

'Moderators Guide' for UF HSC E-mail Lists

9/29/2008

UF Health Science Center (HSC) super e-mail lists are used to send 'Official Business' e-mail messages to specific groups in the Health Science Center (HSC).

Please maintain familiarity with information posted on the UF HSC website page: Resources & Services>Communications> Email Listservs at:
http://www.health.ufl.edu/resources_services_Communications.shtml#EL

A table showing the HSC's super list addresses is accessible from any UF-networked computer. Viewing this resource from other computers requires one to enter their GatorLink User Name and a valid, current password. (See: '**HSC's 'Official Business' e-mail lists**' at http://www.health.ufl.edu/listserv/resources_services_CommunicationsTable.shtml)

Moderator By-Pass List Members:

Designated people in the SVPHA Office and in each HSC College who are able to send e-mail messages directly to their unit's super lists, without requiring 'Moderator' approval. Messages sent by HSC-level moderator by-pass list members go to all lists.

E-mail messages sent to UF HSC Super Lists by others require 'Moderator' approval before the message will be distributed to list members.

Moderators:

Designated personnel in the SVPHA Office and in each HSC College who must explicitly act to permit messages sent to their individual college or unit super lists to be distributed to the unit's list members.

(Note-The e-mail list server system permits Moderators to send messages directly to the list without approval. This functionality is NOT part of the process. Exception may include when Leadership wants to send an urgent message and they are unable to send it themselves, they may contact you to send it on their behalf.)

Working with fellow Moderators and Communications:

Each college is advised to designate a primary moderator and backup moderators. Notify the other moderators if you will be on vacation or away from the office and unable to approve messages; particularly if you are the primary moderator.

When an urgent or time-sensitive message is sent to the list, back-up moderators may wish to immediately contact the primary moderator. If that individual is not available or is not able to respond, another moderator may choose to act by approving the message.

If a message is of a more routine nature and meets the unit's criteria for acceptable messages, backup moderators may note the time the approval request was received. Then, after some locally-defined amount of time has passed without being approved by the primary moderator, a back-up moderator may approve it.

If a primary moderator decides NOT TO APPROVE a message, they should notify the unit's other moderators about this decision as quickly as possible, to ensure none of the other moderators inappropriately approve the message.

Please notify IT Center List Management Team at ITCLMGT-L@lists.ufl.edu of any needed change of moderators or for members of the college's moderation by-pass list.

Process for Approving Email Messages:

Messages sent to the HSC-level super lists must adhere to 'E-mail Sender Instructions' and submitted messages must meet the criteria for 'Official Business' as listed at http://www.health.ufl.edu/resources_services_Communications.shtml#EL

'Meetings, Conferences, Seminars, Speakers, Special Events & other Non-Official Business Messages':

These types of messages do NOT meet the criteria for 'Official Business' used by the four HSC-level lists. When such messages are received, HSC-level moderators will direct individuals to the alternative list of contacts and e-mail lists established for this purpose which are displayed on the HSC Communications web page.

College-level list moderators may follow the same or similar guidelines as individuals most likely to use these lists may not be employees or students within the college.

'Steps for Approving Messages':

- 1) Open '**ATTACHMENTS**' to review sender's e-mail message.
- 2) 'Click' on link below '**To APPROVE the message**':
- 3) Send separate e-mail message to sender indicating action taken (See '**submitted by XYZ123@UFL.EDU**' for senders' address).

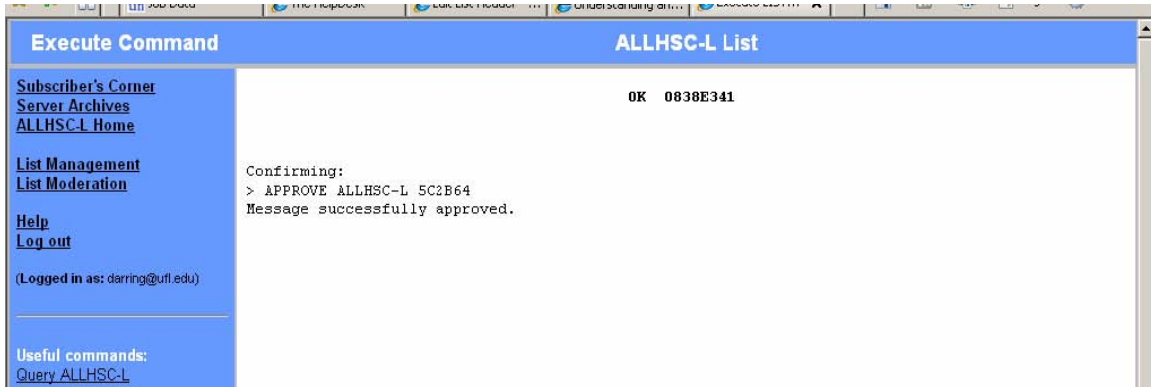
From: LISTS.UFL.EDU LISTSERV Server (14.5) [LISTSERV@LISTS.UFL.EDU]
Sent: Thu 8/14/2008 9:41 AM
To: Arrington, Daniel
Subject: HSC (or College)-L: approval required (0838E341)
Attachments: ATT00001.txt (1 KB); FRAUD ALERT: Email Phishing Scam after Your Email Password Again (5 KB)

This message was originally **submitted by XYZ123@UFL.EDU** to the XXX-L(HSC, College)@LISTS.UFL.EDU. You can approve it using the "OK" mechanism (click on the link below), ignore it, or repost an edited copy. The message will expire automatically and you do not need to do anything if you just want to discard it. Please refer to the list owner's guide if you are not familiar with the "OK" mechanism; these instructions are being kept purposefully short for your convenience in processing large numbers of messages.

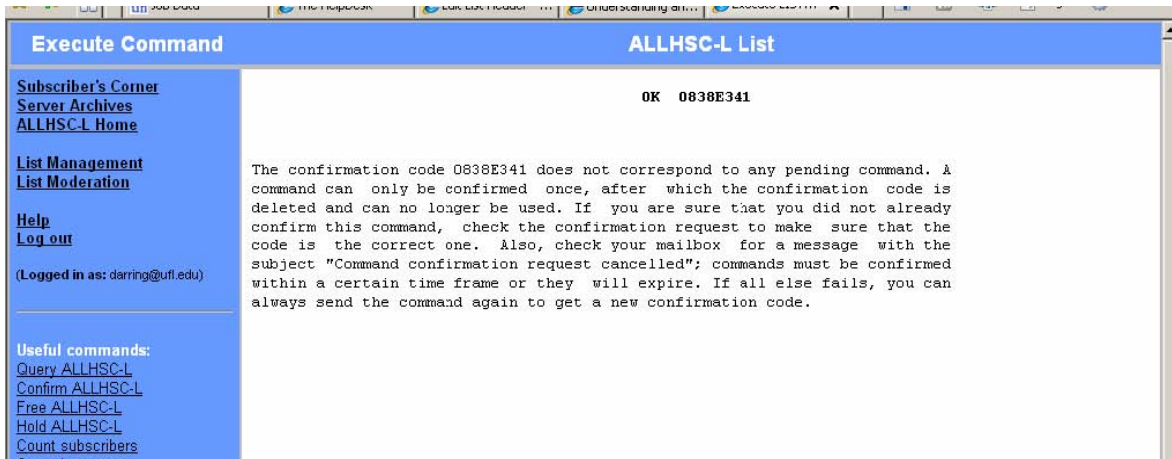
To APPROVE the message:

<http://lists.ufl.edu/cgi-bin/wa?OK=0838E341&L=ALLHSC-L>

- 4) Approving moderator will see the following screen after approving message. No further action is needed.



Note: If more than one moderator attempts to approve a message, they will see the following screen. Such attempts have no effect and are not a problem. (FYI - The boilerplate language in this automated response does not recognize more than one moderator may be involved.)



Please send questions or comments to the IT Center List Management Team at ITCLMGT-L@lists.ufl.edu