



For Internal Use

MAILING LIST GUIDE

1 Guide to Using and Managing Mailing Lists

This guide will help you understand how to interact with and manage the mailing lists that you are responsible for.

You are kindly requested to monitoring constantly the mailing lists that you are responsible for, and accept/refuse the held emails as soon as possible.

In case of any issue may be raised please submit a ticket to [LMS IT HELPDESK](#) to further assist you.

1.1 Add/remove members on each mailing list

- Visit <https://<<domain.com>>/cgi-bin/mailman/admin/<<listname>>>
- Go Membership Management
 - Mass Subscription - Add members on the list by typing their email address
 - Mass Removal - Remove members from the list by typing their email address
- Then Click Submit Your changes and the members will added/removed depending on the action
- Additionally, you may click on Membership List to display all the active member

- [General Options](#)
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- **Membership Management...**
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Figure 1 Membership Management Menu

1.2 Accept/Reject held emails

In the case an email being sent to the list requires further approval you may follow the below steps

- Email Notifications - Each email that requires further notifies you through your email
- Visit <https://<<domain.com>>/cgi-bin/mailman/admindb/<<listname>>>
- A pop-up message will be displayed under Held Messages

Submit All Data | Discard all messages marked *Defer*

Held Messages

From: [redacted]@gmail.com

Action to take on all these held messages:
Defer ☒ Accept ☐ Reject ☐ Discard

☐ Preserve messages for the site administrator

☐ Forward messages (individually) to:
rob4green-all-owner@lists.rob4green-project.eu

☐ Add [redacted]@gmail.com to one of these sender filters:
Accepts ☐ Rejects ☐ Discards ☒

☐ Ban [redacted]@gmail.com from ever subscribing to this mailing list

Click on the message number to view the individual message, or you can [view all messages from \[redacted\]@gmail.com](#)

[1] Subject: NON-MEMBER TEST
Size: 4115 bytes
Reason: Post by non-member to a members-only list
Received: Tue Jan 7 14:02:48 2025

Discard all messages marked *Defer* | Submit All Data

Figure 2 Held Messages Administration

- For each held message you have 4 available options to proceed

- Defer: Leaves the message in the moderation queue without taking action. (**NOT RECOMMENDED**)
- Accept: Delivers the message to all the mailing list members as intended.
- Reject: Sends a rejection notice to the sender, explaining why their message was not approved for the list.
- Discard: Silently deletes the message without notifying the sender.
- You may click on the desired action and then click Submit All Data.

If the held message doesn't respond to the above steps please follow the below workaround:

- In the first bounced email received, there is an attachment named "confirm <id>".
- Open that email and click 'Reply'
- Leave everything at default
- At the top of the message write
 - Approved: <list password>
 - To discard a message simply reply to confirm email without the Approved line and message will be deleted.

all post from [redacted]@gmail.com requires approval

[redacted]@london.mech.upatras.gr> on behalf of [redacted] project.eu
[redacted]@project.eu

1 We removed extra line breaks from this message.

NON-MEMBER TEST (2.78 KB)
Outlook item

confirm 34ea7d36c21b1da2840cda2f88a78c8887ed4f21 (576 bytes)
Outlook item

As list administrator, your authorization is requested for the following mailing list posting:

List: [redacted]@project.eu
From: [redacted]@gmail.com
Subject: NON-MEMBER TEST
Reason: Post by non-member to a members-only list

At your convenience, visit:
[https://lists.\[redacted\]](https://lists.[redacted])

to approve or deny the request.

Send

From: LMS IT

To: [redacted]@project.eu

Cc:

Bcc:

Subject: RE: confirm 34ea7d36c21b1da2840cda2f88a78c8887ed4f21

Approved: password 2

-----Original Message-----
From: [redacted]
Sent: Tuesday, January 7, 2025 2:03 PM
Subject: confirm 34ea7d36c21b1da2840cda2f88a78c8887ed4f21

If you reply to this message, keeping the Subject: header intact, Mailman will discard the held message. Do this if the message is spam. If you reply to this message and include an Approved: header with the list password in it, the message will be approved for posting to the list. The Approved: header can also appear in the first line of the body of the reply.

Figure 3 Email approval/discard of held message