The difference between a listserv and a smartmail email

- A listserv is a software run and managed by the NAS and as such, all request to make, edit or delete listservs has to be reported to them via a NAS employee (i.e Sara Pietrzak).
- The smartmail account is bought and managed by the FDP with the domain of thefdp.org. All requests are to be emailed to Sara who handles them directly.
- A listserv allows the user to have large mailing lists where one email is sent to all subscribers of that list. You also have the option for only one-way communication, moderated (all emails must be approved), or private (any email to a listserv results in all subscribers receiving said email).
- A smartmail email acts exactly like a normal email with no subscribers. You will receive emails from anyone into your mailbox and only those who have email forwarding set up to their emails will receive them. It is often used for helpdesk inquiries.

How to request a listserv

- Send a request email to Sara (spiuzr@nas.edu) that includes the following information
  1. The name of the listserv; we use the naming system of FDP-name-L
  2. The description of the listserv; short sentence on what the list is for.
  3. Moderation; you have three options and they are as follows
     I. One-way communication (Friends list); Only moderators & editors can send messages. Nobody else can reply or send messages to the listserv.
     II. Moderation; any user can send an email to the listserv but it must be approved before the message is sent to the subscriber list.
     III. Private; Only subscribers can send messages to the listserv, there is no approval needed i.e messages are sent right away.
  4. Subscriber management
     I. Open; anyone can subscribe with no approval necessary (no listservs currently use this)
     II. Moderated; Anyone can request to subscribe and those requests are approved by the moderator
     III. Owner added; no one can request to be subscribed but instead, only the owner can directly add emails to the list.
  5. Archives
     I. Weekly archives
     II. Monthly archives
     III. No archives

How to edit a listserv

- If you would like to change the font, name, color, or settings of the listserv please email Sara with what you would like changed.
- We can also set up a meeting for you to see the customization settings.
Smart mail Request

- Let me know the name of the email and who you would like all emails to be forwarded to. Once this is complete, you can access the account and make any setting changes that you choose (except for the email forwarding, this has to go through Sara).