



Glow Mailing Lists Training Guide

Firefox version

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Introduction

This guide provides an overview of Glow mailing lists and their potential use in learning and teaching. The tutorials contain step-by-step instructions on setting up Glow mailing lists.

Glow is web-based and can be used wherever users have access to an internet connection, so you will be able to access Glow from school, from home and from other locations, such as libraries or community centres. Each Glow user has their own unique username and password which gives access to information and resources appropriate to the user's role; thus, a pupil's access to Glow will differ from staff users.

Prerequisites for using this guide

To complete any of the tasks in this guide you will need to be logged on to Glow as a user with permission to use Glow Mail List. This permission is controlled by the Glow Accounts and Services Manager (ASM) for your school or establishment; if you have any queries regarding the permissions that have been set for you, please check with your ASM.

You will also require access to Glow Mail or to an alternative email system. Your email address must be recorded in your profile in Glow. Information on checking your profile is given in Tutorial 1.

Instructions in this guide are based upon using Firefox 2.0.0.6; some variations in functionality may occur when using other versions of Firefox. The screenshots in the guide show Glow theme 6. More information on changing themes is given in Tutorial 1.

What are Glow mailing lists?

The Glow Mail List web part allows Glow users to create and manage mailing lists. Mailing lists are commonly used by individuals or organisations as a way to send emails to large numbers of people on a regular basis.

Mailing lists can be set either as a one-way or two-way means of communication. A one-way list is typically used to distribute information. Only the list administrator is able to send information while all other users of the list are recipients only. A two-way list, on the other hand, is aimed at facilitating and supporting discussion within a group. Any user of the mailing list can be given permission, by the list administrator, to send information; the list administrator can also decide whether emails should be moderated before being distributed to other recipients.

A school might, for example, use a one-way mailing list to send out monthly newsletters or news of forthcoming events to parents, while a local authority may use a two-way mailing list as a means of discussion amongst a group of subject co-ordinators.

Why use Glow mailing lists?

Other components of Glow can offer some similar benefits to Glow mailing lists. For example, news and information on events can be posted within Glow Groups, Glow Mail can be used to send emails directly to multiple recipients without using a mailing list and discussion boards can be used to host discussions. However, the major benefit of distributing such information through a Glow mailing list is the archive, which automatically stores a copy of each email sent via the mailing list. The archive can be browsed and searched by all members of the Glow Group containing the mailing list, not solely by subscribers to the list. The archive thus provides a valuable resource to allow users to remain up-to-date with key information or refer back to prior information, discussions and decisions.



Another important advantage of using Glow mailing lists is the ease with which non-Glow users (such as an external advisors or organisations supporting pupils in a programme or work) can be added as subscribers to a mailing list, where they would not be able to access other Glow functionality such as discussion boards.

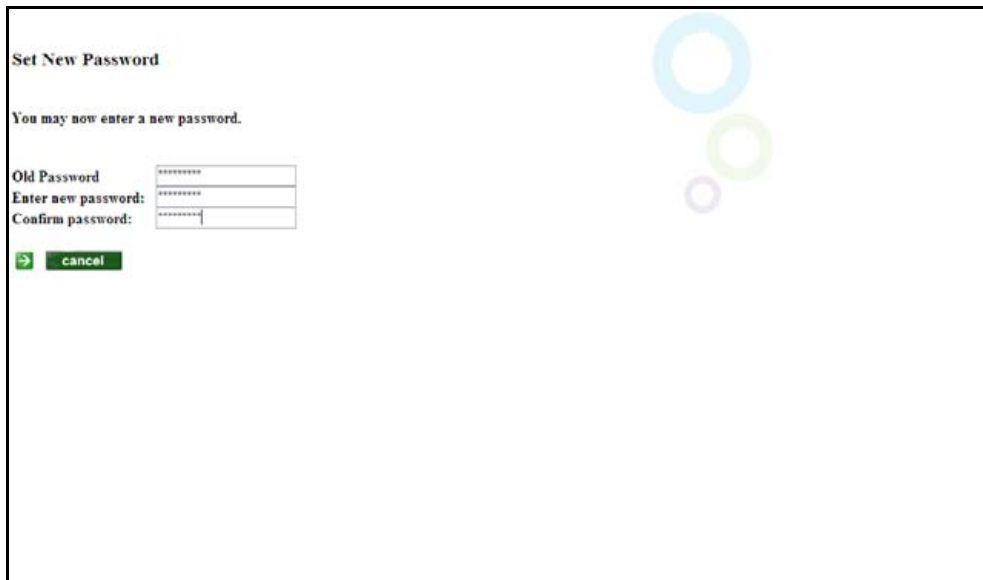
Tutorial 1 – Getting started

The purpose of this tutorial is to demonstrate how to log on to Glow and create a Glow Group to contain the Glow Mail List web part. In this tutorial you will:

- Log on to Glow
- Create a Glow Group
- Set the access permissions for the Glow Group

Logging on to Glow

1. Open your web browser and in the address bar enter the Glow web address: <https://portal.glowscotland.org.uk>. The Glow logon screen will appear.
2. Enter your username and password into the appropriate boxes.
3. Click on the arrow icon  or press the Enter key. If you have logged on to Glow before move on to step 7.
4. If this is the first time that you have logged on to Glow, you will first need to change your password. Enter your old password, then enter a new one. Your new password must have a minimum of 8 characters, including at least one non-alphanumeric character, such as space or a question mark. Enter your new password again in the Confirm password box. Click the arrow icon .



5. When you have successfully changed your password click the link: **Click here to continue**. This will return you to the logon screen. Log on with your username and new password.

6. A list of terms and conditions will be displayed. Once you have read the terms click on **Accept**, if you wish to continue. Your Staff home page will open.
7. The screenshots in this guide use Glow theme 6. If you wish to change your Glow theme (the 'look and feel') to match, then:
 - Scroll down the home page until you can see Glow settings,
 - Click on **Change theme**,
 - From the drop-down menu select **Theme 6** and click **Apply**.
8. This is a good point at which to check whether your email address is recorded in your Glow profile:
 - On your Staff home page scroll down until you can see Glow settings;
 - Click on **Change profile**;
 - Your email address may already be recorded in 'Glow Mail address' or in 'Other eMail Addresses';
 - If no email address is displayed click **Edit**, enter your email address in 'Other eMail Addresses' and click **Save**.

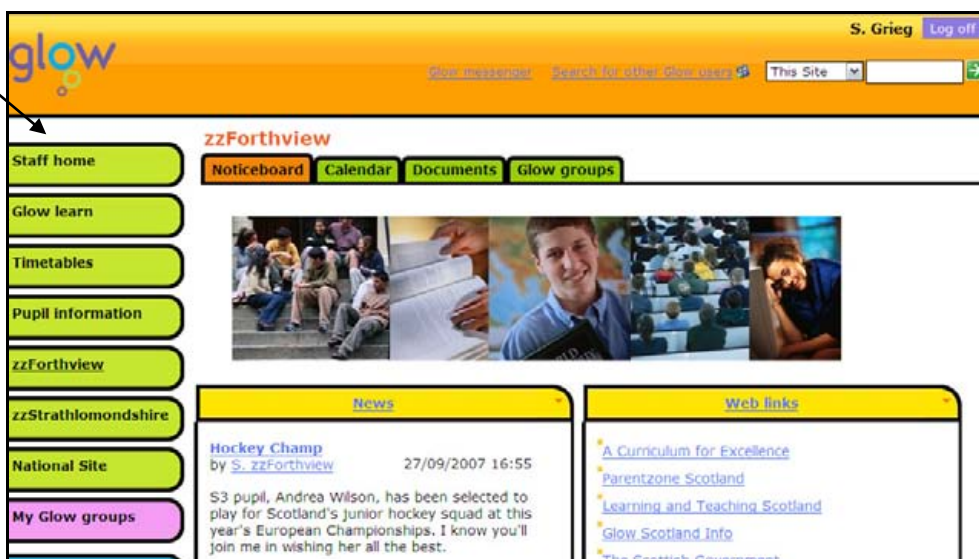
Creating a Glow Group

To use a Glow mailing list, it must be created within a Glow Group. This may be either an existing Glow Group or a new Glow Group you are setting up. A Glow Group is an area within Glow that a user can create in order to communicate and collaborate with other users on topics of shared interest. Further information on Glow Groups can be found in the *Glow Groups Training Guide*.

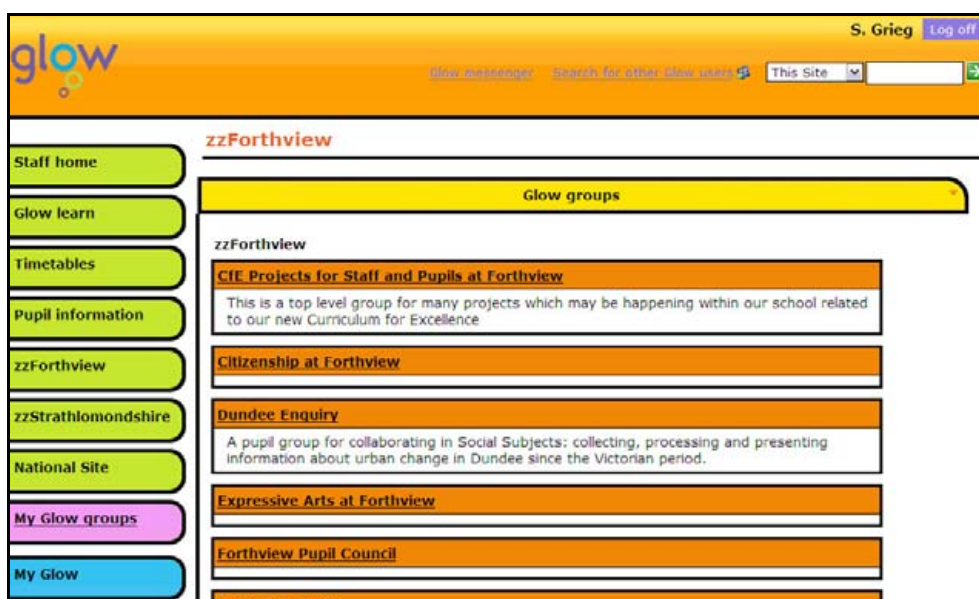
If you wish to add a mailing list to an existing Glow Group (for which you have administrative rights), please proceed to Tutorial 2. Otherwise, follow the steps below to create a new Glow Group.

1. In the left-hand navigation bar click on the name of your school. Your school site will open.

left-hand navigation bar

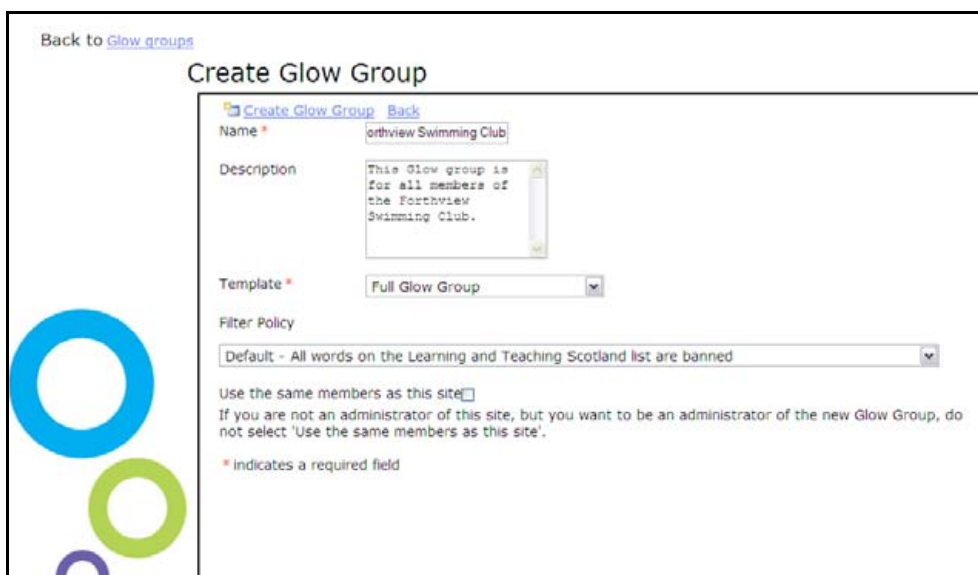


2. Click the **Glow groups** tab. The Glow Groups screen will open. On this page you will see a list of the school Glow Groups that you belong to. You will also see a list of the school Glow Groups that you do not belong to.

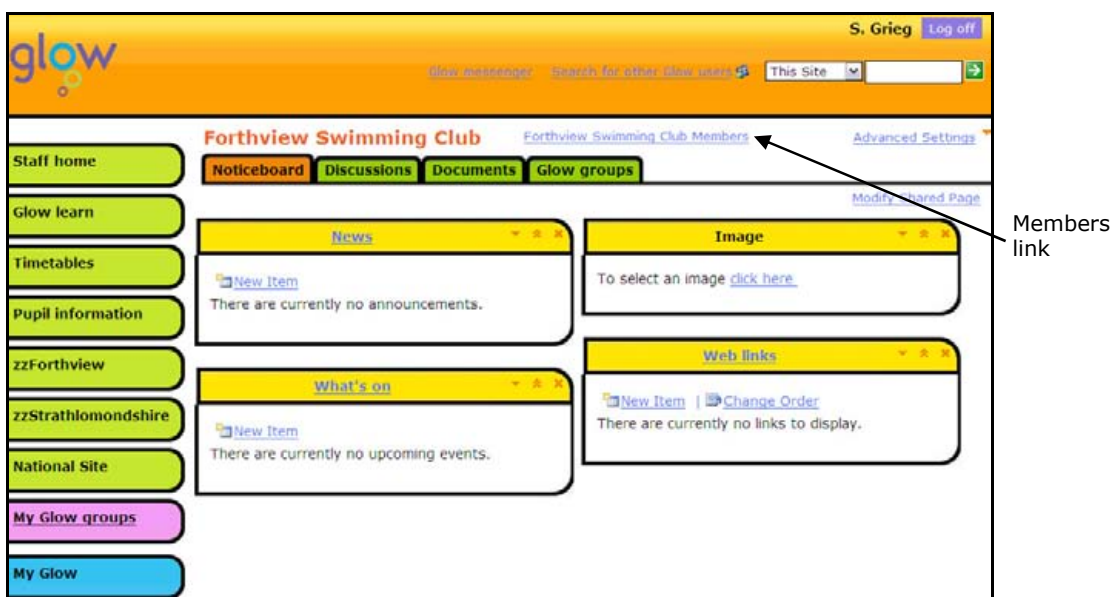


You will be given advice in your school about the hierarchy of Glow Groups that has been established and where you may create Glow Groups.

3. Once you have located the appropriate place in the hierarchy to create your group click on the **New Glow Group** link.
4. The 'Create Glow Group' screen will appear.



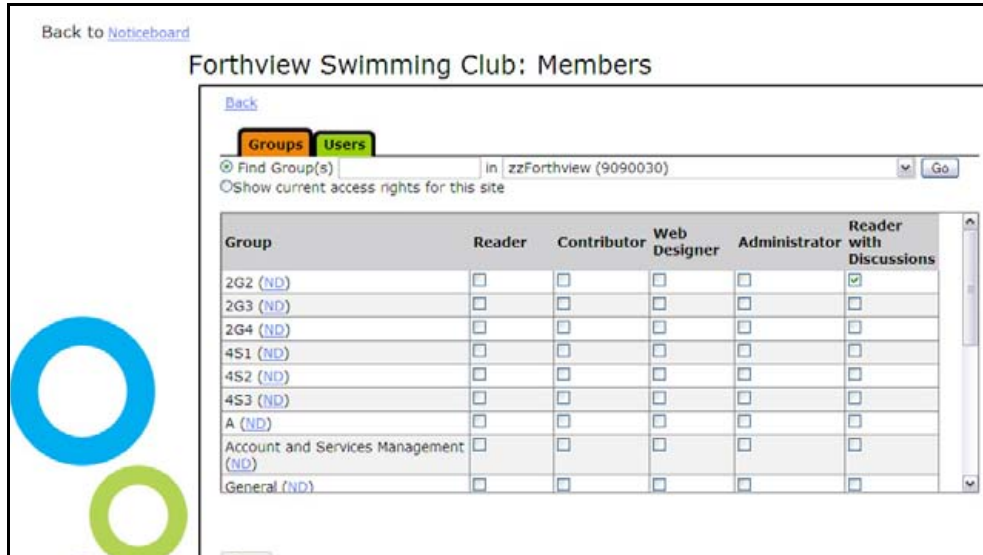
5. Enter a name for the Glow Group.
6. A description can be entered: this is not mandatory, but is useful to explain the purpose of the Glow Group to other users.
7. Leave the other settings as shown. Do **not** tick the 'Use the same members as this site' box. Further information on these settings can be found in the *Glow Groups Training Guide*.
8. Click **Create Glow Group** and the new Glow Group will open, ready to use.



You now need to set the permissions to give other users access to your Glow Group, for example other staff and pupils in your school.

Setting access permissions for the Glow Group

1. Click the **Members** link at the top of the Glow Group window. The Members screen will open.



2. The Groups tab will be displayed by default. Here you can select members by type (e.g. Pupil), by year group (e.g. S1) or class (e.g. 4S3); the groups that you see will differ from those in the screenshot on the previous page and will reflect the structure in your own establishment. If you want to add members from another location, click on the **in** drop-down menu, select an establishment then click **Go**.
3. Decide which groups will have access to your Glow Group and what level of permissions they will have. The levels are:
 - **Reader:** the user can view items in the Glow Group (e.g. read news items in the News web part) and can download files from the Documents web part.
 - **Reader with Discussions:** as 'Reader', and in addition the user can:
 - add new items to the Discussions web part;
 - edit or delete items they have added to this web part, but **not** those added by other users.
 - **Contributor:** as 'Reader with Discussions', and in addition the user can:
 - add new items to the News, What's on and Web links web parts;
 - edit or delete items they have added to these web parts **and** items added by other users.

- upload files to the Documents web part;
- edit or delete these documents **and** those added by other users;
- modify their Personal View of the Glow Group by closing, moving or adding web parts. Any such changes to the layout are seen only by the individual user.
- **Web Designer:** as 'Contributor', and in addition the user can:
 - upload a graphic to the Image web part;
 - modify the Shared View of the Glow Group by adding, moving or closing web parts. Changes are seen by all members of the Group.
- **Administrator:** as 'Web Designer', and in addition the user can:
 - create new web parts for the Glow Group;
 - add, rename and remove pages;
 - control the membership of the Glow Group and set appropriate access permissions for members;
 - create sub-groups within the Glow Group.

Tick in the box on the appropriate row and column to select the group and set their level of access permissions. Only one level should be selected for a group; if more than one is selected, the highest level will apply. Click **Save**.

4. If you want to add individual members rather than groups, click on the **Users** tab.

To search for specific users in your own establishment:

- In the **Find User(s)** field enter the user's surname, select an appropriate group from the **in** drop-down menu, then click **Go**.
- Alternatively select a group from the **in** drop-down menu and click **Go**.

To search for specific users in other establishments:

- First select the establishment from the drop-down menu, then enter the user's surname and select an appropriate group, then click **Go**.

Once the users' names have been found, tick in the appropriate box to set the level of access permissions. Only one level should be selected for an individual; if more than one is selected, the highest level will apply. Click **Save**.

5. Click the 'Back to' link in the top left hand corner of the screen to return to your Glow Group.

The permissions you have set up will allow the chosen groups or individuals to access your Glow Group. For users within your school, the Glow Group can be accessed by clicking on **My Glow groups** on the left-hand navigation bar.

If the Glow Group includes a user from outwith your own school they will not see the Glow Group listed in the **My Glow groups** link. Email the URL (web address) of the Glow Group to the user; clicking the URL will take the user directly to the Glow Group. The URL could then be stored in the Web links web part in My Glow for ease of access in future.

Currently the Glow Group contains no information. The *Glow Groups Training Guide* explains in detail how to use a Glow Group – for example to add news, web links, discussions, images and documents appropriate for a learning and teaching context.

Tutorial 2 – Creating a one-way mailing list

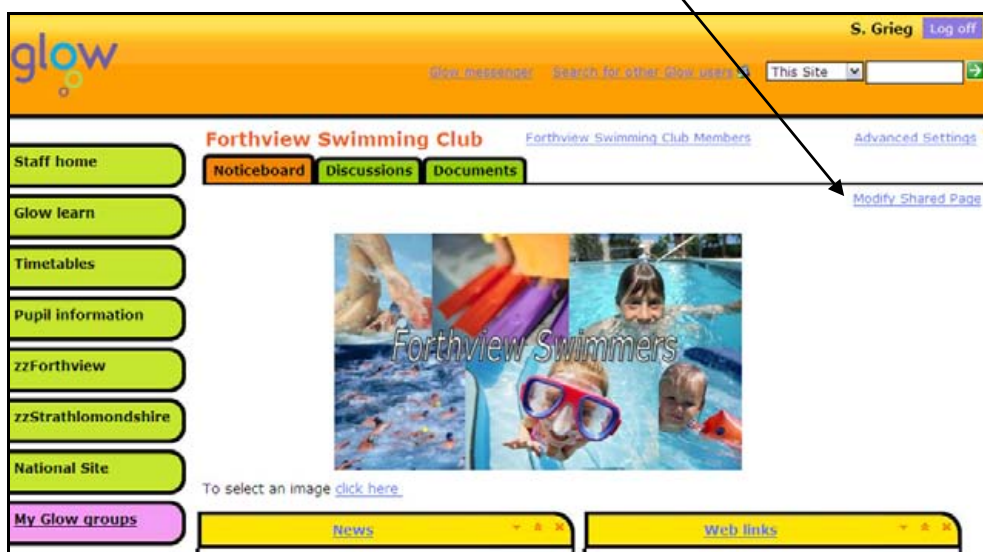
The purpose of this tutorial is to demonstrate how to add the Glow Mail List web part to your Glow Group and how to create a one-way mailing list. In this tutorial you will:

- Add the Glow Mail List web part to a Glow Group
- Create a one-way mailing list

Before creating a mailing list ensure that your email address is recorded in your Glow profile (see page 6 for details).

Adding the Glow Mail List web part

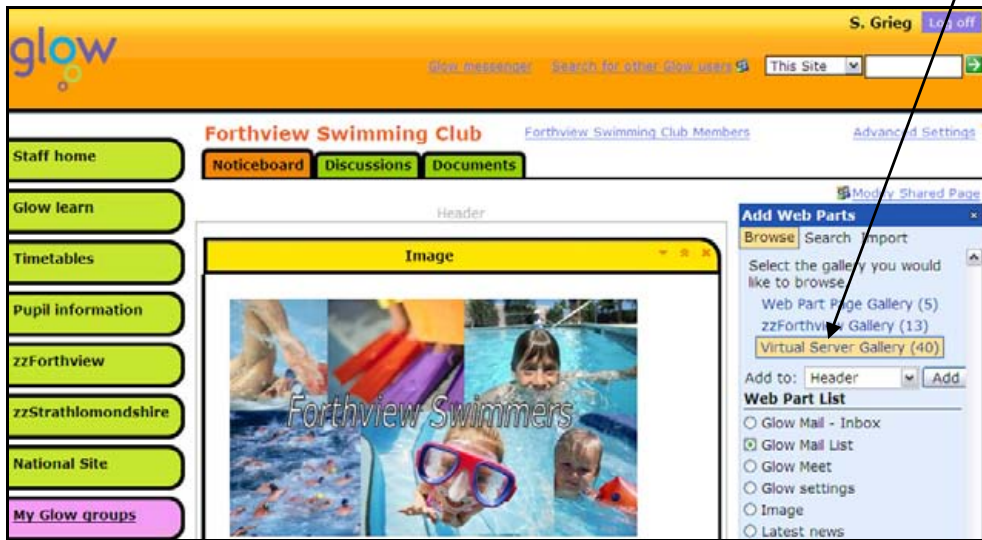
1. Log on to Glow and in the left-hand navigation bar click on **My Glow groups**.
2. Click on the name of the Glow Group you created in Tutorial 1.
3. At the right hand side of the page click on **Modify Shared Page**.



4. The 'Modify Shared Page' menu will be displayed at the right-hand side of the screen. Click on **Browse**.



- The 'Add Web Parts' menu will be displayed. Click on **Virtual Server Gallery**.



- This gallery listing can contain a large number of web parts, indicated by the number in brackets after the gallery name. At the bottom of the menu click on **Next** to move through the pages of the gallery until you can see **Glow Mail List**.
- Click the radio button next to **Glow Mail List** and select an area of the page in which to place the web part. Note that web parts can be added to empty areas or areas already containing other web parts. Click **Add**.
- Click on the **x** to close the 'Add Web Parts' menu. The Glow Mail List web part will appear on the Glow Group page.

Now that the web part has been added to the Glow Group, the next step is to configure the mailing list, which sets the name, purpose and type of usage for the list.

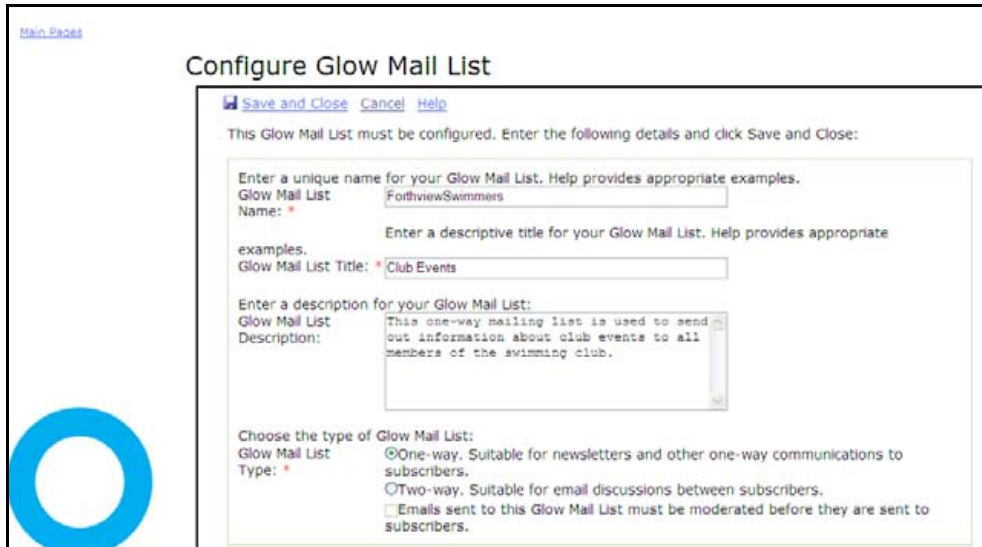
The next section details the setting up of one-way mailing lists. The configuration and use of two-way lists is covered later in this guide.

Configuring a one-way mailing list

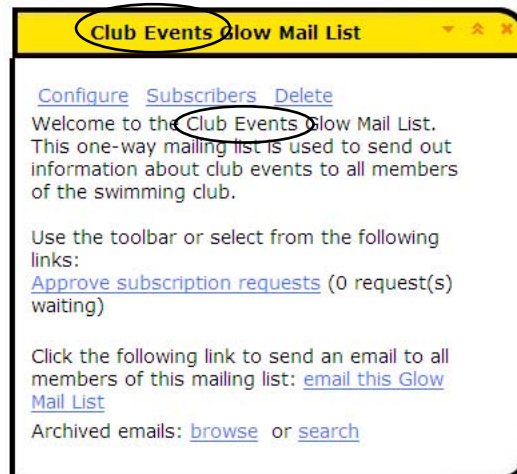
- In the Glow Mail List web part click **Configure the Glow Mail List**.



2. The 'Configure Glow Mail List' screen will be displayed.



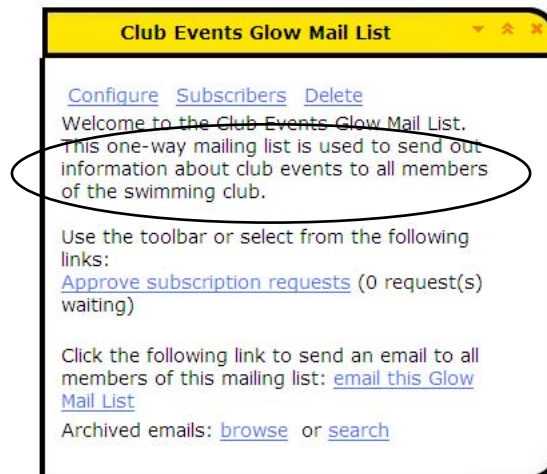
3. Before filling in the form consider the purpose of the mailing list that you are creating.
4. First enter a **name** for the Glow mailing list (e.g. *ForthviewSwimmers*). Choose the name with care as:
 - It will become the first part of the email address of the Glow mailing list (e.g. *ForthviewSwimmers@list1.glowscotland.org.uk*);
 - The name may not contain spaces or any punctuation, other than hyphens;
 - The name may not contain any of the following wordings:
 - owner-
 - -request
 - -server
 - The name has to be unique across all Glow mailing lists used within Glow. Be creative: a name such as *BookClub* may already be in use, so you might want to try *BooksUnlimited* instead;
 - The name cannot be changed later.
5. Enter a **title** for your mailing list, for example *Club Events*. Again choose carefully as:
 - The title chosen will be displayed in the title bar of the web part and as part of the welcome message in the web part;



A view of how the web part will be displayed once configured.

The title is displayed in the top bar of the web part and in the 'Welcome' message.

- The title can include spaces and punctuation;
 - Do **not** include the words 'Glow Mail List' as part of the title, as this phrase will be inserted automatically;
 - The title can be changed later, if necessary.
6. Enter a **description**. This description will be displayed as part of the welcome message in the web part. Note that the first sentence 'Welcome to the Glow Mail List' is inserted automatically.



A view of how the web part will be displayed once configured.

The description of the mailing list is used in the 'Welcome' message.

7. Next is an option to choose the type of Glow mailing list. The list can be either one-way or two-way:
- One-way lists are typically used for distributing information to a group.
 - Two-way lists are typically used to support discussion across a group.
- For the purpose of this tutorial select **One-way**. Two-way lists are covered in later tutorials in this guide.

8. If another mailing list has already been created within this Glow Group, then there will also be an option to 'Connect' to this list. For the purpose of this tutorial do not use this choice; further details of the purpose of this option are given in Tutorial 8.
9. Click **Save and Close** to complete the configuration. The configured web part will appear in your Glow Group. The title, description and type of list can be changed at any time by clicking on the **Configure** link in the web part.
10. To view the email address assigned to the newly created mailing list, place the mouse pointer over the link 'email this Glow Mail List' and check the address displayed at the bottom of the window.

Make a note of this address, as you may wish on occasions to create and send emails directly from your email program, rather than by navigating to the Glow Mail List web part to find the link. This is particularly important if you are using a web mail service. Further information on sending emails is given in Tutorial 4.



Email address of the mailing list

The mailing list has now been configured and is ready for use, although it currently has no subscribers. Subscribers can be added in two ways:

- Members of the Glow Group will be able to see the Glow Mail List web part whenever they access the Glow Group and can use a link within the web part to request subscription to the mailing list;
- Alternatively, the administrator of the mailing list can add members of the Glow Group as subscribers.

The next tutorial details both methods of adding subscribers.

Tutorial 3 – Adding subscribers to a one-way mailing list

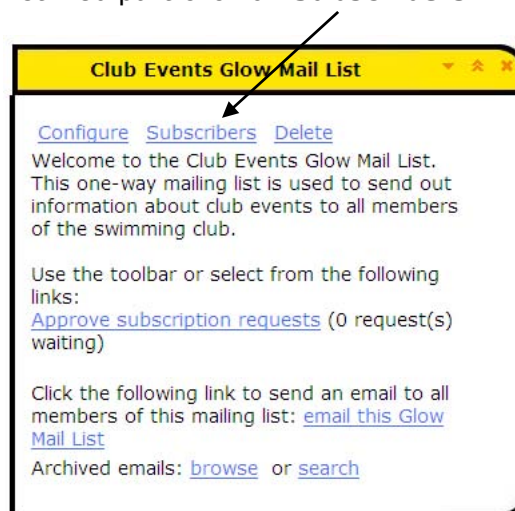
The purpose of this tutorial is to demonstrate how to add subscribers to a one-way mailing list. In this tutorial you will:

- Add Glow users
- Check whether a user has an email address listed in the Glow national directory
- Add a non-Glow user
- Set subscribers' rights
- Manage subscription requests

All members of the Glow Group containing the Glow Mail List web part are eligible for subscription to the mailing list, provided that they have an email address recorded in the Glow national directory. Information on checking a user's email address is included in the next section.

Adding subscribers

1. Log on to Glow and in the left-hand navigation bar click on **My Glow groups**.
2. Click on the name of the Glow Group to which you have added the Glow Mail List web part.
3. In the Glow Mail List web part click on **Subscribers**.



4. The 'Manage subscribers' screen will be displayed. The list shows that you, as creator of this Glow mailing list, are the only current subscriber.

Manage subscribers

[Save and Close](#) [Apply Changes](#) [Cancel](#) [Add Subscribers](#) [Help](#)

To change subscriber rights for the Club Events Glow Mail List, make your selections:

Name	Subscriber	Contributor	Role
Select All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
S. Grieg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Administrator

* indicates non-portal subscriber

- Click **Add Subscribers**. The 'Subscribe users' screen will be displayed.

Subscribe users

[Save and Close](#) [Apply Changes](#) [Cancel](#) [Back](#) [Help](#)

Subscribe users to the Club Events Glow Mail List:

To subscribe a non-portal user, enter their name and email address and click Add Non-Portal Subscriber:

Name: *

Email: *

[Add Non-Portal Subscriber](#)

To subscribe the following Glow Group members, select the appropriate checkbox(es) and click Save and Close:

Name	Subscribe
Select All	<input type="checkbox"/>
2G2	<input checked="" type="checkbox"/>
S. Appleby	<input type="checkbox"/>
N. Barrack	<input type="checkbox"/>
F. Fredericks	<input checked="" type="checkbox"/>
C. Garland	<input checked="" type="checkbox"/>
M. Gorzyn	<input checked="" type="checkbox"/>
F. Hamilton	<input type="checkbox"/>
N. Hammond	<input type="checkbox"/>

- In the lower section of this screen are displayed all the individuals and groups (such as classes of pupils or categories of users) belonging to the Glow Group.

Note that the members of groups are also listed individually by name. For example, in the screenshot above, the pupils in class 2G2 are members of the Glow Group and are displayed in the 'Subscribe users' screen both collectively as 2G2 and individually by name (e.g. S. Appleby, N. Barrack).

This gives the mailing list administrator the flexibility to add complete groups of users as subscribers or to restrict the list to specific individuals.

- If you wish to check whether a particular user has an email address recorded in the Glow national directory, click on the user's name. The 'find people'

screen will open, either as a new window or new tab depending upon the settings in Firefox. The user's profile will be displayed, including details of any email address. Close the 'find people' screen, taking care not to close the main Glow window (or tab). Repeat this step for any other users you wish to check.

8. On the 'Subscribe users' screen select the checkbox next to an individual or group to add them as subscribers to the mailing list.
9. If you want all the listed groups and individuals to be subscribers, click on the checkbox next to **Select All**.
10. Click **Save and Close**. You will be returned automatically to the 'Manage subscribers' screen.
11. If you wish to add a non-Glow user to your mailing list click **Add Subscribers** again. In the top section of the 'Subscribe users' screen enter the individual's name and email address then click **Add Non-Portal Subscriber**.

Setting subscribers' rights

1. On the 'Manage subscribers' screen each of the groups or individuals you have added will now be displayed.

Name	Subscriber	Contributor	Role
Select All	<input type="checkbox"/>	<input type="checkbox"/>	
2G2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Default
Andy Collins* collinsa@strathlomondshire-leisure.co.uk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Default
C. Garland	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Default
F. Fredericks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Administrator
M. Gorzyn	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Default
S. Grieg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Administrator

* indicates non-portal subscriber

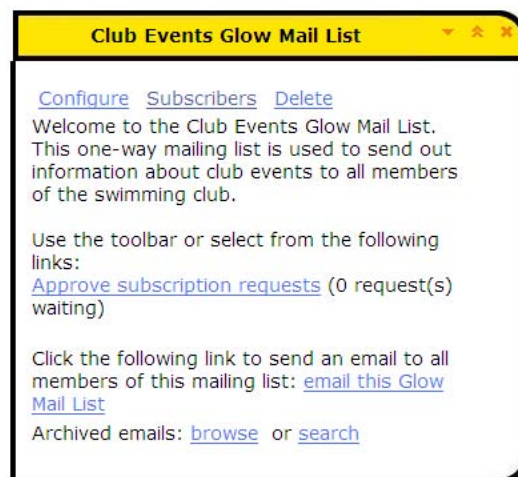
As you have created a one-way list all groups and individuals are automatically assigned Subscriber rights. In a one-way list:

- Only the administrator can create and distribute an email through the mailing list;

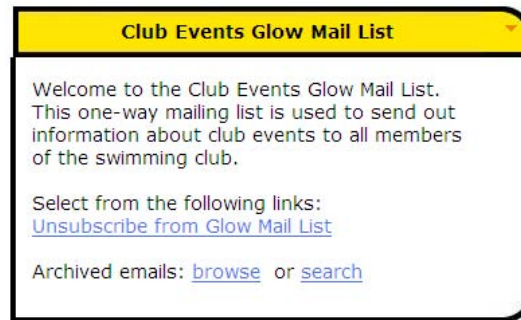
- Subscribers will receive emails distributed through the mailing list but cannot contribute;
 - Subscribers can respond to an email but the reply will be sent only to the administrator and will not be seen by other subscribers.
2. If you wish to remove any subscribers from the list deselect the appropriate checkbox.
 3. Here the Contributor column is greyed out, as contributor rights apply only to two-way mailing lists. Similarly the Role column is greyed out as no other options can be set for a one-way list. (The Administrator role is given automatically to any user who is an administrator of the Glow Group; the Default role is the standard role given to all other users.)
 4. Click **Save and Close** to return to the Glow Group page.
 5. If you wish to add or delete subscribers at any time, click on the **Subscribers** link in the Glow Mail List web part to return to the 'Manage subscribers' screen.

The Glow mailing list has now been configured and subscribers added. The following screenshots show how the Glow Mail List web part will appear to different users.

This is the **administrator's** view of the Glow Mail List web part. Using the links in the web part the administrator can reconfigure the list, change the list of subscribers, delete the mailing list, manage subscription requests, send emails, and browse or search archived emails.

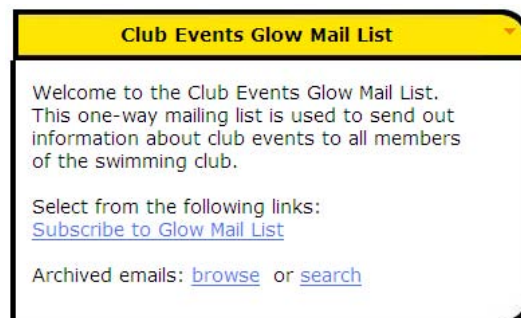


This is a **subscriber's** view of the Glow Mail List web part. A subscriber receives emails from the mailing list in their email inbox and can reply to the administrator. In addition a subscriber can use the links in the web part to browse or search the archive of emails, and can send a request to the list administrator to be unsubscribed from the mailing list.



A non-Glow user subscribed to the mailing list will receive emails in their email inbox and can reply to the list administrator; however, a non-Glow user has no access to the web part to search the mailing list archives or to request to be unsubscribed.

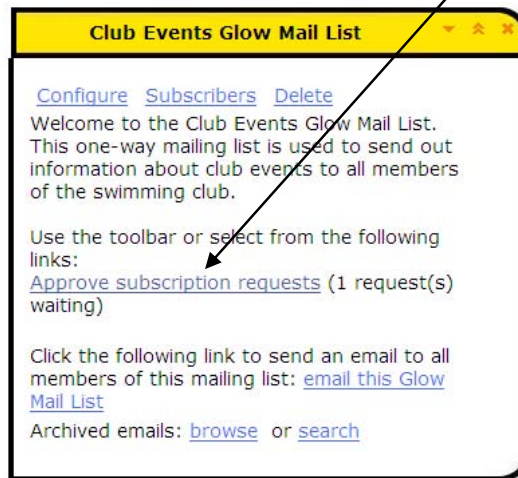
This is a **non-subscriber's** view. That is, the view of a user who is a member of the Glow Group, but who has not been added as a subscriber to the mailing list. This user will not receive emails from the mailing list, but using links in the web part, can search or browse archived emails, and request subscription to the mailing list.



Non-subscribers to the mailing list may wish to request subscription. Any such request is sent to the administrator of the mailing list for approval. The next section explains how these requests can be viewed and managed by the administrator.

Managing subscription requests

1. In the Glow Mail List web part click on **Approve subscription requests**.



2. The 'Manage subscription requests' screen will be displayed.

Manage subscription requests

[Save and Close](#)
[Apply Changes](#)
[Cancel](#)
[Help](#)

Process the following subscription requests for the Club Events Glow Mail List:

Date Requested	Name	Approve	Reject	Defer
	Select All	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31 Oct 2007 20:00	I. Milarvie	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

The available options are:

- **Approve:** The request to subscribe is approved. The user will be added to the mailing list.
 - **Reject:** The request to subscribe is rejected. The user will not be added to the mailing list and will continue to see the 'non-subscriber's view' of the web part, as described on the previous page.
 - **Defer:** No action at this stage. The subscription request remains in the list and can be dealt with at a later time.
3. Decide whether each request should be approved, rejected or deferred and then click the appropriate radio button alongside the name.

Alternatively, use one of the **Select All** radio buttons to set the same option for all the current subscription requests.
 4. Click **Save and Close** to save the changes and return to the Glow Group.

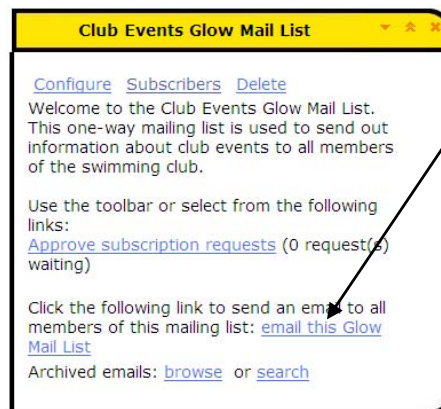
Tutorial 4 - Using a one-way mailing list

The purpose of this tutorial is to demonstrate how to use a one-way mailing list. In this tutorial you will:

- Send an email
- Browse archived emails
- Search archived emails

Sending an email

1. Log on to Glow and in the left-hand navigation bar click on **My Glow groups**.
2. Click on the name of the Glow Group to which you have added the Glow Mail List web part.
3. If you are using either Glow Mail or an email program click **email this Glow Mail List**.



A window in which to create your email will open, with the mailing list email address automatically inserted.

If you are using a web mail service it is not possible to use the 'email this Glow Mail List' link directly. Instead, launch your web mail service and create a new email in the usual way. In the 'To' field enter the email address of your mailing list, which you noted down in Tutorial 2.

4. Compose your message in the usual way and then click **Send**. The email will be sent to all subscribers of the mailing list.
5. Subscribers will receive the message in their email Inbox, either in Glow Mail or other email system they are using. Note that the administrator's name and email address is shown as the sender and that the email address of the mailing list is shown as the recipient.

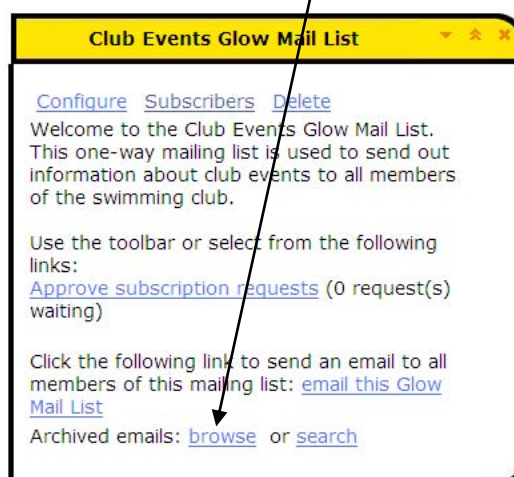


6. Subscribers can reply to the message, via the usual email functions. As this is a one-way list the reply will go only to the administrator of the mailing list, not to other subscribers.

Browsing archived emails

All members of the Glow Group can browse and search the mailing list archive, regardless of whether they are subscribers to the list.

1. In the Glow Mail List web part click **browse**.



2. In the 'Browse archive' screen click on the archive you want to view.

Browse archive

[Email the List](#) [Search Archives](#) [Back](#) [Help](#)

Select the archive you want to view:

[October 2007](#)

3. A list of results will be displayed:

Browse archive

[Search Archives](#) [Back](#) [Help](#)

Select the archive you want to view:

[October 2007](#)

Browse results
To view a different email, click the appropriate subject link.

Date	Subject	From	To
18 Oct 2007 12:18	Team fixture vs BlackstoneS. Grieg	Club Events	

The fixture against Blackstone School has been rescheduled for November 21st. The minibus will leave school at 12:30pm and return around 4: 45pm. The team list is unchanged and can be seen on the Documents page of the Forthview Swimming Club Glow group. Mr Grieg

=====

This lists emails in the archive. To sort the list, click on a column heading.

Date	Subject	From	To
18 Oct 2007 12:18	Team fixture vs Blackstone	S. Grieg	Club Events
18 Oct 2007 13:44	Team list for Blackstone fixture	S. Grieg	Club Events
30 Oct 2007 20:27	Coaching qualification	S. Grieg	Club Events

4. In the 'Subject' column click on the link for the email that you want to view or use the **Previous** and **Next** buttons to scroll through the emails.
5. Click the 'Back to' link in the top left-hand corner of the screen to return to the Glow Group.

Searching archived emails

1. In the Glow Mail List web part click **search**.
2. In the 'Search archive' screen select to search either the current mailing list or, if other mailing lists have been created within the same Glow Group, select to search all mailing lists.

Search archive

[Browse Archives](#)
[Back](#)
[Help](#)



Select a Glow Mail List to search:

☒ Club Events

☐ All Forthview Swimming Club Lists

To search for specific emails, enter your search criteria and click Search:

Enter a search phrase:

For emails sent between:  and 

3. To search for specific emails, enter:

- A key word or phrase and/or
- Start and end dates.

Click **Search**.

4. A list of results will be displayed. Click on the link in the 'Subject' column to view an email, or use the **Previous** and **Next** buttons to scroll through the emails.
5. Click the 'Back to' link in the top left-hand corner of the screen to return to the Glow Group.

Tutorial 5 – Creating a two-way mailing list

The purpose of this tutorial is to demonstrate how to add the Glow Mail List web part to your Glow Group and create a two-way mailing list. In this tutorial you will:

- Add the Glow Mail List web part to a Glow Group
- Create a two-way mailing list

Before creating a mailing list ensure that your email address is recorded in your Glow profile (see page 6 for details).

Adding the Glow Mail List web part

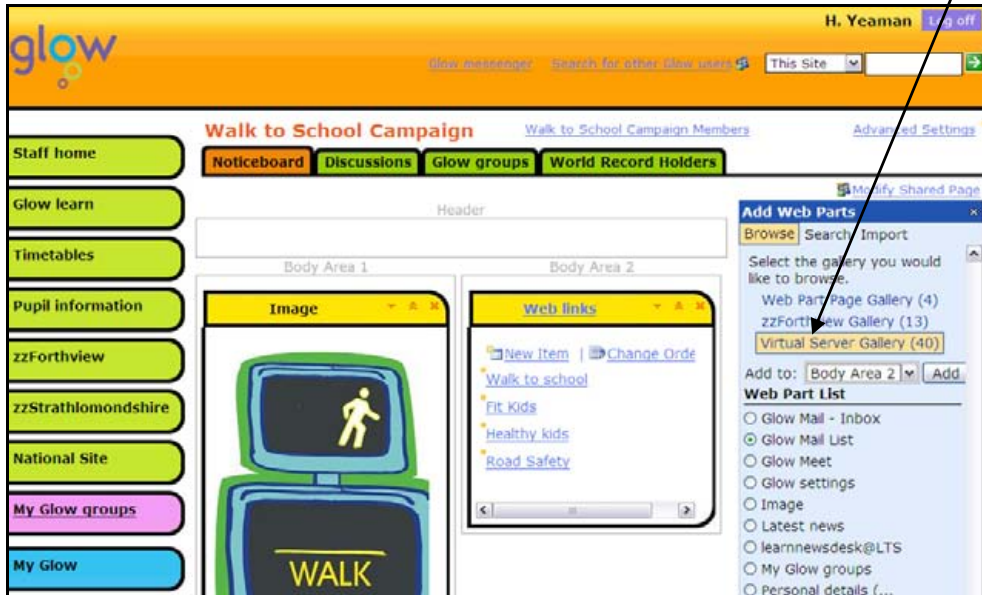
1. Log on to Glow and in the left-hand navigation bar click on **My Glow groups**.
2. Click on the name of the Glow Group to which you want to add a mailing list; this could be the Glow Group used in the earlier tutorials or a different one.

The Glow Mail List web part creates and manages a single mailing list, so it is possible to add several Glow Mail List web parts to a Glow Group to hold different mailing lists. For example, a Glow Group may have one Glow Mail List web part with a one-way list for sending out information and another Glow Mail List web part holding a two-way mailing list to provide a discussion forum amongst subscribers. Each mailing list works independently so can, for example, have different subscribers.

3. At the right hand side of the page click on **Modify Shared Page**.



4. The 'Modify Shared Page' menu will be displayed at the right-hand side of the screen. Click on **Browse**.
5. The 'Add Web Parts' menu will be displayed. Click on **Virtual Server Gallery**.



6. This gallery listing can contain a large number of web parts, indicated by the number in brackets after the gallery name. At the bottom of the menu click on **Next** to move through the pages of the gallery until you can see **Glow Mail List**.
7. Click the radio button next to **Glow Mail List** and select an area of the page in which to place the web part. Note that web parts can be added to empty areas or areas already containing other web parts. Click **Add**.
8. Click on the **x** to close the 'Add Web Parts' menu. The Glow Mail List web part will appear on the Glow Group page.

Configuring a two-way mailing list

1. In the Glow Mail List web part click **Configure the Glow Mail List**.



2. The 'Configure Glow Mail List' screen will be displayed.

Configure Glow Mail List

[Save and Close](#)
[Cancel](#)
[Help](#)

This Glow Mail List must be configured. Enter the following details and click Save and Close:

Enter a unique name for your Glow Mail List. Help provides appropriate examples.

Glow Mail List Name: *

Enter a descriptive title for your Glow Mail List. Help provides appropriate examples.

Glow Mail List Title: *

Enter a description for your Glow Mail List:

Glow Mail List Description:

Choose the type of Glow Mail List:

Glow Mail List Type: *

☐ One-way. Suitable for newsletters and other one-way communications to subscribers.
☒ Two-way. Suitable for email discussions between subscribers.
☒ Emails sent to this Glow Mail List must be moderated before they are sent to subscribers.

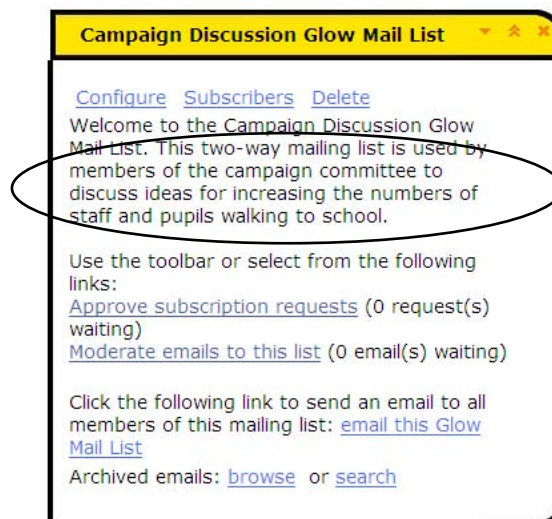
3. Before filling in the form consider the purpose of the mailing list that you are creating.
4. First enter a **name** for the Glow mailing list (e.g. *Forthview-Walk-To-School*). Choose the name with care as:
 - It will become the first part of the email address of the mailing list (e.g. *Forthview-Walk-To-School@list1.glowscotland.org.uk*);
 - The name may not contain spaces or any punctuation, other than hyphens;
 - The name may not contain any of the following wordings:
 - owner-
 - -request
 - -server
 - The name has to be unique across all mailing lists used within Glow. Be creative: a name such as *BookClub* may already be in use, so you might want to try *BooksUnlimited* instead.
 - The name cannot be changed later.
5. Enter a **title** for your mailing list, for example *Campaign Discussion*. Again choose carefully as:
 - The title chosen will be displayed in the title bar of the web part and as part of the welcome message in the web part;



A view of how the web part will be displayed once configured.

The title is displayed in the top bar of the web part and in the 'Welcome' message.

- The title can include spaces and punctuation.
 - Do **not** include 'Glow Mail List' as part of the title, as this will be inserted automatically;
 - The title can be changed later, if necessary.
6. Enter a **description**. This description will be displayed as part of the welcome message in the web part. Note that the first sentence 'Welcome to the Glow Mail List' is inserted automatically.



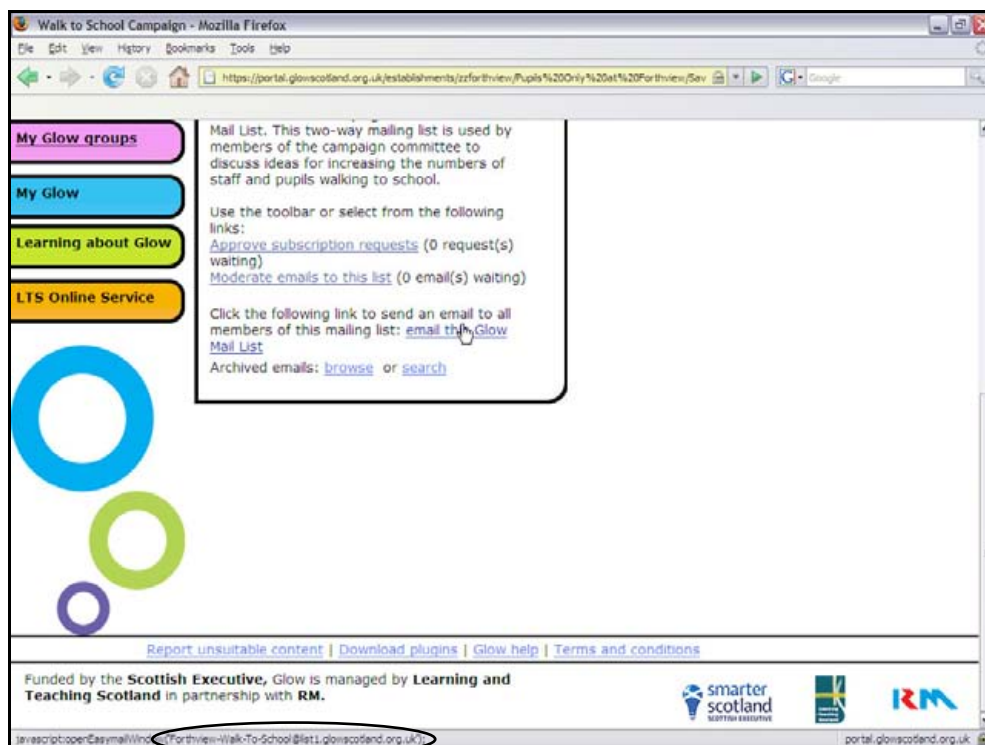
A view of how the web part will be displayed once configured.

The description of the mailing list is used in the 'Welcome' message.

7. Next is an option to choose the type of mailing list. The list can be either one-way or two-way:
- One-way lists are typically used for distributing information to a group.
 - Two-way lists are typically used to support discussion across a group.
- For the purpose of this tutorial select **Two-way**.

8. Select whether emails sent by contributors should be moderated before being distributed to other subscribers. If moderation is selected, then the administrator of the mailing list is automatically given moderation rights; these rights can also be given to other subscribers. Further information on moderation is given in Tutorial 6.
9. If another mailing list has already been created within this Glow Group, then there will also be an option to Connect to this list. For the purpose of this tutorial do **not** select this choice; further details of the purpose of this option are given in Tutorial 8.
10. Click **Save and Close** to complete the configuration. The configured web part will appear in your Glow Group. The title, description and type of list can be changed at any time by clicking on the **Configure** link in the web part.
11. To view the email address assigned to the newly created mailing list place the mouse pointer over the link 'email this Glow Mail List' and check the address displayed at the bottom of the window.

Make a note of this address, as you may wish on occasions to create and send emails directly from your email program, rather than by navigating to the Glow Mail List web part to find the link. This is particularly important if you are using a web mail service, as mentioned in Tutorial 4.



Email address of the mailing list

The mailing list has now been configured and is ready for use, although it currently has no subscribers. Subscribers can be added in two ways:

- Members of the Glow Group will be able to see the Glow Mail List web part whenever they access the Glow Group, and can use a link within the web part to request subscription to the mailing list;
- Alternatively, the administrator of the mailing list can add members of the Glow Group as subscribers.

Tutorial 6 – Adding subscribers to a two-way mailing list

The purpose of this tutorial is to demonstrate how to add subscribers to a two-way mailing list. In this tutorial you will:

- Add Glow users
- Add a non-Glow user
- Set users' rights

Adding subscribers

All the current members of the Glow Group are eligible for subscription to the mailing list, provided that they have an email address recorded in the Glow national directory. Further detail on checking whether members have email addresses is given in Tutorial 3.

1. Log on to Glow and in the left-hand navigation bar click on **My Glow groups**.
2. Click on the name of the Glow Group to which you have added the Glow Mail List web part and configured a two-way list.
3. In the Glow Mail List web part click on **Subscribers**.



4. The 'Manage subscribers' screen will be displayed. The list shows that you, as creator of this mailing list, are the only current subscriber.

Manage subscribers

[Save and Close](#) [Apply Changes](#) [Cancel](#) [Add Subscribers](#) [Help](#)

To change subscriber rights for the Campaign Discussion Glow Mail List, make your selections:

Name	Subscriber	Contributor	Role
Select All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
H. Yeaman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Administrator

* Indicates non-portal subscriber

- Click **Add Subscribers**.
- The 'Subscribe users' screen will be displayed:

Subscribe users

[Save and Close](#) [Apply Changes](#) [Cancel](#) [Back](#) [Help](#)

Subscribe users to the Campaign Discussion Glow Mail List:

To subscribe a non-portal user, enter their name and email address and click Add Non-Portal Subscriber:

Name: *

Email: *

[Add Non-Portal Subscriber](#)

To subscribe the following Glow Group members, select the appropriate checkbox(es) and click Save and Close:

Name	Subscribe
Select All	<input type="checkbox"/>
Teaching Staff	<input type="checkbox"/>
Pupil	<input type="checkbox"/>
S. Adams	<input type="checkbox"/>
T. Adams	<input type="checkbox"/>
E. Ahmed	<input type="checkbox"/>
S. Appleby	<input type="checkbox"/>
R. Baraglia	<input type="checkbox"/>
A. Barr	<input type="checkbox"/>
N. Barrack	<input checked="" type="checkbox"/>
W. Borthwick	<input type="checkbox"/>

- In the lower section of this screen are displayed all the individuals and groups (such as classes of pupils or categories of users) belonging to the Glow Group.

Note that the members of groups are also listed individually by name. For example, in the screenshot on the previous page, the category 'Pupil' is part of the membership of the Glow Group; these users are displayed in the 'Subscribe users' screen both collectively as 'Pupil' and individually by name (e.g. S. Appleby, N. Barrack).

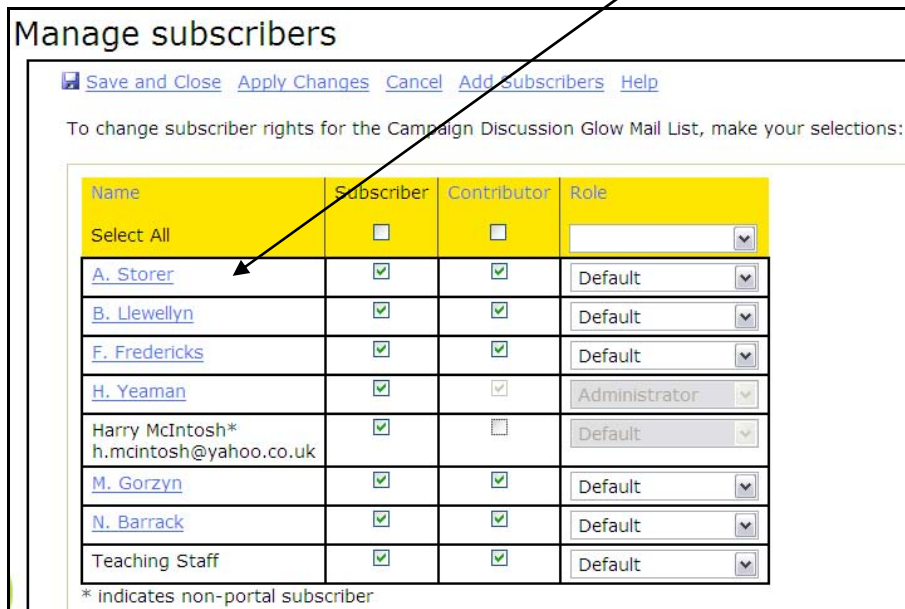
This gives the administrator of the mailing list the flexibility to add complete groups of users as members of the mailing list or to restrict the list to specific

individuals. With a two-way mailing list it also affords the opportunity to give differing levels of rights to users. Further information on users' rights is given in the next section.

8. Select the checkbox next to an individual or group to add them as subscribers to the mailing list.
9. If you want all the listed groups and individuals to be subscribers, click on the checkbox next to **Select All**.
10. Click **Save and Close**. You will be returned automatically to the 'Manage subscribers' screen.
11. If you wish to add a non-Glow user to your Glow Mailing list click **Add Subscribers** again. In the top section of the 'Subscribe users' screen enter the individual's name and email address then click **Add Non-Portal Subscriber**.

Setting subscribers' rights

1. On the 'Manage subscribers' screen each of the individuals or groups you have added will now be displayed.



Name	Subscriber	Contributor	Role
Select All	<input type="checkbox"/>	<input type="checkbox"/>	
A. Storer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
B. Lewellyn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
F. Fredericks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
H. Yeaman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Administrator
Harry McIntosh* h.mcintosh@yahoo.co.uk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Default
M. Gorzyn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
N. Barrack	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
Teaching Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default

* indicates non-portal subscriber

Glow users are automatically given both 'Subscriber' and 'Contributor' rights; non-Glow users are, by default, given only 'Subscriber' rights.

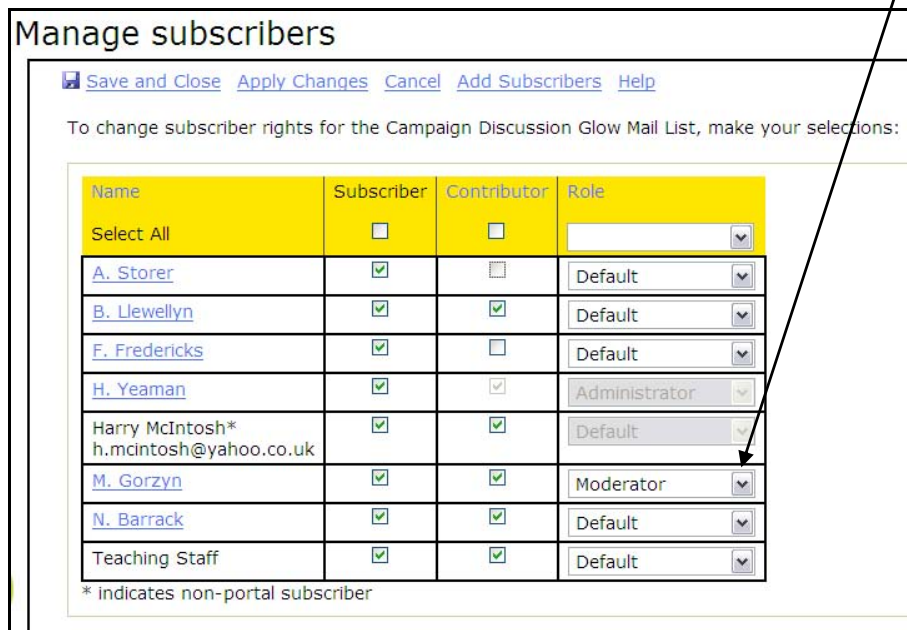
With 'Subscriber' rights users will receive emails distributed through the Glow Mail List web part; with the additional 'Contributor' rights users can also create and distribute emails.

2. To give 'Contributor' rights to a non-Glow user select the **Contributor** checkbox next to their name. Ensure that the **Subscriber** checkbox is also selected.
3. To remove 'Contributor' rights from any individuals or groups deselect the **Contributor** checkbox next to their name.
4. To remove users entirely from the mailing list deselect both the **Subscriber** and **Contributor** checkboxes.
5. If the mailing list was configured (in Tutorial 5) to require emails to be moderated prior to distribution, then there will be an option in the 'Role' column to assign individuals or groups as moderators.

The administrator of the mailing list will automatically be a moderator. Any other users who are to be given the moderator role must have both 'Subscriber' and 'Contributor' rights.

There is a maximum of 100 moderators in any mailing list, but in practice only a few users are likely to be given a moderator role.

To give a moderator role to any individual or group click on the drop-down menu in the 'Role' column and select **Moderator**.



Manage subscribers

[Save and Close](#) [Apply Changes](#) [Cancel](#) [Add Subscribers](#) [Help](#)

To change subscriber rights for the Campaign Discussion Glow Mail List, make your selections:

Name	Subscriber	Contributor	Role
Select All	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
A. Storer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Default
B. Llewellyn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
F. Fredericks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Default
H. Yeaman	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Administrator
Harry McIntosh* h.mcintosh@yahoo.co.uk	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
M. Gorzyn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Moderator
N. Barrack	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default
Teaching Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Default

* Indicates non-portal subscriber

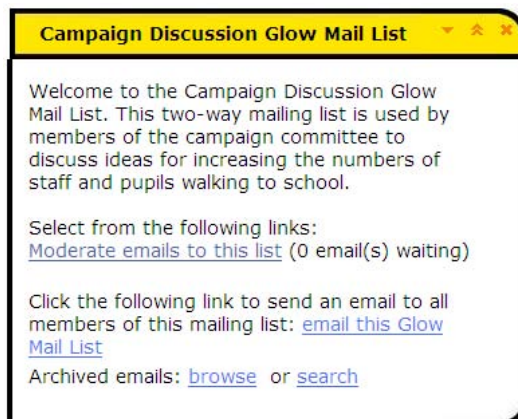
6. Click **Save and Close** to return to the Glow Group page.

The mailing list has now been configured and subscribers added. The screenshots on the next pages show how the web part will appear to different users.

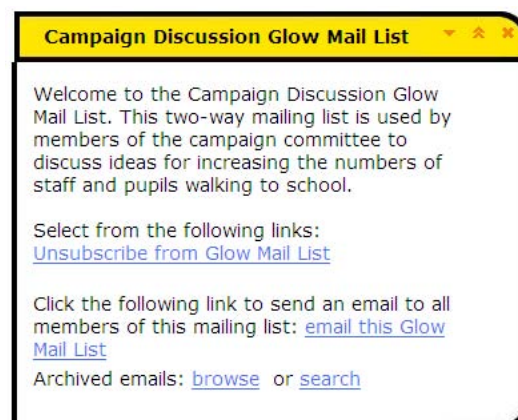
This is the **administrator's** view of the Glow Mail List web part. The administrator will receive emails from the mailing list in their email inbox and can reply either to the sender of the email or to all subscribers of the mailing list. Using the links in the web part the administrator can reconfigure the list, change the list of subscribers, delete the mailing list, manage subscription requests, moderate emails (if moderation has been selected during configuration), send emails, and browse or search archived emails.



This is a **moderator's** view of the Glow Mail List web part. A moderator receives emails from the mailing list in their email inbox and can reply either to the sender of the email or to all subscribers of the mailing list. Using the links in the web part a moderator can also moderate emails, send emails to the mailing list, and browse or search archived emails.



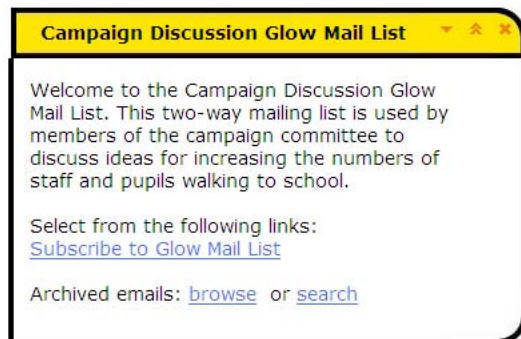
This is a **contributor's** view. A contributor receives emails from the mailing list in their email inbox and can reply either to the sender of the email or to all subscribers of the mailing list. In addition, a contributor can use the links in the web part to send emails to the mailing list, browse or search the archive of emails, and send a request to the administrator to be unsubscribed from the mailing list.



This is a **subscriber's** view of the Glow Mail List web part. A subscriber receives emails from the mailing list in their email inbox and can reply either to the sender of the email or to all subscribers of the mailing list. In addition, a subscriber can use the links in the web part to browse or search the archive of emails, and can send a request to the administrator to be unsubscribed from the mailing list.



This is a **non-subscriber's** view. That is, the view of a user who is a member of the Glow Group, but who has not been added as a subscriber to the mailing list. This user will not receive emails from the mailing list, but using the links in the web part, can search or browse the archive of sent emails, and request subscription to the mailing list.



A non-Glow user subscribed to the mailing list will receive emails in their email inbox and can reply to the sender of the email or to all subscribers of the list; with Contributor rights it would also be possible for the non-Glow user to initiate emails to the mailing list. However, a non-Glow user has no access to the web part to search the mailing list archives or to request to be unsubscribed.

Tutorial 7 – Using a two-way mailing list

The purpose of this tutorial is to demonstrate how to use a two-way mailing list. In this tutorial you will:

- Send an email
- Moderate emails

Sending an email

When a mailing list is configured as two-way any member of the list with 'Contributor' rights can send emails.

1. Log on to Glow and in the left-hand navigation bar click on **My Glow groups**.
2. Click on the name of the Glow Group to which you have added the Mailing List web part.
3. If you are using either Glow Mail or an email program click **email this Glow Mail List**.



A window in which to create your email will open, with the mailing list email address automatically inserted.

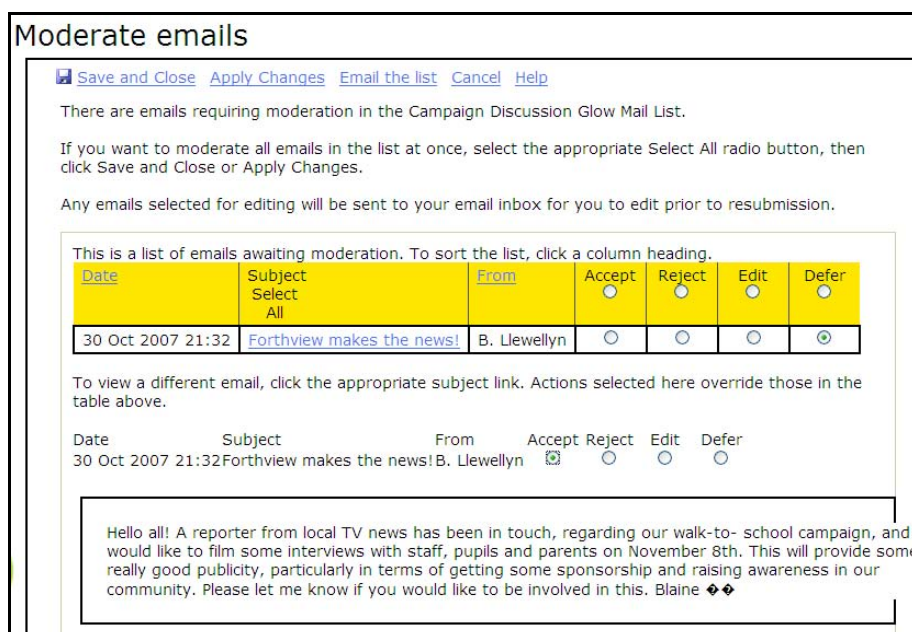
If you are using a web mail service it is not possible to use the 'email this Glow Mail List' link directly. Instead, launch your web mail service and create a new email in the usual way. In the 'To' field enter the email address of your mailing list, which you noted down in Tutorial 5.

4. Compose your message in the usual way then click **Send**. Subscribers will receive the message in their email Inbox, either in Glow Mail or other email system they are using.

5. Subscribers can reply to the message, via the usual email functions. As this is a two-way mailing list, users have an option to use either 'Reply' in which case their response will be delivered only to the original sender of the email or to use 'Reply to All' when the response will be sent to all members of the mailing list.
6. If the mailing list has been configured as non-moderated, all replies will be distributed immediately.
7. If moderation was selected when the mailing list was configured then replies will not be distributed immediately. Instead, moderators of the mailing list will see a prompt in the web part that there are emails waiting for approval. Click on **Moderate emails to this list**.



8. In the 'Moderate emails' screen the messages awaiting approval are displayed.



9. In the 'Subject' column click on the title of the email you want to view. The text of the message will be displayed at the bottom of the screen. Decide what action should be taken for this message; the options are to:
 - **Accept:** the message will be distributed to all subscribers' email inboxes.
 - **Reject:** the message will be returned to the sender's inbox
 - **Edit:** the message will be moved to the administrator's inbox for editing
 - **Defer:** the message will remain with the administrator
10. Click one of the Accept, Reject, Edit or Defer radio buttons as appropriate.
11. To apply the same action to all of the displayed messages, click the appropriate Select All radio button.
12. Click **Save and Close** to return to the Glow Group.

Tutorial 8 – Managing mailing lists

The purpose of this tutorial is to demonstrate long-term management of mailing lists. In this tutorial you will:

- Close the Glow Mail web part
- Connect to an existing mailing list
- Delete a mailing list

Closing the Glow Mail List web part

You may wish at some point to remove the Glow Mail List web part from a page, for example, to move it to another page within the Glow Group. Note that removing the web part from the page does not delete the mailing list; subscribers would still be able to receive emails via the list, but would not be able to access the archives or other links within the web part.

1. Log on to Glow and in the left-hand navigation bar click on **My Glow groups**.
2. Click on the name of a Glow Group to which you have added the Glow Mail List web part.



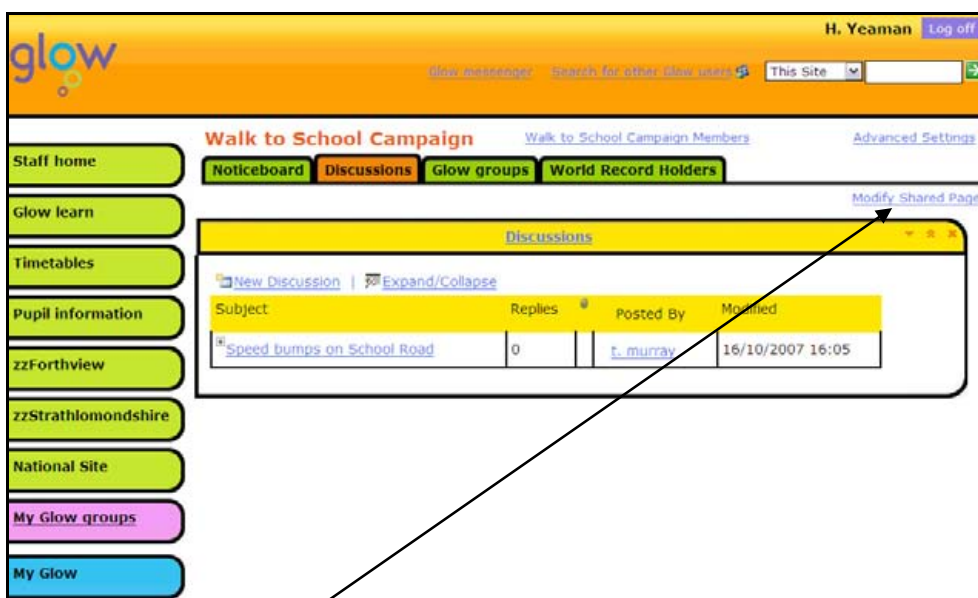
3. Click on the **X** in the title bar of the Glow Mail List web part. The web part will be removed from the page.



Connecting to an existing mailing list

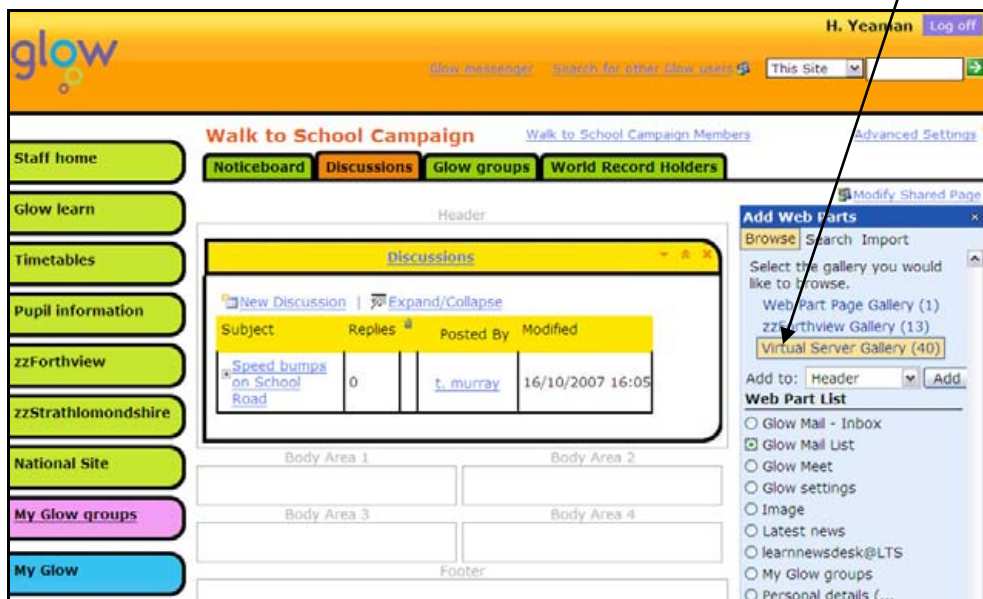
If you have closed a Glow Mail List web part, for example to move it to another page within the Glow Group, you will first need to add the Glow Mail List web part to that page and then connect it to the existing mailing list.

1. In the Glow Group, select the page where you want to place the mailing list.



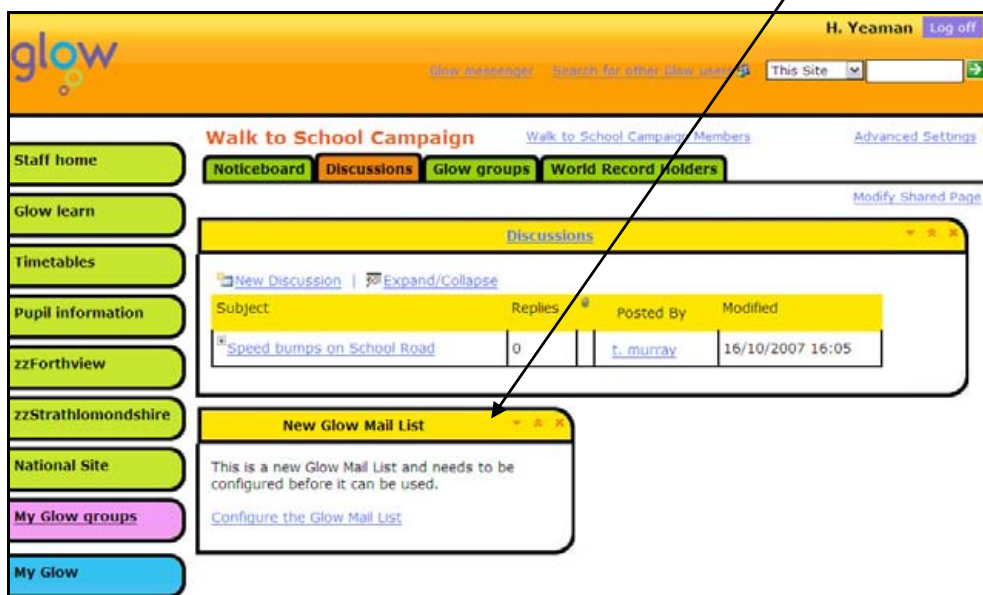
2. Click on **Modify Shared Page**,
3. The 'Modify Shared Page' menu will be displayed at the right-hand side of the screen. Click on **Browse**.

- The 'Add Web Parts' menu will be displayed. Click on **Virtual Server Gallery**.



- This gallery listing can contain a large number of web parts, indicated by the number in brackets after the gallery name. At the bottom of the menu click on **Next** to move through the pages of the gallery until you can see **Glow Mail List**.
- Click the radio button next to **Glow Mail List** and select an area of the page in which to place the web part. Note that web parts can be added to empty areas or areas already containing other web parts. Click **Add**.

Click on the **x** to close the 'Add Web Parts' menu. A new Glow Mail List web part will be displayed on the page.



7. In the web part click **Configure the Glow Mail List**.
8. The 'Configure Glow Mail List' screen will be displayed.

9. Do **not** fill in the top section of this screen. In the lower half is the option to connect to any existing mailing lists in the Glow Group; if more than one mailing list already exists, these will be listed in the drop-down menu. Select the appropriate list and then click **Connect**.

The mailing list you previously closed will again be displayed on the page, with the existing title and description, and the existing archives.

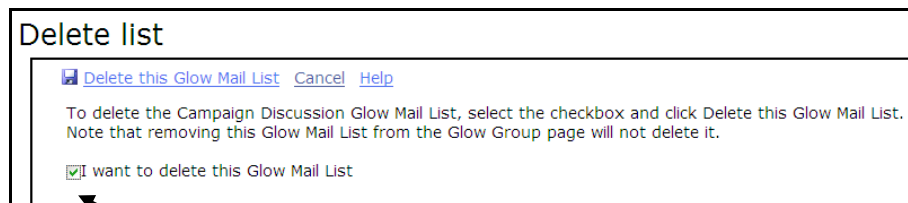
Deleting a mailing list permanently

If you are sure that no longer require a mailing list, it is good practice to delete it as this releases the storage space for other Glow users, and prevents any possible misuse of the mailing list.

1. In the appropriate Glow Mail List web part click **Delete**.



2. The 'Delete Mailing List' screen will be displayed.



3. Click the checkbox and then click **Delete this Glow Mail List**.
4. The Glow Mail List web part remains on the page but is now in an unconfigured state and cannot be used. To remove the web part entirely, click on the down arrow on the title bar and click **Close**.
5. The mailing list is now permanently deleted and cannot be retrieved.

Note that if a Glow Group has not been used for six months, the mailing list will automatically be permanently deleted. The archives for this mailing list will also be lost.

Summary

Using this guide you have learnt to use Glow mailing lists. Having worked through the tutorials you are now able to:

- Create a Glow Group;
- Add the Glow Mail List web part to a Glow Group;
- Configure a mailing list;
- Determine whether a one-way or two-way list is more appropriate for the purpose;
- Determine whether a two-way list should be moderated;
- Add subscribers;
- Determine whether subscribers to a two-way list should be given contributor rights;
- Distribute emails through the mailing list;
- Moderate a two-way list;
- Reconnect to an existing list;
- Delete a list.

For additional information see Glow help, which can be accessed by clicking the link at the bottom of most screens within Glow, or by clicking on the drop-down menu on individual web parts and selecting 'Help'.

Other support materials are accessible by clicking the 'Learning about Glow' link in the left-hand navigation bar. These materials include demonstrations and lesson ideas.