

Lyris ListManager Discussion Forums



- Use ListManager's discussion forum interface
- Create, run and administer discussion groups

- Accessing the Discussion Forum Interface
- Discussions via email
- Creating and administering discussion forums
- Moderating messages
- Discussion list tools
- Q & A

- **Accessing the Discussion Forum Interface**
- Discussions via email
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- Q & A

What is a discussion list?



- Share information between list members
- List may be *moderated* or *unmoderated*
- Members may participate via email, or through the [Discussion Forum Interface](#)

Participating Online



- Access the Discussion Forum Interface by going to <http://yourlistmanagerurl/read/>
- Access a particular list by adding it to the end of the URL with `?forum=forumname`

Logging in



Log in to see your forums, or edit your account

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To log in, click on *not logged in* in the upper right hand corner. Some forums may not require you log in to view messages.

Editing your Account

LYRIS ListManager Current forum: listmanager-discuss
You are: wendy@lyris.com

[Messages](#) [Search](#) [Conference](#) [My Account](#) [My Forums](#) [All Forums](#) [About](#) [?](#)

My Account

Essentials **Advanced**

Your email address:

Your name:

Membership type:

Language:

[log out](#) [cancel](#) [save changes](#)

Change email address, name, password or membership type from *My Account* tab

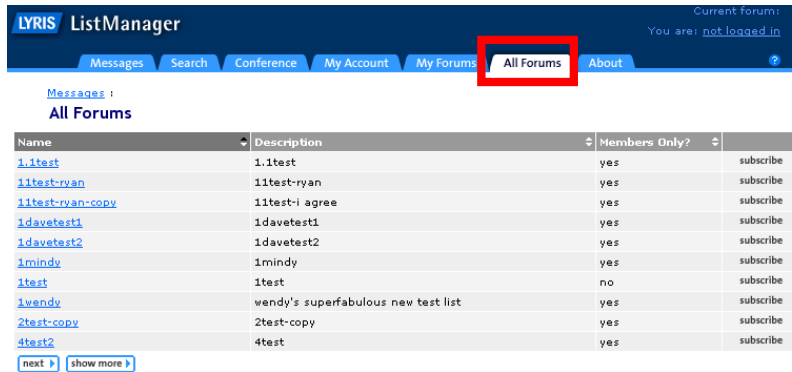
Membership Types

- **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

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The digest frequency cannot be changed. How MIME-Digests are displayed depends on the user's email client; sometimes, they will show up as multiple attachments. Regular digests will include all the encoding.

Subscribing



The screenshot shows the LYRIS ListManager interface. At the top, there's a navigation bar with tabs: Messages, Search, Conference, My Account, My Forums, All Forums (highlighted with a red box), and About. Below the navigation bar, the 'All Forums' section is active, displaying a table of forums. Each row in the table includes a link to the forum, its description, whether it's members-only, and a 'subscribe' button. At the bottom of the table, there are 'next' and 'show more' buttons.

Name	Description	Members Only?	
1.1test	1.1test	yes	subscribe
11test-ryan	11test-ryan	yes	subscribe
11test-ryan-copy	11test-i agree	yes	subscribe
1davetest1	1davetest1	yes	subscribe
1davetest2	1davetest2	yes	subscribe
1mindy	1mindy	yes	subscribe
1test	1test	no	subscribe
1wendy	wendy's superfabulous new test list	yes	subscribe
2test-copy	2test-copy	yes	subscribe
4test2	4test	yes	subscribe

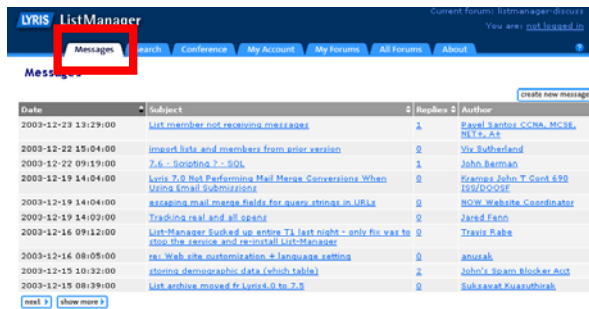
next > show more >

Subscribe to lists from the *All Forums* tab

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If a forum is hidden (in Utilities: List Settings: Discussion Forum Interface: Message Reading), it will not be displayed here. By default, only the lists for the list specified will be displayed. If no list is specified, the lists for the first site alphabetically will be displayed. To have all lists displayed regardless of site, modify the setting in Utilities: Administration: Server: Server Settings: Advanced: Enable Features.

Reading and Replying to Messages



LYRIS ListManager

Current forum: listmanager-discuss
You are: not logged in

Messages Search Conference My Account My Forums All Forums About

create new message

Date	Subject	Replies	Author
2003-12-23 13:29:00	list member not receiving messages	1	Rayel Jordon CCNA, MCSE, NIS-AC
2003-12-22 15:04:00	import lists and members from prior version	0	Viv Eutherford
2003-12-22 09:19:00	7.6 - Scripting ? - SQL	1	John Bernick
2003-12-19 14:04:00	Lyris 7.0 Not Performing Mail Merge Conversions When Using Email Submissions	0	Kenneth John T. Cost 690 109/DOOSE
2003-12-19 14:04:00	Assigning mail merge fields for query strings in URLs	0	Brian Webber Coordinator
2003-12-19 14:09:00	Trybina real and all deans	0	Jared Fitch
2003-12-16 09:12:00	ListManager flushed up entire TL last night - only fix was to stop the service and re-install ListManager	0	Trevor Rabe
2003-12-16 08:05:00	re: Web site customization & language setting	0	anush
2003-12-15 10:32:00	storing demographic data (which table)	2	John's Spam Blocker Act
2003-12-15 08:39:00	List archive moved fr Lyris 6.0 to 7.0	0	Sukdevat Kuvathirak

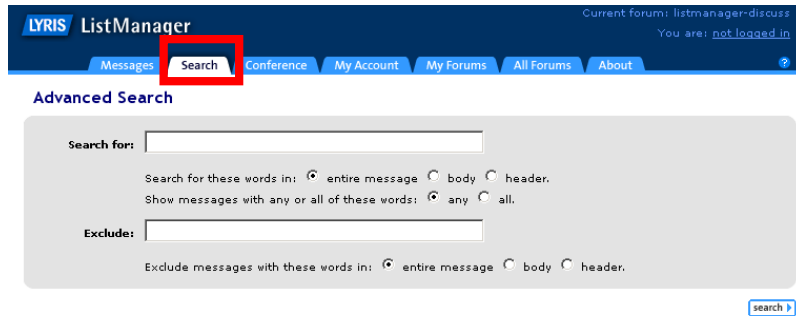
next > show more >

From the *Messages* tab, you can:

- Read messages and replies
- Reply to a message
- Create a new message
- View all messages from a particular author

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Search Message Archives



LYRIS ListManager Current forum: listmanager-discuss
You are: [not logged in](#)

[Messages](#) **[Search](#)** [Conference](#) [My Account](#) [My Forums](#) [All Forums](#) [About](#) [?](#)

Advanced Search

Search for:

Search for these words in: ☒ entire message ☐ body ☐ header.

Show messages with any or all of these words: ☒ any ☐ all.

Exclude:

Exclude messages with these words in: ☒ entire message ☐ body ☐ header.

[search >](#)

Search tab lets you look for particular messages sent through the list

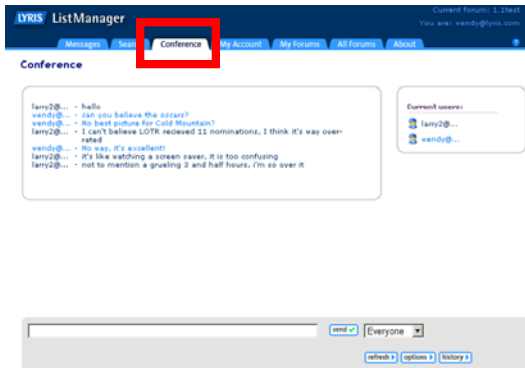
Editing Archived Messages

Admins may
edit or delete
archived
messages

You are subscribed to %%list.name%% as %%emailaddr%%.
To unsubscribe, send a blank email to %%email.unsub%%



Conference



Have a real-time conversation on the *Conference* tab

About

LYRIS ListManager Current forum: 1.1test
You are: wendy@lyris.com

[Messages](#) [Search](#) [Conference](#) [My Account](#) [My Forums](#) [All Forums](#) [About](#)

Messages :
About [subscribe >](#)

Names: 1.1test

Descriptions: 1.1test

Forum Admins: Joe Mullaney <[joe@...>](#), Lermanuel Dias <[lermanuel@...>](#), ryan <[raio@...>](#)

Total members: 524

Total messages: 594

Messages today: 0

Messages in 7 days: 0

Messages in 30 days: 0

Date created: 2001-04-04 12:47:00

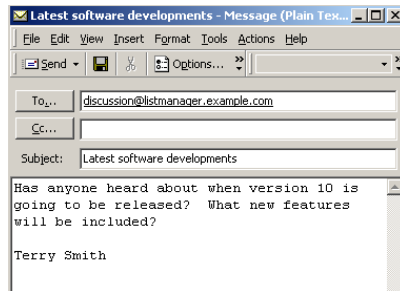
Allow Visitors: no

[ok ✓](#)

Visitors and members can get list info on the *About* tab

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Contribute via email



- Contribute via email by writing to *listname@servername.com* address
- Write to admin at *listname-owner@servername.com* address

Manage your subscription via email

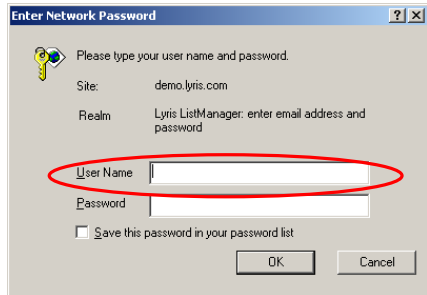
- Subscribe by writing to
join-listname@servername.com
- Unsubscribe by writing to
leave-listname@servername.com
- Set list options by writing to
lyris@servername.com
 - Use *login* and *set* commands. E.g:
login yourpassword
set listname digest

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Discussion List Management

- Have clear list rules
 - What is the list's purpose?
 - What is relevant and on-topic?
 - What kind of "netiquette" is expected?
- Provide clear instructions in **Welcome** message on how to manage list membership
- **Moderate** the list if membership is open
 - Prevents spammers, flame wars
 - Use number moderation to "prove" new members if you don't want to moderate everything

Logging In as an Admin



Enter Network Password

Please type your user name and password.

Site: demo.lyris.com

Realm: Lyris ListManager: enter email address and password

User Name

Password

☐ Save this password in your password list

OK Cancel

- Use the URL given to you by your ListManager admin
- Use your email address (not your name) and password to log in
- Each admin should have a separate account

Home Page: Overview

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ListManager

Current list: a1
Logged in: admin

Home

Content

Segments

Mailings

Reports

Utilities

Welcome to ListManager,
the most proven email
management software for
successful opt-in marketing,
announcement lists and
discussion forums.

Contents:
[New](#) • [View](#)

Segments:
[New](#) • [View](#)

Mailings:
[New](#) • [View](#) • [Need Approval](#)

Reports:
[Deliveries](#) • [Tracking](#) • [Members](#)

Shortcuts:
[New Mailing](#)
[New List](#)
[Macros](#)
[Site map](#)
[Read messages](#)

Mailings needing approval:

Approval needed

Mailing Name	Subject	Status		
sf-travel-source mailing of 11/07/02 12:40:28	SF Travel News, Mar 2002	new	send now	delete
sf-travel-source mailing of 10/14/02 16:11:02	SF Travel Specials (15 Sep 2002)	new	send now	delete

Scheduled mailings:

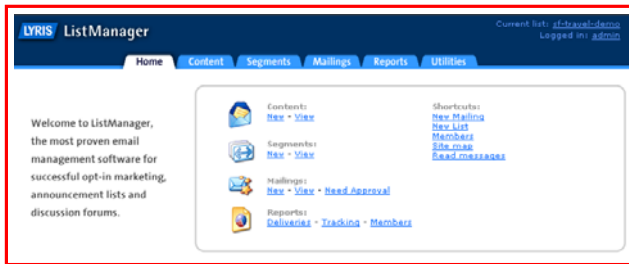
Scheduled mailings

Mailing Name	Subject	Send Date		
sf-travel-source mailing of 10/14/02 16:00:01	SF Travel News, Sep 2002	2003-10-14 23:59:00	send now	delete

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Home Page
is your list
"dashboard"

Home Page: Upper Half



LYRIS ListManager Current list: sf-travel-specials
Logged in: admin

Home Content Segments Mailings Reports Utilities

Welcome to ListManager, the most proven email management software for successful opt-in marketing, announcement lists and discussion forums.

Content: [New](#) • [View](#)

Segments: [New](#) • [View](#)

Mailings: [New](#) • [View](#) • [Read Approval](#)

Reports: [Deliverables](#) • [Trackings](#) • [Members](#)

Shortcuts: [New Mailing](#) • [New List](#) • [Members](#) • [Site map](#) • [Read messages](#)

Upper half provides easy access to key functions, such as:

- Creating a message
- Approving a message
- Seeing reports

LYRIS

Mailings needing approval: Approval needed >

Mailing Name	Subject	Status	
sf-travel-source mailing of 11/07/02 11:40:58	SF Travel News, Mar 2003	new	send now delete
sf-travel-source mailing of 10/14/02 16:10:00	SF Travel Specials (15 Sep 2002)	new	send now delete
9/21/2002 8:09:35 AM	Testing Clickthrough Tags	new	send now delete

Scheduled mailings: Scheduled mailings >


Mailing Name	Subject	Send Date	
sf-travel-source mailing of 10/14/02 16:10:11	SF Travel News, Sep 2002	2003-10-14 23:59:00	send now delete


Home Page: Shortcuts


LYRIS ListManager Current list: [sf-travel-demo](#)
Logged in: [admin](#)


Home Content Segments Mailings Reports Utilities

Welcome to ListManager,
the most proven email
management software for
successful opt-in marketing,
announcement lists and
discussion forums.

 Content:
[New](#) - [View](#)

 Segments:
[New](#) - [View](#)

 Mailings:
[New](#) - [View](#) - [Need Approval](#)

 Reports:
[Deliveries](#) - [Tracking](#) - [Members](#)

Shortcuts:
[New Mailing](#)
[New List](#)
[Members](#)
[Site map](#)
[Read messages](#)

Shortcuts get you there fast

- Create a new mailing
- Create a new list
- View members
- Read messages in Discussion Forum Interface

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Home Page: Lower Half

LYRIS ListManager Current list: sftravel@lyris.com
Logged in: admin

[Home](#) [Content](#) [Segments](#) [Mailings](#) [Reports](#) [Utilities](#)

Welcome to ListManager,
the most proven email
management software for
successful opt-in marketing,
announcement lists and
discussion forums.

Contents:
[New](#) • [View](#)

Segments:
[New](#) • [View](#)

Mailings:
[New](#) • [View](#) • [Need Approval](#)

Reports:
[Deliverable](#) • [Tracking](#) • [Members](#)

Shortcuts:
[New Mailing](#)
[New List](#)
[Members](#)
[Site map](#)
[Send messages](#)

Mailings needing approval: [Approval needed >](#)

Mailing Name	Subject	Status	
sf-travel-source-mailing-of-11/07/02-11:40:58	SF Travel News, Mar 2003	new	send now delete
sf-travel-source-mailing-of-10/14/02-16:53:00	SF Travel Specials (15 Sep 2002)	new	send now delete
3/21/2003 8:09:05 AM	Testing Clickthrough Tags	new	send now delete

Scheduled mailings: [Scheduled mailings >](#)

Mailing Name	Subject	Send Date	
sf-travel-source-mailing-of-10/14/02-16:53:11	SF Travel News, Sep 2002	2003-10-14 23:59:00	send now delete

Lower half
shows
current
mailings
which:

- Need approval
- Are being sent
- Finished recently

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Creating a Discussion List

 [Utilities](#) : [Administration](#) : [Lists](#) :
New List

Purpose of list:	discussion (moderated) ▼
List name:	discussion
List description:	discussion about thigns
Admin name:	Terry
Admin email address:	Terry@example.com
Admin password:	example
Topic/site:	main: main ▼

- Select *moderated* or *unmoderated* discussion
- Moderated requires admin approval of postings; unmoderated does not

Modifying Discussion List Settings

Utilities : List Settings



[Basic Information](#)

Determine the basic settings for your list.



[New Subscriber Policy](#)

Set the rules for how people join your list.



[Email Submitted Content](#)

Features for handling email submitted content.



[Web Created Content](#)

Features for handling web created content.



[Automatic Maintenance](#)

Keep your server at peak performance by maintaining error mail and purges.



[Discussion Forum Interface](#)

Set how users read messages on the web.



[Discussion Group Features](#)

Settings for discussion type lists.



[For Programmers](#)

Settings for programmers only.



[Map of all Settings](#)

A comprehensive index to all list settings.

Use default settings, or change:

- [New Subscriber Policy](#)
- [Email Submitted Content](#)
- [Discussion Forum Interface](#)
- [Discussion Group Features](#)

New Subscriber Policy

 [Utilities](#) : [List Settings](#) :
New Subscriber Policy

Confirmation	Security	Bans
Security: open - anyone can join (no approval needed) ▼		
Password: <input type="text"/>		
Allow joining by email: Allow membership requests by email and through the web ▼		

- Confirm subscriptions?
- Security for joining list
 - Open to everyone? Requires admin approval? Closed?
- Ban members from joining, participating in
Utilities: Members

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Email Submitted Content

Utilities : [List Settings](#) :
Email Submitted Content

Message Wrapping Security Approval Email Header Header Rewrites

Reject email submissions: ☐ yes ☒ no

Only admins can send: ☒ yes ☐ no

Require password in body: no, password is not required in the message body (default)

save ✓ cancel ✗

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- Modify how messages look (e.g., unsub footers)
- Specify whether only admins can send
- Approval requirements
 - Number moderation
 - Release after period of time

The settings for individual members may override the approval settings for the list. For example, you could have an unmoderated list, but require a particular member's posts to be approved.

Number moderation requires that a member's first few posts be moderated; after that, they go through unapproved. The advantage of number moderation is that you get to "test" new members before allowing them to post, screening for spammers or other list abusers.

You may also have messages be automatically approved automatically after a certain length of time has elapsed. This feature is useful if you are going on vacation, and don't want to moderate while you're gone.

Discussion Forum Interface



[Utilities](#) : [List Settings](#) :

Discussion Forum Interface



[Message Reading](#)

Settings for message reading on the web.



[Information About Your List](#)

General information about the list, including graphic branding and default language.



[New Subscriber Requirements](#)

Control how people join the list using the discussion forum interface.



[Conference](#)

Settings for accessibility and posting on a conference.

- Limit access, or allow visitors
- Allow searching
- Include information about the list
- Conference settings

Discussion Group Features



Utilities : [List Settings](#) :

Discussion Group Features



[Message Look](#)

Change the look of messages on your discussion list.



[Security](#)

Security settings for discussion lists.



[Message Rejection Rules](#)

Define criteria for rejecting discussion list messages.

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

Member Settings

Utilities : Members :
Edit Member

Basics List Admin **Settings** Advanced Settings Information

Membership status:	confirm - awaiting confirmation from user
Membership kind:	mail: receive messages as they are contributed
Password:	digest: one daily message with all the contributions for that day mimediigest: one daily message with all the contributions for that day in MIME for... index: one daily message with only the subject lines for that day
Membership expiration date:	nomail: receive no mail from this mailing list mail: receive messages as they are contributed
# of approvals required:	no approval needed

- Members may opt to receive digests
- Admin may specify moderation for particular members that overrides list settings

Administrator Settings



[Utilities](#) : [Members](#) :

Edit Member

Basics List Admin Settings Advanced

Is list admin?: ☐ yes ☒ no

Receive list admin mail?: ☐ yes ☒ no

Receive moderation notifications?: ☐ yes ☒ no

Bypass list moderation?: ☒ yes ☐ no

Specify if member:

- Is a list admin
- Should receive mail for list admin
- Receive email notifications of messages pending moderation
- Should be allowed to bypass moderation

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Mail for the list admin can include subscription requests or mail addressed to the owner-listname@ address.

- Accessing the Discussion Forum Interface
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- **Moderating messages**
- Discussion list tools
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Approval (Moderation)



Mailings :

Approval



[Need Approval](#)

View and edit all mailings that need approval.



[Approval Wizard](#)

Quickly approve, edit, or delete mailings needing approval.



[Approval Summary](#)

View and edit all mailings for all lists that need approval.

Approve messages quickly and easily through the administrator's GUI

Approval Wizard



Mailing: [Approval](#) :

Edit Mailing Needing Approval

Message Body

Message Header

Recipients

Schedule

From: "wendy" <wendy@lyris.com>

Subject: asdfasdf

Date: Tue, 23 Dec 2003 19:12:40 -0000

Body:

This is a multi-part message in MIME format.
--MIMEBoundary357a91d541c5cf6128318a1192e0fe2c
Content-Type: text/plain;
charset="ISO-8859-1"
Content-Transfer-Encoding: 8bit
asdfsfa
--MIMEBoundary357a91d541c5cf6128318a1192e0fe2c

send now ✓

delete now ✗

delete with feedback ✗

save ✓

save and test ✓

cancel ✗

Edit, delete with feedback or send messages to list

LYRIS

Approval Summary

 Mailings : Approval :
Approval summary

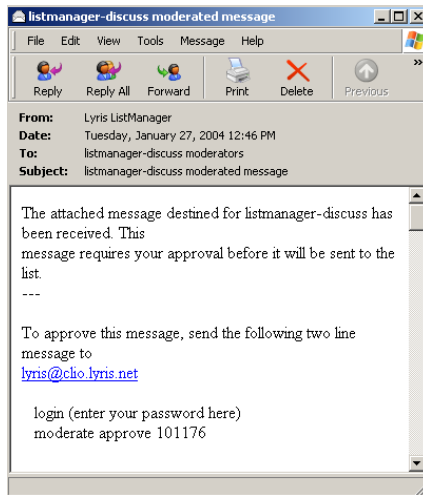
Approval summary

The following lists have messages pending approval:

- [abigaillist1](#) (2 messages) [overview](#) [approval wizard](#)
- [abigaillist2](#) (1 messages) [overview](#) [approval wizard](#)
- [dmoqalist1](#) (2 messages) [overview](#) [approval wizard](#)
- [globalsources](#) (2 messages) [overview](#) [approval wizard](#)
- [it27](#) (1 messages) [overview](#) [approval wizard](#)
- [it32](#) (1 messages) [overview](#) [approval wizard](#)
- [lena_7_8](#) (1 messages) [overview](#) [approval wizard](#)
- [list1](#) (2 messages) [overview](#) [approval wizard](#)
- [paramountparkz](#) (2 messages) [overview](#) [approval wizard](#)
- [sheillalist1](#) (1 messages) [overview](#) [approval wizard](#)

See messages to
approve for all of
your lists across the
server

Approval Via Email



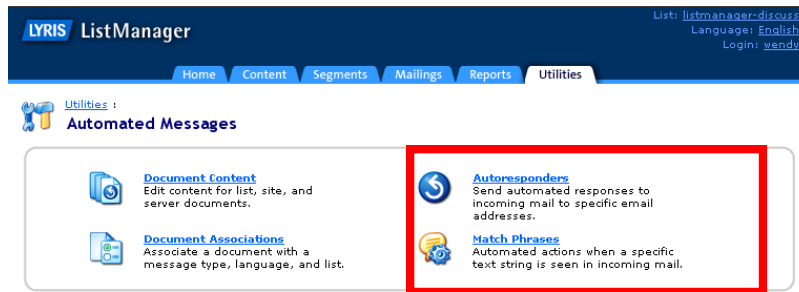
Moderate via email
by sending *moderate*
approve command to
lyris@yourserver
address

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You may want to receive moderation notification emails, and then opt to use the GUI to actually approve or reject them.

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Automated Messages







LYRIS ListManager List: listmanager-discuss
Language: English
Login: wendy

Home Content Segments Mailings Reports Utilities

Utilities :

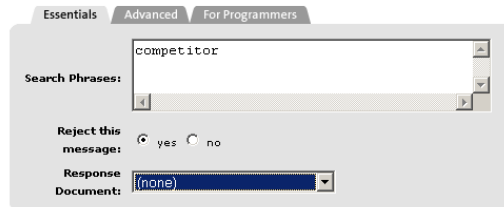
Automated Messages

 Document Content Edit content for list, site, and server documents.	 Autoresponders Send automated responses to incoming mail to specific email addresses.
 Document Associations Associate a document with a message type, language, and list.	 Match Phrases Automated actions when a specific text string is seen in incoming mail.

Autoresponders and *Match Phrases* help you manage your discussion list automatically

Match Phrases

 [Utilities](#) : [Automated Messages](#) : [Match Phrases](#) : **New Match Phrase**



The screenshot shows the 'New Match Phrase' dialog box with three tabs: 'Essentials', 'Advanced', and 'For Programmers'. The 'Essentials' tab is active. It contains a 'Search Phrases' text field with the word 'competitor' entered. Below this is a 'Reject this message:' section with radio buttons for 'yes' (selected) and 'no'. At the bottom, there is a 'Response' dropdown menu set to '(none)' and a 'Document' field.

- Receive an alert that the phrase is being used
- Reject the message automatically
- Send an automated message to sender (e.g., "Your posting has been rejected because you said x")

Autoresponders

 [Utilities](#) : [Automated Messages](#) : [Autoresponders](#) : **New Autoresponder**

Essentials Advanced For Programmers

Document title:

Email address prefix:

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

Create an Automated Message

The screenshot shows the LYRIS ListManager web interface. At the top, the header includes the LYRIS logo and 'ListManager'. On the right, it displays 'List: listmanager-discuss', 'Language: English', and 'Login: wendy'. Below the header is a navigation bar with tabs for 'Home', 'Content', 'Segments', 'Mailings', 'Reports', and 'Utilities'. The 'Utilities' tab is selected. Under 'Utilities', there is a section titled 'Automated Messages' with a wrench icon. This section contains four options, each with an icon and a description:

- Document Content** (highlighted with a red box): Edit content for list, site, and server documents. (Icon: document with a circular arrow)
- Document Associations**: Associate a document with a message type, language, and list. (Icon: document with a plus sign)
- Autoresponders**: Send automated responses to incoming mail to specific email addresses. (Icon: circular arrow)
- Match Phrases**: Automated actions when a specific text string is seen in incoming mail. (Icon: speech bubble with a plus sign)

Create the message to be sent in *Utilities:*
Automated Messages: Document Content

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Please go to this URL and evaluate this training session:

http://www.lyris.com/surveys/training_satisfaction.html