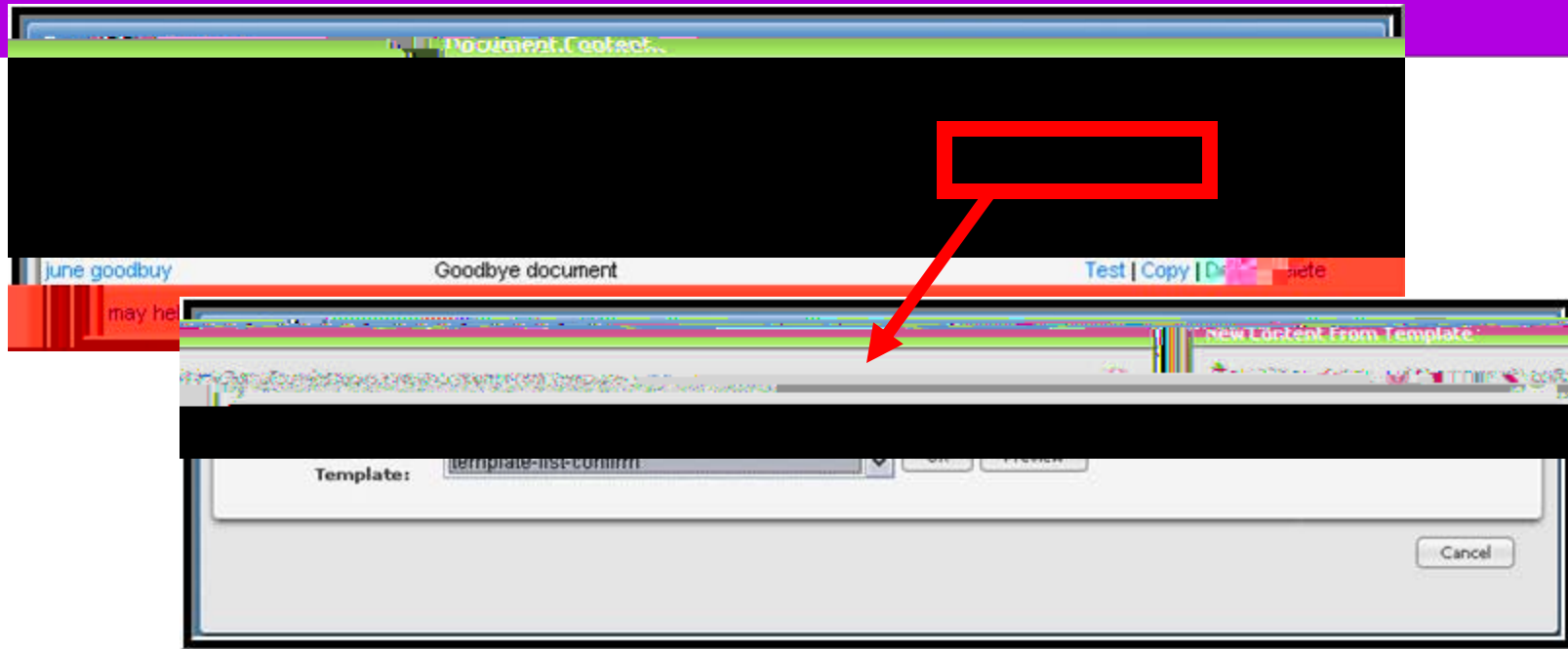
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# Automated Messages (Step 1)

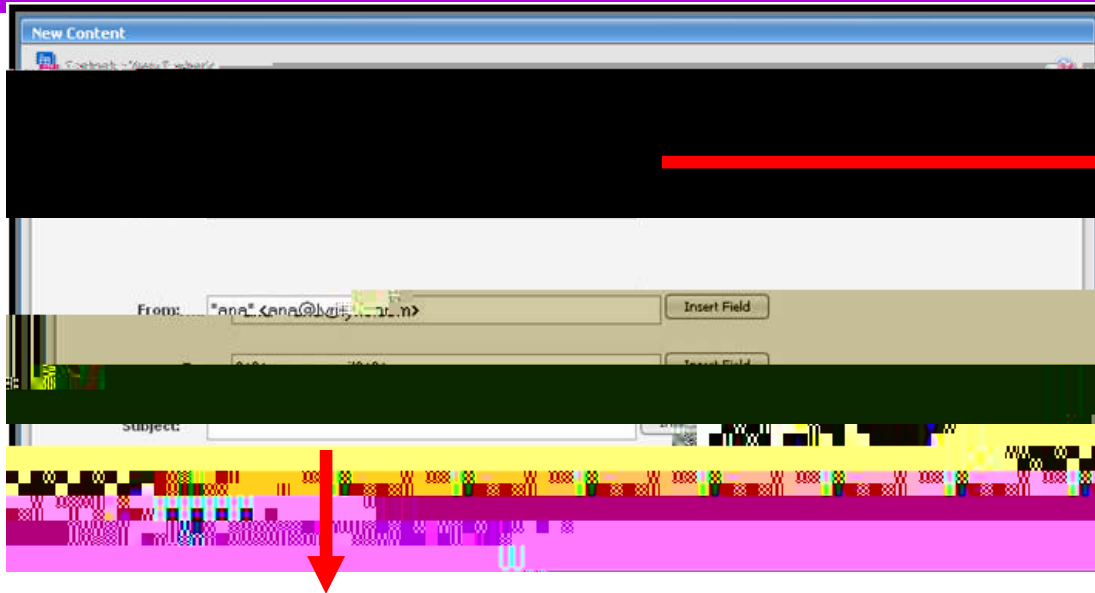


# Automated Messages (Step 2)



**Edit a previously created template for easy content creation**

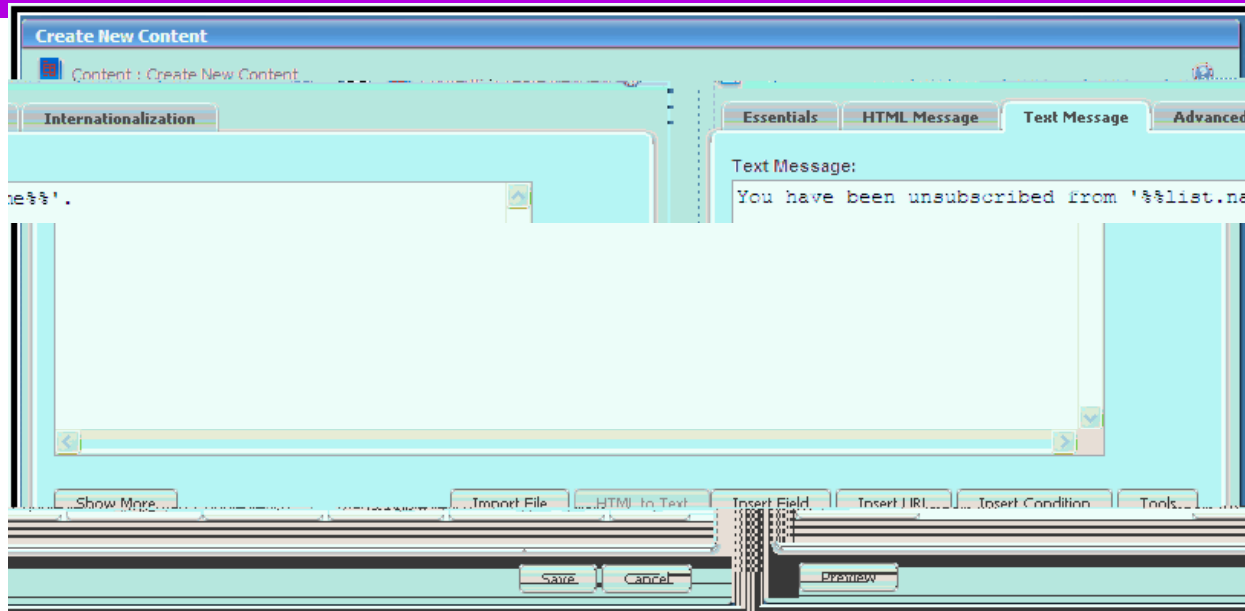
# Automated Messages (Step 3)



The screenshot shows a web form titled "New Content". The form has a "From:" field containing the text "ana\_kana@ivdia.com" and an "Insert Field" button. Below this is a "Subject:" field. A red arrow points from the right side of the form to the "From:" field, and a yellow arrow points from the right side of the form to the "Subject:" field.

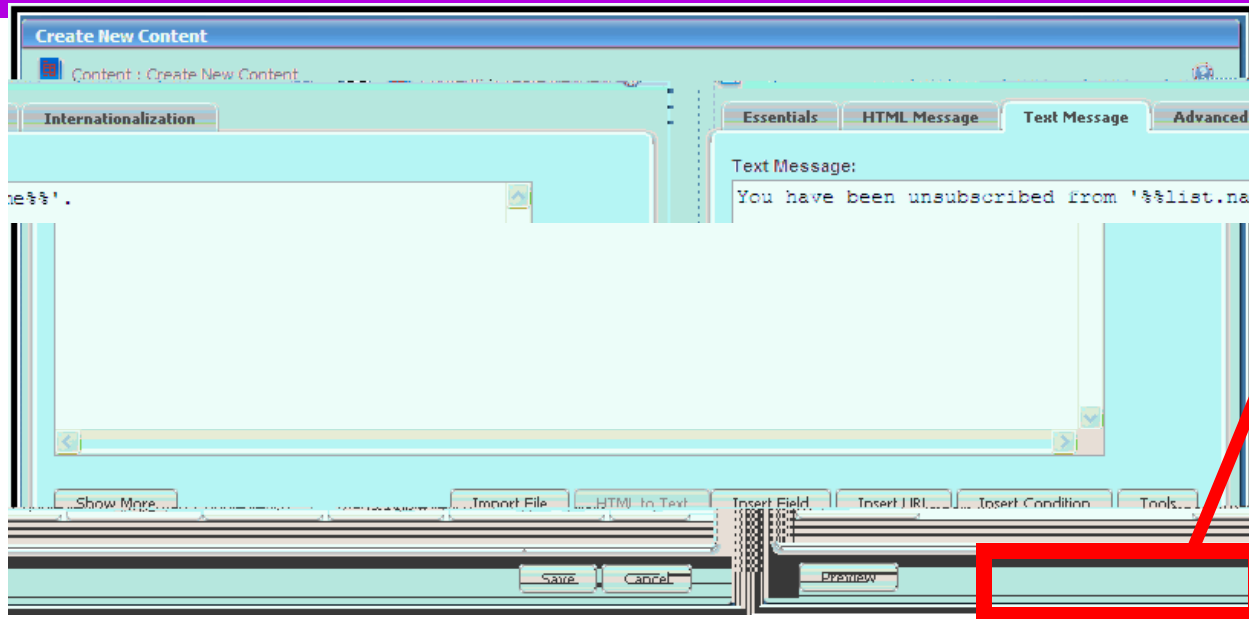
Select the  
internal  
name and  
description

# Automated Messages (Step 4)



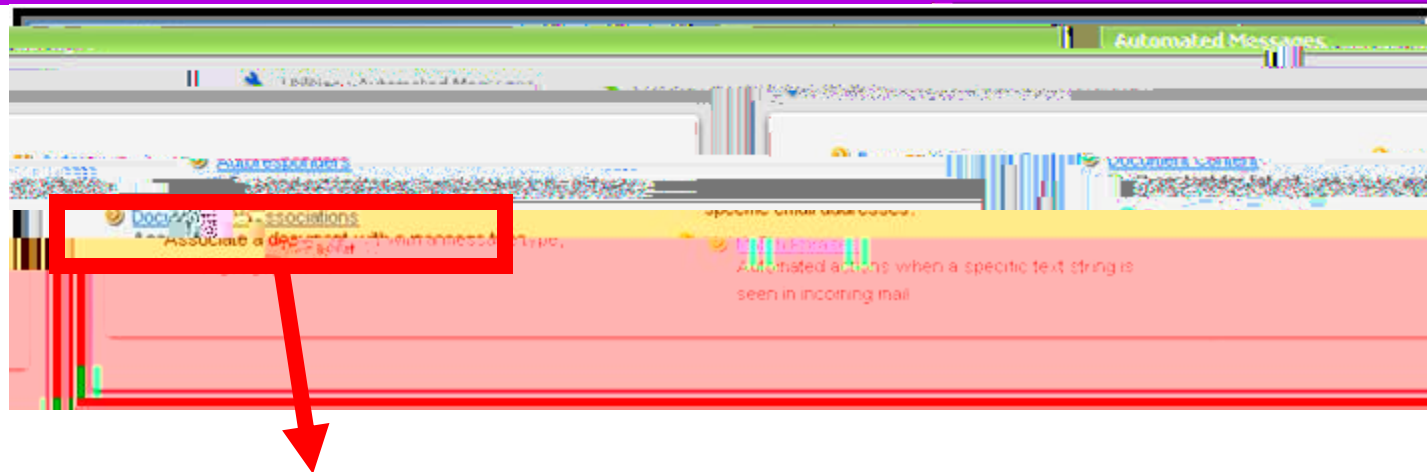
**Edit the preexisting text and place your message in the HTML and text area**

# Automated Messages (Step 5)



**Save the content**

# Document Association (Step 1)



**The Association informs the system when specific content should be deployed based on a specific trigger event**

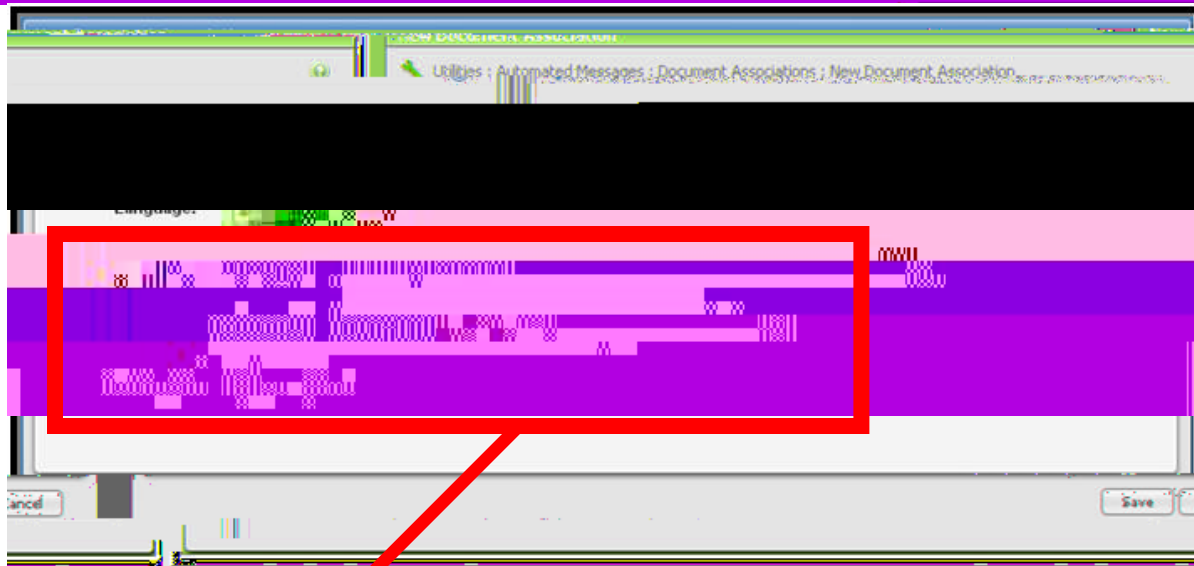


# Document Association (Step 2)



**Create New Association**

# Document Association (Step 3)



1. Choose the “Message Type”
2. Specify the “Document” to be sent
3. Set Default to “yes”

# Document Association (Step 4)

Save the Association

Message Type: List Hello Document

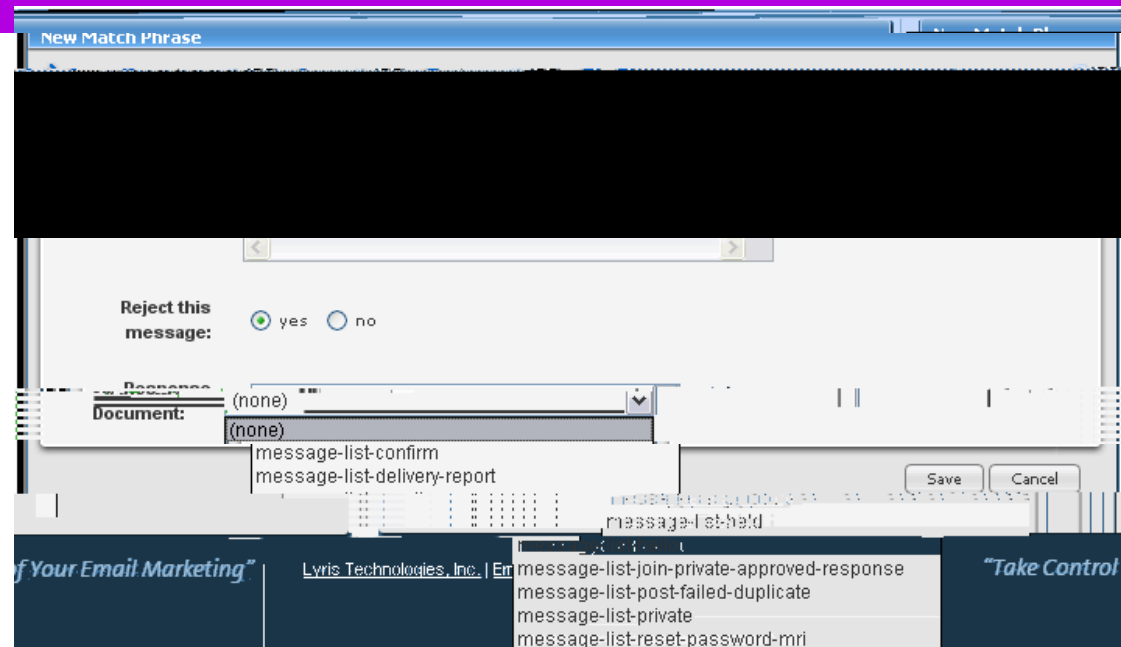
Document: message-list-hello

Is Default?:  yes  no

Cancel



# Match Phrase (Step 2)



- Receive an alert that the phrase is being used
- Reject the message automatically
- Send an automated message to sender (e.g.)

# Auto Responders

**New Autoresponder**

Utilities : Automated Messages : Autoresponders : New Autoresponder

**Essentials**   **Advanced**   **For Programmers**

**Email address prefix:**

**Document title:** (none) ▼

Save   Cancel

**Autoresponders can send list rules to members when they write to the autoresponder address**

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**Support:**  
**888-LYRIS-CS**  
**(888-597-4727)**

[www.lyris.com/customer-service/](http://www.lyris.com/customer-service/)





Questions about this