List Serve Help & Getting Started

Getting Started

List Serv Networking Groups

- CFO Networking Group
    - **List Address** = cuadcfo@doig.cuna.org

- Compliance Networking Group
    - **List Address** = cuadcompliance@doig.cuna.org

- Branch Manager Networking Group
    - **List Address** = cuadbranchmanager@doig.cuna.org

- Human Resources
    - **List Address** = cuadhr@doig.cuna.org

- IT Networking Group
    - **List Address** = cuadit@doig.cuna.org

- Lending Networking Group
    - **List Address** = cuadlending@doig.cuna.org

- Marketing Networking Group
    - **List Address** = cuadmarketing@doig.cuna.org

- Young Credit Union Pressionals Networking Group
    - **List Address** = cuadycup@doig.cuna.org

Liaisons

CFO - **Karla Clark**
Compliance List Serb - **Amy Kleinschmit**
Branch Manager - **Robbie Thompson**
Human Resources - **Karla Clark**
IT Networking Group - **Steve Rahrich**
Lending Networking Group - **Robbie Thompson**
Marketing Networking Group - **Kristie Heit**
Young Credit Union Professionals - **Steve Rahrich**

Online List Serv Link

CFO = http://doig.cuna.org/read/?forum=cuadcfo
Compliance = http://doig.cuna.org/read/?forum=cuadcompliance
Branch Manager = http://doig.cuna.org/read/?forum=cuadbranchmanger
Human Resources = http://doig.cuna.org/read/?forum=cuadhr
IT = http://doig.cuna.org/read/?forum=cuadit
Lending = http://doig.cuna.org/read/?forum=cuadlending
Marketing = http://doig.cuna.org/read/?forum=cuadmarketing
YCUP = http://doig.cuna.org/read/?forum=cuadycup

Sign Up List Serv

Sign up for any list serv

Rules of the Road

How List serves Work

A list serve is a centralized list of e-mail addresses used for group discussions. You must subscribe to a list serve before you can use it. **Because this is a private list (available only to Credit Union Employees), your subscription must also be approved by the list administrator.**

Once you've subscribed, using a list serve is almost like using regular e-mail, except that instead of sending messages to an individual, you send messages to a special list serve address. The list serve then sends your message to every subscriber on the list, who can in turn reply back to the list serve. It's a little like a telephone "party line."

The most important point to remember is that whenever you send a message to a list serve address, or reply to a message that came from a list serve address, you are communicating with every subscriber on that list.

Web Based list serve

Networking Group members have the ability to view messages in the administration area of the list serve. After logging in to the list serve, click "Messages." You will see all messages (and subsequent replies to those messages) in the past week in a format similar to a messageboard. You can choose to receive no email from the list serve and communicate entirely with Networking Group members via the web based list serve.

To access the web based list serv please click on your list above to log in and use the web based version.

Attachments

To prevent the spread of viruses, the list serve does not accept e-mail attachments of any kind, including signature files or Virtual Business Cards. If you send a message containing an attachment to the list serve, it will be rejected.

Alternatively, you can send your file privately to the person who requested it, though if many people are interested, you may find yourself sending numerous e-mails.

E-mail etiquette

Before you automatically reply to a list serve message, take a moment to think about whether your response should be directed to the entire list or just to the individual who originally posted the message. Keep your replies pertinent, and avoid superfluous comments such as "Thanks," or "Me, too." Unless otherwise directed, most individuals reply to the full list serve with a response to a query, making the "I'm interested as well"-type posts unnecessary.

Include your e-mail address in your signature line or body of your message so that people may send you a private reply. You may also want to include your phone number and fax.

"Snip," or cut, any irrelevant text from your replies. This is especially important if you get list serve messages as a daily digest.

Don't type messages in all upper case letters. This is perceived as "shouting" in e-mail etiquette.

Use plain text in your messages, as some recipients' e-mail programs cannot handle fancy fonts, colors, and designs. What recipients may see instead are a lot of numbers, letters and code that make it hard to find the text of your message.

Appropriate use

This list serve is provided as a venue for intelligent discussion between subscribers. In order to create an online environment where subscribers feel free to offer honest opinions, ideas, and resources, please respect the following guidelines:

1. Postings to this list serve are strictly for the use of CTC members only. Dissemination or photocopying of the list serve postings is prohibited.
2. list serve email addresses will not be used by CUAD or Networking Group list serve subscribers for the purposes of solicitation.

3. list serve messages will be submitted only by current CUAD Networking Group members, trial members, or CUAD staff (when appropriate).
4. Messages will be professional and will not contain any derogatory references, bad language, or solicitations of any type.
5. Under no circumstances will any subscriber be allowed to collect or use domain names, email addresses, names, addresses, or phone numbers of list serve subscribers.
6. Any unauthorized use of a subscriber's name, email address, or domain name may result in loss of access to the list serve.
7. Postings to the list serve are intended for the use of CTC members only and should not be forwarded to anyone outside of the list serve.

Subscribers who fail to cooperate with these guidelines may be removed from the list.

Post Messages

To post a new message to your group list serve, address it to your list serv address, and click "Send."

To send a message using the web-based list serve, after logging in to the list serve, click the "Messages" tab and then "Create New Message." Once you compose your message, click "OK." The message will then send to your group list serve.

Your message will be sent to everyone on the list.

Receive Messages

Depending on the e-mail program you use, list serve messages may come to you addressed from the list name itself, or addressed from an individual subscriber. For example, messages from your group list serve may come to you addressed **"From: cuad"list serv group"@doig.cuna.org,"** or they may come to you addressed **"From: dorothy@mycreditunion.org."** Please whitelist the domain "your list address" to ensure that you receive the list serve messages in your inbox.

You'll always be able to tell that a message is from a list serve by checking the "Reply To" field in your e-mail message. **Remember, once you hit "Reply," your reply goes to every subscriber on the list.** This happens regardless of whether you select "Reply to All" or "Reply to Sender" in your e-mail program.

Change Settings

If you're a CTC list serve subscriber, you can change your personal settings whenever you'd like. For example, you can receive all list serve messages as one daily digest, change your e-mail address, or suspend mail while you're out of the office. Follow these steps to change your settings:

1. Enter your list serv group
2. Enter your e-mail address and your password.
3. Click on "My Account ."
4. Here you can change your email address or change your membership type:
   - **"Normal: receive messages as they are contributed"** - receive every email from the list serve individually.
   - **"Digest: one daily email with all the messages for that day"** - receive one email per day with all messages from that day compiled.
   - **"Mime digest: one daily email with that day's messages in MIME format"** - same as Digest, but works better for some email programs. Try both and see what works better for you. MIME stands for "Multipurpose Internet Mail Extensions."
   - **"One daily email with only the subject lines for that day"** - similar to the digest except only the subject lines are included.
   - **"No email: receive no email from this mailing list"** - Self explanatory. Use this option if you only want to use the web-based list serve (by clicking "messages" in the list serve interface) or to suspend mail temporarily.
5. Once finished, click "Save Changes."

Outlook Rule to Redirect Messages

Don't like all of the list serve messages clogging your inbox? Sure you can set your list serve account to the daily digest or use the web-based version instead (as noted above), but why not create a new folder in Outlook for list serve messages and have them get sent straight there? Then you can check them at your convenience.

Here is how you do it:

1. Create your new folder in Outlook
2. Choose "Rules and Alerts" in the Tools drop-down menu at the top of Outlook
3. Click "New rule" under the Email Rules Tab
4. The default is "Start creating a new rule from a template" - leave that checked and highlight the first template in step 1 - "Move Messages from someone to a folder"
5. Step 2 is where you can edit the description - click the underlined "people or distribution list" and add list serv mailing address in the "from" line. Click OK. *(*Some members have found success adding it to the "to" line instead.)*
6. Click the underlined "specified" folder and choose your new folder you want the list serve messages to go to. Then click OK.
7. Click "Finish" - then "Apply" on the main "Rules and Alerts" screen (make sure your new rule is checkmarked).

8. That's it!

(Note that if you have specific questions on this - or you don't use Outlook- see your CU's IT department for help)

Read Archived Messages

If you're a CTC list serve subscriber, you can read and search the archive of list serve messages. This way, you don't need to save copies of the messages on your computer.Follow these steps to view the list serve archive:

1. Enter the your list serv group.
2. Enter your e-mail address. No password is needed.
3. Click on "Messages." The most recent messages will be displayed by date | subject line | replies | author. Click the subject line to view the message thread.
4. Use the "Search" button at the left of the screen to query messages by keywords/topic. Note that this only searches the subject line.
5. For a more thorough search, click "advanced search" after clicking the "Search" button. This allows you to search for your keywords in the entire message (instead of just the subject line). This search process takes longer - be patient while Lyris is searching for your keywords.
6. Your search results will then be displayed by date | subject line | replies | author. Click the subject line to view the message thread.

Unsubscribe

- To unsubscribe to a list serv please do one of the following options.

    - [Unsubscribe](#) from list servs

Troubleshooting

If you're having problems accessing or using the list serve, please contact the list liaison. Please do not send technical or administrative questions to the list serve.

Common problems

Rejected messages

The list serve rejects messages with attached files or messages with no subject. If your message is rejected, create a brand-new message correcting the problem, and repost. If you get a different

rejection, and are not sure how to correct the problem, please forward the entire message *with* the rejection to us.

Not receiving messages

Sometimes your local firewall/spam filter will accidentally block our email coming from the list serve, and CUNA in general.
To resolve this problem, your IT department should "White List" all emails with the following extensions:

- @listserv.cunaNetworking Groups.org
- @doig.cuna.org
- @cuna.coop
- @cuna.org
- @cuna.com

Not recognized as a subscriber

If you get a response that the list serve does not recognize you as a subscriber, first make sure that you are sending your message from the same e-mail address under which you originally subscribed. Follow the instructions under "Change Settings" to verify or change your subscription address. If your e-mail address and subscription address match, and you still have problems, please contact us.

Messages not posting immediately

If your message does not post right away, but you do not get a rejection response, it may be due to Internet congestion between your mail server and our list serve. Try waiting a few hours, and if the message still has not come through, contact us. Please do not post multiple copies of your message to the list.

Automatic unsubscription

If the list serve gets a "full mailbox" or "bad address" message for 5 days in a row, it will notify you that your address is on hold. If, after 7 days on hold, your address is not corrected, you will be automatically unsubscribed from the list.