

McGill LISTSERV Management Guide for List Owners

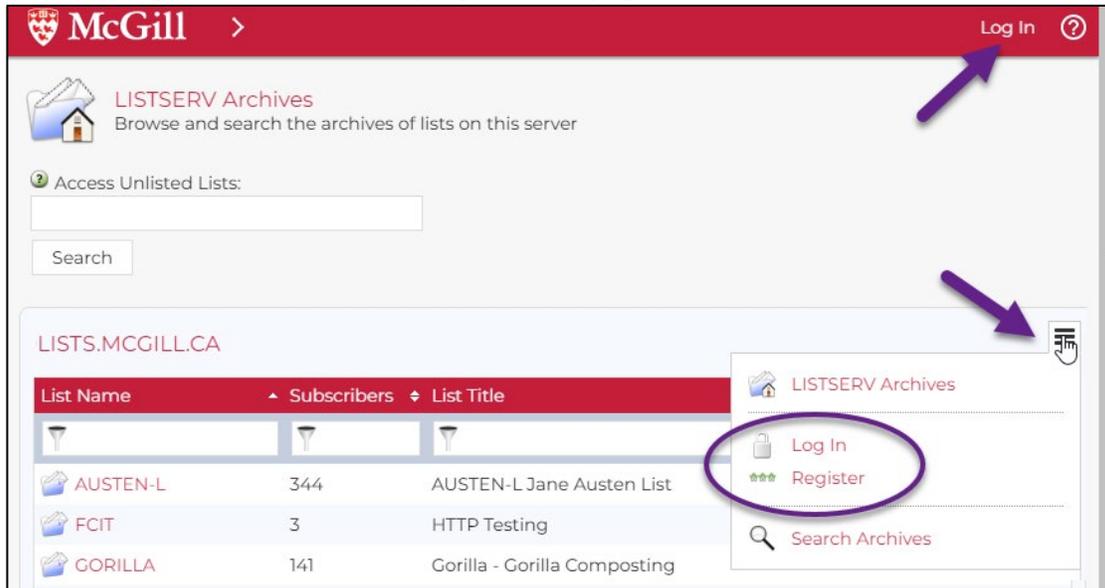
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Logging on to McGill's LISTSERV Server

The recommended method of managing a LISTSERV list is to use the web interface at <https://lists.mcgill.ca>.

1. Click the **Log In** button at the top right of the page.



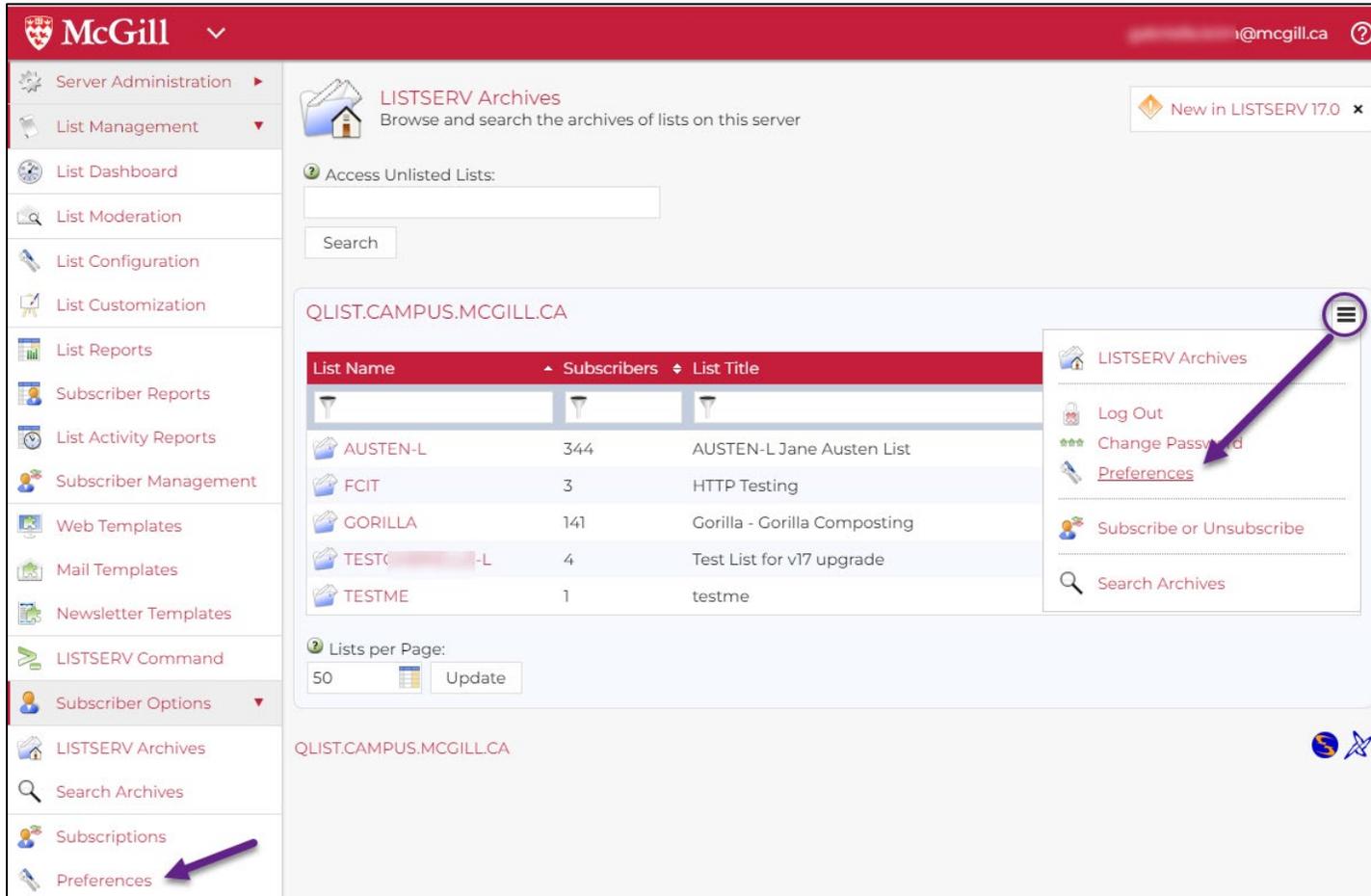
2. On the Login screen, enter your McGill username and your McGill password (the same password you normally use with your McGill systems)



NOTE: Do not use the **Register Password** or **Forgot Password?** links from this page.

Setting your default homepage and other Preferences

The default homepage that loads is the **LISTSERV Archives**, where you can see all the lists that are available to you. However, you can select your own preferred home page by clicking **Preferences** from the menu at the left side (under Subscriber Options), or via the menu icon  on the right, above the lists.



The screenshot shows the LISTSERV Archives interface. On the left is a navigation menu with the following items: Server Administration, List Management, List Dashboard, List Moderation, List Configuration, List Customization, List Reports, Subscriber Reports, List Activity Reports, Subscriber Management, Web Templates, Mail Templates, Newsletter Templates, LISERSV Command, Subscriber Options, LISTSERV Archives, Search Archives, Subscriptions, and Preferences. A purple arrow points to the 'Preferences' item. The main content area is titled 'LISTSERV Archives' and contains a search box for 'Access Unlisted Lists', a table of lists, and a 'Lists per Page' selector. A purple arrow points to the 'Preferences' link in the top right user menu. The table of lists is as follows:

List Name	Subscribers	List Title
AUSTEN-L	344	AUSTEN-L Jane Austen List
FCIT	3	HTTP Testing
GORILLA	141	Gorilla - Gorilla Composting
TESTC...-L	4	Test List for v17 upgrade
TESTME	1	testme

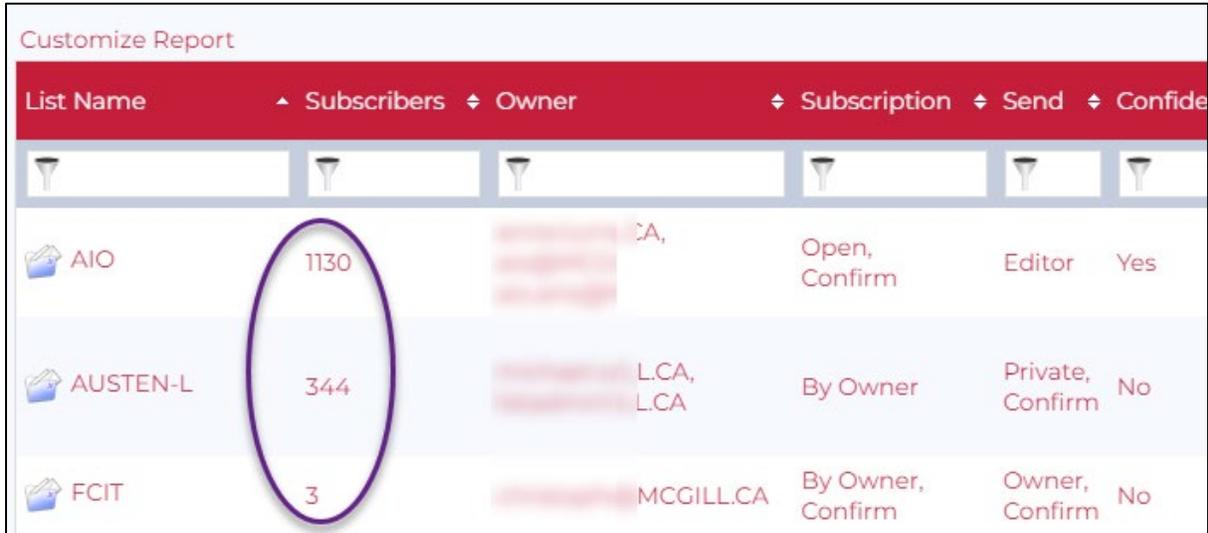
From the **Preferences** page, you may choose one of the following **Start Pages**: List Dashboard, List Moderation, Subscriber's Corner or LISTSERV Archives.

- **List Dashboard** gives list owners a quick overview of all the lists and shows you if there are any messages awaiting moderation.
- **List Moderation** page is useful for those who have the **Moderator** role for one or more lists.
- **Subscriber's Corner** shows which lists you are subscribed to
- **LISTSERV Archives** allows you to view messages that were posted to lists to which you are subscribed, as well as those you manage.

On the **Preferences** page, you can also choose your preferred **Mode** of usage (**Tutorial Mode** gives you the most onscreen hints).

Get an overview of all the lists you manage

From the left side menu, click **List Management > List Dashboard**



Customize Report

List Name	Subscribers	Owner	Subscription	Send	Confide
 AIO	1130	 CA,	Open, Confirm	Editor	Yes
 AUSTEN-L	344	 L.CA,  L.CA	By Owner	Private, Confirm	No
 FCIT	3	 MCGILL.CA	By Owner, Confirm	Owner, Confirm	No

The table on this page will contain basic information about each list you have access to, including the list name, number of subscribers, owner(s), subscription options (how users are allowed to subscribe), sender options (who can send), etc.

To view more details about any list, click on its name. You can also navigate directly to view the subscribers or change other settings by clicking on the links within that table.

Manage list subscribers (members)

View all subscribers

1. From the **List Dashboard** page click on the number of subscribers to view the **Subscriber Reports** page. The page contains a table showing subscribers and their subscription date.

The screenshot shows the 'Subscriber Reports' interface. At the top, there's a header with the list name 'TEST' and a sub-header 'L Test List for v17 upgrade'. Below this, there are fields for 'Select List', 'Owner', 'Filter', and 'Items', each with a '(Clear)' link. An 'Add Subscriber' button is also present. Below that, there's a section for 'Add Subscriber: (Bulk Operations)' with a text input field and an 'Add Subscriber' button. A checkbox for 'Send Email Notification' is also visible. The main content area shows the list name 'TEST' followed by '-L@QLIST.CAMPUS.MCGILL.CA (4 Subscribers)'. Below this, there's a 'Report Format' dropdown menu set to 'Table' and an 'Update' button. There are also links for 'Check All | Uncheck All' and 'Customize Report'. A table with columns for 'Subscribers', 'Mail Style', 'Mail Status', 'Restrictions', and 'Subscription Date' is displayed. The table contains four rows of subscriber data.

Subscribers	Mail Style	Mail Status	Restrictions	Subscription Date
[Redacted]@MCGILL.CA	Regular	Mail	Post	3 Mar 2022
[Redacted]:hidimi@MCGILL.CA	Regular	Mail	Post	3 Mar 2022
[Redacted]MAIL.COM	Regular	Mail	Post	3 Mar 2022
[Redacted]@MCGILL.CA	Regular	Mail	Post	3 Mar 2022

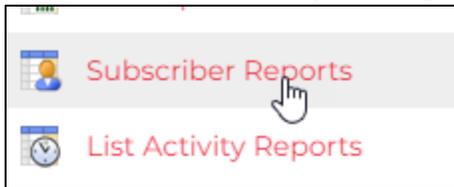
2. Choose the Report Format:

This is a close-up of the 'Report Format' dropdown menu. The menu is open, showing three options: 'Table' (selected), 'CSV Format', and 'Customize Report'. A mouse cursor is pointing at the 'Table' option. The 'Update' button is visible to the right of the dropdown.

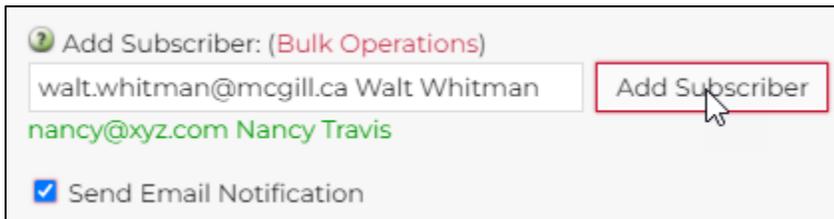
- a. **Table** - For smaller lists (< 200), you may be able to view and manage all members from a table on screen; adjust the number of **Lines per page** to view more at once.
- b. For larger lists you can choose to output the list in **CSV format**. This creates a comma-delimited text file that you download and open on your computer, using Excel or another application.

Add a new subscriber

1. Go to the **Subscriber Reports** page.



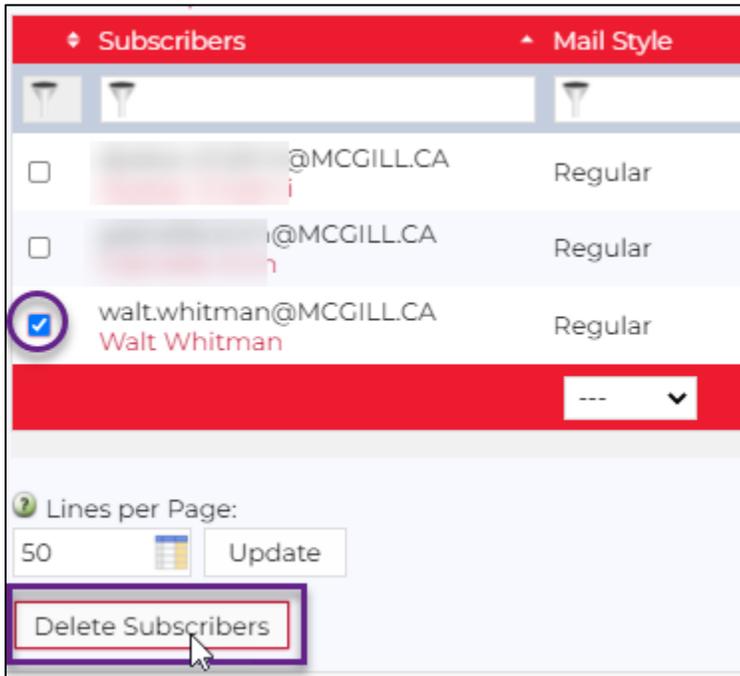
2. Under **Add Subscriber**, enter the person's email address, followed by a space and their first and last name.
3. Check the **Send Email Notification** box if you want them to receive the standard email notification from the LISTSERV.
4. Click **Add Subscriber**.



5. You should now see the person listed in the table of subscribers.

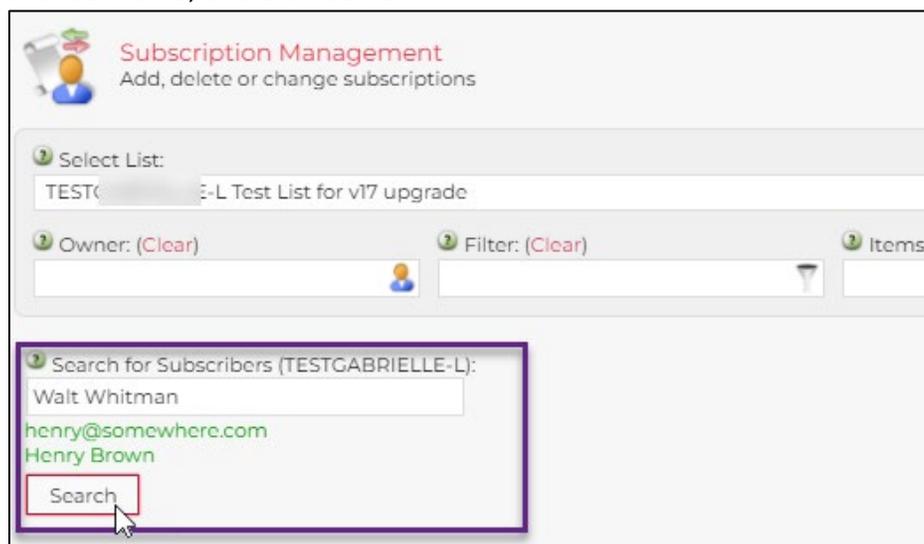
Remove a subscriber

For relatively small mailing lists, you can remove members directly from the **Subscriber Reports** page. Check the box next to the name of the subscriber(s) you want to remove and click **Delete Subscribers**.



However, if you have a large mailing list it is easier to go to the **Subscription Management** page. Follow these steps:

1. Go to **List Management > Subscriber Management** from the left side menu.
2. Under **Search for Subscribers**, enter the person's email address or their first and last name, and click **Search**.



3. If the person is a member of the list, their setting information will be displayed on the following page:

Subscription Management
Add, delete or change subscriptions

New in LISTSERV 17.0 x

TESTGABRIELLE-L@LISTS.MCGILL.CA

Notification: Send Email Notification
 Do Not Notify the User

Name: Walt Whitman
Email Address: walt.whitman@mcgill.ca
Subscribed Since: 11 Mar 2022

Subscription Type: Regular
 Digest (Traditional)
 Digest (MIME Format)
 Digest (HTML Format)

User is Exempt from Moderation
 User May Bypass Moderation
 All Postings Sent to List Owner for Review
 User May Not Post to List

[NODIGEST]
[NOMIME DIGEST]
[NOHTML MIME DIGEST]
[HTML DIGEST]

[NOFORGIVE]
[EDITOR]
[REVIEW]
[NOPOST]

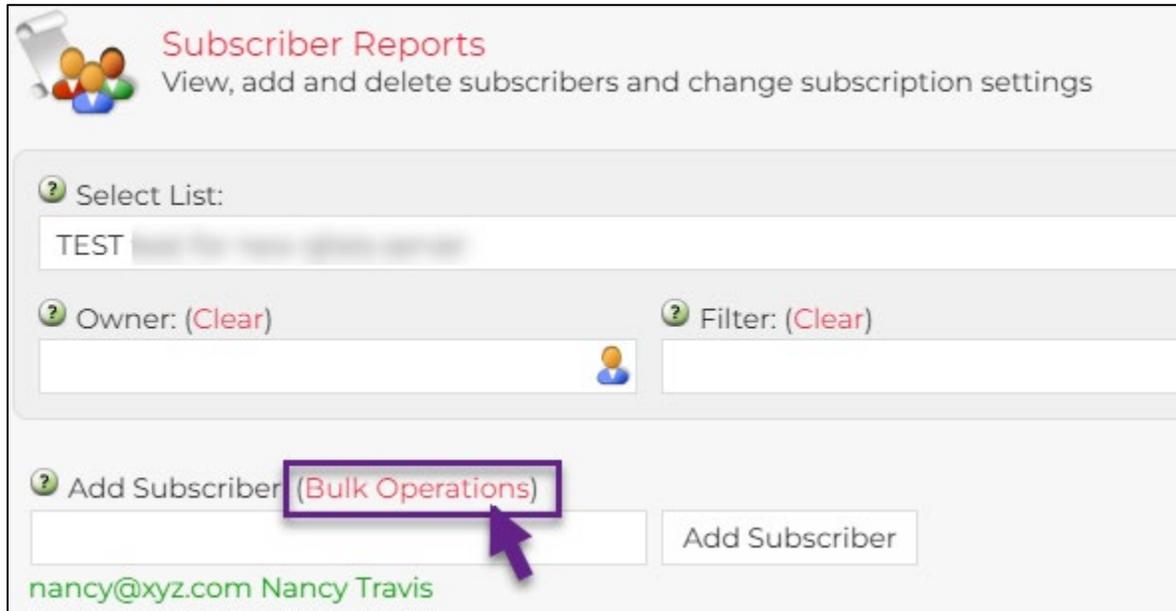
Update Settings **Delete** Delete From All Lists

4. You can simply click **Delete** to remove them from the list. By default, no confirmation message is sent. Usually, you are deleting a member because their email address is no longer valid. However, you can select the option to **Send Email Notification** if needed.

Add/Remove multiple subscribers in bulk

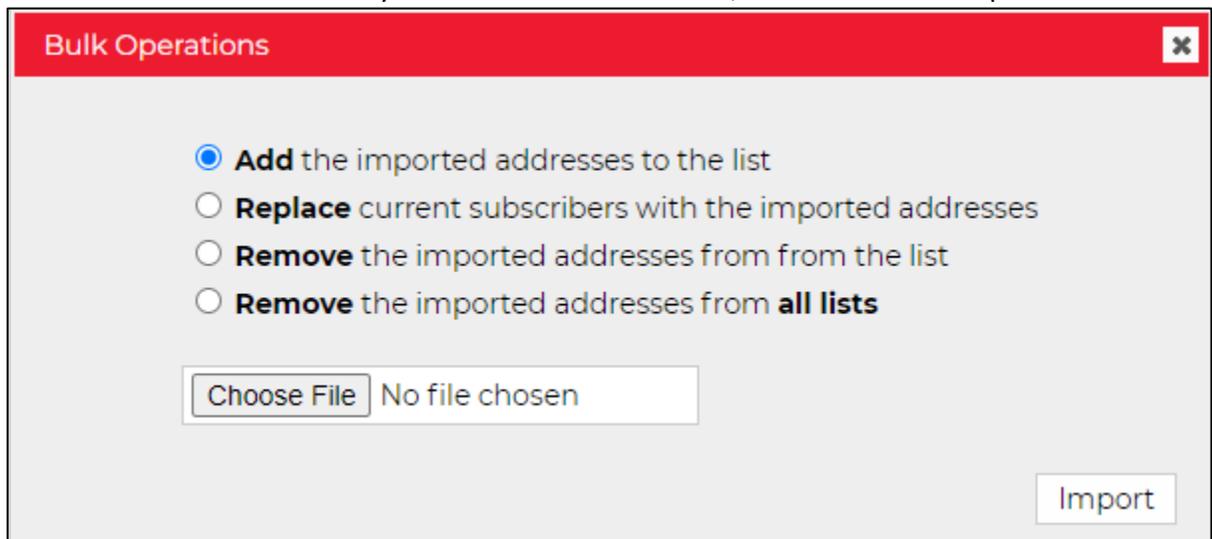
You can create a .csv or text file containing email addresses of subscribers you want to bulk import or delete.

1. Navigate to the **Subscriber Reports** page and click the link labeled **Bulk Operations**, above the Add Subscriber field.



The screenshot shows the 'Subscriber Reports' page. At the top, there is a header with a colorful icon and the text 'Subscriber Reports' and 'View, add and delete subscribers and change subscription settings'. Below this, there are several input fields: 'Select List:' with a dropdown menu showing 'TEST'; 'Owner: (Clear)' with a user icon; and 'Filter: (Clear)'. At the bottom, there is an 'Add Subscriber' button and a text input field containing 'nancy@xyz.com Nancy Travis'. A purple box highlights the '(Bulk Operations)' link next to the 'Add Subscriber' button, with a purple arrow pointing to it.

A pop-up window appears, where you can import your text file, containing the email addresses of the subscribers you want to add or remove, one email address per line.



The screenshot shows a pop-up window titled 'Bulk Operations' with a red header and a close button (X) in the top right corner. The main content area contains four radio button options:
• **Add** the imported addresses to the list
• **Replace** current subscribers with the imported addresses
• **Remove** the imported addresses from from the list
• **Remove** the imported addresses from **all lists**
Below the options is a file selection area with a 'Choose File' button and the text 'No file chosen'. In the bottom right corner, there is an 'Import' button.

2. Select the operation you want to perform:
 - **Add** imported addresses
 - **Replace** current subscribers with the addresses you are importing
 - **Remove** imported addresses from the list
 - **Remove** imported addresses from **all lists***

*** WARNING:** Make sure you select the right operation, or you may remove all members unintentionally.

3. Upload your text file and then click **Import** to perform the operation (adding or removing members).

Super-lists and sub-lists

A "super-list" is a "container" list that includes all the subscribers in a predefined set of sub-lists. This concept can be useful if you have multiple smaller groups that you post specific messages to individually, but you also want to be able to message all members in one shot. However, note that if there are different owners managing the sub-lists, it may be difficult to coordinate and ensure their membership is being managed appropriately.

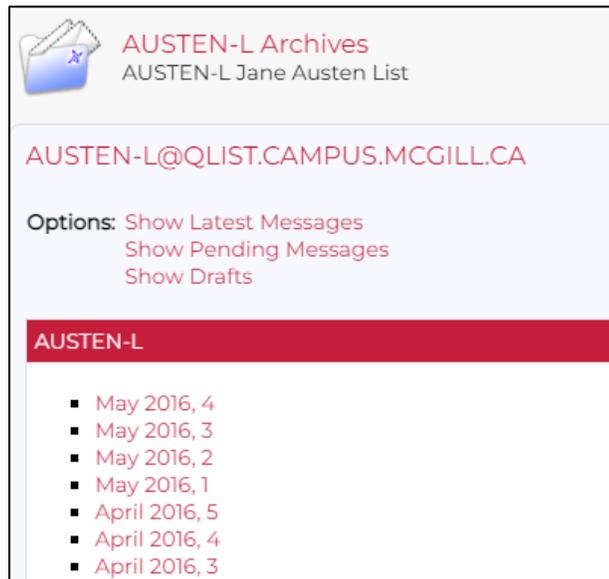
If you are interested in setting up a super-list and sub-lists, submit a [LISTSERV request](#) and an IT Service Desk representative will assist you in setting this up.

View list archives

1. From the left side menu, click LISTSERV Archives.
2. Click on the List Name to view the Archived posts for that list.

NOTE: List Archives configured as “Private” can only be viewed by their subscribers, editors, and owners. Only list archives configured as “Public” are available to non-members.

3. Depending on the frequency of the archives, you may see links to weekly, monthly, yearly or individual messages.



 **AUSTEN-L Archives**
AUSTEN-L Jane Austen List

AUSTEN-L@QLIST.CAMPUS.MCGILL.CA

Options: [Show Latest Messages](#)
[Show Pending Messages](#)
[Show Drafts](#)

AUSTEN-L

- [May 2016, 4](#)
- [May 2016, 3](#)
- [May 2016, 2](#)
- [May 2016, 1](#)
- [April 2016, 5](#)
- [April 2016, 4](#)
- [April 2016, 3](#)

List Moderation

By default, new lists are moderated by the list editor, who will need to approve all messages before they are distributed to the members.

1. Click **List Moderation** on the menu bar to open that page.
2. Select the list you want to moderate, if not already selected.
3. If there are messages awaiting moderation, they will be displayed on the page.
4. To approve/reject you can:
 - Select all messages at once and choose the desired **Action** (Approve, Reject, Reject and Serve Off). OR
 - View an individual message by clicking on its **Subject** and then take an action.

List Configuration

When you requested your list, it was created by IT Services with a default configuration, based on your answers in the request form. If you have specific needs to configure your list differently, it is advised to discuss your needs with an IT Service Desk agent and have them assist with changes to the configuration settings.

WARNING: Any changes you make to the configuration of your list are your responsibility.

1. Click **List Management > List Configuration**
2. If the list you want to configure is not already selected, choose it from the dropdown list at the top of the page.
3. In the lower half of the page, you will see an overview of the main configuration settings, and you can click on each setting link to adjust, if needed.

The screenshot displays the 'List Configuration' page in LISTSERV 17.0. The left sidebar contains a navigation menu with 'List Configuration' highlighted. The main content area shows the configuration for a list named 'TEST -L@QLIST.CAMPUS.MCGILL.CA'. The 'My Configuration' button is highlighted in red. Below the navigation buttons, the 'List Header' section is visible, showing the list name and various configuration parameters such as 'Reply-To= Sender', 'Send= Private', 'Sender= ...-I@... MCGILL.CA', 'Mail-Via= DISTRIBUTE', and 'Misc-Options= UTF8_HEADER'.

The buttons on the page allow you to adjust groups of parameters:

- **Descriptions-** Your list name and brief description, which will be sent to users when they subscribe.
- **Administrators** – Add/remove owners, editors, moderators and who can review subscriber information.

- **Subscriptions** – Who is allowed to subscribe to your list, who is allowed to post to the list, etc. It is recommended not to allow Public senders avoid unwanted postings (e.g. SPAM) to the list.
If the **Confirm** checkbox is selected, editors will have to confirm any postings prior to their distribution. This box is unchecked (no confirmation needed) by default.
- **Security** – Who can view your list from the LISTSERV website;
Confidential means it will not be included in the global directory of LISTSERV lists at <http://www.lsoft.com/lists/listref.html>.
- **Archives and Logs** – Who is allowed to view archived posts, how often archives are created, the name of the archives folder, etc.
NOTE: Because of space requirements there is no guarantee that all postings will be kept indefinitely nor that all requests for archiving lists will be approved. By default archives will be created **monthly**.
- **Attachments** – Determine what types of attachments are allowed in your list and limits on the size. By default, messages posted to the list can contain attachments as part of the messages. The type of attachment can be restricted. The example screenshot below indicates that images of the specified types are allowed. Checking the Filter box, means messages containing non-approved attachments will be posted, but the offending attachments will be stripped out. Click the (?) icons on screen to learn more.
- **Error Handling** – where errors are logged
- **Distribution** – How mail is delivered.
- **Other** – Miscellaneous settings for mail message delivery and language interpretation

4. On each configuration page, click the question mark icon next to a setting to view help on what it means and how it applies.

The screenshot shows a configuration page for a LISTSERV list. At the top, there is a search bar and several navigation buttons: "My Configuration", "Descriptions", "Attachments", and "Error Handling". Below these is a table of settings for a list named "TEST...-L@QLIST.CAM". The table has columns for "Keyword" and "Settings". The "Confidential=" setting is currently set to "No" and has a question mark icon next to it. A purple arrow points from this icon to a help popup window titled "Confidential Keyword". The popup contains the following text:

Confidential Keyword

Specify whether the list should be confidential. If "No", the list will appear in the list of lists (CataList) and on the web archive index. If "Service", it will only appear on the web archive index. If "Yes", it is not publicized at all.

Confidential= No | Yes | Service

This keyword determines whether the existence of the list should be hidden from users. "Confidential= No" is the default value and indicates that the list is not confidential. "Confidential= Service" indicates that the list is to be hidden from users who are not in the list's service area (see "Service=" keyword) but not from other users. "Confidential= Yes" means that the list is unconditionally confidential. Lists coded "No" will appear in the list of lists (CataList) and on the web archive index. Lists coded "Service" will only appear on the web archive index. Lists coded "Yes", are not publicized at all.

Please note that the local list of (public) lists can be retrieved only by those users who are considered local, per the setting of the **LOCAL** site configuration variable. All other users will be told that none of the lists on the server are visible. This is regardless of the setting of "Confidential=".

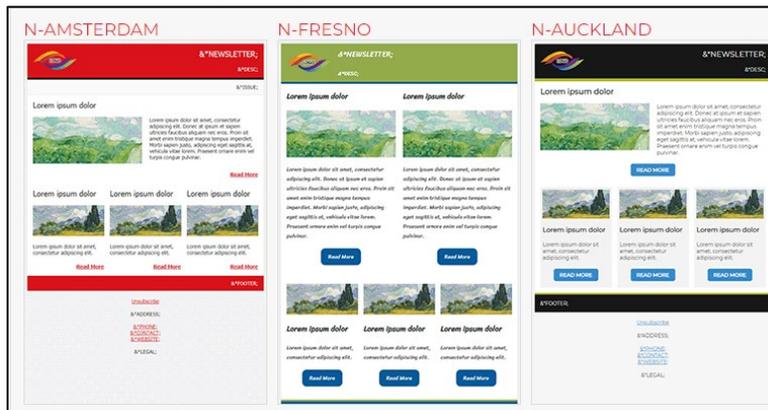
Defines the service area outside of subscription requests are not acc

For additional information on configuration list settings, see the complete [LISTSERV List Owner's Manual](#).

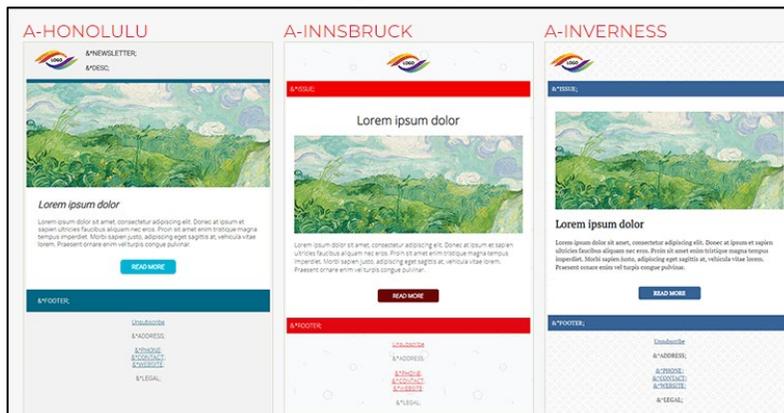
Using Newsletter and Announcement templates

Predefined templates make it easy to send professional-looking newsletters and announcement emails to your list. There is even a McGill-branded template that you can customize for either multi-section newsletters or simple announcements.

- **Newsletter** templates contain multiple sections within the body of the email, so that your email can display many different articles or topics.



- **Announcement** templates generally have one main body area with a space for an image.

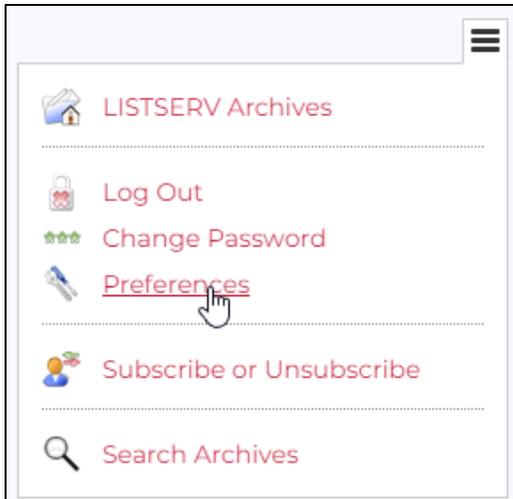


- **Both** Newsletters and Announcements contain header and footer areas.

There are many template styles from which to choose, and you can customize them to create your own. We have defined a McGill-branded template that includes the McGill logo and red background in the header and footer. It has multiple sections, but you can choose which sections and how many you want to use (e.g., 1 single-column image with image and text, 3 double-column sections and 0 three-column sections)

Step 1: Set up your newsletter profile

1. Select **Preferences** from the menu icon on the right side of most pages, or from the left side navigation pane.



2. On the **Preferences** page, click **Newsletters**

A screenshot of the 'Preferences' page in a web application. The page title is 'Preferences' with a subtitle 'Control the appearance and default settings of the web interface'. Below the title are four tabs: 'General', 'Archives', 'Reports', and 'Newsletters', with 'Newsletters' being the active tab. The main content area shows the email address 'QLIST.CAMPUS.MCGILL.CA (gabrielle.krim@mcgill.ca)'. Below this are several form fields for newsletter configuration: 'Newsletter Name' (IT News), 'Newsletter Description' (News about technology services for the Mc), 'Physical Address' (empty), 'Phone Number' (empty), 'Contact Email' (empty), 'Website URL' (https://www.mcgill.ca/it), 'Logo URL' (https://qlist.campus.mcgill.ca/mcgill-logo.p), and 'Footer' (Contact us at www.mcgill.ca/itsupport). A 'Legal Disclaimer' field is also present but empty. A McGill logo is displayed above the footer field.

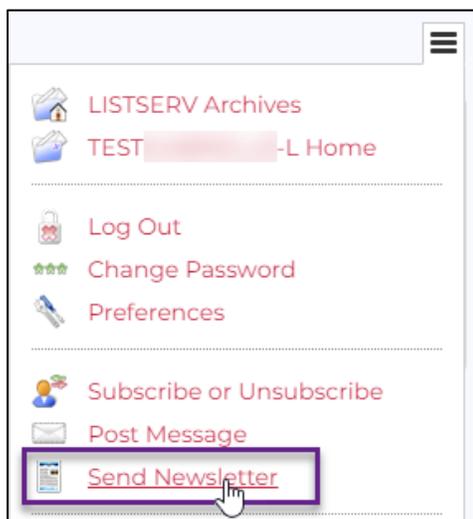
Here you can define a specific information that will be used by default in all your newsletters, no matter which template you choose.

- **Newsletter name** – the name that will appear in the header at the top of the newsletter
- **Newsletter description** – appears in the header just below the name
- **Physical address, phone number, and contact email** - appear below the footer in most newsletter templates.
- **Website URL** – if you have a specific website you want to attach to all messages
- **Logo URL** – your logo (keep in mind that the McGill-branded template already includes the McGill logo)
- **Legal Disclaimer** – Text to appear after the footer

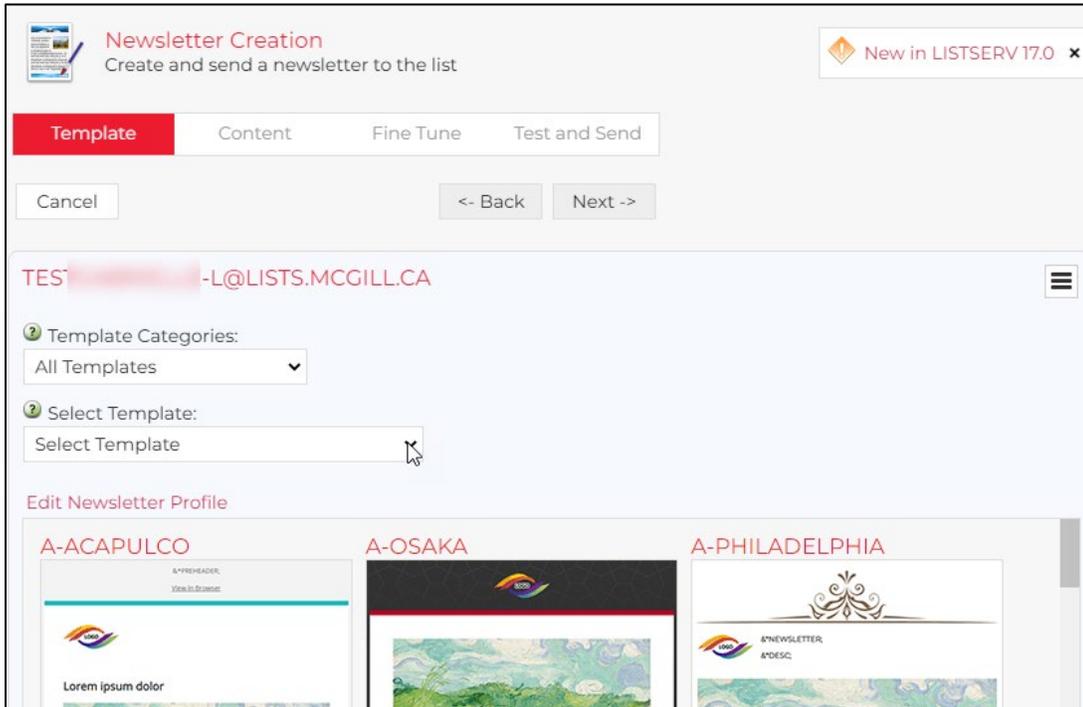
NOTE: This Newsletter Profile will be used for all the LISTSERVs you manage. However, you may change the content while drafting your newsletter.

Step 2: Create and send the newsletter

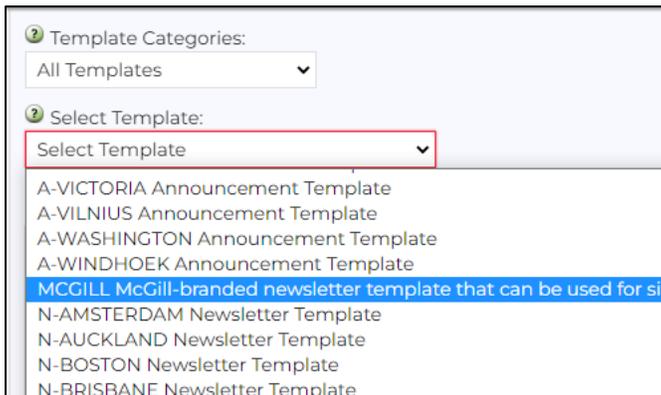
1. From the left side navigation menu, select **List Management > List Dashboard**. This will display all the lists you currently have access to.
2. Click on the name of the list to which you're sending the newsletter.
3. Click on the menu icon on the right side of the page and choose **Send Newsletter**.



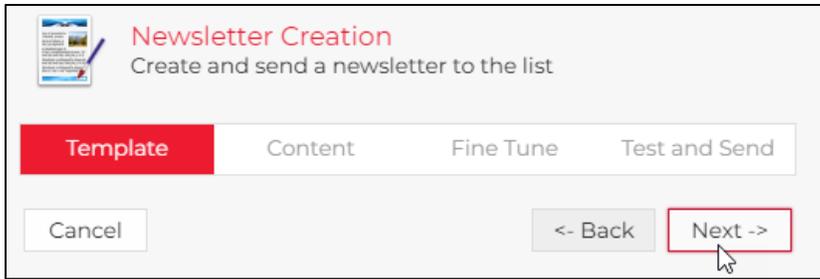
4. On the **Templates** tab of the **Newsletter Creation** page, choose one of the many pre-formatted newsletter or announcement templates. You can scroll through the thumbnail images on the page ...



... or click the arrow next to **Select Template** to choose one by name. Note that here you can see the **McGill**-branded template.

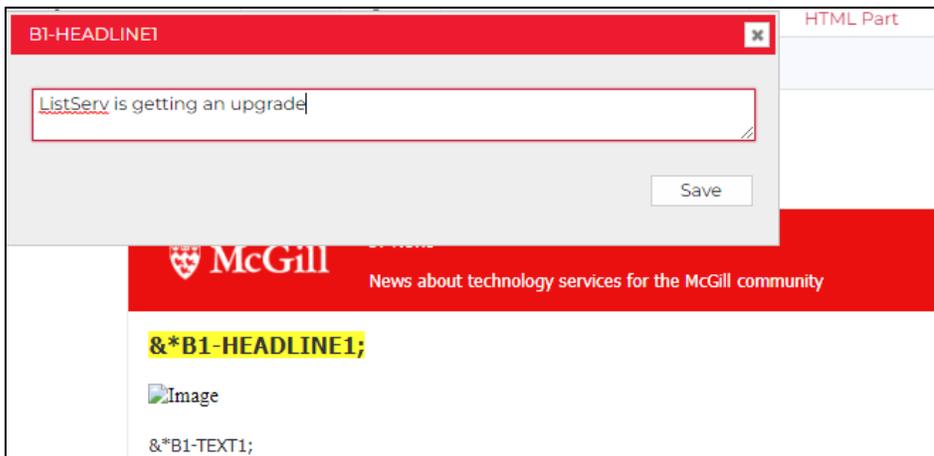


5. As you select a template, it will appear on the page. Once you are satisfied with the selected template, click **Next** at the top of the page to move to the **Content** tab.

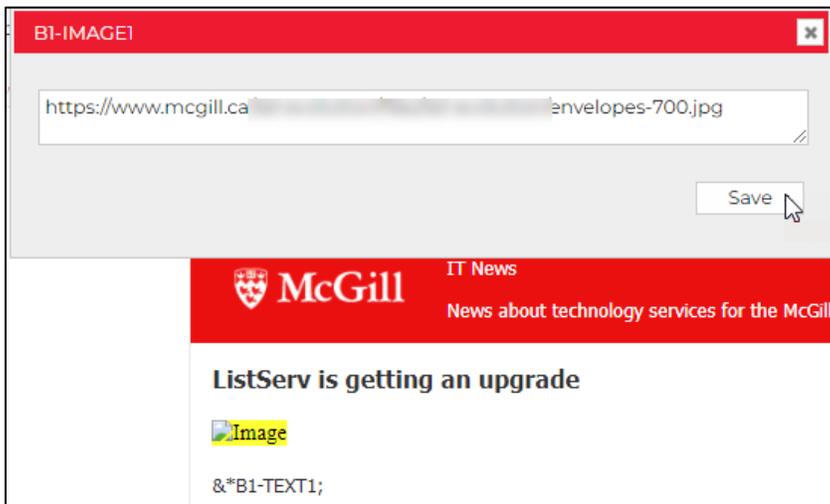


6. In the top portion of the Content tab, enter the **Name** and **Subject** for your newsletter or announcement.
7. For each of the **Block** types defined in the template, you can specify how many to include in your newsletter body (e.g., 1 full-width, 0 half-width and 3 third-width blocks) and the newsletter design will adapt so that you can add content in each area.

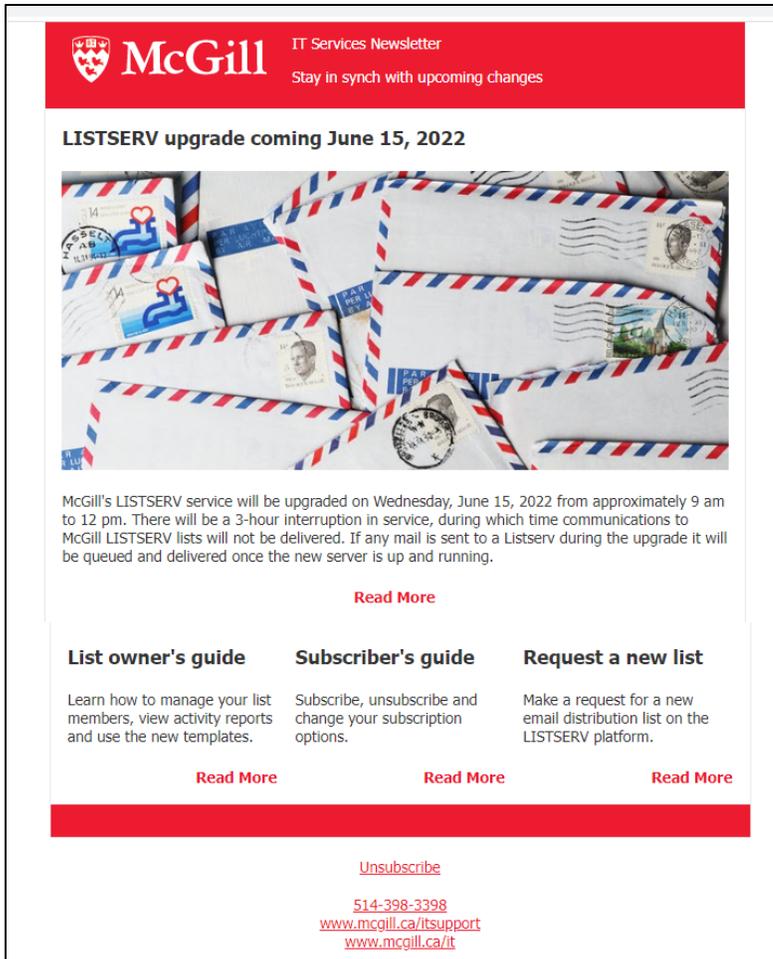
8. Click **Save** to preview the newsletter layout. Each of the template placeholders starts with **&*** and ends with a semicolon; you can replace them with your own text and/or images.
9. Simply click on the placeholder within the preview and a pop-up box will open, where you can enter your own text ...



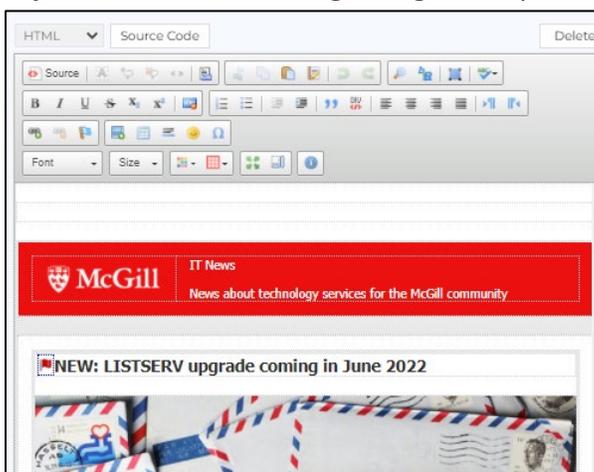
... or the URL of an image from a website (e.g.,
<https://www.mcgill.ca/site/files/mypicture.jpg>)



10. Click **Save** to see your changes appear on the page.
Note that any placeholders you have not edited will remain on this page but will be removed from the final version.
11. Click **Preview in New Window** to get a better sense of the end result, with all placeholders removed.



- Click **Next** at the top to **Fine Tune**. This is where you can make additional adjustments to formatting, using either plain text or an HTML editor.



- Click **Next** at the top to **Test and Send**. You may send a test email to one or more specific email addresses to ensure your newsletter will appear the way you want

in the recipients' email inbox.

The screenshot shows the 'Newsletter Creation' interface in LISTSERV 17.0. The 'Test and Send' tab is active. The interface includes a navigation bar with 'Template', 'Content', 'Fine Tune', and 'Test and Send' tabs. Below the navigation bar are buttons for 'Cancel', '<- Back', and 'Send ->'. The main content area shows a test recipient address 'TEST: [redacted]L@QLIS [redacted].MCGILL.CA'. Below this are input fields for 'Name: IT Announcements' and 'Subject: NEW ListServ upgrade coming in June'. The 'Delivery' section has radio buttons for 'Deliver Immediately' (selected) and 'Schedule Delivery'. At the bottom, there is a 'Test Addresses' field containing '@mcgill.ca, @mcgill.ca|' and a 'Send Tests' button.

If you need to go back and revise content or formatting, click **Back** at any time.

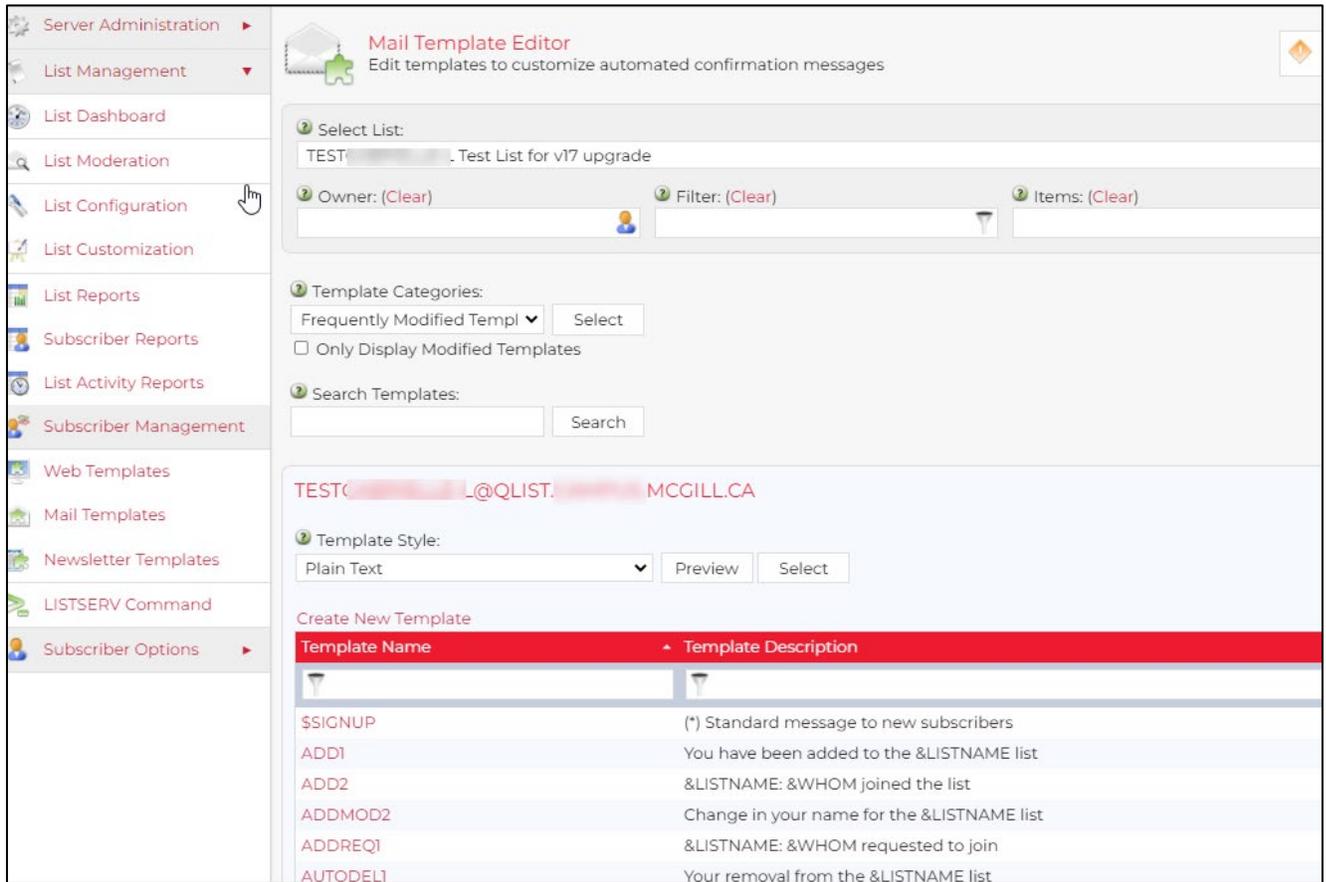
14. Once your newsletter is ready, you have a choice of delivery options:

- **Deliver immediately** – The message/newsletter will be distributed to your list members as soon as you click **Send**.
- **Schedule Delivery** – You can choose a date and time in the future; once you click **Send**, your message/newsletter will be distributed according to your scheduled settings.

Customize templates for automated emails coming from the LISTSERV

CAUTION: These mail templates contain placeholders for the list name and default email addresses that are based on the values in your list configuration. Modifying these templates is not advised.

1. From the left side navigation pane, click **List Management > Mail Templates**
This page contains default messages sent by the LISTSERV to subscribers based on events, such as being added or removed from a list.



The screenshot shows the 'Mail Template Editor' interface. The left sidebar contains a navigation menu with the following items: Server Administration, List Management, List Dashboard, List Moderation, List Configuration, List Customization, List Reports, Subscriber Reports, List Activity Reports, Subscriber Management, Web Templates, Mail Templates, Newsletter Templates, LISTSERV Command, and Subscriber Options. The main content area is titled 'Mail Template Editor' and includes the following sections:

- Select List:** A dropdown menu showing 'TEST' and a description 'Test List for v17 upgrade'.
- Owner:** A field with '(Clear)' and a user icon.
- Filter:** A field with '(Clear)' and a funnel icon.
- Items:** A field with '(Clear)'.
- Template Categories:** A dropdown menu showing 'Frequently Modified Templ' and a 'Select' button.
- Only Display Modified Templates:** An unchecked checkbox.
- Search Templates:** A search input field and a 'Search' button.
- Template Style:** A dropdown menu showing 'Plain Text' and 'Preview' and 'Select' buttons.
- Create New Template:** A section with a table of templates.

Template Name	Template Description
\$\$SIGNUP	(*) Standard message to new subscribers
ADD1	You have been added to the &LISTNAME list
ADD2	&LISTNAME: &WHOM joined the list
ADDMOD2	Change in your name for the &LISTNAME list
ADDREQ1	&LISTNAME: &WHOM requested to join
AUTODEL1	Your removal from the &LISTNAME list

2. Click on the link for a particular mail template to edit it if needed.

Template Name:

Subject Line:

Content:

```
.CS UTF-8
Here is some information about your new subscription, which we recommend
that you keep for future reference. Having this information available
will make it easier to recognize all of the lists to which you are
subscribed and in case you want to unsubscribe or temporarily disable mail
delivery.

* Your Email Address: &MBX(&WHOM)

* List Name: &LISTNAME

Email addresses to contact the ListServ list:

* List Address: &LISTADDR

* List Owner: &LISTNAME-request@&MYHOST

* Unsubscribe: &LISTNAME-signoff-request@&MYHOST

.BB &KWD(CONFIDENTIAL,1) = YES
Note: This list is confidential. You should not publicly mention its
existence or forward copies of information that you have obtained from it
to third parties.

.EB
Find basic instructions for LISTSERV subscribers at:
https://mcgill.service-now.com/itportal?id=kb\_article\_view&sysparm\_article=KB0010658

More information about the options available for subscribers can be
found in the official LISTSERV documentation at:
```

3. Add your own text message and click **Update** at the bottom. You can always click **Revert** to go back to the default.

Activity Reports

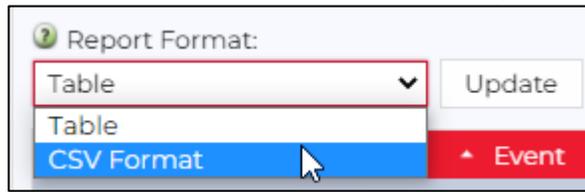
The List Activity Reports can show when subscribers have joined or left the list, dates and times of specific posts to the list, and more.

1. From the left side navigation bar, click **List Management > List Activity Reports**

The screenshot displays the 'List Activity Reports' interface. On the left is a navigation sidebar with items like 'Server Administration', 'List Management', 'List Dashboard', 'List Moderation', 'List Configuration', 'List Customization', 'List Reports', 'Subscriber Reports', 'List Activity Reports' (highlighted), 'Subscriber Management', 'Web Templates', 'Mail Templates', 'Newsletter Templates', 'LISTSERV Command', 'Subscriber Options', 'LISTSERV Archives', 'Search Archives', 'Subscriptions', and 'Preferences'. The main area is titled 'List Activity Reports' with the subtitle 'Create statistical reports of the activity on a list'. It includes a 'Select List:' dropdown showing 'TEST' and 'L Test List for v17 upgrade', an 'Owner:' field with '(Clear)', a 'Filter:' field with '(Clear)', and an 'Items:' field with '(Clear)'. Below this is the 'Report Events' section with a '(Check All | Uncheck All)' link and a grid of checkboxes for events: Subscribe, Add, Post, Change, Virus, Resubscribe, Expire, Subcount, Signoff, Delete, Set, Autodel, Spam_Complaint, Readd, and Import. A 'Show Advanced' button is present. The 'Report Period' section has 'Start Date' (January 1, 2022, 8:00) and 'End Date' (March 18, 2022, 17:00) pickers, followed by an 'Update' button.

2. At the top of the page, select the list for the report, if not already selected.
3. Choose the events you would like to include, such as Subscribe, Add, Delete, Post, etc.
4. Under **Report Period**, choose the start and end dates
5. Choose the type of data to include:
 - **History** – gives you the date and time and details of each event
 - **Statistics** - gives you counts of each type of event during the specified period
6. Under **Report Format**, choose how you want to view the report:
 - **Table** - displays the events onscreen (OK for smaller reports)

- **CSV format** - will download a file that you can open in Excel.



7. Click **Update** to generate the report.

Additional resources

- [LISTSERV owner's Manual v.16 from L-Soft](#)
- [How to use a LISTSERV \(for list subscribers\)](#)
- [Request a new LISTSERV list](#)
- For additional help contact the IT Service Desk at www.mcgill.ca/itsupport/servicedesk