

## HERFoum FAQ

### How to subscribe to HER Forum

Contact the Heritage Information Partnerships Team with your e-mail address. Contacts are listed at the bottom of this FAQ.

### How to post to HER Forum

You can post to the HER Forum in two ways

1. Send an e-mail to [herforum@jiscmail.ac.uk](mailto:herforum@jiscmail.ac.uk)
2. Log into your JISCMAIL account (see *Accessing your JISCMAIL account* below). Click on 'Subscriber's Corner' and select HER Forum. Under the heading should be a list of options running horizontally across the page. Choose 'Post New Message'. Write details in form provided and press send message when complete.

### Think before you post

HER Forum currently has over 350 subscribers with a wide range of backgrounds. HER Forum subscription is open to anyone with an interest in HERs, not just HER staff. In addition to this the HER Forum archives are open to view by non-subscribers. Please consider these facts before you post. We do ask subscribers to be polite to each other and refrain from flaming and trolling (see <http://computer.yourdictionary.com/trolling-baiting-flaming> for a definition of flaming and trolling).

For subscribers from public organisations (e.g. local authorities) please note your e-mails could be requested as part of a Freedom of Information Request (Fol). For more information about Fol's see the government's guide to making a Fol request at <https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>.

### E-mail signatures

Please consider including an e-mail signature in your e-mails to the list. This can include your job title, membership of a specific group or general location e.g. Oxford, UK. Your signature will be visible in the archives so do not use contact information unless you are happy to share it with non-subscribers also. The e-mail address you post from will remain hidden to non-subscribers.

### I don't know if my e-mail has reached the list

Don't panic. It may be that you have your account set to receiving no confirmation of your posting or a confirmation e-mail rather than a copy of your e-mail. Sometimes it can take up to half an hour for your e-mail to be posted out. A simple way for you to check if it has been posted is to take a look at the HER Forum archives at <https://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=herforum> and see if your e-mail is listed. To check your posting settings see section on 'changing your settings' (above).

### **Replying to e-mails**

If you click reply on individual or digest posts from HER Forum your reply will be sent to the whole list, not the individual. If you want to reply to the individual either click reply and change the e-mail address to the appropriate individual's address or start a new e-mail to them. You can copy and paste their e-mail address by opening the e-mail they have sent to the list and double clicking on their name in the 'From' line. This should open the 'e-mail properties' screen. The e-mail address appears under 'e-mail address' and can be copied and pasted into another e-mail or document.

You can't recall messages sent to the list as the list has distributed the e-mail on your behalf already. Please check your e-mail before pressing send to avoid any problems.

### **Replying to e-mails in a digest**

If you choose to receive e-mails in digest form but find that you want to reply to the list but reply to a specific e-mail you will need to reply online. Log into JISCMail, and using Subscribers Corner go to the HERForum list. Go through the archives to find the specific e-mail you want to reply to and open it up. In the top right hand corner of the message should be 'Reply'. If you click on this it will allow you to reply to the message. Please note however the message will be posted to the list and not the individual (see *Replying to e-mails* for more information).

### **Accessing your JISCMail account**

If you want to change how you receive e-mails, leave the list or even reply to e-mails you've had through as a digest you need to be able to log into your JISCMail account. Go to <http://www.jiscmail.ac.uk/> and the link to the log in should be in the top right hand corner. If you have never done this before or you can't remember your password you will need to 'Register' a new password at <https://www.jiscmail.ac.uk/cgi-bin/webadmin?GETPW1=LMGT1>.

Once you have logged in, go to the Subscriber's Corner. This should list all the lists that you have signed up to via JISCMail.

### **Changing your settings**

If you want to change your settings you need to log into JISCMail (see *Accessing your JISCMail account* above) and go to the Subscriber's Corner. Next to the headings of each e-mail list you have signed up to is [Settings]. Click on this and you can change how you receive e-mails from the list. You can also choose to receive no mail (useful if you are going away for a while) or to unsubscribe. If you want to re-subscribe you will need to contact the Heritage Information Partnerships Team (see *Contacts* below). You can also change your settings for receiving acknowledgements of your postings.

### **Changing your e-mail address**

If you need to change your e-mail address please follow the instructions on how to change your settings (see above). If you subscribe to several JISCMAIL lists you will have to update your subscription to each list separately.

Once you have changed your e-mail address on your subscriptions you will find that they no longer appear in your Subscriber's Corner list. This is because by changing your e-mail address you have created a new JISCMAIL account and your subscription is listed in the new account. You will need to log into JISCMAIL using your new e-mail address to gain access to your subscriptions again. To log in and register a new password use the instructions in *Accessing your JISCMAIL account* above.

### **Accessing the archives**

The HER Forum archives can be accessed by anyone, including non-subscribers. E-mail addresses of those who post are only visible to subscribers who have logged into their JISCMAIL account. The URL is <https://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=herforum> .

### **Accessing attachments - digest recipients**

If you have chosen to receive e-mails as a digest you may not necessarily receive the attachments that occasionally get sent by subscribers. You can however access attachments by viewing the message in the online archives. The attachment is usually mentioned within the header of the e-mail, in the line 'Parts/attachments'. See *Accessing archives* for more information.

### **My posts to HER Forum keep being bounced back – What can I do?**

If you currently receive e-mails from HER Forum but are unable to post to the list via e-mail you need to check your settings. It may be that your e-mail address has altered slightly and although you can still receive e-mails your new e-mail address does not match the e-mail address in the subscribers list. You can change your e-mail address in your settings. See *Changing your settings* above on how to do this.

If you change your settings and are still having problems please contact the Heritage Information Partnerships Team.

**Contacts**

If you need to get in touch with the Heritage Information Partnerships team about HER Forum please contact

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