Subscriber Management (using JiscMail website)

There are two places on the JiscMail website you can use to manage your subscribers:

1. List Management > Subscriber management
2. List Reports > Subscriber Reports

The type of list you run will vary how subscriptions added to your list, for all list types a list owner can add/remove subscribers. The options are: lists settings allow subscribers add themselves, list settings allow subscribers to make a request to join but a list owner has to approve the request and also list settings require the list owner to add all subscribers.

1. 'Subscriber Management' menu to Search, Add and Remove subscribers.

- Log in to the JiscMail website
- Go to List Management > Subscriber Management

This is the subscriber management page where you can search and add a single subscriber (A) or bulk add subscribers to your list (B), or remove a subscriber (C) from your list.

Subscriber Management using List Management > Subscriber Management

A. Search for a subscriber

- Put the email address of the subscriber you wish to find in the 'Search or Examine' box and click the Search button.

JISCMail is a Jisc Service based at Newcastle University
1st Floor Herschel Building Newcastle University Newcastle upon Tyne NE1 7RU
T: 0191 2228179   W: www.jiscmail.ac.uk   E: helpline@jiscmail.ac.uk   Tw: @jiscmailhelp

- If the subscriber is a member of your list you will see their subscription settings for your list.
- If the subscriber is not a member of your list, their email will be automatically added to the 'Add New Subscriber' box.
- To add them to your list click the "ADD to *LISTNAME*" button

B. Add a one subscriber to your list (without searching)

- Enter the email address of the subscriber you wish to add in the Add New Subscriber and click 'Add to' button.
- When they have been added, blue text at the top of the screen will confirm the request has been successful.
  You have added 1 new subscriber to your list.

C. Remove a subscriber from your list.

- Follow the first 3 steps for 'Search for a subscriber'
- At the Subscription Management page use the Delete button at the bottom of the screen to unsubscribe from your list.

  You have removed 1 subscriber from your list

Subscriber settings for Andrew Brown, use the Delete button to remove their subscription from your list

D. Bulk add several subscribers to your list (do not remove any)

- Select the 'Bulk Operations' tab
- Create a list of subscribers to add to your list in excel, ensuring that in column1 you put the subscriber email address, a space and their full name (first name last name). If you

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want to send each subscriber confirmation of their subscription then in Column 1 put the word ADD and in Column2 put the subscriber email address, a space and their full name. Save as a .csv file

- Ensure the option to 'Add imported addresses' is selected
- Browse for your .csv file and Import
- Blue text will be displayed to confirm the request has been carried out.

  You have added several subscribers to your list (without removing any).

2. 'Subscriber Reports' menu to Search, Add and Remove subscribers
- Go to List Management > List Reports > Subscriber Reports
- OR from your List Dashboard (image below), click the [View] button under the subscribers column.

The Subscriber reports screen displays your subscribers, their settings and their subscription date. You can use the Report Columns menu to display other information in the table.

Subscriber Report for Jiscmail-Training list
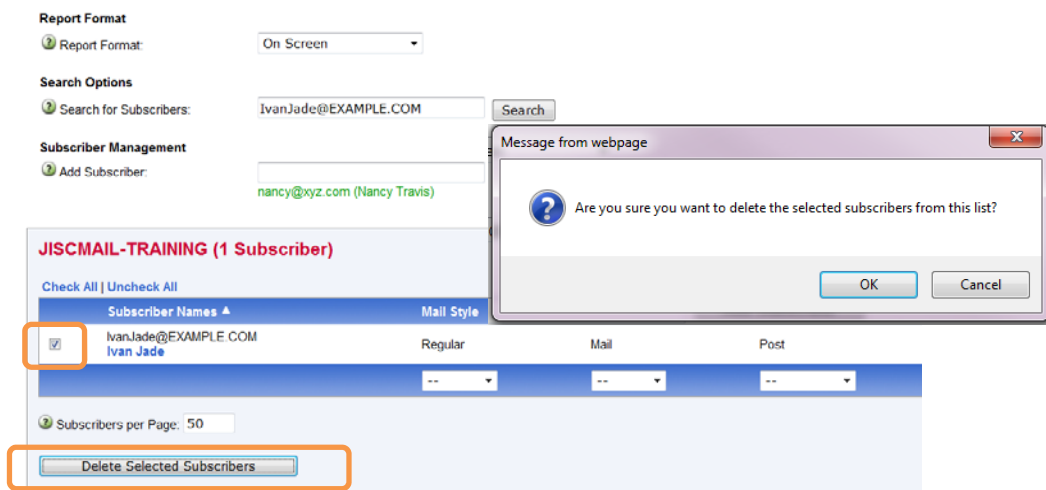
A. Add a one subscriber to your list
- Put the email address of the subscriber you wish to add in the 'Search for Subscribers' box and click the Search button.

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- A match will display their entry in the table below will show their settings for your list.
- If the subscriber isn't a member of your list, the message *There are no subscribers matching the search criteria* will be displayed on the screen.
- To add them to your list, remove the information in the 'Search for Subscribers' box and add it to the Add Subscriber box and click the *Add Subscriber* button
- Confirmation will be displayed on the page when they have been added to the list.

  You have added 1 new subscriber to your list.

B. Remove a subscriber from your list

- Follow the instructions to search for a subscriber OR scroll down the list of subscribers in the table – browser options to 'Find in page' will also work.
- Select the checkbox next to the subscriber you wish to remove (or multiple subscribers)
- At the bottom of the page select *Delete Selected Subscribers*
- A dialogue box will check your request, *OK* to confirm

Deleting a subscriber from the list

You have removed 1 subscriber from your list

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