



## Mailman List Management

August 2013

The information in this document describes basic Mailman list procedures. Visit the Mailman E-mail List Service page for more details, and to view the FAQ: <http://itcd.hq.nasa.gov/mailman.html>

### Requesting the Creation of New Mailman List

Any Headquarters Civil Servant or support service contractor may request a mailing list in NAMS:

1. Log into IdMAX:  
<http://itcd.hq.nasa.gov/idmax.html> | Click **Access Management**.
2. Under **NAMS Request**, click **Request or Modify Application Account**.
3. Enter the requested information on the **User**, **Requester**, and **Sponsor** tabs.
4. On the **Applications** tab, in the text box at the top, enter the search term, "mailman" | to the right, select **All NAMS Resources** | To the right of that, select **All Centers** | Click **Search**.
5. When **HQ Mailman List** appears, click **Add to Request**.
6. Under **Request Details**, enter the following information in the text box:
  - Name of the list (see naming conventions at right)
  - Name of list owner(s)
  - E-mail address of list owner(s). List owners must have nasa.gov e-mail addresses.
7. Below the text box, select how long you would like the mail list to run: 12 months, 3 months, 6 months, More than 12 months
8. Select the date you would like the mail list to start.
9. Under **Backup Owner**, in the text box, enter the e-mail address of the backup owner.
10. Next to **Urgency**, select **Normal**.
11. Provide a Business Justification (purpose of the list) in the text box | Click **Continue to Submit**.

#### Naming Conventions:

- List name format:
  - [listname@lists.hq.nasa.gov](mailto:listname@lists.hq.nasa.gov) or
  - [listname@hq.nasa.gov](mailto:listname@hq.nasa.gov)
- Restrict the characters in the list name to alphabetic characters, digits [0-9], and hyphens (-).
- If the list name is composed of multiple words, the words should be separated by hyphens.
- Generally, self-documenting descriptive words (e.g. Airframe-Icing@lists.hq.nasa.gov) are preferred as list names versus abbreviations (e.g. AI@lists.hq.nasa.gov).
- If the list is specific to a center or program, use the center or program name as a list name prefix, e.g.: jsc-list-users@lists.hq.nasa.gov, ifmp-announcements@lists.hq.nasa.gov, grc-cafeteria-committee@lists.hq.nasa.gov.
- If the list is about a well-known agency-wide topic, a prefix might not be required.
- E-mail addresses are case insensitive, but the list administrator may adjust the case of the list name after it is created through the list administration web pages. This allows addresses to be displayed as "KSC-Project-Name" rather than "ksc-project-name", if desired.

## Adding People to Mailman List

Mailman allows a list manager to add people to their mail list:

1. Access your list management screen: Go to <https://lists.hq.nasa.gov/mailman/admin/LISTNAME> where “LISTNAME” is the name of your list | Enter your password.
2. In the left-most column, click on **Membership Management**. Three new submenus appear.
3. Click on the **Mass Subscription** submenu. (The procedure to add one member is similar to the procedure to add one hundred.)
4. In the large blank box, beneath the words **Enter one address per line below...**, type or paste the email address(es) you would like to add to the list. Enter each address on a separate line.
5. Note the options for welcoming new members directly above this area. If you mark the **yes** button next to the question, **Send welcome messages to new subscribers?**, new members receive their password (if relevant) and list configuration instructions.
6. At the bottom of the screen, click **Submit your changes**.

## Removing People from the Mailman List

Mailman allows a list manager to add people to their mail list:

1. Access your list management screen: Go to <https://lists.hq.nasa.gov/mailman/admin/LISTNAME> where “LISTNAME” is the name of your list | Enter your password.
2. In the left-most column, click on **Membership Management**. The Membership List appears beneath the first blue bar.
3. Find the record of the e-mail address or individual that you would like to remove.
4. Remove the check mark in the left-most column labeled **subscr**.
5. At the bottom of the page, click **Submit your changes**. Your changes take effect immediately.

## Deleting a Single Mailman List

The process is different depending on whether you wish to delete only one of your lists, or whether you want to [delete all your lists](#).

1. Copy and save any list archives you may wish to refer to later, as all list data, including the names of all list members, are deleted when the list itself is deleted.
2. Log into IdMAX: <http://itcd.hq.nasa.gov/idmax.html> | Click **Access Management**.
3. Under **NAMS Request**, click **Request or Modify Application Account**.
4. Under **Assigned Application(s)**, locate **HQ Mailman List** | To the right, click **Modify**.
5. Under **Request Details**, in the text box, enter the following information:
  - Name of the list you would like to delete.
  - Date you would like this to occur.
6. Next to **Mailman List Action**, select **Delete List**.
7. Next to **Urgency**, select **Normal**.
8. Next to **Business Justification**, provide a brief explanation for why the list is being deleted.
9. Click **Continue to Submit** | Review your application request details | Click **Submit Request**.

# Mailman List Management

## Deleting All Mailman Lists

The process is different depending on whether you wish to [delete only one of your lists](#), or whether you want to delete all your lists.

1. Copy and save any list archives you may wish to refer to later, as all list data, including the names of all list members, are deleted when the list itself is deleted.
2. Log into IdMAX: <http://itcd.hq.nasa.gov/idmax.html> | Click **Close Application Account**.
3. Scroll down, under **Application to Close**, check the box next to the list names you want to close.
4. Next to **Business Justification**, enter the following information in the text box:
  - DELETE ALL MAILMAN LISTS: [Provide list names]
  - Reason for deletion of list
5. Click **Continue** | Review your application request details | Click **Submit Request**.

## Changing Mailman List Ownership

1. Log into IdMAX: <http://itcd.hq.nasa.gov/idmax.html> | Click **Access Management**.
2. Under **NAMS Request**, click **Request or Modify Application Account**.
3. Enter the requested information on the **User**, **Requester**, and **Sponsor** tabs.
4. On the **Applications** tab, in the text box at the top, enter the search term, “mailman” | to the right of that, select **All NAMS Resources** | To the right of that, select **All Centers** | Click **Search**.
5. When **HQ Mailman List** appears, click **Add to Request**.
6. Under **Request Details**, enter the following information in the text box:
  - CHANGE OF LIST OWNERSHIP REQUEST
  - LIST NAME: [Name of the list]
  - OWNER NAME TO REMOVE: [Name of list owner(s) to remove]
  - OWNER E-MAIL TO REMOVE: [E-mail addresses of list owners to remove]
  - NEW LIST OWNER(S) NAME: [Name of new list owner(s)]
  - NEW LIST OWNER(S) E-MAIL: [E-mail address(es) of new list owner(s)] (List owners must have nasa.gov e-mail addresses)
7. Next to **Urgency**, select **Normal** | Click **Submit**.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at [esd.nasa.gov](http://esd.nasa.gov), or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

*This document is posted on the ITCD Web site at:*  
<http://itcd.hq.nasa.gov/instructions.html>