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Welcome to UVLists Documentation

Welcome to UVLists Documentation!

Your starting point for managing, supporting, and understanding UVLists community email lists.

This site brings together practical guides, shared procedures, and reference information for list administrators, moderators, and volunteers. Whether you're reviewing a held message, helping a subscriber, or learning how our services work, start here.

Administer a List

Visit the [List Administrator Documentation](#) for guidance on managing subscriptions, moderating messages, adjusting list settings, and handling common questions from subscribers.

Explore the Documentation

Browse the shelves and books, or use the search bar to find a particular topic. Our documentation covers:

- **Support and troubleshooting** — Get help and resolve common problems.
- **Policies and community expectations** — Understand participation guidelines and moderation practices.
- **Technical operations** — Learn how UVLists services are configured and maintained.
- **Abuse prevention and response** — Find guidance on spam, misuse, and complaints.
- **Organizational procedures** — Follow shared practices that help our volunteers keep the lists running.

Additionally, you can browse all available documentation by browsing all [Shelves](#) or [Books](#).

Get Help

For questions about list administration, technical problems, or other UVLists services, email helpdesk@uvlists.org.

To report spam, harassment, or other misuse, email abuse@uvlists.org. Include the list name and relevant details so we can investigate.

Help Improve These Pages

This documentation is a growing resource. If something is missing, unclear, or out of date, let the [helpdesk](#) know. Your questions and suggestions help us make it more useful for everyone.

Services for List Administrators and Moderators

UVLists provides tools to help list administrators and moderators manage their lists, support members, and work together. This page explains what each service is used for and where to turn when you need help.

Access depends on your role. Being an administrator or moderator of a mailing list does not automatically provide access to every internal service. If you need access or are unsure which tool to use, contact helpdesk@uvlists.org.

Services at a Glance

Service	What it is used for
Mailman 3 / Postorius	Managing subscriptions, moderating messages, and configuring mailing lists
HyperKitty	Browsing and searching list archives
Request Tracker (RT)	Requesting help, reporting problems, and tracking assigned work
BookStack	Reading documentation, procedures, and policies
Etherpad	Collaboratively drafting agendas, notes, and other working documents
Roundcube	Accessing an assigned UVLists mailbox through a web browser
UVLists website	Public information and announcements about UVLists

Mailing List Management - Mailman 3 and Postorius

Mailman 3 runs our mailing lists. **Postorius** is the web interface administrators and moderators use to manage them.

Depending on your permissions, you can use it to:

- Review, approve, or reject messages held for moderation.
- Manage subscriptions and membership.
- Review subscription requests.
- Adjust list settings and posting permissions.
- Maintain list descriptions and other member-facing information.

Moderators generally focus on held messages and moderation decisions. List administrators have broader responsibility for membership and configuration.

Changes to posting permissions, reply behavior, or archive visibility can affect the whole list. Contact the helpdesk if you are unsure about a setting or need assistance planning a change.

List Archives - HyperKitty

HyperKitty provides a web interface for browsing and searching archived list discussions.

Use it to find earlier messages, follow a conversation, or share a reference to a previous discussion. Archive availability and access depend on the individual list's configuration.

A link to a message in a private archive does not make that message public; the person opening it still needs the appropriate access. Avoid copying private discussions into public documentation or support requests with a wider audience.

Support and Task Tracking - Request Tracker

Request Tracker, usually called **RT**, is our helpdesk and work-tracking system. It keeps each request, its discussion, and its progress together in a ticket.

Use RT for:

- Subscription or delivery problems that need technical assistance.
- Questions about list settings or administrator access.
- Reporting errors in our services.
- Requesting configuration changes.
- Tracking organizational tasks and follow-up work where access has been provided.

To request help, email helpdesk@uvlists.org.

Include the list name, a clear description of the issue, and any relevant error message. For delivery problems, include the affected email address and the approximate date and time of the message. Never send passwords.

You can continue the conversation by replying to the ticket email. Keep the ticket reference in the subject so your reply stays attached to the existing request. Start a new request for a separate issue.

For abuse reports, email abuse@uvlists.org.

Routine moderation decisions should normally be handled through the list's moderation tools. Use RT when you need assistance, escalation, or a tracked follow-up.

Documentation - BookStack

BookStack is our documentation site, available at docs.ops.uvlists.org (this site).

It holds reference material explaining how UVLists operates, including:

- List administration and moderation procedures.
- Support and troubleshooting instructions.
- Policies and community expectations.
- Technical and operational documentation.
- Established processes that other volunteers may need to follow.

BookStack organizes information into **shelves, books, chapters, and pages**. Start with the [List Administrator Documentation](#).

Use BookStack for information that should remain useful after a particular discussion or task is complete. If a page is unclear, outdated, or missing something, report it through the helpdesk or update it if you have editing permission.

Collaborative Working Documents - Etherpad

Etherpad lets several people edit the same document at the same time through their browsers.

Use it for:

- Meeting agendas and live notes.
- Drafting announcements or proposed procedures.
- Collecting ideas and questions.

- Working together on a document before it is finalized.

Treat pads as working documents. Once material is approved, move the final version into the appropriate BookStack page or other designated permanent location. Put action items requiring an owner or follow-up into RT.

Share pad links only with the intended participants, and confirm the pad's access arrangements before adding private information.

Webmail - Roundcube

Roundcube provides browser-based email access for people who have been assigned a UVLists mailbox.

It is used to read and send mail from that mailbox. It does not manage mailing list subscriptions, moderation settings, or archives.

Most list administrators can continue using their usual email service for list participation and support correspondence. A UVLists mailbox is only needed when one has been assigned for a particular role.

Public Website

The [UVLists website](#) provides public information and announcements about the organization.

Use the website when directing people to general information about UVLists. Use BookStack for administrator instructions and RT for requests that need a response or action.

How the Tools Work Together

For example, when developing a new moderation procedure:

1. Draft and discuss the procedure in **Etherpad**.
2. Track configuration changes and follow-up assignments in **RT**.
3. Publish the agreed procedure in **BookStack**.
4. Apply approved list configuration changes through **Postorius**, with technical assistance where needed.

This keeps working notes, assigned tasks, and established guidance easy to find.

Need Help?

Contact helpdesk@uvlists.org for help using these services, requesting access, or finding the right place for your question. Include your list name and what you are trying to accomplish.

Software Documentation and Support Resources

UVLists relies on several open-source applications to operate our community lists and supporting services. This page brings together official documentation and community resources for those applications.

These resources complement our UVLists documentation. Features and instructions may vary with the software version, your permissions, and our local configuration.

For help with a UVLists service, email helpdesk@uvlists.org. Send abuse complaints to abuse@uvlists.org.

Mailman 3 - Mailing List Management

Mailman 3 handles mailing list subscriptions, message distribution, moderation rules, and other email processing.

- [Mailman 3 Documentation](#) - The main reference for the Mailman suite, including configuration and administration.
- [List Member Manual](#) - Guidance on subscribing, unsubscribing, managing accounts, and changing delivery preferences.
- [Mailman 3 Community Support](#) - A discussion list for list owners, moderators, and system administrators. Its archives are useful for finding answers to previously reported problems.

Postorius - List Administration and Subscription Settings

Postorius is the web interface for Mailman 3. It provides access to list settings, membership management, moderation, and subscriber preferences.

- [Postorius Documentation](#) - Official project documentation, primarily covering installation, deployment, and development.

- [Mailman List Member Manual](#) - Practical instructions for subscriber tasks performed through the web interface.
- [Postorius Issue Tracker](#) - Known software issues, feature requests, and development discussions.

HyperKitty - Mailing List Archives

HyperKitty provides the web interface for browsing and searching Mailman 3 list archives and following discussion threads.

- [HyperKitty Documentation](#) - Official documentation covering the archiver, configuration, and technical operation.
- [Mailman 3 Support Archives](#) - Searchable community discussions about archive behavior, troubleshooting, and other Mailman topics.
- [HyperKitty Issue Tracker](#) - Known problems and feature requests related to the archive interface.

Etherpad - Collaborative Editing

Etherpad allows multiple people to work on the same document at the same time. UVLists uses it for collaborative drafting, shared notes, and similar work.

- [Etherpad Website](#) - An introduction to the editor, its features, and the project.
- [Etherpad Documentation](#) - Technical documentation for configuration, integrations, and development.
- [Etherpad Project and README](#) - Setup information, project resources, and links to development and issue reporting.

Available editing features depend on which plugins are enabled in our installation.

Request Tracker - Email Support and Ticket Management

Request Tracker, also called RT, organizes support requests and related correspondence into tickets. UVLists uses it to track helpdesk requests and abuse complaints.

- [Official RT Documentation](#) - Guides for using and administering RT, including tickets, searches, email, and configuration. Select the documentation matching your installed

version.

- [Best Practical Community Forum](#) - Questions, troubleshooting discussions, and advice from RT users and developers.
- [RT Community Wiki](#) - Community-contributed tips, examples, and customizations. Some entries describe older versions.

You can request help from UVLists simply by emailing the appropriate support address; learning the RT web interface is not necessary.

Roundcube - Webmail

Roundcube provides browser-based access to email, including reading and sending messages, organizing folders, and managing contacts.

- [Roundcube User Guide](#) - Instructions for common email tasks, contacts, and preferences. This guide describes an older version, so some screens may look different.
- [Roundcube Support Resources](#) - Links to the community forum, mailing lists, and other support options.
- [Roundcube Documentation Wiki](#) - Technical information for installation, configuration, and administration.

For problems signing in to a UVLists mailbox or sending and receiving email, contact the [UVLists helpdesk](#).

Choosing the Right Resource

Start with our UVLists documentation for local procedures and settings. Use the resources above to learn more about the underlying software or investigate a general question.

If you are unsure where a problem belongs, contact helpdesk@uvlists.org and include the service name, what you were trying to do, and any error message you received.

Support via Email

UVLists operates an email-based helpdesk for list administrators and subscribers who need assistance with list administration, technical issues, abuse complaints, or other UVLists services.

Our helpdesk uses **Request Tracker (RT)** to keep requests and related correspondence together, helping us track issues through to resolution. You can contact support and continue the conversation entirely by email.

Requesting Help

Send an email to helpdesk@uvlists.org with a clear subject and a description of your issue.

To help us investigate, please include:

- **The list name or email address** affected.
- **A description of the problem**, including what you expected to happen and what happened instead.
- **When the issue occurred**, with the approximate date and time if relevant.
- **Any troubleshooting steps** you have already tried.
- **Relevant error messages or examples**, such as a delivery failure notice or screenshot.

For subscriber-specific problems, include the email address affected. Never send passwords or other account credentials.

Following Up

Keep correspondence about the same issue in the same email thread. When you receive a helpdesk reply, reply to that message and leave any ticket reference in the subject line intact. This helps keep updates attached to the correct request.

For a separate issue, start a new email with a new subject.

Reporting Abuse

Send abuse complaints to abuse@uvlists.org. Use this address to report spam, harassment, inappropriate use of a list, or other concerns about misuse of UVLists services.

Include the list name, a description of the concern, and the message or messages involved. Where possible, attach or forward the original email, including its headers, to help us investigate.

Send complaints directly to this address rather than posting them to the list. For follow-up information about the same complaint, reply to the Request Tracker response and leave any ticket reference in the subject line intact.

For general support, technical issues, or list administration questions, continue to use helpdesk@uvlists.org.