

WhatMUG E-MAIL LIST “FAQ”

What is an E-Mail List?

An E-Mail List (sometimes called a “Listserv”) is an automated E-Mail program that distributes messages sent to a central address to all subscribers. Only club members who have personally subscribed to the List will be able to send and receive List E-Mail.

What’s the advantage of an E-Mail List?

Simply, an E-Mail List provides a way for WhatMUG members to communicate quickly, easily and informally to facilitate club activities and to obtain advice on computer related issues. The big advantage of an E-Mail List is that it's available **all the time**... it's virtually instantaneous. Messages are sent only to club members subscribed to the List. We envision the List being used for:

- **Requesting help on technical hardware and software issues**
- **Sharing “Mac” related news**
- **Communicating information about club events and activities**
- **Announcing product discounts and special offers for MUG members**
- **Alert members to technical issues that relate to computer safety**
- **Building relationships within our “Macintosh” community**

Can I trust advice I get from the List?

It depends... remember that when you send a request for help to the List, you are speaking to other club members who are all volunteers and not necessarily an “expert”. Any advice you receive from List members should be treated for what it is: **FREE ADVICE**. Do not expect to hold anyone participating on the List or in the club responsible if you follow advice from the List and it doesn't work or causes you problems.

Who can join?

The WhatMUG E-Mail List is a benefit for club members only. Any WhatMUG member in good standing can join the List (“good standing” means current with your annual dues).

Will I get any Spam?

NO! The List service we use, “Yahoo Groups” (provided by Yahoo.com) is private. Access is limited to WhatMUG club members. In addition, Yahoo provides protective Spam filtering that protects our List from unsolicited spam messages.

How do I join? (Let's cut to the chase...)

Subscribing to the WhatMUG List is a simple 3-step process:

- Send a **blank** message using the **E-Mail address*** you intend to use for WhatMUG communications to:
whatmug-subscribe@yahoogroups.com
- Once you are recognized as a club member, you will receive an initial confirmation E-Mail from the List. Just follow the instructions – send a blank reply to that message.
- When you are subscribed to the List, you will receive a second welcome E-Mail that provides additional information about how to use the List. Be sure to save this E-Mail. It contains useful information. That's it!

(*NOTE: You can **only** send E-Mails to the WhatMUG List **from** the address you use to subscribe.)

How do I send E-Mails to the List?

Sending an E-Mail to everyone on the List is easy - just send your message to

whatmug@yahoogroups.com

If you are on the List, you'll get a copy of your E-Mail with [WhatMUG] added to the subject to differentiate it from regular E-Mails.

How do I reply to E-Mails from the List?

There are 2 ways to reply to an E-Mail from the List:

- **Reply to everyone on the List** – simply **Reply** to the message. Our List is set to default to this mode. This is preferred so that everyone on List can benefit from the conversation.
- **Reply only to the sender** – simply click **Reply to All** in your E-Mail program, delete the WhatMUG List address, type your message and send it. This is appropriate for pursuing a List conversation “offline”.

How do I subscribe to the “Digest” version?

A daily “digest” version of the List is a single E-Mail message sent out each day containing all of the messages sent to the List that day.

To sign up for the Digest version, first you need to already be subscribed to the WhatMUG List. If you haven't done that, do so by sending a blank message to

whatmug-subscribe@yahoo.com.

After you have confirmation that you are a member of the List, please send an e-mail to listservadmin@whatmug.org stating you would like to receive the Daily Digest version. You will get an e-mail back to confirm it is done.

How do I unsubscribe from the List?

It's simple - just send a blank E-Mail to the "List-Unsubscribe" header in any list message, or if you haven't changed addresses since subscribing, you can also send a message to:

whatmug-unsubscribe@yahooigroups.com

What are the guidelines for using the List?

The following guidelines are intended to ensure that all WhatMUG List members have a positive experience using our E-Mail List.

- **PLEASE SIGN YOUR NAME** at the bottom of your E-Mails so everyone knows who sent the message.
- **BE POLITE** – Treat others on the list the way you wish to be treated - with courtesy and respect. Don't say something via E-Mail that you wouldn't say in person.
- **BE PATIENT** – Not everyone has as much time as you to answer and/or respond to E-Mail.
- **BE UNDERSTANDING** – Not everybody knows as much as you do or shares your point of view. Others may be just getting the hang of hardware and/or software and may make mistakes. It helps to add context and a bit of explanation to clarify your points or questions.
- **USE TWO OR MORE WORDS IN THE SUBJECT LINE.** Single word subjects will not be processed (This is for security reasons).
- **DO NOT SEND MESSAGES WITH ATTACHMENTS.** They will not be allowed.
- **PLEASE DO NOT SHARE MUG STORE DISCOUNTS WITH PEOPLE OUTSIDE THE CLUB.** This benefit is offered exclusively to active members of Macintosh User Groups.

Will the List be managed?

The basic intent of this List is "members helping members". It is an "open forum" for WhatMUG members to conduct informal conversations consistent with the interests and purpose of our club. We intend to do as little "managing" as possible. However, the List will be monitored to the extent necessary for:

- **Any attempt to use the List for commercial purposes**
- **"Flaming" – To rant or write incessantly on some irrelevant subject, or with hostility, inappropriate or offensive language toward another person or group.**

If such activity shows up, the sender will receive a warning and, if necessary, be removed from the List.

What if I change my E-Mail address?

Send a message informing our WhatMUG E-Mail List manager at:

listservadmin@whatmug.org

How can I access the List message archive?

Our "Yahoo Groups" List keeps an archive of all messages sent to it. To access the List, you need to be a Yahoo User with a Yahoo ID and Password. If you are not currently a Yahoo User, follow these instructions:

- **Using your web browser, go to:**
<http://groups.yahoo.com/group/whatmug>
- **Click on the "Sign up now" button and follow the instructions to become a member of Yahoo. You will be asked to create a user profile (name, E-Mail address, etc. – fill in as much as you feel comfortable).**
- **Once you have logged in as a Yahoo User, simply follow the instructions for entering and using the WhatMUG List.**

Yahoo Policies

Since we are using the "Yahoo Groups" E-Mail List service, please remember that your use of Yahoo! products and services is subject to the Yahoo! [Terms of Service](#) and [Privacy Policy](#). Click on either topic to get more information.

Who's responsible for keeping my Yahoo account current?

If you have one, you are. You must take responsibility for keeping your E-Mail address up-to-date with Yahoo. If you need to change your some personal data, log in to Yahoo!, go to Account Information, click the Edit button next to Member Information, and you will be able to change your alternate E-Mail address(es)."

How do I get help?

For general help and a description of available commands regarding how to use our club's List, send a blank message to:

whatmug-list-help@whatmug.org

I need more help... how do I contact a real person?

You can reach the WhatMUG E-Mail List manager at (you guessed it):

listservadmin@whatmug.org

Legal Disclaimer

The free advice offered on this E-Mail List comes from individuals, not from WhatMUG itself. All of our registered List members are free to comment on any topic discussed on the WhatMUG List. Sometimes there will be differences of opinion. We ask all readers to exercise due caution in implementing any advice they read on the List, for WhatMUG cannot guarantee its accuracy nor accept responsibility for how this advice is used.