Request a new email distribution list or listserv mailing list to communicate messages to a group of recipients.

1. Navigate to the electronic mailing list request form.

NOTE: You must be logged into your UCSF account to access this form. If you are not logged in, you will be prompted to input your UCSF email address and password before authenticating with Duo.

2. Select the appropriate request type that fits your requirements – **Listserv** or **Email Distribution List**.

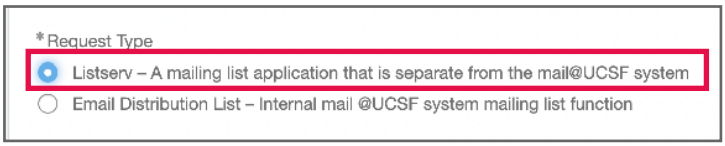
3. Let's take a moment to review the differences between a Listserv or Email Distribution List to assist you with selecting the request type:

   a. **Listserv**
      i. Emails can be sent to **Internal** and **External** recipients.
      ii. Listserv names are limited to **14 characters** (**NOTE**: The *Name* for a Listserv cannot be changed once created but the **Description** for the Listserv can).
      iii. Names do not auto populate in Listserv, but you can manually add subscribers.
      iv. There is a **4mb** maximum message size (no attachments).

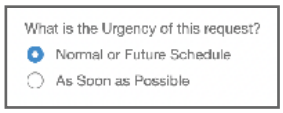
   b. **Email Distribution List**
      i. Emails can be sent to **Internal** recipients only.
      ii. Appears in Global Address List.
      iii. There is a **25mb** maximum message size.

Listserv Request

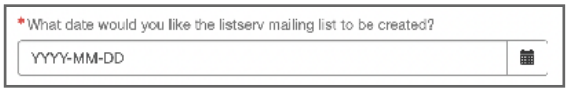
1. When the **Listserv** option is selected, the request form will expand to enter more options.



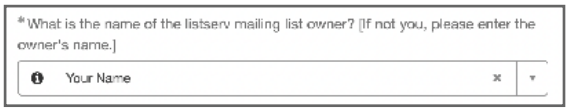
   a. Determine the **urgency** of this request and select the appropriate option.



   b. Enter the **date** you would like the listserv mailing list to be created.

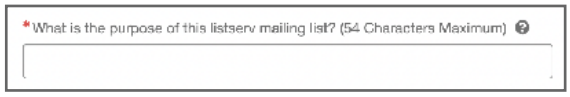


   c. Your **name** will auto-populate but you can search for names if you are requesting the listserv mailing list on behalf of someone.

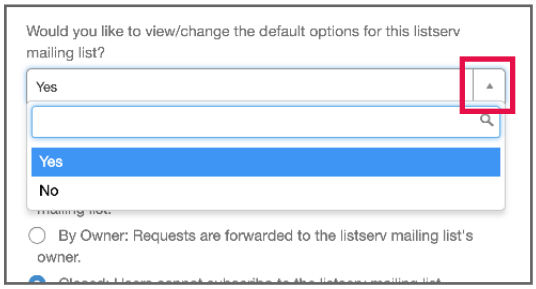


   d. Type in a **name** for your Listserv mailing list. Select the **question mark** icon to learn more about how the list name will be used and its requirements.

   e. Compose a concise **description** that is viewable by the listserv mailing list subscribers.



   f. Toggle the dropdown menu to **Yes** to view/change the default Listserv options to fit your needs.



(Continued on the next page)

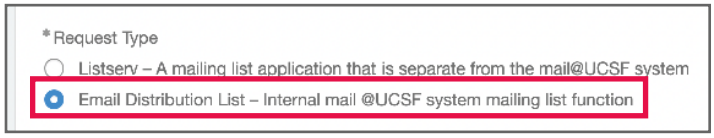
Listserv Request (continued)

2. Click the **Submit** button to initiate your Listserv request.

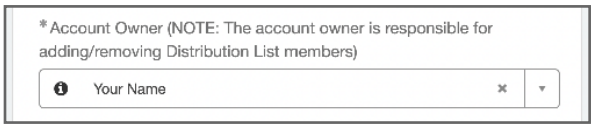
NOTE: You will receive a ticket number and receipt for your request via email and further updates to your ticket will be sent to your UCSF email.

Email Distribution List Request

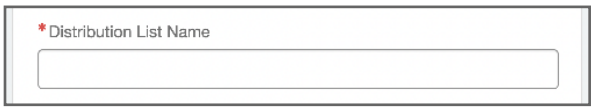
1. When the **Email Distribution List** option is selected, the request form will expand to enter more options.



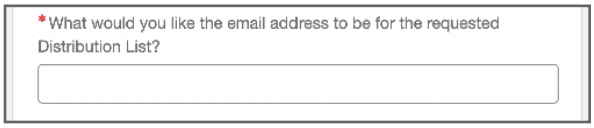
a. Your **name** will auto-populate but you can search for names if you are requesting the listserv mailing list on behalf of someone.



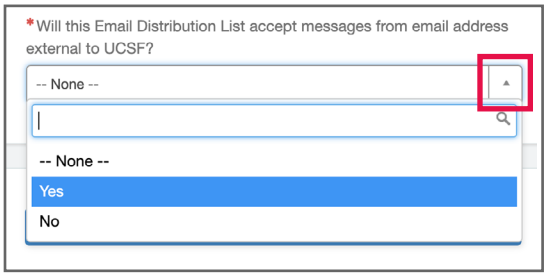
b. Compose a concise **name** for the Email Distribution List.



c. Create an **email address** for the Email Distribution List.



d. Toggle the dropdown menu to **accept** or **deny messages** from email addresses external to UCSF.



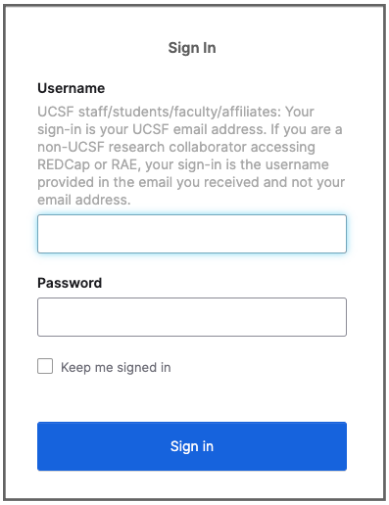
2. Click the **Submit** button to initiate your Email Distribution List request.

NOTE: You will receive a ticket number and receipt for your request via email and further updates to your ticket will be sent to your UCSF email.

Accessing your Distribution List

You have requested a new distribution list via the UCSF IT Support Portal that has been approved and created by UCSF IT. With the distribution list created, you will need to learn how to access the distribution list to manage it as well as the processes for adding and removing members. Let's walk through the process for accessing a distribution list.

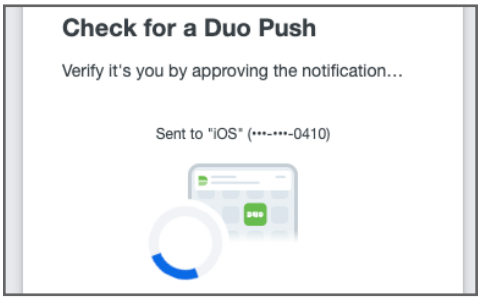
1. Navigate to WebVPN: https://ucsfvpn.ucsf.edu



2. Enter your **UCSF Email Address** and **Password** before clicking the Sign-in button.

NOTE: If you enter your UCSF username (e.g. jsmith), you will receive a log-in error.

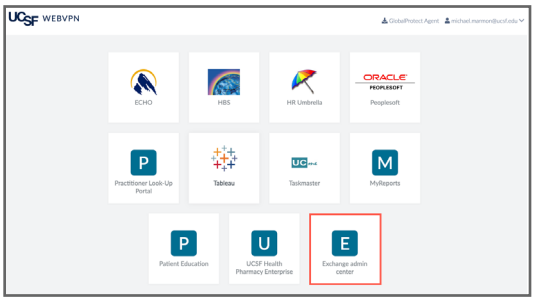
3. If prompted, complete the request for Duo Multi-Factor Authentication



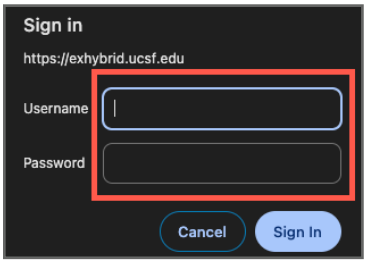
Accessing your Distribution List (continued)

4. Answer **Yes**, if using a private computer or **No**, if using a shared computer.

5. The WebVPN landing page will load, select the **Exchange Admin Center** option.

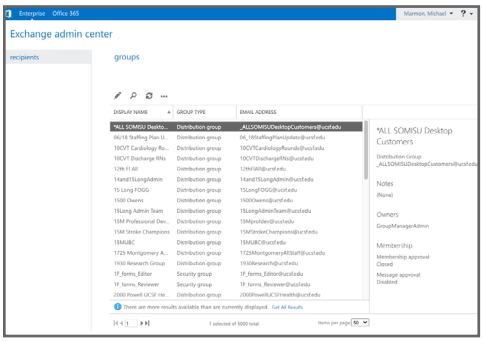


6. When prompted, enter your **UCSF email address** and **password**.



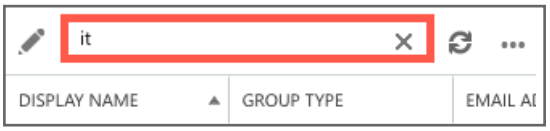
7. Select the Sign In button.

8. After you login, you will see a complete list of every distribution list in the UCSF email system.

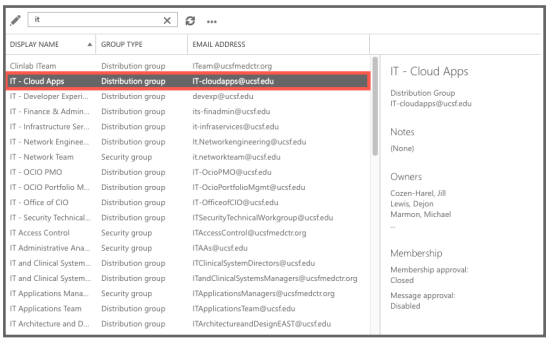


NOTE: You will only be able to access and modify those distribution lists that you have manager permissions for.

5. Select the **Magnifying Glass** icon before entering the **distribution list name** that you manage.



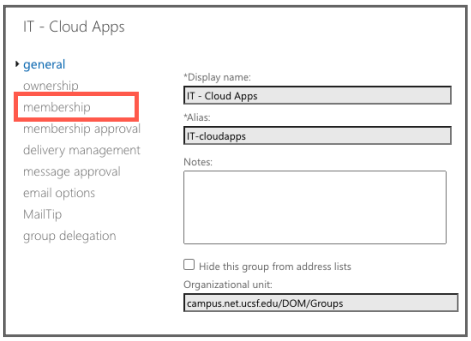
6. From the list of results, locate and double-click the **name** of your distribution list to load the **properties window** for the list.



Updating the Membership for your Distribution List

Now that you have accessed your distribution list, you are ready to manage the membership within the list by manually adding or removing members. Let's review the process for managing your distribution list.

1. Select the **membership** option to make membership changes to your distribution list.

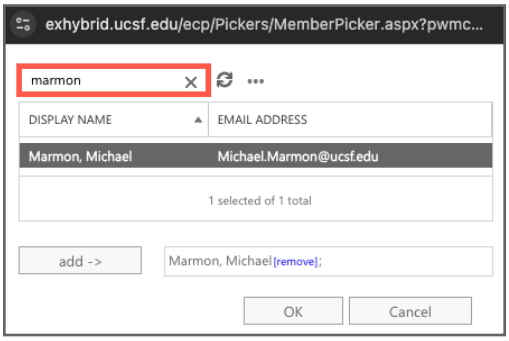


2. To add a member, select the + option to **add members** from the **Global Address List**.

NOTE: To **remove members** from the list, simply select an **existing member** before selecting the − option.

Updating the Membership for your Distribution List (continued)

3. Enter the **name** of the person (e.g., Last name, First name) to be added to the distribution list.



4. Select the **name** of the person then the [add ->] button.

5. Click [OK] to complete the process for updating your distribution list membership.

7. Click the [Save] button to commit your changes before logging out when you are finished making membership updates to your distribution.

8. Congratulations! You have successfully accessed and updated your distribution list membership!