

**From:** ITS-Partner [ITS-Partner@vanderbilt.edu]  
**Sent:** Friday, March 06, 2009 4:20 PM  
**To:** all-request@list.vanderbilt.edu  
**Subject:** List Owner FAQ of the Day

List owners,

In an effort to assist with the process of learning a new mailing list system, see below for the top three support issues we've seen so far:

### Seeing your lists

**Q:** I log into the website at <http://list.vanderbilt.edu> and I don't see my lists.

**A:** When you log into <http://list.vanderbilt.edu> the default page may be the list archives page. In order to see your lists, select the "List Management" menu, then select "List Dashboard". To make the "List Dashboard" your default view, click on the "Preferences" link on the right side of the menu bar and change the "Start Page:" setting to "List Dashboard" then click the "Submit" button.

### Logging in

**Q:** I tried logging in this week and it didn't work.

**A:** Authentication for some users when accessing the list.vanderbilt.edu website was not working as expected initially. A change to the process was implemented at 10:15am this morning to remedy the authentication error.

### Delivery Errors

**Q:** I received notices of delivery errors to some of the addresses on my lists.

**A:** There was an issue with false positives the first day that the new service was in production. Technicians cleared the false positive errors generated by this. Therefore, any notices you receive after today will be for legitimate delivery problems to subscriber addresses on your list. For more information on what this means, see Section 4.2.1.4 of <http://www.lsoft.com/manuals/15.5/onlinehelp/wwhelp/wwhimpl/js/html/wwhelp.htm>

### STILL NEED HELP?

If you want more help working through your questions about this new system, please attend an Q&A Information session next week. See the dates and times below:

Tuesday 3/10 from 3:00pm - 4:00pm in room 221 of Hill Center

Thursday 3/12 from 3:00pm - 4:00pm in room 221 of Hill Center

Information Technology Services

Vanderbilt University

<http://its.vanderbilt.edu>

ITS Helpdesk: 615-343-9999