

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.

Revision #2

Created 2026-09-15 18:34:07 UTC by Kurth Bemis

Updated 2026-09-16 02:01:30 UTC by Kurth Bemis