Sending Emails Using Lyris List Manager

Lyris List Manager is the email list management software that MSU Denver uses to facilitate efficient communications. List Administrators (owners) can easily distribute messages and send out announcements to the University community (e.g., ‘all-administrators’ list) as well as communicate with specific segments of the community (e.g., course mailing lists, etc.). The following information describes how to send messages using the List Manager web interface or Microsoft Outlook. For additional information, please see the Lyris List Essentials webpage.

How to Log into Lyris List Manager

1. Go to https://list-l.msudenver.edu/ using a web browser.
2. Enter your MSU Denver email address in the User Name text entry box.
3. Enter your Lyris password in the Password text entry box.
4. Click the Login button.

The List Manager Home Page

- After you login, the List Manager home page will display. Note that in the upper-right hand corner, your credential information is always displayed, showing your login and the current list name.
- If you are the List Administrator for multiple lists, you will see them all listed. Select the list that you would like to send a mailing to.
- The Logout link is also located in the upper-right corner of the List Manager window.
How to Send a Message Using the Lyris List Manager Web Interface

The process for sending a message is described below and various steps are shown in the image on page 3.

1. Click the **Mailings** menu item to expand it.
2. Click the **New Mailing** link.
3. You are now at the **New Mailing** page. Make sure that the **Message** tab is selected.
4. Fill in the information about your mailing:
   a. **Mailing name**: Recipients do not see this name, so you should label it in a way that will be meaningful to you when you need to identify it later.
   b. **From**: By default, your email address will appear there. You may edit this field if appropriate.
   c. **To**: This field identifies the mailing list name you will be sending to. This field does not actually select the message's recipients. You will need to ensure it is specified in the Segments field of the Recipients tab.
   d. **Subject**: Enter the subject of the message. Recipients will see this line as the subject of the message.
5. You are now ready to type in your message. Two options are available:
   a. The **HTML message** text entry box is where you can type in your message if you want to include additional features such as specific fonts, bold, underline, bullets, etc. You may also add images to your message using the following process:
      i. Click the **Image** icon.
      ii. Click the **Browse Server** button.
      iii. If your image has already been uploaded to the Image Library:
         1. Select the applicable folder, select your image, and modify the image properties as needed.
         2. Click the **OK** button.
      iv. If your image has not already been uploaded to the Image Library:
         1. Select your image folder and click the **Upload New Image** button.
         2. Click the **Choose File** button.
         3. Select your file and click the **Open** button.
         4. Click the **Upload** button to upload the image into your folder in the Image Library.
         5. Select your image, modify the image properties as needed, and click the **OK** button.
   b. The **Text message** text entry box is where you type in a plain text message (without special formatting).
   c. You may create just a text or HTML message and that is what will be sent to the recipients. Or you can create both, and send a message that has both text and HTML. This format is called multipart-alternative, and List Manager will create the correct headers and boundaries automatically. Recipients who can see HTML will only see the HTML message; those who cannot, will see the text message, with no special formatting.
6. If you want to send your mailing to a pre-defined segment of the list:
   a. Click the **Recipients** tab to open it.
   b. Click the **Choose Segments** button.
   c. Under the **Available Segments** heading, click the segments you want to include.
   d. Click the >> button to move the segment so it will be displayed under the **Chosen Segments** heading.
   e. Click **OK**.
7. If you want to change the tracking options:
   a. Click the **Tracking** tab to open it.
   b. Turn on/off the tracking options by selecting the corresponding yes/no radio button.
8. If you want to schedule when your message will be sent:
   a. Click the **Schedule** tab to open it.
   b. Select the scheduling options.
9. At any point in the process, you can click the **Preview** button to see a preview of your message.
10. When you are ready to send your message:
    a. Click the **Save and Test** button.
    b. This will bring you to the **Test Mailing** screen. Click **OK** at the bottom right.
    c. This brings you to the **Test Sent** screen. Click **OK** if you are satisfied with your test message.
    d. This brings you to the **Need Approval** screen. Click on **Send All** to send the message.
    e. You are now at the **Send All Now** screen. Click **OK**.
11. The message has been sent and you will be returned to the **Mailings** screen.

Questions? Contact the IT Services Technology Support Helpdesk at 303-352-7548 or [www.msudenver.edu/gethelp/](http://www.msudenver.edu/gethelp/).
Type in your message with additional features such as **colors**, **fonts**, **bold**, **underline**, **bullets**, etc., similar to word processing software.

You may also add images by clicking the **Image** icon on the text editor menu bar (circled above).

**Text messages:**

Type in your message using plain text here.
How to Add an Image to the Image Library

1. Click the **Content** menu item to expand it.
2. Click the **Image Library** link.
3. If you already have an existing folder for your images, click the folder name to open it. Otherwise, click the **Create New Folder** button to create an image folder.
4. Click the **Upload New Image** button.
5. Click the **Choose File** button.
6. Select your file and click the **Open** button.
7. Click the **Upload** button to upload the image to your folder in the Image Library.

How to Check the Status of a Mailing

1. Log into Lyris List Manager using the process described above.
2. Click the **Mailings** tab.
3. Select **Mailing Status**.
4. From the Mailing Status screen, you can check incoming and outgoing mail status as well as monitor mail delivery progress, failure reason and ratio.

How to Have a New List Created

1. Only a Lyris System Administrators at MSU Denver can create or delete a list. To request that a list be created or deleted, contact the Information Technology Services Helpdesk at 303-352-7548 or [www.msudenver.edu/gethelp](http://www.msudenver.edu/gethelp).
2. A Service Ticket will be opened for the request and assigned to the Lyris System Administrator.
3. You will be contacted by a Lyris System Administrator who will gather the requirements for the creation of the new list.
4. After the new list has been created, it will display in the upper-right corner of the List Manager window.

How to Send an Unformatted Message Using Microsoft Outlook

1. Open Microsoft Outlook.
2. Click the **New Email** button.
3. Select the **FORMAT TEXT** tab.
4. Select the **Plain Text** option.
5. In the **To** field, type in the appropriate list name (e.g., listname@lists.msudenver.edu)
6. Fill in the **Subject** field and type your message.
7. If sending an attachment, it can be attached to the message the same way you would send any attachment in MS Outlook.
8. When ready, press **Send** to send out the email like any other message.

*Note that much of the functionality of List Manager (e.g., tracking) is not available when sending the email using MS Outlook. If you want to use the advanced functions or send specially formatted emails through Lyris, you will need to use the List Manager web interface as described above.*