



**Welcome** to the second issue of the JISCmail Newsletter. I hope that last month's issue proved useful to many of you. If you are a list owner may I remind you to spread the word about this newsletter amongst your subscribers please, if you're not a list owner please still spread the word!

Don't forget feedback, suggestions and contributions are welcome via the email address:

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

**Philippa Strange**  
Newsletter Editor

## Inside this issue:

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## Coming soon.....

- **Interview with Spencer Warhurst**
- **How to get the most out of your list: bulk add and files area**
- **Newcomers corner: netiquette do's and don'ts**
- **JISCmail Anniversary: 2 years on**

## HOW TO GET THE MOST OUT OF YOUR LIST by Penny Windebank

This article is intended to give you, the list owner, whether established or a new, a few ideas that you may not have considered in relation to your list(s).

### Do you have the right type of list?

You may have taken over ownership of an existing list or requested a new one, but it may not be fulfilling the needs of the list membership. JISCmail lists are flexible and the settings that control how the list operates can be changed easily by the list owner or through the helpline. The majority of lists whether they are Private or Public fall under one of the following categories:

#### 1/ One way announcement list

Used commonly for project, conference, meeting, research, newsletter, teaching or training announcements, where the membership will only receive information. The membership would not expect to be able to communicate with one another. An announcement list is an ideal medium to use with so many of us able to pickup our e-mail whilst traveling or working at different locations.

#### 2/ Two way discussion list

Enable the membership to freely interact with one another. Often these lists are project, regional (national), or subject related and enable specialists in a particular area who may not be working in the same institution, to exchange ideas, develop new processes and materials.

#### 3/ Multi lists

These are usually known as *Super lists*. When sending a message to a super list your message will be distributed to the number of sub-lists that will have been defined within the super list. It may

be that one of these sub-lists is itself a super list. All lists contain the individual's e-mail addresses and their name or the name of another list or even a combination of both. More information relating to super lists can be found in this newsletter, [click here](#).

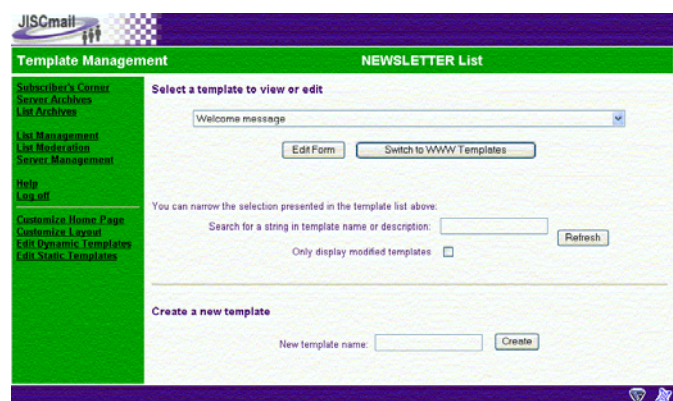
Consider: If your list is very busy and is used both for discussion and announcement then it might be worth considering whether it would be beneficial to split your list into two. This might enable the discussion to continue at a pace, but ensure that important announcements do not get lost in those discussions.

### Utilising templates

Using the template management area of your list may save you valuable time as a list owner. For example the following templates may be useful for holding information that will reduce the number of questions you may receive.

### Welcome

Using the list management template named 'Welcome', which is normally the first template in the list you can add useful information to such as the purpose of your list, a list charter or just how members might leave the list or even temporarily suspend their mail from it. [\[continued page 2\]](#)



## How to get the most out of your list [continued]

### Farewell

This can also be a useful template to say thank you or as a reminder to members leaving the list where they can find associated information; even how to re-join if they wish in the future.

### Top & Bottom Banners

This pair of templates can be useful companions when trying to keep your membership informed. They can be used to include useful web links to sites, perhaps the one hosting your project or institution. They can also be used as a reminder of a particular event or important date in your memberships calendar.

Select the plain text version of a template. Which ever one, or even both, you choose is entirely up to you. You may prefer the information to be at the foot of any message posted to the list or right up there at the beginning. You may feel you have sufficient information and that using both Top & Bottom is appropriate for your list. Updating the banners is simple, just edit the form and key in the information you wish to present, just like you would in any electronic message. Save this information by selecting the 'Update' button. A message will appear when successful and from that

point anyone posting to your list will automatically have the information added to it. When the information is obsolete change and update the banner template again.

### Main Index

This template is the one which is the most fun and also can be the most effective when tailoring the appearance of your list. For example see the following public lists where the homepage has been tailored.

[www.jiscmail.ac.uk/psychiatric-nursing](http://www.jiscmail.ac.uk/psychiatric-nursing)

[www.jiscmail.ac.uk/newsletter](http://www.jiscmail.ac.uk/newsletter)

[www.jiscmail.ac.uk/data-protection](http://www.jiscmail.ac.uk/data-protection)

An article on the Main Index will be available in a future edition giving more detail of how this works and what can be achieved. If you would like some help in tailoring your list in the meantime please contact the Helpline who will be happy to help.

Below is a screen shot of the Newsletter archive page which has been customised by removing the green left-hand bar, adding some background colour and useful links at the bottom.

**JISCmail**

**A Newsletter for the JISCmail Community**

*A new issue of the JISCmail Newsletter will be published every two months*

- [Join or leave the list \(or change settings\)](#)
- [Send feedback or newsletter contributions](#)

Welcome to the archive page of the JISCmail Newsletter. It is hoped that each issue will include something of interest for everyone, whether as a new list owner or member, or simply seeking more efficient and timesaving tips for your list(s).

In addition, readers are invited 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).

Anyone wishing to be notified immediately an issue is published can join the jiscmail-newsletter list.

There are three version of the newsletter to suit readers needs:

- Internet Explorer
- Netscape
- pdf version for printer friendly version and accessibility needs

Internet Explorer	Netscape	pdf
<a href="#">Issue 1/03</a>	<a href="#">Issue 1/03</a>	<a href="#">Issue 1/03</a>

Subscribers Corner JISCmail Homepage

## List Categories Reminder

As mentioned in last month's newsletter, we are reviewing the subject categories that are applied to each list. We would welcome input on new or missing categories or any suggestions relating to this area. Please forward your comments to [newsletter-request@jiscmail.ac.uk](mailto:newsletter-request@jiscmail.ac.uk). For details of the current categories please see:

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

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## JISC Legal Information Service - by John X Kelly

[www.jisc.ac.uk/legal](http://www.jisc.ac.uk/legal)

Existing and recently introduced UK legislation which impacts on the use of information technology has meant a growing need for regulatory and compliance information. In response to an increased number of enquiries on the application of this legislation to ICT from colleges, their staff and students, the JISC ( [www.jisc.ac.uk](http://www.jisc.ac.uk) ) funds a Legal Information Service (J-LIS).

J-LIS delivers legal resources for further and higher education, particularly for those working in Information Services, but anyone within further and higher education can access its website, send an enquiry or attend its workshops. J-LIS materials are aimed at non-lawyers and provide information needed to make decisions, stay inside the law and, if things get serious, help with background briefing before seeing a lawyer or a representative of the police or security services. The objective is to save time and money by providing or supplying information (or access to it) from one place. J-LIS aims to prepare and select material, which is as succinct and to the point as legal material can be.

Our core areas are

- Data Protection
- Intellectual Property (Copyright)
- Freedom of Information
- Human Rights
- Disability
- E-Security (E-Monitoring)
- Cybercrime
- ISP Liability

### **What the JISC Legal Information Service provides**

A website with a range of resources and services at <http://www.jisc.ac.uk/legal>

For example 'briefings' on major areas of law relevant to ICT, both by our own staff and commissioned from academics, practitioners and users. The site hosts a daily news service, e-updates from MacRoberts,

Solicitors, News of Workshops and other events, Lists of links by legal area, and a Glossary of terms.

We run a dedicated email and telephone inquiry service, details of which are on the website and we aim to answer all queries within 3 working days.

J-LIS runs national workshops on the existing key areas as well as addressing newer legislation such as the Freedom of Information Act. We also run smaller scale regional workshops in co-operation with the JISC RSCs on legal issues in general and on more specific topics such as Copyright.

J-LIS provides speakers for conferences and seminars and runs stands at exhibitions. In addition to material available at these events, we have leaflets available on request, which are also distributed by mail shots.

J-LIS staff serve on JISC sub-committees and external working groups.

### **What we cannot do**

Naturally, the service cannot give professional legal advice to individuals or institutions on specific cases - it cannot offer a legal 'help-line'. In addition neither can we advise you on what specific actions to take when you are facing risks. Ultimate responsibility for complying with the law lies with institutions and their staff and where necessary they should seek legal counsel.

JISC mail users and mailing list owners and managers will find useful information on their responsibilities from a legal perspective by looking at the article entitled "**FE/HE Institutions and Liability for Third Party Provided Content**" by Gavin Sutter on the JISC Legal Information Service website at [http://www.jisc.ac.uk/legal/index.cfm?name=lis\\_gs\\_content\\_regulation](http://www.jisc.ac.uk/legal/index.cfm?name=lis_gs_content_regulation) - some of which is particularly relevant to their role.

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John X Kelly is one of two Legal Information Officers who provide a helpdesk for ICT legal issues in FE and HE Institutions and can be contacted by email at [jlis@strath.ac.uk](mailto:jlis@strath.ac.uk). Further details can be found at [www.jisc.ac.uk/legal](http://www.jisc.ac.uk/legal), © JISC Legal Information Service

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## Newcomers corner by Pam Delaney

### Passwords

Those of you who have been using JISCmail for quite some time will be very familiar with JISCmail Passwords. For those who are new to the service, as either a list member or a list owner, here are some useful pointers.

Please remember that as a list member who only ever uses email to post to lists and never uses the web archives, a JISCmail password is not necessary, though nowadays the vast majority of users do use the web. As a member you will need to have a JISCmail password to both post from the web and to read the archives of private lists that you belong to. As an owner you also need a password to manage your list(s)

**Do not worry if you forget your JISCmail password, just register a new one, and likewise just register a new password if you feel someone knows your present one or you would just simply like a change.**

**If your email address changes, please remember that you will need to register a new JISCmail password with this new address. It is often worthwhile to clear out your JISCmail cookies before registering a new password. These can be found under temporary internet files on your computer.**

The first time you login with a password, unless you opt for the no cookie option, the default is to store your password as a cookie for future use. If your browser is not set to accept cookies, you may still log in but you will be timed out after 15 minutes and will need to login again.

### Registering Passwords

**Via the web** – Go to [www.jiscmail.ac.uk](http://www.jiscmail.ac.uk) and under Quick links you will see 'Register a Password'. Use the same method if you wish to change or you have forgotten your password.

**Via email** – Send the following command to [listserv@jiscmail.ac.uk](mailto:listserv@jiscmail.ac.uk)

```
pw add PASSWORD
```

Use the same command if you have forgotten or wish to change your password

There is an extra command via email that allows you to change your password; either use this or the command above

```
pw change OLDPASSWORD NEWPASSWORD
```

### Cookies

A cookie is a small piece of information stored on your computer, by your web browser, on instruction from a website.

Cookies can be used to personalise your interaction with a website. For example, if you visit a weather site, it may ask to store your location in a cookie so that it can take you straight to your local weather information every time you visit the site.

Cookies are very useful when using JISCmail, as Listserv can store your login details to save you having to login every time you use JISCmail

Most browsers are set to allow the creation of cookies, so if, when you login to JISCmail for the first time, your browser will only allow you to login without a cookie then you need to check your browser options. The method of checking varies with each browser, but the IT people at your institution will explain to you how to do this.

Please remember that if you register a new JISCmail password with either your normal email address or with a new email address, it is worthwhile clearing out your old JISCmail cookies first.

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## Content Filters by Les Cesek

Do you wish you could stop certain types messages appearing on your list ?

You can, with content filtering, list owners can block some messages and send a mail to the poster saying why they have been refused.

However, there are measures which all list owners should use to prevent unwanted mail being sent to the list in the first place, which is preferable to blocking it once it's received. The biggest problem most list owners face is UCE (unsolicited commercial email) or spam as it's universally known. The best technique we have for combating spam is to only allow postings to a list from list members, as most serious spammers don't join our lists to do their spamming. This is achieved by setting send=private in the list header. All new lists have this as the default so there is no need for any action if you wish to set up a list or yours is a recent list.

Another cause of unwanted mail is out of office replies (ooo messages). With version of 1.8e of listserv, which we installed back in July 2002, there is a feature which normally recognises ooo messages and blocks them. (Incidentally, this works on identifying the words precedence=list in the mail header, which is set in most ooo messages.)

Finally, all lists can be set up as reply=list or reply=sender, depending of course on to whom replies to any posting should be sent to. Reply=list is fine if you really wish everyone to receive everything, but often people do reply to the whole list when they really just wanted to reach one person, or there is often a flurry of 'me-to' mails which follow a single posting. Again, if you welcome such postings then that's fine , but reply=sender will prevent those postings at source. By setting reply=sender,respect , this means that, by default, replies will go to the sender, but if the replier wishes to reply to the whole list, they can override this when they compose their message.

So if you still wish to enforce additional security with content filters, then this is how it's done. Its fairly straightforward, but please note that filters apply only to the text content of the message, any attachments are not examined by the filter and so could still contain the offending material you wish to filter and will be accepted.

If you go to list management and then press the templates button, scroll through the list of templates and select the following:

Rules for filtering list messages based on their contents [CONTENT\_FILTER] and then press the Edit Form button.

These templates can have one or more entries, one per line, in the following form

*[prefix:] pattern*

where prefix is a mail header tag, such as Subject, Header or Text. The default is text and pattern is the character string to search for. This is case insensitive and you can use the \* character as a wildcard.

The next line, known as the action rule, is purely optional and be either of the following:

*Action: ALLOW*

*Or*

*Action: REJECT reason*

The default is REJECT with no reason. If reason is supplied, this is passed to another template, the BAD\_CONTENT template, and inserted into the % COMMENT variable found there. The message in this template is sent to the sender of the message that is blocked by your filter, and like all templates, you can modify this as you wish.

Here are two common examples.

For simple rejection of out of office messages, just in case they slip through our auto-detection mentioned earlier

*Text: out of office*

*Action: Reject*

But since text and reject are the defaults, they aren't necessary.

To reject postings containing certain words which you find offensive, the simplest way is just to list them, as below

*Offensiveword1*

*Offensiveword2*

*Offensiveword3*

Of course certain words are acceptable in one context but unacceptable or offensive in another, some would say certain words are always offensive. As list owner its your list so you have the final say on what is allowed.

To reject typical spam, which normally allows you to choose not to receive further postings, use the following

*Click here to be removed*

*Action: Reject I do not allow unsolicited mail on my list, please don't send any more*

This will send your rejection reason to the poster and of course you are free to use your own words in the reason.

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## What is a Superlist? by Pam Delaney

A superlist is the list at the head of a 'family' of several related lists called sublists

### What are the advantages of using a Superlist?

Posting to a superlist allows you to post to several lists in one posting, without duplication. It also prevents the risk of the posting being interpreted as Spam. If this happens then the system will automatically bar you from posting for 48 hours.

### Points to note

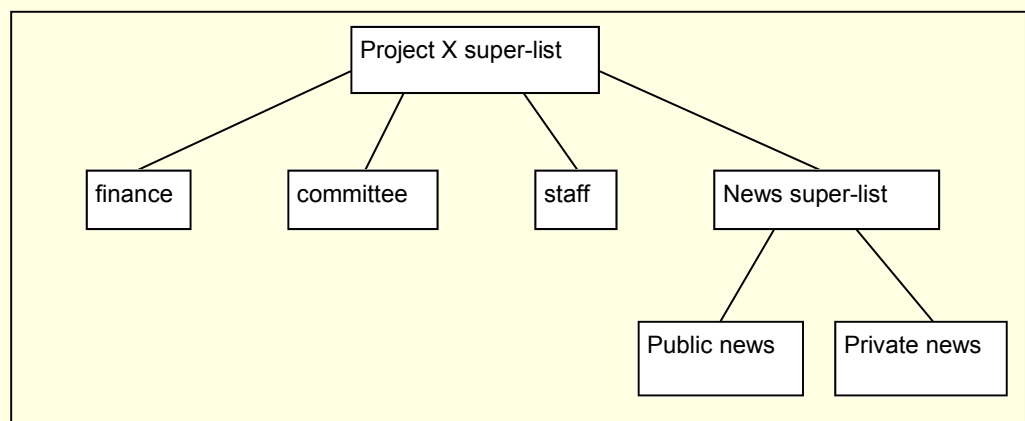
The owner(s) of a superlist need not be the owner(s) of the sublists, but permission must be sought from the proposed sublist owner(s) before a list can be made known to the superlist.

Only a member of the JISCMail helpline can set up superlists.

A superlist need not have any members subscribed to it, all postings to and from the list may be restricted to the owner(s) as all postings will go to the complete sublist membership.

Most super/sublist structures are simply one superlist with several sublists added to it, but more complex structures can be used. As an example **superlist-A** may have 4 sublists, sub1, sub2, sub3 and sub4. **Superlist-B** could have just two of the same sublists, i.e., sub2 and sub4.

The diagram below shows an example of how this might work:



A selection of JISCMail statistics for	June	July
distributed messages	11,361,051	10,800,960
new lists set up	66	87
new subscriptions	5373	5493
unique subscribers	334,933	337,303
active lists	4435	4508
spams detected	40138	45347
viruses received	3802	1819
viruses distributed	0	0
helpdesk phone queries	46	73
helpdesk email queries	1194	1034

### 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 30th September

**Philippa Strange, Editor**

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