



# The KSER Email Message Lists

*A guide to using the Riseup Listserv*

## The KSER email message lists:

[kser@lists.riseup.net](mailto:kser@lists.riseup.net)

[kser-dj@lists.riseup.net](mailto:kser-dj@lists.riseup.net)

[kser-board@lists.riseup.net](mailto:kser-board@lists.riseup.net)

The KSER email listservs are provided by a NW grassroots internet collective called Riseup. These generous folks donate countless hours of work and their own money, to provide powerful web-based tools for grassroots, community activism. They accept donations, and KSER is one of their donors.

If you've never heard of a listserv, perhaps a little explanation is needed. Basically a listserv allows members of a list to email one another without having to enter individual email addresses for each recipient.

In our case, if you would like to send an email to all KSER volunteers, all you'll need to do is put this address in the "To" field of your message--kser@lists.riseup.net--and everyone who is signed up on the list will receive your message.

## Listserv features

The riseup listserv has some great features, including:

- a searchable, sortable online archive of all messages sent to the list
- a choice to receive messages as a daily digest or as individual messages
- a choice of what kind of formatting you can receive your messages in--plain text or html
- a shared web space where you can upload documents for distribution to list members or create links to other webpages

## Logging On to the Riseup listserv

In order to access any of these features, you'll need to log in to the riseup.net website with your username and password. The username will always be the email address to which messages from the list are sent. The url for riseup listserv is:

[www.lists.riseup.net](http://www.lists.riseup.net)

Your password is contained in your welcome message from the listserv. Please save this message so you can always locate your password to the website.

You can always ask for a password reminder by going to this page and entering your email address-- <http://lists.riseup.net/www/remindpasswd/referer/> or just typing your email address into the login window and leaving the password field blank. You'll see a link to the password reminder page.

You can change the password by logging in to the riseup site and choosing "Preferences".

## **Posting Messages to the Listserv**

For the time being, I've set up the list to be moderated, which means before your message can be distributed to everyone it must be approved by a moderator. This will prevent the list from being overloaded with accidental or unnecessary messages.

To make this list useful, and to keep everyone's inbox from being flooded with unnecessary messages, please follow these simple guidelines:

1. Please keep all communication on the list civil. That means no swearing, no name-calling, no flaming. If you have a problem with a message or post you read on the list, you can reply, but please do so only with respectful language.
2. Posts to this list should only be about important matters relevant to all KSER volunteers. Staff will use this list to communicate important information about meetings, events, and policies related to volunteering at KSER.
3. Any communication you have with individual KSER staff, programming, or other volunteers should be communicated directly to the people involved--not on this list.
4. Do not post general information, funny stories, or any messages that are not related to working together as volunteers at KSER.
5. DO post calls for help with KSER-related projects, such as a call for volunteers to help staff an event.

Remember there are different lists for different groups of volunteers at KSER.

To post a message to KSER Music Hosts, like a request for a sub, alerts about missing CDs, suggestions for new music, or any other message to Music Hosts only, please use this list:

[kser-dj@lists.riseup.net](mailto:kser-dj@lists.riseup.net)

If you wish to post a message to non-music host volunteers and staff, use this list:

[kser@lists.riseup.net](mailto:kser@lists.riseup.net)

If you wish to post a message only to the KSER Foundation Board of Directors, please use this list:

[kser-board@lists.riseup.net](mailto:kser-board@lists.riseup.net)

Messages to the Community Advisor Board can be sent to:

[kser-cab@lists.riseup.net](mailto:kser-cab@lists.riseup.net)

## **FAQ—Frequently Asked Questions about the KSER listserv.**

### **Accessing the list online**

#### ***Why can't I see the KSER list in the directory of lists?***

The KSER lists are not publicly visible and are only visible to subscribers once they have logged in. To subscribe to a hidden list, send mail to [kser-subscribe@lists.riseup.net](mailto:kser-subscribe@lists.riseup.net). Your list subscription will need to be approved by the list owner.t

#### ***Why can't I view the list archives?***

There are several reasons why you might not be able to view the archives:

- \* You have disabled cookies: In order to prevent email harvesting spambots, Sympa requires a cookie in order to view the archives. If you see the button 'I am not a spammer' every time you try to view an archive, then you need to enable cookies.

- \* You are not logged in: By default, most list archives are available only to list subscribers (members). This means that you must identify yourself as a list subscriber by logging in before you can view the archives. This is probably the case if you go to the list page and the 'archive' link is not clickable.

- \* The list archives are closed: The owner of a list might have decided to prevent anyone from viewing the list archives.

- \* The archives are broken: once in a while, a list's archives will get totally tweaked. Usually, rebuilding them will make them visible again

### **Accounts**

#### ***How do I create an account?***

The KSER lists are invitation only, to prevent spammers and others from using your email address for unauthorized purposes, and to protect your privacy. If you are not on the KSER listserv, but wish to be, please email the list administrator—in our case, the General Manager, Bruce at [bruce@kser.org](mailto:bruce@kser.org)

When your name is added to the listserv, Sympa (the mail list software used by Riseup) creates a random password and mails it to your email address. This prevents others from subscribing you without your permission and verifies that your address is real. You should change the random password as soon as possible to a password which you can remember.

Note that the accounts for lists at [lists.riseup.net](http://lists.riseup.net) are completely different from normal user accounts at [riseup.net](http://riseup.net).

#### ***How do I change my password?***

Login using your full email address and password, then click the Preferences link near the top of the page. There you will find a form for changing your password.

#### ***I forgot my password!***

Fill out the password reminder form. <http://lists.riseup.net/www/remindpasswd>

Your password will be sent to the email address you specify.

### ***I don't have a password!***

If someone else subscribed you to a list, it is possible that you do not have a password. Fill out the new password form. A temporary password will be sent to the email address you specify, along with directions for changing it.

### ***How do I change my subscription address?***

To change the email address which you use to subscribe to the KSER listserv, follow these steps:

1. Login using your current address at <http://lists.riseup.net>
2. Click the Preferences link.
3. Where it says Email: fill in your new email address and click Save.

NOTE: You do not want to use this form if you are a list owner or moderator. It will result in you losing ownership of your lists! Roughly, follow these steps instead:

1. add the new address as an additional owner
2. follow the steps above to change your subscription email address
3. remove the old address from being a list owner.

## **Sending Mail**

### ***Why doesn't my email show up in the archive?***

Mail is not archived immediately. Be patient, it will (probably) show up eventually. Sometimes, it never shows up and the archives need to get rebuilt. If this happens, fill out a help ticket.

### ***Why was my email rejected for being too big?***

Currently, the maximum list email size is set to 300k, which we feel is more than enough. Big attachments consume lots of computer resources for little benefit. They are rude to people who are forced to download them, and most often the large attachment is not needed by the whole list. Please use shared web documents instead.

### ***How do I contact a list owner or editor?***

To contact the list owners, send mail to [kser-admin@lists.riseup.net](mailto:kser-admin@lists.riseup.net). To contact the list editors/moderators, send mail to [kser-editor@lists.riseup.net](mailto:kser-editor@lists.riseup.net)

### ***How do I send HTML mail?***

It is possible to send HTML mail to riseup.net lists. But first, we ask you that you reconsider sending formatted (aka HTML) messages to a mailing list.

\* HTML email is insecure: It is very difficult to make HTML email secure and private. There are many possible vulnerabilities including session hijacking, session fixation, and tracking your activity via unique image URLs. Additionally, many of the most severe security flaws in Microsoft's Outlook relate to HTML email, and there will no doubt be more.

\* HTML email is obnoxious: In almost all cases, formatting your message in HTML will only make it less readable. Mail clients are already designed to make email easy to read: you are not going to do better than the default. Your formatting will be a distraction from the text of your message. This is doubly true for users who protect their security and privacy by disabling images in HTML email, because your email will appear with totally messed up formatting.

\* HTML email is unnecessary: Most mail clients will already convert well formed URLs. Here is an example:

a webpage: <http://help.riseup.net/lists/subscribers>

an email address: [listhelp@riseup.net](mailto:listhelp@riseup.net)

If you put this in a text-only email, most mail clients will convert these into clickable links.

\* HTML email is exclusive: Many people are not able to view HTML email or have chosen to disable HTML email because of concerns for security, privacy, or aesthetics. For these people, your HTML formatted email will appear as plain text, but most certainly the plain text will be more difficult to read than if you had composed the message as plain text originally. This occurs because of the way that your mail client converts your outgoing message from HTML to plain text: it doesn't do a very good job. The only thing you achieve with HTML email is annoying the people who cannot view it.

If, for some unexplainable reason, you still insist on sending HTML email to a mailing list, this is how you do it:

\* Compose the message in a mail client, such as Thunderbird, which supports sending HTML email.

\* In Thunderbird, you may need to enable this option under Edit > Account Settings > Composition and Addressing.

\* Send the message from your mail client to the list address.

That is it. It will not work to paste HTML fragments into your normal email or to paste HTML into the web based "Post Message" page.

## Subscribing

### ***How do I unsubscribe?***

The easiest way to unsubscribe is to send email to:

listname-unsubscribe@lists.riseup.net

Where listname is the name of the list you want off, either kser, kser-dj, kser-board, kser-cab

If this doesn't work, then almost certainly the problem is that you sent the 'unsubscribe' email from a different address than the address which is subscribed to the list.

This can happen if you have multiple email addresses (or aliases) for a single mail box. If possible, make sure the return address on your unsubscribe email matches the address you are subscribed with. If this is not possible, follow these steps:

1. login at lists.riseup.net using the address which is subscribed to the list. If you don't have a passwd, follow the links on that page to have one mailed to you.
2. once you are logged in, click "Your subscriptions" near the top of the page.
3. click the name of the list you want off.
4. click Unsubscribe

### ***How do I subscribe?***

The KSER lists are invitation only, to prevent spammers and others from using your email address for unauthorized purposes, and to protect your privacy. If you are not on the KSER listserv, but wish to be, please email the list administrator—in our case, the General Manager, Bruce at [bruce@kser.org](mailto:bruce@kser.org)

### ***How do I receive a digest?***

In 'digest' mode, you receive multiple posts to the list in one email instead of separate emails. The list admin determines if you are able to subscribe in digest mode and over what period the digest covers.

To switch to digest mode:

- \* Login using your list account. If you don't have one, fill out the password reminder form.
- \* Click Your Subscriptions at the top.
- \* Click on the name of the list you want in digest mode.
- \* Click on My Options on the left.
- \* Select digest from the reception mode pull down menu.
- \* Click update.

If you do not actually receive digests, it may be that the list administrator still needs to set the digest settings for the list. Have them make sure that the hour option is greater

than 1 and no more than 22 (10pm). This option determines when the digest is sent. If it is too close to midnight, the digests won't work (a bug in the mailing list software). You can contact the list admin by sending mail to [listname-admin@lists.riseup.net](mailto:listname-admin@lists.riseup.net).

## **The Shared Web Space**

### ***Accessing the Shared Web space***

1. login to the list at <http://lists.riseup.net>
2. click my subscriptions
3. click the list you want to add share web space to
4. click the "Shared Web" link

### ***Adding documents to shared web space***

1. click the "Browse..." button
2. locate the file on your local hard drive and click the Open or Ok button in the dialog
3. click "Publish" button to upload the file

To open a shared file, click the filename link in the list of files

To edit a shared file, click the "edit" link next to the file

To delete a shared file, click the "delete" link next to the file

To modify access privileges for a specific file (administrators only), click the "access" link next to the file.

### ***Why can't I upload a file?***

There are several reasons why you might not be able to upload a file:

\* File names cannot contain spaces. Weird, but true. Simply rename the file and replace the spaces with another character which is allowed like a hyphen '-'.

\* You might not have permission to upload files. In private working group lists, the default is to allow all subscribers to upload files. In all other lists, the default is to only allow editors to upload files. These defaults can be changed by editing the list configuration.

Questions or comments?  
Contact Bruce Wirth, KSER General Manager at  
(425) 303-9070 or [bruce@kser.org](mailto:bruce@kser.org)