INTRODUCTION

This document is designed for list administrators — people who wish to create and manage mailing lists.

There are three kinds of Majordomo lists:

1. **CSUN Class lists**: (used to contact students in a particular class or to contact several sections of the same course). Class list names end with -C, (example. ENGL 150-C) and are configured to "reply-to-sender" only.
2. **Departmental lists**: (used to contact a CSUN department). Departmental list names end with -L (example, FACSEN-L).
3. **Student groups and organizations**: (requires a faculty sponsor). These lists end with -G (example, BUSMAJRS-G).

Names are not case-sensitive, so facsen-l and FACSEN-L are interchangeable, but be careful not to confuse the letter “I” (el) with the number 1 (one).

**Note**: Depending on the email application utilized, attachment limits may prevent you from sending large attachments. If this is the case, put the information on a share drive or share the information via Moodle.

GETTING STARTED

Faculty and staff can create and manage Majordomo lists by logging in to the following website:

http://www.csun.edu/majordomo

When prompted for User Name and Password, enter your CSUN User ID and Password.

CREATING A MAJORDOMO MAILING LIST

From the Majordomo web page:

1. Select **Make a new distribution list**.
2. The Create Email Distribution List screen displays (see Figure 1).
3. Enter a list name and password and then select from the following options. Be sure to choose your options carefully as you will not be able to make changes once the process is complete.

<table>
<thead>
<tr>
<th>Option</th>
<th>Instruction/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>List Name</strong></td>
<td>Enter a name for the list. Nine characters max. No special characters (example, $, %, or &amp;). Do NOT add a class list suffix (-C, -L or -G) as this will be added when you designate the category.</td>
</tr>
<tr>
<td><strong>List Owner Password</strong></td>
<td>Enter a password for the list you are creating. The password is case sensitive.</td>
</tr>
<tr>
<td><strong>List is for a (List Category)</strong></td>
<td>Choose the appropriate list type (Class, Student Org or Departmental).</td>
</tr>
<tr>
<td><strong>Subscribe Policy</strong></td>
<td><em>Open</em> will allow anyone to subscribe without permission. <em>Closed</em> will require you to approve each subscription request.</td>
</tr>
<tr>
<td><strong>Moderated</strong></td>
<td>Choose <em>Yes</em> if you want to approve all mail before it is sent to the list.</td>
</tr>
<tr>
<td><strong>Restrict posting to members of a list</strong></td>
<td>Select <em>Yes</em> if you only want subscribers to be able to send to the list.</td>
</tr>
<tr>
<td><strong>Default reply to</strong></td>
<td>The default option of <em>Sender</em> is recommended. This means that all replies will go to the sender of the message and not the entire list.</td>
</tr>
<tr>
<td><strong>Purge subscribers from list</strong></td>
<td>Enter a date when subscribers will be automatically removed from the list. This is especially useful for class lists where you want to keep the list, but remove student’s names each semester. If you do not want to set a purge date, select the <em>Never</em> checkbox.</td>
</tr>
<tr>
<td><strong>Expire Entire List</strong></td>
<td>Enter a date of expiration if you want the list to automatically expire. If you do not want the list to expire, select the <em>Never</em> checkbox.</td>
</tr>
</tbody>
</table>

4. At the bottom of the screen, enter the email addresses for your subscriber list. Addresses should follow this format:

- **BLANK@csun.edu** or **BLANK@my.csun.edu** with BLANK being their email alias (example, **jack.frost@csun.edu** or **jack.frost@my.csun.edu** or **abc12345@csun.edu**).

5. Select the **Create** button to complete the process. The list will be available the next morning.
EDITING AN EXISTING DISTRIBUTION LIST

You can edit a previously created list to add or delete names, or change the address for someone on the list.

1. Select **Editing an existing distribution list** on the Majordomo Web page.
2. Supply the list name and list password in the appropriate dialog boxes and select **Edit**.
3. When the list appears, make your changes.
4. Select **Update** when you're finished.

You cannot change the list name, password, or chosen options for a mailing list. Should you want to change a list from unmoderated to moderated, for example, you'll have to delete the list and recreate it with the appropriate option(s) selected.

If it becomes necessary to modify the options for a list, you may do the following:

1. Copy and paste the subscriber list to a Word document (for example).
2. Delete the Majordomo list.
3. Create a new list.
4. Copy and paste the subscriber list (from Word) to the **Initial Subscriber List** area of the **Create Email Distribution List** window.

**Note:** Majordomo Class Lists are set-up to allow “reply-to-sender” replies only.

ADVANCED FEATURES

**Moderated Lists**

Moderated lists cannot be used to send attachments.

**Approving Mail on Moderated Lists**

When someone sends a message to a moderated list, the message goes to the list moderator for approval. Figure 2 shows such a message. Note the "BOUNCE" subject line and extensive header information that precedes the body of the message itself.
Approving and Forwarding a Message to the List

To approve and forward the message to the mailing list, do the following:

1. Make sure your email formatting preferences are set to send messages as plain text (not HTML).
2. Highlight the message to be forwarded and select the **Forward** feature of your email software.
3. Replace the BOUNCE subject line with the sender’s subject (located in the header information displayed in the message area of the email window). The subject in the example above is “Meeting Announcement.”
4. Delete the header information displayed in the message portion of the email window EXCEPT the second **From** line. In the example above, this line reads **From: John Jones <john.jones@csun.edu>**. If you do not leave this information in the body of the message, the recipients won’t know who the message is from. When you forward the message to the list, it is your name and email address that will be displayed in the **From** portion of the message header.
5. On the very first line of the message area type:
   a. Approved: abc123 (“abc123” is an example, enter the password for your list)
   b. From: John Jones [john.jones@csun.edu]
   c. The next meeting of this committee will be held... the agenda is as follows... etc.

**Note:** If you, the list administrator, want to send a message to the list, simply enter the Approved line (as described in Step 5, above) at the beginning of your message and then send as usual. You must use plain text to do this.
Majordomo Commands for List Subscribers

These list commands are used by the subscriber and are recognized by Majordomo.

Commands should be placed in the body of an email message to majordomo@csun.edu. Commands in the "Subject:" line are NOT processed.

In the command list below, items contained within [brackets] are optional. However, when using the command, do not include the [brackets].

Table 2 – Commands Recognized by Majordomo

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>subscribe [list] [address]</td>
<td>Subscribe yourself (or address if specified) to the named list.</td>
</tr>
<tr>
<td>unsubscribe[list] [address]</td>
<td>Unsubscribe yourself (or address if specified) from the named list.</td>
</tr>
<tr>
<td>get [list] filename</td>
<td>Get a file related to list.</td>
</tr>
<tr>
<td>index [list]</td>
<td>Return an index of files you can &quot;get&quot; for list</td>
</tr>
<tr>
<td>which [address]</td>
<td>Find out which lists you (or address if specified) are on.</td>
</tr>
<tr>
<td>who [list]</td>
<td>Find out who is on the named list.</td>
</tr>
<tr>
<td>info [list]</td>
<td>Retrieve the general introductory information for the named list.</td>
</tr>
<tr>
<td>lists</td>
<td>Show the lists served by this Majordomo server.</td>
</tr>
<tr>
<td>help</td>
<td>Retrieve this message.</td>
</tr>
<tr>
<td>end</td>
<td>Stop processing commands (useful if your mailer adds a signature).</td>
</tr>
</tbody>
</table>

Note: These commands may not work for restricted lists.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (http://techsupport.csun.edu) or in person in (Oviatt Library, First Floor, Learning Commons).