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Post via Email

1. Log in into email account or Microsoft Outlook.
2. Type the following into To field: list-name@lists.msudenver.edu
3. Add the desired subject and the body of the email.

NOTE

1. DO NOT do the following because this may increase the size of your email, which may result in cutting it off or failure of delivery. If you have Lyris List administration rights you can test the email out before sending it to the list.
   - Send your email formatted with HTML.
   - Attach any executable (.exe) or picture files.
2. DO NOT forward emails from one list to another.
Log into Lyris List

Lyris lets Lyris List administrators work with their lists either by sending commands in email messages or through a web interface. For the most tasks, we recommend the web interface.

Access to login window

1. When you point your browser to the Lyris Administrator interface (https://list-l.msudenver.edu/), you'll see a login window.
2. The same exact appearance of the window will show in different browsers. Here are some examples:

   Internet Explorer, Mozilla Firefox, Safari

![Login Window]

3. For User Name or Name field, enter the email address you use as list administrator, typically username@msudenver.edu (be sure included @msudenver.edu)
4. When you enter this information and click OK or Log In, you'll be taken to the Lyris ListManager administrator interface.
Overview the Lyris ListManager administrator interface

1. When you have logged in, you will be taken to the Lyris ListManager home screen. Hiding in the upper right corner are the tools for logging out, changing which list you're working with, or logging in as a different user.

2. The interface view is depended on your administrative privileges
   
   - If you have administrative privileges for more than one list, you may see a screen showing all of your lists. Click on the name of the list you want to administer now.
   
   - If you use different emails or user names for different lists, you will see the only lists with the same combination of user name and password.
   
   - If you wish to administer lists with different combination of user name and password, you need log out and log back in with that combination.

3. See the topics listed to the left (on this page) for information on navigating and using the web interface
Logging Out

If you are using a public computer, be sure to log out and completely exit your browser before leaving the computer. If you do not log out, it is possible that the next user will be able to access the Lyris ListManager administrator interface without typing in your password.

1. Click Log Out (in the upper right corner of the browser window).
2. Close (exit) your browser.

Change Lists

1. Click on the list name.
2. You will see a screen showing all the lists for which you have administrative rights. They have the same log in and password you logged in with.
3. Click on the name of the list you want to administer now.

Change Login

Some list administrators will use different email addresses as their login for different lists. Changing to a different user is a streamlined version of logging out and then logging back in.

1. Click Utilities
2. Click Login Status.
3. Hover over Change Login and change your login.
Reset Your Password

In the steps described below, you'll be typing your new password into a web page. We're using a secure server, so everything should work as advertised, but the web can be a dangerous place. Here are a couple of things you can do to protect your password:

- Make sure the URL (web address) listed in your browsers address box points to an address at https://list-L.msudenver.edu/ in both steps 2 and 4 below.
- Make your Lyris password a strong password.

If you lose, forget, or otherwise want to change the password you use to manage a Lyris-based Lyris List, it's easy to do, but it requires some back and forth communication with SERVICE CENTER's Lyris List servers and has time limits for security reasons, so don't start the process unless you'll have access to the web and your email for the next half hour.

1. Click on this link https://list-L.msudenver.edu/emailpassword.tml. A web page with a Lyris header will open.

2. Type in your email address (the one you always use with Lyris) and click Submit.
3. Soon (maybe a few seconds, maybe a few minutes) you'll receive an email message from **Lyris ListManager** containing a clickable (or cut-and-pasteable) link. This link is unique to your request and will expire after one hour. If you miss the deadline, don't worry. Just start over at step one.

4. When you click on the link in the email message, another web page will open, asking you to type in your new password twice, and reminding you that the password you enter will replace your password on **ALL MSUDENVER Lyris Lists** you administer. All of them. Type in your new password twice and click **Reset Password**

**NOTE**

*If you administer more than one Lyris List from the email address you entered in step one, you will use your new password for all of those lists.*
Add Member(s) via Lyris List

Add a Member via Lyris List

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Hover over Add Members. A sub-menu will open.
4. Select Add Member.
5. In the Add Member dialog box, do the following:
   • Enter the new member's email address and name (the name is optional).
   • Click Save.
Add Multiple Members (manually) via Lyris

With this method of entering many members at once you will only enter email addresses, not members' names.

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Hover over Add Members. A sub-menu will open.
4. Click Add Many Members.

5. In the Add Many Members dialog box, do the following:
   - In the Email addresses box, type (or cut & paste) email addresses, with one address per line. With this method of adding members, you cannot include the members' names.
   - When you finish entering addresses, click Save.
Add Many Members by Importing a Text File

By importing a text file of addresses, you can add many people to a list all at once. You can ignore the messages about the "members already existing" with no consequence. It is quite acceptable to import the complete list right over the existing list to add some new members.

Prepare the member list

You first prepare a text file (not a Word document or any other format) listing email addresses and members' names.

The data should be presented in the following format, with one person per line:

- emailaddress name.
- For example: jhdoe@msudenver.edu John Doe

Import the member list

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Hover over Add Members. A sub-menu will open.
4. Select Import from Text File.
In the **Import Member from Text** file dialog box, do the following:

- **For Action**, select **Import quietly as regular members** option. This choice means that the people specified in your file will be added as members without asking them to confirm their desire to be members, and without sending them the "hello" message associated with this list.
- **Click Browse** to select the text file containing the new member information as described above.
- **Click Import.**
You will see an **Import Status** screen. When the import is completed (it is typically quite fast), click **OK** at the bottom of the screen.

**NOTE**

- Many administrators find that importing a list of addresses did not go quite as planned (usually the result of errors in the format of the file used). The natural tendency at this point is to delete all subscribers and try again.
- If you delete all subscribers, you will be deleting yourself, and you'll find yourself kicked off the administrative interface with no way back! If you are a list administrator and this happens to you, get in touch with the **Service Center** at helpdesk@msudenver.edu.

**Additional Information about Importing Members**

When adding members by importing a text file, you can use any combination of the following several formats:

- jhdoe@msudenver.edu
- jhdoe@msudenver.edu John Doe
- jndoe@msudenver.edu (John Doe)
- John Doe jndoe@msudenver.edu

When adding members by importing a text file, you can choose whether the people you add need to confirm their desire to be added, and whether they receive the standard "welcome to a list" message. On
the **Import Members from Text File** dialog box, you can choose between the following **Action** options:

- **Import quietly as regular members** - adds the members and does NOT send the new members any messages.
- **Import as regular members and send list hello doc** - adds the members and sends them the standard hello message for this list.
- **Import as unconfirmed members and send confirmation request** - sends an invitation to each address, asking them to confirm their desire to become a member of this list.
Add Members by Importing a CSV File

You can ignore the messages about the "members already existing" with no consequence. It is quite acceptable to import the complete list right over the existing list to add some new members.

Understand and create a CSV file

CSV is an abbreviation for Comma Separated Values. This is a text file where values are separated by comma. Such as:

- Jd02487@gmail.com, John Doe
- You can create CSV files with MS Excel and then choose CSV (Comma Delimited) in Save As dialog

You need at least 2 columns when you create a CSV file to import to Lyris List:

- EmailAddr_, FullName_
- List_ column may be omitted if you are importing just to a single list
1. Log in to the Lyris ListManager web interface
2. On the left, click Members.
3. Hover over Add Members. A sub-menu will open.
4. Select Import from CSV File.

In the Import from CSV file dialog box, do the following:

- For Action, select Import quietly as regular members option. This choice means that the people specified in your file will be added as members without asking them to confirm their desire to be members, and without sending them the "hello" message associated with this list.
- Click Browse to select the text file containing the new member information as described above.
- Click Import.

You will see an Import Status screen.

When the import is completed (it is typically quite fast), click OK at the bottom of the screen.
Delete Member(s) via Lyris List

Delete a Member via Lyris List

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Select View Members.

In the View Members dialog box, click Delete link for the address you want to remove from the member list (You will not be able to remove your own address, as is the case with Clarence Darrow in this example.)

You will see a confirmation dialog box. Click Delete to remove the member.

You will see a confirmation of successful deletion (briefly) and then you will be returned to the View Members dialog box.

You can continue to delete members one at a time by repeating steps 4 - 6.
NOTE:
You can sort the member list by clicking on the tiny up and down triangles next to any column heading.

Delete Multiple Members (by typing addresses)

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Select Delete Members.

4. In the Delete Members dialog box, do the following:
   • In Email addresses textbox, either type or cut & paste email addresses, with one address per line.
   • When you finish entering addresses, click Delete.
5. You will see a confirmation dialog box. Click **Delete** to confirm.

6. You will see a confirmation of successful deletion. Click **OK** to return to the **Members** dialog box.

**Delete Members (by searching)**

This method is only useful when the addresses you want to delete have something in common (for example, all addresses with "@gmail.com")

1. Log in to the Lyris ListManager web interface.
2. On the left, click **Members**.
3. Select **View Members**.
4. Click **Find Members** button
5. You can search for members who match the criterion you specify.
   - Choose from the following gray tabs:
     - **Email Address** - all or part of the address
     - **Name** - all or part of the name entered in **Lyris**
     - **Domain** - the part of the email address that comes after the "@" sign
   - In the search box (which will have a label matching the tab you selected), enter the information that the members have in common.
   - If searching by **Email Address** or **Name**, next to **Look for** select **contains** (unless you want to search for an exact match).
   - Click **Go**

6. You’ll be returned to the member list dialog box, but only the members who met your search criterion will be shown
7. Click **Delete All In This View** button

![Image of View Members window]

8. You will see a confirmation screen. You have the option here of including or not including any list administrators who matched your search criteria. We think it is a really bad idea to delete list administrators.

## Add Members via email

### Add a Member via email

Only **Lyris List administrators** may add members (other than themselves) to a Lyris List (If you want to become a member of a list, see our *Join Lyris List* section.)

1. Send an email message to `lyris@lists.msudenver.edu`

2. The body of your message needs three lines of text, based on the following syntax:

   ```
   login  password
   add listname  emailaddress  name  quiet
   end
   ```

   - **listname** is the name of your **Lyris List**
   - **password** is your password as administrator of the **Lyris List**
   - **emailaddress** is the full address of the new member
   - **name** is the name of the person being added
   - **quiet** means that the notification email about addition to the certain list or lists will not be sent to the user.
NOTE:

- The person's name is optional. **Listname** is optional if you are administrator of a single list.
- Do not put quotes around the name.
- The message must be sent in plain text, that is, no formatting, font styles, or HTML code.

**Add Multiple Members via email**

Only **Lyris List administrators** may add members (other than themselves) to a Lyris List (If you want to become a member of a list, see our **Join Lyris List** section.)

1. Send an email message to **lyris@lists.msudenver.edu**
2. Your message will have several (or many) lines of text, based on the following syntax:

   ```
   login password
   add listname emailaddress name quiet
   add listname emailaddress name quiet
   add listname emailaddress name quiet
   end
   ```

   - **listname** is the name of your **Lyris List**
   - **password** is your password as administrator of the **Lyris List**
   - **emailaddress** is the full address of the new member
   - **name** is the name of the person being added
   - **quiet** means that the notification email about addition to the certain list or lists will not be sent to the user.

**NOTE:**
• You can omit the listname if you are administrator of a single list.
• The names are optional.
• Do not put quotes around the name.
• The message must be sent in plain text, that is, no formatting, font styles, or HTML code.

Delete Member(s)

Delete a Member via email

Only Lyris List administrators may delete (also called remove and unsubscribe) members other than themselves from a Lyris List.

1. Send an email message to lyris@lists.msudenver.edu
2. Your message needs three lines of text, based on the following syntax:
   
   ```
   login password
   delete listname emailaddress quiet
   end
   ```

   • listname is the name of your Lyris List
   • password is your password as administrator of the Lyris List
   • emailaddress is the full address of the new member
   • quiet means the user will not receive email about being added to the list

   NOTE:
   
   The message must be sent in plain text, that is, no formatting, font styles, or HTML code.
Delete Many Members via email

Only Lyris List administrators may delete (also called remove and unsubscribe) members other than themselves from a Lyris List.

1. Send an email message to lyris@lists.msudenver.edu
2. Your message needs three lines of text, based on the following syntax:

   ```
   login password
   delete listname emailaddress quiet
   delete listname emailaddress quiet
   delete listname emailaddress quiet
   end
   ```

   - listname is the name of your Lyris List
   - password is your password as administrator of the Lyris List
   - emailaddress is the full address of the new member
   - quiet means the user will not receive email about being added to the list

**NOTE:**

The message must be sent in plain text, that is, no formatting, font styles, or HTML code.
View/Download/Backup Membership of a List

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Click View Members.
4. In the View Member dialog box, do any of the following:
   • You are looking at a listing of all members (although you may not be able to see all of them on one screen).
     o Click **Show more** (at the lower left of the gray frame) to make the onscreen list longer.
     o Click **Previous** or **Next** (at the lower right of the gray frame) to move through pages of members.
   • You can sort the member list by clicking on the tiny up and down triangles next to any column heading.
   • You can use the drop-down list near the top of the gray frame to select pre-defined sub-groups (such as list administrators, people who are not administrators, members who still need to confirm their subscription, and so on).
   • You can click **Find Members** to use names, email addresses, or other information to narrow the list displayed.
5. At any point from this screen, you can click the **Excel icon** to save the list being displayed to a **CSV file** that is readable by Excel and other spreadsheet software. All members who meet the criteria for the current view will be included in that file, even if the list is too long to appear on your screen. The download may only include what is on the screen. To get all data, you may need to click “Show More” in the bottom left of the Lyris window. You may have to click it more than once until it is no longer an option.

**NOTE:**

You might have some problems downloading the members via **Mozilla Firefox** browser in this case try doing it with **Internet Explorer** or **Safari**.
Maintain Your List’s Membership

One of your responsibilities as a list administrator is to keep your membership roster accurate and up-to-date. Lyris will help you by keeping track of the addresses that have problems (like not accepting mail delivery). There are two parts to this.

- **Configure** - tells Lyris when to put an address on "hold" status. Do this once.
- **Review** - decides what to do with the addresses that have been put on hold (Do this regularly!)

**Configure**

You need to decide how many problems an address is allowed before the member is put on hold. Lyris will not send messages to a member on hold. You also need to decide what happens after a member's status is changed to "held."

1. Log in to the Lyris ListManager web interface.
2. On the left, click Utilities.
4. Click Automatic Maintenance.
5. In the **Automatic Maintenance** dialog box, select any of the following tab:

- **Error Mail** tab - determines how members are put on hold. For nearly every list, using the default settings on this tab is a good idea (We strongly recommend that you do not change any of the other settings on this tab)
  
  - **Hold users** defaults to **yes**. This means that **Lyris** will put members on hold when their address has repeated problems. (If you set **Hold users** to no, you won't know which addresses are causing problems.)
  
  - **Bounce limit** defaults to **5**. **Lyris** keeps track of consecutive delivery problems for each member address. So, with the default setting, if five messages in a row can't be delivered to a particular address, that address will be put on hold.
• **Purging Inactive Members** tab – select Purge held options
  - Those options control how long a member can be on hold before **Lyris** automatically removes that address from the list.
  - Changing this to **purge after XX days** (you get to choose how many days) tells **Lyris** to put off removing members from your list for that many days, giving you the opportunity to review the held addresses and identify members who shouldn’t be removed.
  - You should set this to a value less than one month, and be sure to check the held members more frequently than your setting.

6. **Click Save** when you have finished.
Review

You should review members' status regularly and decide what to do with the ones who have been changed to "held."

When configuring your list's settings (the procedure listed above), if you told Lyris to automatically remove "held" addresses, there is nothing for you to do here. However, if you kept the never purge default, you should review members' status and decide whether, for each held address, to remove it from the list or restore it to normal membership.

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Under Members, click View Members.
4. In the View Members dialog box, do the following:
   - Click the drop-down list and choose Show: held (bad email addresses).
You will see only the members whose **Status** is held. At this point, you can decide what to do with these "bad" addresses. You have several options:

- You can try to contact each member by phone or other means before deciding whether to keep or delete each address.
- You can delete addresses you are sure are bad by clicking **delete** on each address's line.
- You can delete all held addresses by clicking **Delete All In This View**.
- You can reset an address's status to normal (if you think the problem that caused the "held" status was a temporary one):
  - Click on the address.
  - Click the gray **Settings** tab.
  - From the Membership status drop-down, select Normal member.
  - Click **Save**.
Join or Leave Lyris List

Join or Subscribe a Lyris List

1. You send an email message to join-listname@lists.msudenver.edu where listname is the name of the list you want to join or subscribe.

2. You can leave the body and subject fields blank.

A short time after sending this message, you may receive a confirmation request. Follow the instructions in the request (which involves replying to the message or clicking on a web link). The confirmation process helps ensure that only people who want to join a list receive the list's messages.

**NOTE**

*Please note that you may not be added to the Lyris List immediately, as lists can be configured in a number of ways:*

- **Some Lyris Lists** have open membership: anyone can join just by using the "join" command and then confirming.
- **Some Lyris Lists** have private membership: you can use the "join" command, but it serves as a request to join, which must then be approved by a list administrator.
- **Some Lyris Lists** have closed membership: only list administrators can add new members; the "join" command will not work, and the list's administrators will not be notified that you tried to join. You should contact the list administrators to discuss whether you can join the list.

Leave or Unsubscribe Lyris List

1. You send an email message to leave-listname@lists.msudenver.edu where listname is the name of the list you want to leave or unsubscribe.

2. You can leave the body and subject fields blank.
**Contact a list administrator**

You send a message to owner-listname@lists.msudenver.edu where listname is the name of the list you want to join.

For example: owner-z_admin_test@lists.msudenver.edu

**Setup Member Subscription Settings.**

1. Log in to the [Lyris administrator web interface](#).
2. On the left, click **Utilities**.
3. Move your pointer over **List Settings**. A sub-menu will open.
4. Select **New Subscriber Policy**.

[Diagram of Lyris administrator web interface with steps 2, 3, and 4 highlighted]
5. In the **New Subscriber Policy** dialog box, do the following:

- Click the **Security** tab and click the **Security dropdown list** to select the option you want:
  - Open - anyone can join (no approval needed) - use this setting if you do not need or want to restrict who can join.
  - Private - administrator must approve new members - use this setting if you want to review requests to join (for example, a list for administrative aides, or grad students, or volunteers at commencement). If you choose this option, you will need to review all membership requests.
  - Closed - only an administrator can add new members - use this to restrict membership to only those people added by a list administrator (for example, a list for staff in a particular department, or students taking a particular class). If you choose this option, members who try to join will get an automated message saying that they cannot join; you will not be notified of their request.

- Click **Save** button
Configure if New Members Have to Confirm

1. Log in to the Lyris administrator web interface
2. On the left, click Utilities.
3. Move your pointer over List Settings. A sub-menu will open.
4. Select New Subscriber Policy.

5. In the New Subscriber Policy dialog box, do the following:
   • Click the Confirmation tab, for Confirm subscribes options, select yes or no.
     o Yes - all new members (whether a list administrator adds them or they send the joint command) will receive a confirmation email message. They must respond (by clicking on a link in that message) before their membership will be activated. We recommend this setting.
     o No - new members become active as soon as they send the joint command or a list administrator adds them.
   • Click Save.
Configure if Departing Members Have to Confirm

1. Log in to the Lyris administrator web interface
2. On the left, click Utilities.
3. Move your pointer over List Settings. A sub-menu will open.
4. Select New Subscriber Policy.

5. In the New Subscriber Policy dialog box, do the following:
   - Click the Confirmation tab and click the Confirm unsubscribes drop-down list to select the desired option:
     - Never ask for confirmation when a member unsubscribes by email - all leave commands from members will be processed immediately.
     - Require confirmation for all email unsubscribes - Lyris will send a confirmation message when it receives a leave request from a member. The member must respond by clicking on a link in that message. We recommend this setting.
   - Click Save.
Configure Viewing Settings on List of Member

This setting determines who, if anyone, can get a list of all the members of a Lyris List by using the review command.

1. Log in to the Lyris administrator web interface.
2. On the left, click Utilities.
3. Move your pointer over List Settings. A sub-menu will open.
4. Move your pointer over Discussion Group Features. Another sub-menu will open.
5. Select Security.
6. In the **Security** dialog box, do the following:
   - Click the **Security of member list** drop-down to select the option you want:
     - **Only allow the list administrator to obtain the member listing** - use this setting to prevent everyone (except the list administrators) from receiving a list of all members.
     - **Allow only members to obtain the member listing** - use this setting to allow anyone who is a member of the list to see a list of all members.
     - **Allow anyone to obtain the member listing** - which allows anyone to see a list of all members. This is a convenient way for spammers to acquire a pile of email addresses, which is a bad thing *(we really, really don't like this setting)*
• Click **Save**.
Configure Posting Settings

Here you have three options:

- **Only list administrators can post** - this setting is useful for announcement lists, where the only traffic is information being sent to list members.
- **Members can post** - this setting is useful for discussion lists, where information flows between and among members. Restricting posting to members helps prevent spam and other inappropriate posts.
- **Anyone can post** - this is almost never a good idea, especially if administrators are not moderating posts. Anyone who knows the address of the list can send a message to the list.

Please note that with any of these settings, the list can be configured with or without administrator review of each post. Look at “Are Posts Moderated?”

Posting by Administrators only

1. Log in to the Lyris administrator web interface.
2. On the left, click **Utilities**.
3. Move your pointer over **List Settings**. A sub-menu will open.
4. Select **Email Submitted Content**.

![Lyris Administrator Web Interface](image)
5. In the **Emailed Submitted Content** dialog box, do the following:
   - Click the gray **Security** tab, for **Only admins can send** select the desired option:
     - **Yes** - only posts from list administrators will be accepted. Useful for announcement lists.
     - **No** - posts are not restricted to administrators. A separate setting determines whether only members can post or whether anyone can (keep reading; it's the very next thing on this page).
   - Click **Save**.
Posting not restricted to Administrators

1. Log in to the Lyris administrator web interface
2. On the left, click Utilities.
3. Move your pointer over List Settings. A sub-menu will open.
4. Move your pointer over Discussion Group Features. Another sub-menu will open.
5. Select Security.

6. In the Security dialog box, do the following:
   • Use the **Reject posts from non-members** drop-down to select the option you want:
     o **Yes** - only members are allowed posts from list members will be accepted.
     Useful for discussion lists. Note: you may still set the list to require administrator review of each post. Look at “Are Posts Moderated?”
     o **no** - anyone who knows the address of the list can send a message to the list.
     **Very often this is a bad setting.** Note: you may still set the list to require administrator review of each post. Look at “Are Posts Moderated?”
   • Click **Save**.
Security

Utilities : List Settings : Discussion Group Features : Security

Reject posts from non-members:
- Yes, only members are allowed to contribute to the list
- No, anyone can contribute to the list

Security of member list:
- Only allow the list administrator to obtain the member listing

Save  Cancel
### Turn off Receiving a Copy of Email

When you sent the email through **Lyris List** it will send a copy of that email to your email address by default. You can turn off this feature by following these steps:

1. Log in to the [Lyris administrator web interface](#).
2. On the left, click **Members**.
3. Click **View Members**.
4. Click the address of the member you want to work with. (You can sort the list of members by any of the columns on this screen by clicking once on the tiny up and down triangles next to each column name.)
5. Once you select the member's address, the **Edit Member** dialog box will show up. Select the Tab **Advanced Settings**

6. Select **No** in the **Receive copy of Own Postings** which is the last option at the bottom of the **Advance Settings Tab**. This will turn off sending you a copy of the email when you send one.
Use what “Reply-to” address

The Reply-to setting is not a sure thing. The configuration you set in Lyris may be overruled by a user's email settings, or manually overridden by the user. Still, it's good to set the default behavior here.

1. Log in to the Lyris administrator web interface.
2. On the left, click Utilities.
3. Move your pointer over List Settings. A sub-menu will open.
4. Select Email Submitted Content.

5. In the Emailed Submitted Content dialog box, do the following:
   - Click the Header Rewrites tab that you can choose to have replies go to the entire list, to the sender, or to an address you specify.
     - To make the replies go to the list, make sure the Reply to box is empty.
     - To make the replies go to the original sender of the message, type author in the Reply To textbox.
     - To make the replies go to a particular address (other than the list or the original sender), type the email address in the Reply To textbox.
   - Click Save.
Are Posts Moderated?

1. Log in to the Lyris administrator web interface.
2. On the left, click Utilities.
3. Move your pointer over List Settings. A sub-menu will open.
4. Select Email Submitted Content.

5. In the Email Submitted Content dialog box, click the Approval tab and do the following:
   - Click the Is list moderated? drop-down list to select the option you want:
     - Not moderated - messages never need approval - all messages (from qualified posters “Who can post?”) are posted directly to the list.
o **Moderated - all messages must be approved** - all messages (from qualified posters “Who can post?”) are held until an administrator reviews them. The administrator can approve the message as is, edit it, or reject it.

o **Number moderated - members have their first few messages approved** - you specify how many messages need to be moderated for new members.

• Click **Approve # for number moderated** drop-down list only applies if you selected **number moderated** option in the **Is list moderated?** drop-down list. This is where you indicate how many messages a new member must have moderated (either approved or rejected) before their postings will be sent to the list without moderation.

• Click **Automatically release unmoderated messages** drop-down list to specify what happens if a messages sits waiting for moderation for a period of days without being approved or rejected. Give some thought to this setting! If you want to be very careful with what gets posted to your list, select **Approval is always required**

• Click **Automatically release messages** drop-down list to only applies if you selected automatic release of messages option in **Automatically release unmoderated messages** drop-down list. It specifies the time of day that messages which have waited pending review (for the specified number of days) are released to the list.

• Click **Save**.
Request a Lyris List

1. You need to contact MSU Denver Help Desk via 303-352-7548 or email at helpdesk@msudenver.edu and request new list creation. You have to present a good business case as to why you need it.

2. Please provide desired list name and state whether it is Announcement List or Discussion List.
   - Announcement List means only members with administrator rights will be able send emails out.
   - Discussion List means any member can send emails out.

Add an Administrator to Lyris List

Any list administrator can make any other list member a list administrator. (If the person is not yet a list member, any administrator can make them a member and then give them administrative rights at the same time, following the steps below.)

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Click View Members.
4. In the **View Members** dialog box, click the address of the member you want to work with. (You can sort the list of members by any of the columns on this screen by clicking once on the tiny up and down triangles next to each column name.)

![View Members dialog box](image)

5. Click the **List Admin** tab and select the appropriate radio buttons for this member

   - **Is list admin?** option determines whether this member will be able to access to **List Administrator** functions of the web interface
     - If set to yes, this member will be able to access the **List Administrator** functions of the web interface.
     - If set to no, this member will not ever see or use the web interface.

   - **Receive list admin mail?** option determines whether this member receives email for list administrators of this **Lyris List**:
     - Messages sent to owner-listname
       - Example: owner z_admin_test@msudenver.edu
     - Error messages generated by the list
     - Notifications of requests to join the list (if the **list membership option** is set to "private")
     - Reports about the list (if the reporting options have been selected)

   - **Receive moderation notifications?** option determines whether this member receives email notifications of moderated messages to the list, which need to be approved or
rejected. If the list is not set for moderated messages, this setting has no effect.

- **Bypass list moderation?** option the bypass setting gives this member the right to contribute messages to the list without being moderated. In effect, it grants this member a "general approval" to contribute without approval. **We recommend that you set this to no for all administrators**

6. Click the **Settings** tab > enter a temporary password (twice) for the new list administrator. Do not use your password; each administrator should have a unique password.

7. Click **Save**.
8. Tell the new administrator that he or she needs to visit our Reset Your Lyris Password page.
Change or Remove Administrative Privileges

Any List Administrator can change or remove privileges for any other list member, including other list administrators.

If you want to remove an administrator from a list entirely (so that they are no longer a member) just follow the normal steps for deleting a member.

1. Log in to the Lyris ListManager web interface.
2. On the left, click Members.
3. Click View Members.
4. Click the address of the member you want to work with. (You can sort the list of members by any of the columns on this screen by clicking once on the tiny up and down triangles next to each column name.)
5. Click the **List Admin** tab and select the appropriate radio buttons for this member

- **Is list admin?** option determines whether this member will be able to access to **List Administrator** functions of the web interface
  - If set to yes, this member will be able to access the **List Administrator** functions of the web interface.
  - If set to no, this member will not ever see or use the web interface.

- **Receive list admin mail?** option determines whether this member receives email for list administrators of this **Lyris List**:
  - Messages sent to owner-listname
    - Example: owner z_admin_test@msudenver.edu
  - Error messages generated by the list
  - Notifications of requests to join the list (if the **list membership option** is set to "private")
  - Reports about the list (if the reporting options have been selected)

- **Receive moderation notifications?** option determines whether this member receives email notifications of moderated messages to the list, which need to be approved or rejected. If the list is not set for moderated messages, this setting has no effect.

- **Bypass list moderation?** option the bypass setting gives this member the right to contribute messages to the list without being moderated. In effect, it grants this member a "general approval" to contribute without approval. **We recommend that you set this to no for all administrators**
Handle Requests to Join

Understand Lyris-based list options

This is a rare instance where using email commands sent to Lyris actually works better than using the administrative web interface. However, some people prefer using the web interface, so here is how to do that.

One of the ways you can configure your Lyris-based list determines who is allowed to join. There are three options:

- **Open** - anyone can join (no approval needed) use this setting if you do not need or want to restrict who can join.
- **Private** - administrator must approve new members use this setting if you want to review requests to join (for example, a list for administrative aides, or grad students, or volunteers at commencement). If you chose private, people who want to join your list can still send the "join" command (see our "Join Lyris List" page for details), but they will not start receiving postings from the list until you approve their request to join. In addition, you can also decide not to approve their request.
- **Closed** - only an administrator can add new members use this to restrict membership to only those people added by a list administrator (for example, a list for staff in a particular department, or students taking a particular class)
Configure handling request to join settings

1. Log in to the Lyris ListManager web interface.
2. Click Members.
3. Click View Members.
4. In this example you can see that jd02487@gmail.com has requested to join, as his membership status shows as private. (Another status -- . It's easy to confuse these two.)
5. If your list has more than just a few members, you'll want to have Lyris show you only the members who are waiting. Select Show: private in the drop-down list near the top, then click go.
This will show you only the members with **private** for their status.
6. To approve and activate a person's membership, click on the member's name, then click the **Settings** tab.

7. In the **Membership status** drop-down list, select **normal member** > click **Save**.

8. Repeat steps 5 and 6 for other members as necessary.

**Handle an inappropriate request to join**

What about a person who has asked to join but it's not appropriate for them to be a member of this list, you follow steps 1-4 above then just click **Delete** on that person's row, and confirm your decision to delete. The member will NOT be informed of your decision, so you may want to send them an email letting them know.
Moderate Messages (web interface)

Any list administrator can configure a Lyris List to automatically distribute submitted messages to the list, or hold messages until an administrator has reviewed them. (See our “Are Posts Moderated?” for details.)

If you've enabled list moderation, with each message you have the option to:

- Approve it
- Reject or Delete it
- Delete it and provide feedback to the person who submitted it

Do the following steps:
1. Log in to the Lyris administrator web interface.
2. On the left, click Mailings.
3. Move your pointer over Approval. A sub-menu will open.
4. Select Need Approval.
5. By default, messages awaiting moderation will be displayed in the order received in the Need Approve dialog box, with the oldest shown first. You can sort the list by clicking on the column heading for ID (which is simply a number assigned to each message and probably not useful), Mailing Name, or Subject.
   • "Mailing Name" is a bit confusing. If this is a mailing composed by an administrator using the Lyris web interface, you'll see the name given to that mailing.
   • If the message was received as a regular posting sent to the list, this column will show the date and time the message was received. But if the list has been configured to automatically release un-approved messages after a certain delay (see our "Are Posts Moderated?" for details), this column will show the date and time in the future that the message will be...
released.

6. What you do next depends on how much control you want over the postings.
   - If you want to approve all pending messages, just click **Send All**. You'll be asked to confirm your command.
   - If you want to approve an individual message without reading it, click **Send** on that message's line. You'll be asked to confirm your command.
   - If you want to delete a message without looking at it, click **Delete** on that message's line. You'll be asked to confirm your command.
   - If you want to review the text of a message, click the ID number of that message.

7. If you've chosen to review the message text, you now need to decide what to do with it. Your choices are

   **Approve it**
   Click **Send Now**. You will NOT be asked to confirm your decision. The message will be sent to the list. You will automatically be taken to editing screen for the first message remaining on the list of messages to be reviewed.

   **Delete it**
   If you feel that a message is not appropriate or valuable for the list, click **Delete Now**. You will NOT be asked to confirm your decision. The message will be deleted. You will automatically be taken to editing screen for the first message
remaining on the list of messages to be reviewed. Delete it and provide feedback to the person who submitted it. If you feel that a message is not appropriate or valuable for the list, and you'd like to let the submitter know your reasons, click **Delete With Feedback**.

You'll be taken to a screen where you can add to a boilerplate rejection letter. Personalize it as appropriate (you might, for example, give them hints on how they might edit their message and re-submit), then click OK. You will NOT be asked to confirm your decision. The original message will be deleted and your note to the submitter will be sent.

You will automatically be taken to editing screen for the first message remaining on the list of messages to be reviewed.

Click the **Cancel** button to return to the list of pending messages without taking an action on this message.

**NOTE:**

*In theory, list administrators can edit the text of messages and then approve them for distribution to the list, but our tests of this feature have uncovered many problems, complications, and unexpected outcomes. As a result, we are recommending that you do not edit messages. Instead, just give them thumbs up or thumbs down.*
Shut Down a Lyris List

Only the list owner can make this request.

To be clear, shutting down a list means it goes away. The subscriber list is gone. All settings are gone. This is not like going on hiatus, or vacation, or sabbatical. This is gone.

To shut a list down, the current list owner must send a request to helpdesk@msudenver.edu. This message should be sent from the address you use as list owner. Include the address of the Lyris List. SERVICE CENTER's Lyris List Administration Team will contact you.