

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.

Revision #1

Created 2026-10-01 13:14:19 UTC by Kurth Bemis

Updated 2026-10-01 13:18:08 UTC by Kurth Bemis