

# 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](mailto: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](mailto: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](mailto:helpdesk@uvlists.org).

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