

## QualityNet Mailer List Administrator User Guide

*Last Updated 9/18/2020*

Mailing lists are available for end-user subscription at <https://qualitynet.org/listserv-signup>.

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### Requesting a List

To request a new mailing list:

1. Complete the Email List Request form, available from the New List Request/Fulfillment Process page of Confluence.
  2. Submit the completed form to [ESS\\_ADO\\_Support@ventera.com](mailto:ESS_ADO_Support@ventera.com). The QualityNet Mailer team will notify you once the list has been created.
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### Obtaining the List Administrator Role

To become a List Administrator for a mailing list, you must first have a HARP account. Register for an account at <https://harp.qualitynet.org/register/profile-info>.

To request the List Administrator role for a new or existing list:

1. Log into the HARP identity management portal at <https://harp.qualitynet.org/login/login> and select **User Roles** in the top-level navigation.
2. From the User Roles screen, select **Request a Role**.
3. From the Select a Program list, select the **Headless Content Management (H-CMS)**, then **Next**.
4. From the Select an Organization screen, select **QualityNet Mailer**, then **Next**.
5. From the Select Roles screen, select the **QualityNet List Administrator** role, then **Submit**.

You will receive an email notification when your role request has been approved or rejected by the list's Security Official.

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## Managing Lists

Once you've been granted the List Admin role:

1. Log into the list management pages of QualityNet at <https://www.qualitynet.org/admin>, using your HARP user ID and password.

The Manage Lists page (Figure 1) displays the mailing list(s)—both Public and Private—for which you are an approved List Administrator. (Public lists are those to which anyone may subscribe; Private lists require the List Administrator's approval for a subscriber to be added to the mailing list.)

List Name	Type	Members	View	Requests
testprivate3.kk	Private	0	View	Requests
testprivate4.kk	Private	0	View	Requests
testprivateboth.kk	Private	0	View	Requests
testprivate.kk	Private	0	View	Requests
frodo_samwise	Public	0	View	
heist952	Public	2	View	
heistlist85965698569	Public	12	View	

Figure 1 – Manage Lists

2. Select **View** to access **Mailing List Details** (Figure 2), where you'll be able to manually add or remove a list member.
3. Select **Requests** to view **Pending Requests** for Private list membership (see Figure 5). There, you'll be able to **Approve** or **Reject** subscription requests.

## Mailing List Details – Adding and Removing Members

The Mailing List Details page (Figure 2) displays the List Members (their email address, name, and subscription date) and List Administrators. It also includes the email address for sending email notifications to List Members.

The screenshot shows the 'Mailing List Details' page for 'All Wizards'. The page header includes 'H-CMS Public UI' and a 'Logout' link. A left sidebar contains navigation options: 'CONTENT' (Manage Content, Content Dashboard, Create Content, Recently Edited) and 'MAILING LISTS' (Manage Lists). The main content area is titled 'Mailing List Details' and 'All Wizards', with the email address 'allwizards@lists.qualitynet.gov'. Below this is a 'List Members (10)' section with a search bar and an 'Add Member' button. A table lists 10 members with columns for 'Email Address', 'Name', and 'Member Since', each with a 'Remove' link. Below the table is a 'List Admins (2)' section with a similar table listing 2 administrators.

Email Address	Name	Member Since	
hpotter@hogwarts.edu	Harry Potter	02/04/2020	Remove
hgranger@hogwarts.edu	Hermione Granger	03/24/2020	Remove
headmaster@hogwarts.edu	Albus Dumbledore	02/04/2020	Remove
iamlordvoidemort@deathaters.org	Tom Riddle	03/24/2020	Remove
sirius@theorder.net	Sirius Black	02/04/2020	Remove
cfudge@ministry.gov	Cornelius Fudge	03/24/2020	Remove
dmalfoy@hogwarts.edu	Draco Malfoy	02/04/2020	Remove
lucius@deathaters.org	Lucius Malfoy	03/24/2020	Remove
ppettigrew@deathaters.org	Peter Pettigrew	02/04/2020	Remove
werewolf@theorder.net	Remus Lupin	03/24/2020	Remove

Email Address	Name	Member Since
headmaster@hogwarts.edu	Albus Dumbledore	02/04/2020
mmcgonagall@hogwarts.edu	Minerva McGonagall	02/04/2020

Figure 2 – Mailing List Details

To **add** a list member:

1. Select **Add Member**.
2. Enter the Email Address and Name of the user you would like to add as a List Member, then select **Add Member** (Figure 3).

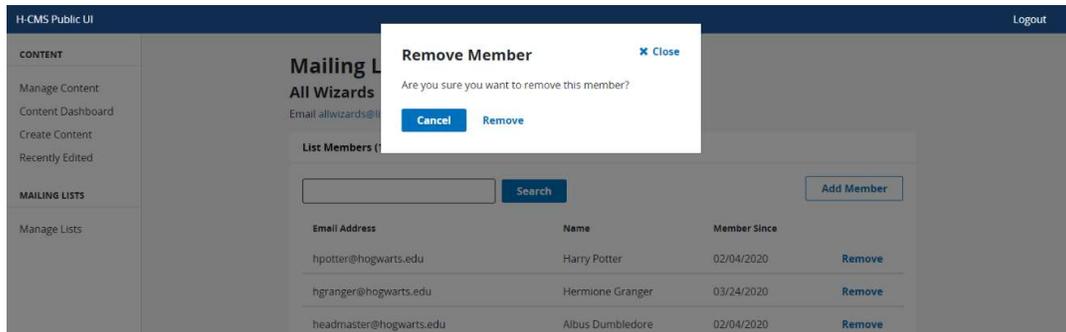
The screenshot shows the 'Add Member' modal form overlaid on the Mailing List Details page. The modal has a 'Close' button in the top right corner. Below the title, it states 'All fields marked with an asterisk (\*) are required.' There are two input fields: 'Email Address \*' and 'Name \*'. At the bottom of the modal are 'Add Member' and 'Cancel' buttons. The background page is dimmed, showing the 'List Members' table from Figure 2.

Figure 3 – Add Member

The user will be added as a List Member and will begin receiving email notifications from the Mailing List.

To **remove** a List Member:

1. Select **Remove**.
2. Confirm the removal and select **Remove** (Figure 4).



**Figure 4 – Remove Member**

The user will be removed as List Member and will no longer receive email notifications from the Mailing List.

## Approving/Rejecting Pending Requests

### **SUBSCRIPTION REQUESTS**

If you are a List Administrator for a Private mailing list, you will need to review, then approve or reject list Subscription requests, as follows:

1. Go to **Manage Lists** (Figure 1). Select **Requests** for the appropriate Private mailing list. You will be directed to the **Pending Requests** page.
2. From the **Subscription** tab, carefully review the list of persons requesting list membership (Figure 5). Select all of the pending subscription requests you wish to affirm, then select **Approve**. Similarly, select all of the pending requests you wish to deny for list membership and select **Reject**. The user will receive an email notification upon being approved or rejected for the mailing list.

H-CMS Public UI Logout

MAILING LISTS  
Manage Lists

### Pending Requests (7)

Approve or reject mailing list member requests.

**Subscription (4)** **Email Confirmation (3)**

	Email Address	Name	Request Date	Request Type
<input type="checkbox"/>	kkqnpmailertesting@gmail.com	KK_TESTUI	7/9/20	List Subscription
<input checked="" type="checkbox"/>	kktestsub1@mailinator.com	kktestsub1	7/9/20	List Subscription
<input checked="" type="checkbox"/>	kktestsub2@mailinator.com	kktestsub2	7/9/20	List Subscription
<input checked="" type="checkbox"/>	kktestsub3@mailinator.com	kktestsub3	7/9/20	List Subscription

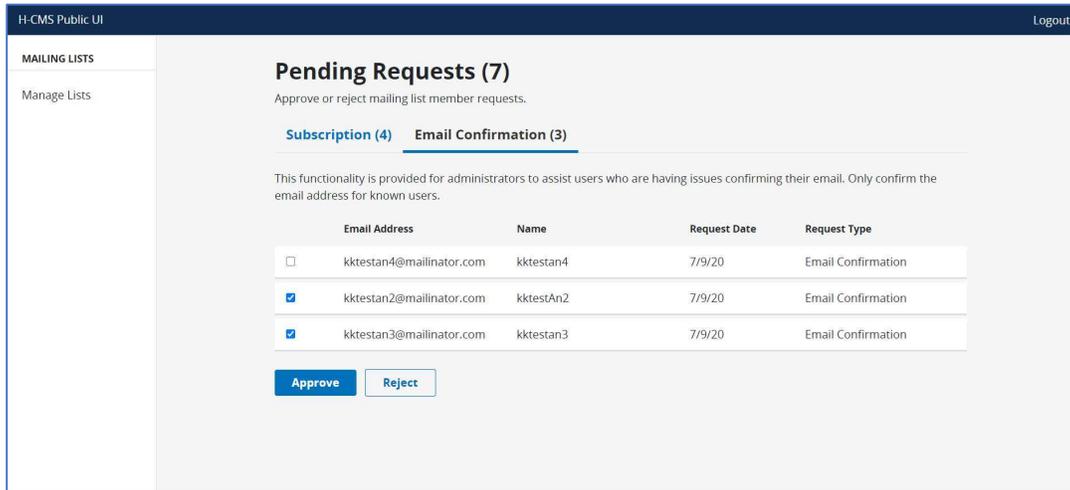
**Approve** **Reject**

Figure 5 – Pending Requests: Subscription

## EMAIL CONFIRMATION REQUESTS

List administrators are not required to verify the email address of potential subscribers. However, if a user reports an issue in confirming his/her email address (via the automated subscription fulfilment process) or that he/she has not received a Welcome email, you may manually verify subscriber's email address as follows:

1. From the **Email Confirmation** tab of the Pending Request page (Figure 6), carefully review the email addresses and potential subscribers' names.



The screenshot shows the 'Pending Requests (7)' page in the H-CMS Public UI. The page has a dark blue header with 'H-CMS Public UI' on the left and 'Logout' on the right. A sidebar on the left contains 'MAILING LISTS' and 'Manage Lists'. The main content area is titled 'Pending Requests (7)' and includes a sub-header 'Approve or reject mailing list member requests.' Below this, there are two tabs: 'Subscription (4)' and 'Email Confirmation (3)'. A note states: 'This functionality is provided for administrators to assist users who are having issues confirming their email. Only confirm the email address for known users.' A table with four columns (Email Address, Name, Request Date, Request Type) lists three requests. The first row is unselected, while the second and third rows are selected. At the bottom, there are 'Approve' and 'Reject' buttons.

	Email Address	Name	Request Date	Request Type
<input type="checkbox"/>	kktestan4@mailinator.com	kktestan4	7/9/20	Email Confirmation
<input checked="" type="checkbox"/>	kktestan2@mailinator.com	kktestAn2	7/9/20	Email Confirmation
<input checked="" type="checkbox"/>	kktestan3@mailinator.com	kktestan3	7/9/20	Email Confirmation

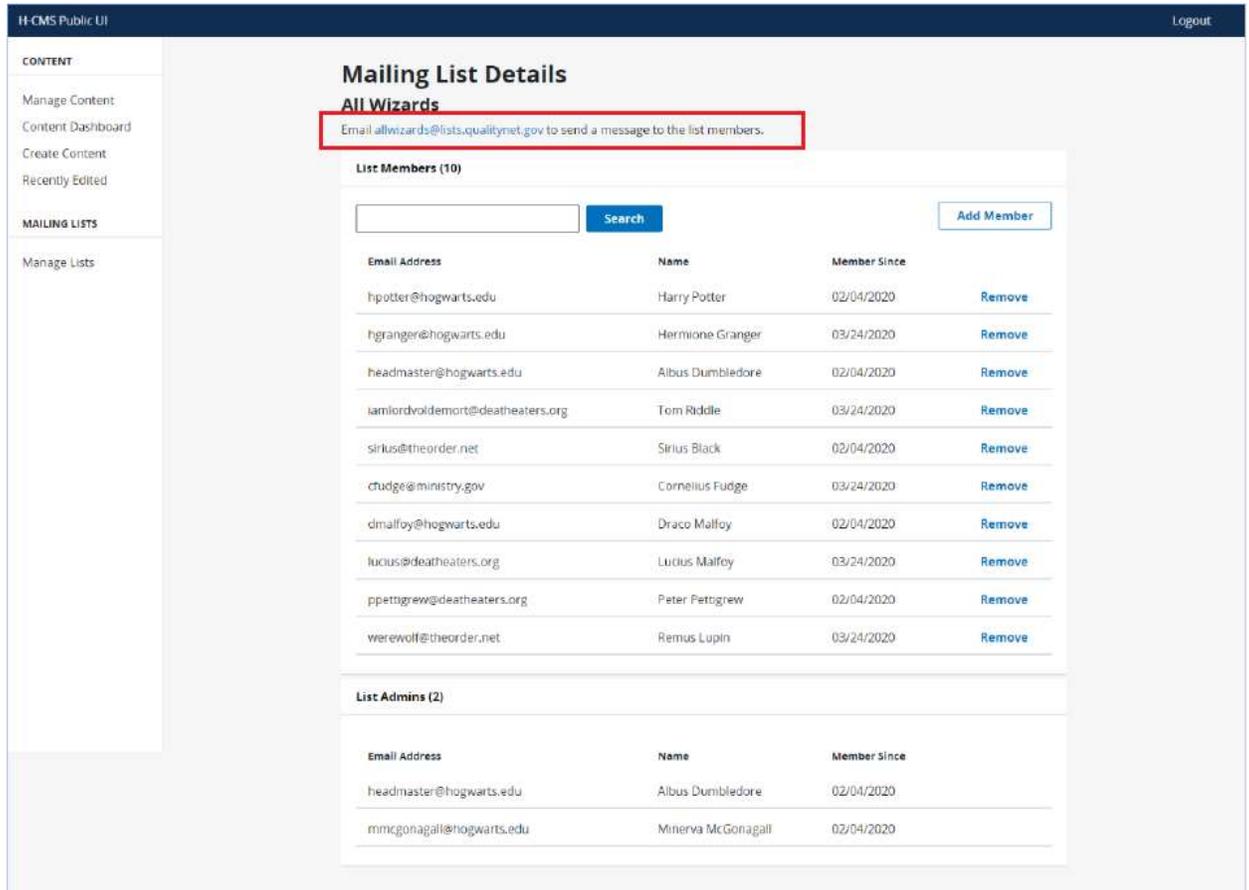
Figure 6 – Pending Requests: Email Confirmation

2. Select all of the Email Addresses (and associated subscribers) you wish to affirm for list membership, then select **Approve**. Similarly, select Email Addresses (and associated subscribers) you wish to deny for list membership and select **Reject**. The user will receive an email notification upon being approved or rejected for the mailing list.

## Sending notifications to your list

Only approved List Admins can send Notifications to their Subscribers within a list. If a general Subscriber were to obtain the email address of the list and send a Notification, it will not be transmitted to the rest of the Subscribers.

1. To access the email address for your List, simply navigate to the Mailing List Details page to view the email address at the top of the page. Example:



The screenshot shows the 'Mailing List Details' page for the 'All Wizards' list. At the top, the email address 'allwizards@lists.qualitynet.gov' is highlighted with a red box. Below this, there is a search bar and an 'Add Member' button. The main content is a table of list members with columns for 'Email Address', 'Name', and 'Member Since'. Each row includes a 'Remove' link. Below the members table is a section for 'List Admins (2)' with a similar table structure.

Email Address	Name	Member Since	
hpotter@hogwarts.edu	Harry Potter	02/04/2020	<a href="#">Remove</a>
hgranger@hogwarts.edu	Hermione Granger	03/24/2020	<a href="#">Remove</a>
headmaster@hogwarts.edu	Albus Dumbledore	02/04/2020	<a href="#">Remove</a>
iamlordvoldemort@deathaters.org	Tom Riddle	03/24/2020	<a href="#">Remove</a>
sirius@theorder.net	Sirius Black	02/04/2020	<a href="#">Remove</a>
ctudge@ministry.gov	Cornelius Fudge	03/24/2020	<a href="#">Remove</a>
dmalfoy@hogwarts.edu	Draco Malfoy	02/04/2020	<a href="#">Remove</a>
lucius@deathaters.org	Lucius Malfoy	03/24/2020	<a href="#">Remove</a>
ppetigrew@deathaters.org	Peter Pettigrew	02/04/2020	<a href="#">Remove</a>
werewolf@theorder.net	Remus Lupin	03/24/2020	<a href="#">Remove</a>

Email Address	Name	Member Since
headmaster@hogwarts.edu	Albus Dumbledore	02/04/2020
mmcgonagall@hogwarts.edu	Minerva McGonagall	02/04/2020

2. To send a Notification to a list or lists, List Admins simply need to email the Notification list email address using their regular email interface (Outlook, etc.). Simply open your email browser, enter the Notification email address, create your email message, and then send the email.

The QualityNet Mailer “masks” Notifications from List Admins, which means that your private email address will not be shown in the “From” field when you send your email to the Notification list and, instead, is replaced with the name of the Notification list that was selected.

Since you are using your regular email interface (Outlook, etc.), you may add any combination of wording, images, footers and headers (html or plain text) to your message based on your personal preferences.