

**Welcome** to the very first issue of the JISCmail Newsletter. I hope that each issue will include something of interest for everyone, whether as a new list owner or member, or simply seeking more efficient and time-saving tips for your list(s).

In addition, I would like to invite readers to consider sparing a little time in your very busy schedules to provide us with snippets and articles on the more interesting and innovative ways that you have used your JISCmail list(s).

A new issue will be produced bi-monthly and will be available online at

<http://www.jiscmail.ac.uk/newsletter>

Anyone wishing to be notified immediately an issue is published can join the newsletter list as described below and will automatically be notified.

I would now like to introduce you to the editor of this Newsletter 'Philippa Strange'. Philippa currently works on the JISCmail Helpline and looks after the JISCmail Policy and Security documents on the service. Philippa, has been co-ordinating articles for this issue and will be co-ordinating those for the future.

**Penny Windebank**  
JISCmail Manager

## This issue

[What is JISCmail](#)

[Web vs Email](#)

[Subscriber's Corner and how to use it](#)

[List Categories](#)

[Questions & Answers](#)

[How to receive new list updates](#)

[Selection of JISCmail statistics](#)

[Contact details](#)

## Next issue

JISC Legal Service (J-LIS)

Content filtering why and how

Newcomers corner

How to get the most out of your list

Interview with Spencer Warhurst

## What is JISCmail?

JISCmail is a mailing list service sponsored by the JISC, based on a Listserv system which is hosted and run by a dedicated team at the CCLRC's Rutherford Appleton Laboratory.

Our aims are to support topical Discussion, wide Collaboration and rapid Communications, providing a means to:

- Share experiences
- Enhance collaboration
- Keep in touch with peers
- Aid research
- Make new contacts
- Keep track of advancements in your field
- Announce events

## Who uses JISCmail

The main users are from Higher and Further Education and also Research communities.

## Why use JISCmail?

Our lists are free to the academic community and easy to set up via a vetted application process controlled by JISC criteria. Of course, if you don't meet the JISC criteria we offer a competitively priced fee paying service, called Mailtalk, which has all the benefits of JISCmail.

JISCmail hosts thousands of lists on a huge variety of different subjects.

There is no need to be an IT guru as our friendly and helpful support staff are only an email or phone call away from providing assistance.



JISCmail Homepage <http://www.jiscmail.ac.uk>

For out of hours help there is a variety of documentation on our website, including up to date service news.

JISCmail also provides detailed training and workshops at a variety of venues including bespoke sessions at your location.

## WEB versus E-MAIL

When you receive your new list or subscription you might be tempted to use e-mail as a standard tool for distributing messages via to the membership. There is nothing wrong with this, but consider, is it the most appropriate form of communication for using JISCmail?

Making full use of the web interface that JISCmail provides with every list, can give all members flexibility. They can view messages directly online and as message archives are held indefinitely on JISCmail no one should worry about the loss of a particular message. Enabling the 'nomail' subscription setting is all that is required to stop messages being transmitted to individual's mailboxes.

Every list comes with a File Area where the list owner can place documents and images, which will be immediately visible to the membership. The benefit of this is to reduce the number of times the document or image is circulated across the network or hogging valuable space on local mail systems.

To locate messages and files that may be associated with your list, visit your list's homepage at:

<http://www.jiscmail.ac.uk/LISTNAME>  
(where LISTNAME is the name of your list).

For the member simply clicking the 'Files associated with the list' link will take you to a list of files for viewing. For the list owner there is an easy method to add/delete/replace files from the list management area.

Below is a diagram of the component parts of a mailing list, which are normally visible on the web. There are differing levels of protection so there is no need to be concerned if you wish to protect certain areas of your list, it is possible.

For more help on using JISCmail see:

<http://www.jiscmail.ac.uk/help/using>

**LIST HOMEPAGE (or LIST ARCHIVES)**  
This is the starting point for accessing a list. 99% of JISCmail lists have a list homepage.

**LIST MANAGEMENT**  
Only available to list owners, this is where a list owner can perform tasks such as adding subscribers or configuring the list.

**FILE AREA**  
This is where you can view files associated with the list. Only owners can upload to this area via list management.

**ARCHIVE INDEX**  
This is the index of messages for the selected period.

**MESSAGES**

**KEY**

- Not password protected
- /no May be password protected
- /no/lock Always password protected

**ANATOMY of a JISCMAIL LIST**

<http://www.jiscmail.ac.uk/help/using/>

## List Categories

A review of the JISCmail subject categories that are applied to each list is to be undertaken in the near future. We would welcome input on new or missing categories or any suggestions relating to this area. For details of the current category options please see:

<http://www.jiscmail.ac.uk/maillinglists/choosecat.htm>

**This issue**

[What is JISCmail](#)

[Web vs Email](#)

[Subscriber's Corner and how to use it](#)

[List Categories](#)

[Questions & Answers](#)

[How to receive new list updates](#)

[Selection of JISCmail statistics](#)

[Contact details](#)

## What is Subscriber's Corner?

It is a powerful tool for managing your subscriptions, especially when you are subscribed to many lists. It may seem too detailed to use at first but, once you get used to it, is much more flexible than other methods.

You can do the following:

- Subscribe to one or more lists
- Signoff from one or more lists
- Change your subscription settings

There is a help button that displays helpful text in appropriate places to help you along. If this text gets in the way, just click on hide help.

It is possible to display your subscriptions according to predefined criteria via the reporting tool. This is especially useful if you are a member of many lists or wish to see how many lists you receive digests for, for instance.

There is one thing that subscribers corner can not do and that is allow you to change your email address for all the lists you are subscribed to. If you wish to perform a bulk change please contact the JISCmail helpline via:

[helpine@jiscmail.ac.uk](mailto:helpine@jiscmail.ac.uk)

In the list table options it is possible to view all public lists and even filter them to a particular keyword i.e. Mac. This will let you see the lists with the keyword in the title and also allow you to bulk subscribe/unsubscribe. The best way to find subscribers corner is to follow the link on the JISCmail homepage:

<http://www.jiscmail.ac.uk>

You can of course bookmark this page for future use.

## How to ....

**Subscribe** to one or more lists in Subscribers corner:

- Select "All Lists" in the "Show" option in the navigation sidebar, this shows all public lists.
- Press the "Submit" button to refresh the List Table
- Check the boxes next to the lists that you want to subscribe to
- At the bottom of the List Names column, select the "Subscribe" option in the drop down box
- Press the "Submit Changes" button to subscribe to the selected lists - Select "Subscribed lists" in the "Show" option in the navigation sidebar
- Press the "Submit" button to refresh

Similarly **to unsubscribe**:

- Check the box next to each list you want to leave
- At the bottom of the List Names column, select the "Unsubscribe" option
- Press the "Submit Changes" button

**To check** to see if you have indeed subscribed or unsubscribed is to:

- Select "Subscribed lists" in the "Show" option in the navigation sidebar
- Press the "Submit" button to refresh the List

note: you will not see any confirmation windows after submitting changes and you may have to use the refresh but to confirm your changes have taken effect.

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[What is JISCmail](#)

[Web vs Email](#)

[Subscriber's Corner and how to use it](#)

[List Categories](#)

[Questions & Answers](#)

[How to receive new list updates](#)

[Selection of JISCmail statistics](#)

[Contact details](#)

## Questions & Answers

### How do I change the colour scheme?

The colour scheme of Subscriber's corner and also list management can be changed by clicking on the theme selection button on the left-hand side of the page. You will then be presented with a drop down menu to select your scheme. Clicking the select button will apply your choice.

### How do I contact my list owner?

All list owners can be contacted by using the email address:

[LISTNAME-request@JISCmail.ac.uk](mailto:LISTNAME-request@JISCmail.ac.uk)

Substitute LISTNAME as appropriate. Emails sent to this address will only go to the list owner not the list.

### Can I add my home email address to my subscription?

Yes but the only way to have more than email address is to subscribe more than once.

You can reduce copies of messages by setting nomail as above. This setting will still allow you to post from either address.

**Where are the listserv manuals?** <http://www.lsoft.com/products/default.asp?item=manuals>

### How do I stop messages whilst I'm away?

Go to subscriber's corner and check the mail status box. You should then check the boxes of all your subscribed lists that you wish to suspend and click on submit. You will then be presented with a table and the right hand column shows your current setting.

Check the boxes next to the lists again and this time at the bottom right hand corner of the table there is a drop down list with the options mail or nomail. Select Nomail (or mail to reactivate) then click submit changes.

### Can I send attachments to the list?

Yes you can depending on the settings for your list (contact the list-owner for details). We do advise, however, that you make use of the files area associated with your list (available via the list owner). This minimises the potential load on the network and also many mailers have restrictions in place for dealing with unexpected attachments. In addition many subscribers use mail services with restricted inbox capacity and may not have the software needed to open your attachment.

[This issue](#)

[What is JISCmail](#)

[Web vs Email](#)

[Subscriber's Corner and how to use it](#)

[List Categories](#)

[Questions & Answers](#)

[How to receive new list updates](#)

[Selection of JISCmail statistics](#)

[Contact details](#)

## New List Updates

Check the new lists to see if there is anything of interest or value to you. There is a JISCmail list called [new-lists@jiscmail.ac.uk](mailto:new-lists@jiscmail.ac.uk) or you can visit the websites:

<http://www.jiscmail.ac.uk/new-lists>  
<http://www.jiscmail.ac.uk/maillinglists/recentlists.htm>

A selection JISCmail statistics for	April	May
distributed messages	9,638,581	11,184,049
new lists set up	81	76
new subscribers	8350	4943
unique subscribers	331,676	332,536
active lists	4392	4410
spams detected	31469	34082
viruses received	1240	1582
viruses distributed	0	0
helpdesk phone queries	51	53
helpdesk email queries	624	1009

### Our contact details are :

JISCmail  
Building R61 Room 1.05  
CCLRC Rutherford Appleton Laboratory  
Chilton  
Didcot  
Oxfordshire  
OX11 0QX

Tel 01235 44 6780  
Fax 01235 44 6708

Suggestions and ideas for publication in this newsletter are welcome, please email to:

[newsletter-request@jiscmail.ac.uk](mailto:newsletter-request@jiscmail.ac.uk)

The closing date for the next issue is 18th July

**Philippa Strange, Editor**