

## How to run an activity report on your list

The List Activity Report is available on all lists which have the CHANGELOG enabled, lists created after August 2012 will have this automatically enabled.

The List Activity report provides you with information about updates to your list, such as subscriptions which have been added or removed by you (list owner) or the subscriber, messages have been posted, auto-deletions on your list (due to failed deliveries), if subscribers change their settings, and more.

These reports can help you identify trends, frequency/volume of messages posted or help you diagnose problems - JiscMail helpline can assist in interpreting the information on these reports. The report is displayed (by default) to your screen but it can be exported as a CSV for further interpretation.

### Run a List Activity Report

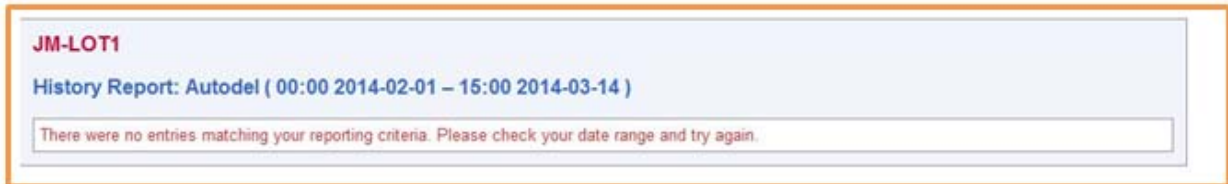
1. Log in to the JiscMail website\*
2. Select your list from the List Management Dashboard (from the homepage use the **List Management** button)
3. Go to Activity Reports: **List Management > List Reports > List Activity Report**



4. At the List Activity Report screen select the following menus/check boxes:
  - a. **Report Type:** Select the History report (this provides the most detail)
  - b. **Report Entries:** tick the entries here are the ones we think will be the most use:
    - i. *Subscribe* – a subscriber has joined themselves to your list
    - ii. *Signoff* – a subscriber has unsubscribed themselves from your list
    - iii. *Add* – a list owner has added a new subscriber to the list
    - iv. *Delete* – a list owner has removed a subscriber from the list
    - v. *Post* – a message has been posted to the list
    - vi. *Set* – a subscriber has changed their subscription settings for the list
    - vii. *Change* – a subscriber email address has been changed
    - viii. *Autodel* – a subscriber has been automatically deleted from the list (explanation provided)
    - ix. *Import* – a list owner has bulk-loaded subscribers to the list
  - c. **Report Interval:**

- i. Set your start and end dates (e.g. 1<sup>st</sup> Feb-current date)
- ii. Choose your report format: Web site, History in CSV Format, Stats in CSV Format
- d. Click the **Submit** button

5. If there are no entries in the report for your selections, the report will confirm this:



6. If there is data matching your “report entries” they will be displayed by date (oldest-newest)

| JM-LOT1  |       |                              |                     |
|--|-------|------------------------------|---------------------|
| History Report: Add, Subscribe, Delete, Signoff, Autodel, Change, Post ( 13:00 2013-11-01 – 13:00 2014-03-27 ) |       |                              |                     |
| Date   | Event | Email Address                | Details             |
| 2013/12/17 14:56:02  | POST  | jim.silca@GMAIL.COM          | Welcome message     |
| 2014/01/28 12:41:35  | ADD   | lisa.vincent@NEWCASTLE.AC.UK | No Name Available   |
| 2014/01/28 15:49:03  | POST  | jim.silca@GMAIL.COM          | test message        |
| 2014/01/28 15:49:25  | POST  | jim.silca@GMAIL.COM          | Re: Welcome message |
| 2014/02/28 16:51:33  | ADD   | lisa.vincent@NCL.AC.UK       | Lisa Vincent        |

If you need any help interpreting your Activity Report – email [helpline@jiscmail.ac.uk](mailto:helpline@jiscmail.ac.uk)

- Don't have a login for the JiscMail website?
  - Go to [www.jiscmail.ac.uk](http://www.jiscmail.ac.uk)
  - Click the Register Password button on the homepage
  - Enter your email address (that's the one in the list config for you as list owner) in the box and create yourself a password & click Register Password.
  - Check your email account for a confirmation from LISTSERV, this contains a link - click the link to complete the password registration process.
  - You can then use the Log In option on the JiscMail website to run the report.