

QualityNet Mailer List Administrator User Guide

Last Updated 6/29/2020

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

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. 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.

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 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** (see 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 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 the 'All Wizards' list. The page header includes 'H-CMS Public UI' and a 'Logout' link. A left sidebar contains navigation options under 'CONTENT' and 'MAILING LISTS'. The main content area displays the list name 'All Wizards' and an email address 'allwizards@lists.qualitynet.gov'. Below this is 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' button. Below the members table is a section for 'List Admins (2)' with a similar table.

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
iamlordvoldemort@deatheaters.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@deatheaters.org	Lucius Malfoy	03/24/2020	Remove
ppetigrew@deatheaters.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**.

The screenshot shows the 'Add Member' modal form overlaid on the Mailing List Details page. The modal has a title 'Add Member' and a 'Close' button. It contains a message: 'All fields marked with an asterisk (*) are required.' Below this 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.

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**.

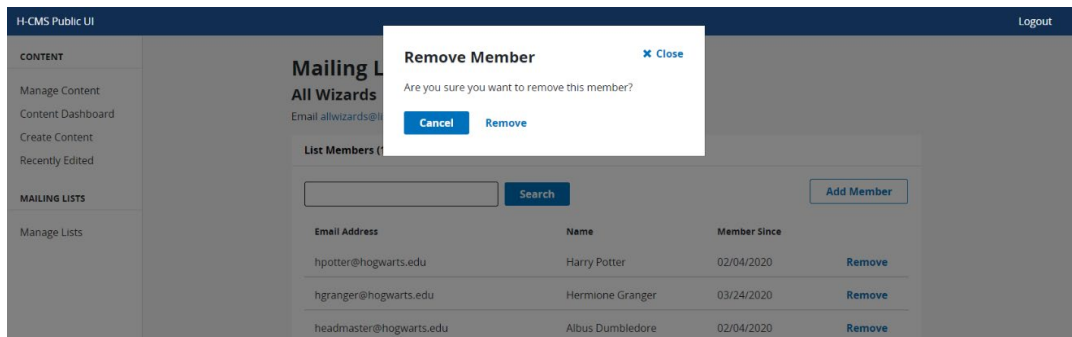


Figure 4 – Remove Member

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

Approving/Rejecting Pending Requests

If you are a List Administrator for a Private mailing list, you will need to review, then approve or reject list member (subscription) requests, as well as any Email Confirmation Requests.

1. Go to **Manage Lists** (see Figure 1). Select **Requests** for the appropriate Private mailing list. You will be directed to the **Pending Requests** page.

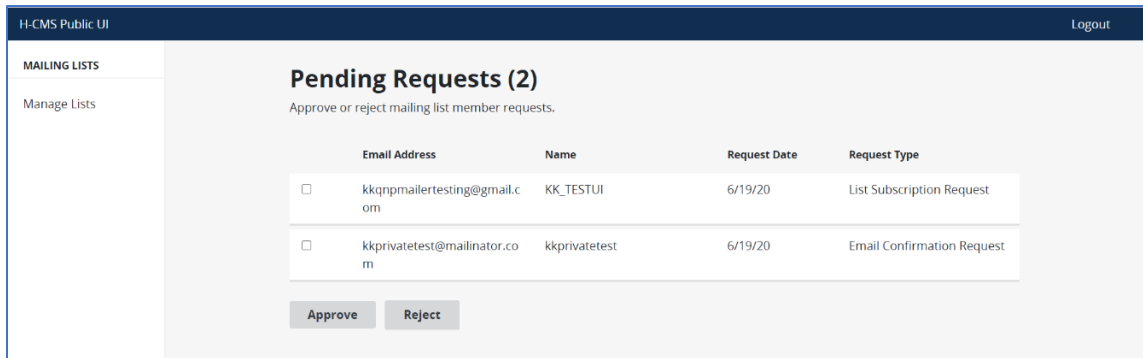


Figure 5 – Pending Requests

2. Select a pending List Subscription Request, then select **Approve** or **Reject**. The user will receive an email notification upon being approved or rejected for the mailing list.
3. NOTE: An **Email Confirmation Request** may display. (This occurs when a user has submitted a subscription request—for either a Public or Private list—but was subsequently unable to confirm his/her email address via the automated subscription fulfillment process that follows.)

List administrators are not required to verify the email address of potential subscribers; however, if a user reports an issue or that he/she has not received a Welcome email, you may select **Email Confirmation Request** to manually verify the email address.