

Members -- Overview

What Are Members?

Members are the email addresses of people who may receive your mailings.

When a person asks to join your list, ListManager records the email address and additional information about the person, such as name and password, in its database. If you'd like to store additional demographic information about members, the server administrator may add additional fields to the members_ table.

An email address may remain a member of a list, even if its member status is inactive--for example, if the member unsubscribed, or is on hold due to delivery issues.

Duplicate email addresses may not be added to a list, though the same email address may be a member on many different lists.

The total number of members you may have is determined by your license. Contact your account representative at sales@lyris.com if you'd like to increase the number of members you may have.

Add Members

Members usually join a list by filling out a [web form](#), or by sending an email message to the list's [join address](#).

But administrators can also add [single](#) new members, [many](#) new members, import members from a [text file](#), or import members from a [CSV file](#). The last option allows administrators to update data for members.

View Members

The View Members table displays the email addresses of your members. You may click on an address to edit the member, or view a member's history to see what mailings that member has received and what actions the member has taken.

The View Members table is also where you may search for individual or groups of members, and then edit or delete them.

Delete Members

Use Delete Members if you have a list of email addresses you need to remove. You can also delete individual members from the View Members screen.

For information about your list's membership, see [Reports: Members](#).

Members: Add Members

ListManager gives list administrators four ways to add members through the interface:

1. Create a [single new member](#)
2. Create [many new members](#)
3. Import members from a [text file](#)
4. Import members from a [CSV file](#)

Add Member

Adds a single email address to ListManager. Since List Administrators are normal mailing list members, but with additional properties rights, Add Member can also be used for creating List Administrators.

Add Many Members

Adds many email addresses to ListManager. No names may be specified when using Add Many Members, and all settings specified will be applied to all new addresses added. Duplicates will be skipped.

Import Members from a Text File

Imports many email address and optional names. Duplicates will be skipped.

Import Members from a CSV File

Imports many email addresses with other demographic information. Duplicates may be skipped, or updated with the information included for the address.

In some cases, ListManager blocks certain email addresses that correspond to ListManager email commands. Please refer to this [list of email commands](#) that cannot be used as member email addresses within ListManager.

The total number of members you may have is determined by your license. Contact your account representative at sales@lyris.com if you'd like to increase the number of members you may have.

Members: Add Members: Add Member

The Add and Edit Member screens are identical.

The only required setting for a member is the email address on the Members: Add Members: Add Member: Basics tab.

If you'd like this member to also be a list admin, fill out the required information under [List Admin](#), and also the Password under [Settings](#).

Note that the total number of members you may have on your server is determined by your license. Contact your account representative at sales@lyris.com if you'd like to increase the number of members you may have.

Members: Add Members: Add Member: Basics

Email Address

Required. The Internet email address of the member. For example: *john@example.com*

If adding many members, use a separate line for each email address. For example:

```
john@example.com  
bob@example.com
```

Name

The member's full name. For example: *John Smith*

Note: You cannot specify a name when adding many members at a time. Use [Members: Import Members](#) to import members with names or other information particular to each member

Members: Add Members: Add Many Members

Create Many New Members is similar to [Add Member](#), except you may copy and paste a list of email addresses in at once. There may be only one email address per line. Example:

```
bob@example.com  
jane@aol.com  
keiko@hotmail.com
```

Notes

- If you add an email address that is already present, an error message appears stating "There were problems on your form."
- You cannot add addresses with names when you create them on this page. To do so, you'll need to [Import Members from Text File](#) or from [CSV File](#).

Members: Add Members: Import Members from Text File

This page allows you to import email addresses from a text file. Email addresses which are already members will be skipped. To update members with additional demographic information, use [Import Members from CSV File](#).

The file must be a plain-text file. Each email address and name must be on a separate line, and must be in one of the following formats:

```
bob@example.com  
bob@example.com Bob Shelby  
bob@example.com (Bob Shelby)  
Bob Shelby <bob@example.com>
```

Note that once the import has started, you may not close the window until the import is completed.

Action

You may import members in one of four ways:

Import quietly as regular members

Import the members into the list, but do not send a hello or confirmation message. These members will receive normal list mailings.

Import as regular members and send list hello doc

Import the members into the list, and send them the hello message as specified for your list in [Utilities: Document Associations](#). If no document is specified here, new members will receive a generic message from ListManager. These members will receive normal list mailings.

Import as unconfirmed members, and send confirmation request

Import the members into the list as unconfirmed, and send them the confirmation message as specified for your list in [Utilities: Document Associations](#). If no document is specified here, new members will receive a generic message from ListManager. These members will not receive normal list mailings until they confirm their memberships.

Terminate import

Sets the number of consecutive invalid email addresses to end the import process. For instance, you may want to terminate the import after 10 invalid email addresses, and check your formatting to see why so many addresses are failing. You can also set it to "Do not terminate import due to malformed addresses" if you'd like to ignore any bad addresses and process the import as-is.

Select file

Enter the path of the file that contains the members you'd like to import. Or, select Browse to find the file.

Import

Click **import** to begin the member import. ListManager will display the number of addresses successfully imported, and display the addresses skipped due to being duplicates or invalid addresses.

Members: Add Members: Import Members from CSV File

This page allows you to import email addresses from a CSV file.

Email addresses which are already members can either be skipped or updated with new data (i.e. demographic information), so importing members can be used as a way of updating current members with additional information.

A CSV file has the information you would like imported in a CSV (comma separated values) format. The first row of the file tells ListManager which field the data in each column should be imported into. For example:

```
EmailAddr_ ,FullName_ ,Company, Phone  
bob@example.com,Bob Shelby,Shelby Corp.,555-555-5555
```

In this example, EmailAddr_ and FullName_ correspond to the default database fields in the members_ table for email addresses and full names.

Additional fields called "Company" and "Phone" have been added to this members_ table, so this information can also be imported into each member's record. (These fields are not provided by default; you will need to add them to your members_ table if you would like to store this information).

The "EmailAddr_" column name is required. You may add other data if you like. Some default members_ table fields which you may want to include in your import are:

Additional_

Placeholder for any information you want to store associated with this member.

Comment_

Holds whatever comments you wish to put in. Useful as a user-defined 'additional info' field.

EmailAddr_

The email address of this person (required).

FullName_

Full name of this person.

MailFormat_

What mail format does the user prefer, (T)ext, (M)ultipart, or (H)TML. The default is M, for Multipart.

MemberType_

Specifies the membership status. If specified, you should also select "Use type setting in CSV file". Possible member statuses are:

- normal (default)
- unsub
- held
- private
- expired
- held
- needs-goodbye
- needs-hello
- needs-confirm

Note that unless the [server is configured to permit it](#), non-normal members (e.g., unsub) will not be able to be made normal, so you cannot resubscribe members inadvertently.

See [Members: Add Members: Add Member: Settings: Member Status](#) for more information about these different member statuses.

By default, the MemberType_ may be changed only if the current MemberType_ is normal. To change other member types, [Utilities: Administration: Server: Server Settings: Security: User Limits: Let CSV Member Imports Update Non-Normal Member Status](#) must be set to yes.

SubType_

The type of mail the subscriber wants to receive. This setting correlates to [Membership Kind](#).

Possible kinds are:

- mail (default)
- digest
- mime-digest
- index
- nomail

UserID_

Holds the user-definable 'user id' information, such as a key back to another table.

Action

You may import members in one of four ways:

Import quietly as regular members

Import the members into the list, but do not send a hello or confirmation message. These members will receive normal list mailings.

Import as regular members and send list hello doc

Import the members into the list, and send them the hello message as specified for your list in [Utilities: Document Associations](#). If no document is specified here, new members will receive a generic message from ListManager. These members will receive normal list mailings.

Import as unconfirmed members, and send confirmation request

Import the members into the list as unconfirmed, and send them the confirmation message as specified for your list in [Utilities: Document Associations](#). If no document is specified here, new members will receive a generic message from ListManager. These members will not receive normal list mailings until they confirm their memberships.

Use type setting in CSV file

Import the members using the setting specified in the MemberType_ column.

Update existing members? (CSV Only)

Determines how ListManager will handle duplicate email addresses in CSV files. If set to "No" (default), ListManager will skip duplicate addresses. If set to "Yes," ListManager will update duplicate addresses with the additional data provided for the address.

ListManager will recognize the member as a duplicate if the email address is the same, or the file includes their member ID number (and that is a match).

Note: If set to any type but "normal" the MemberType_ field may *not* be overwritten unless [Utilities: Administration: Server: Server Settings: Security: User Limits: CSV Member Imports Can Change Non-Normal Status](#) is set to "Yes".

Terminate import

Sets the number of consecutive invalid email addresses to end the import process. For instance, you may want to terminate the import after 10 invalid email addresses, and check your formatting to see why so many addresses are failing. You can also set it to "Do not terminate import due to malformed addresses" if you'd like to ignore any bad addresses and process the import as-is.

Select file

Enter the path of the file that contains the members you'd like to import. Or, select Browse to find the file.

View Member Columns

This page shows you the fields available to you in the ListManager members_ table. You may use these column names when importing your member data in csv (comma separated value) format.

The only required column is EmailAddr_, to specify the email address of the list member.

Your database administrator may have added additional columns to your members_ table so it can store additional information. These fields are marked on this page with an asterisk (*).

The fields List_, UserNameLC_, and Domain_ will be created automatically by ListManager, and should not be included in a CSV import.

Add additional columns to members table

Visible only to server admins. You will be taken to [Utilities: Administration: Server: Database: Add/remove member columns: Wizard](#), where you may add additional members_ columns.

Import

Click **Import** to begin the member import. ListManager will display the number of addresses successfully imported or updated, and display the addresses skipped due to being duplicates or invalid addresses.

Members: View Members

The View Members page shows a table of your list's members.

Members Table

To view or edit a particular member, click the email address. You will be taken to the [Members: View Members: Edit Member](#) page.

You may change the order members are displayed by clicking on the up or down triangles on the column headings. The headings are:

Email

The email address of the member.

Name

The full name of the member, if available.

Joined

The date the member joined.

Status

Whether the member is a normal, active member, or inactive-unsubscribed, held, confirm, private, etc. See [Members: Add Members: Member Settings: Settings: Membership Status](#) for more information about different member statuses.

Member Options

You have the following options for each member:

Copy

Copies the current member. ListManager will display the old name and email address, and will allow you to specify a new name, new email address, and the destination list(s) the member should be copied to. The member created will have all of the settings of the old member, including the password. Copying a member is useful if you'd like to make another list administrator—just copy an existing one.

Delete

Permanently removes the member from the ListManager database.

History

Displays information about when the member joined, what messages have been attempted to be sent to this member, and recorded member actions: opens, clickthroughs, purchases, etc. See [Members: Member History](#) for more information.

Display Options

To view a particular category of members, click the drop-down box above the table and then choose one of the following **Show:** options.

all members

confirm (awaiting user confirmation)

The person has requested to join this mailing list, but has not confirmed the subscription request by replying or clicking on a confirmation message.

confirmation failed (error sending confirmation)

The person has requested to join this mailing list, but the confirmation message sent failed with a permanent, 500-level error. These errors are generally returned when the email address does not exist, but may also occur when the receiving mail server believes the confirmation message is spam and thus rejects it with a permanent error. To see which is the case, view the sending record for the confirmation message in Member: Edit Member: Information: View Mailings Attempted.

expired (subscription expired)

The member had their membership set to expire on a certain date, and that date has passed, so this person's membership has expired and is no longer active.

held (bad email addresses)

An undeliverable member. ListManager failed to deliver mail to this address the number of times specified in [Utilities: List Settings: Automatic Maintenance: Error Mail: Bounce Limit](#). A user may become "unheld" by replying to a [held notification](#).

list administrators

normal (active) members

Active members who may receive mail from the list.

not list administrators

private (awaiting admin approval)

Members who have requested to join this mailing list, but because this is a [private](#) mailing list, the request to join is pending list administrator approval.

referred (referred by a friend, awaiting confirmation)

Unsubscribed members

Members who have opted out of the list.

complainers

Members that have marked an email from this list as spam.

Delete All in this View

Delete all members shown in this table view. Note that members may be deleted who are not visible on this page but are part of the table you are viewing.

Find Members

[Search for members](#) by email address, domain, status, kind, or member ID.

Create New Member

Creates a single new member. See Members: Add Members for other member options.

To search this table, click . To export this table as a CSV file, click .

Members: View Members: Find Members

The Find Members screen allows you to search for members in many different ways: by email address, status, or member ID. You may then view the member records of those you find, copy or delete them, or download the table to a file.

Members: View Members: Find Members: Email Address

Email Address

Enter the email address or partial email address of the member you'd like to find. ListManager will show you the results of your search in the [Members: View Members](#) page.

Look For

Select whether you'd like to find an Exact Match to the email address you specified, or any address that Contains the partial address you provided in Email Address. For example, if you wanted to find all members who have .ml in their email address, you would specify .ml in Email Address, and specify Contains.

Search In

Specify whether you'd like to limit your search to This List, or All Your Lists. If you select All Your Lists, you will see the results for all lists for which you have administrative access.

Members: View Members: Find Members: Name

Name

Enter the name or partial name of the member you'd like to find. ListManager will show you the results of your search in the [Members: View Members](#) page.

Tip: This search is case-insensitive, so JOHN DOE will retrieve the same results as john doe.

Look For

Select whether you'd like to find an Exact Match to the name you specified, or any name that Contains the partial name you provided in Email Address. For example, if you wanted to find all members who are named Jane, you would specify Jane in Name, and specify Contains.

Search In

Specify whether you'd like to limit your search to This List, or All Your Lists. If you select All Your Lists, you will see the results for all lists for which you have admin rights and have access to.

Members: View Members: Find Members: Status

A drop-down box allows you to select the members who have a particular membership status. ListManager will show you the results of your search in the [Members: View Members](#) page.

The membership statuses are:

Normal

A normal member.

Confirm

The person has requested to join this mailing list, has received an email message asking them to confirm their membership, but has not accepted the confirmation message. This person's membership is waiting for be confirmed. Once the confirmation message is received, the person's type will change to normal.

Confirm-Failed

The person has requested to join this mailing list, but the confirmation message sent failed with a permanent, 500-level error. These errors are generally returned when the email address does not exist, but may also occur when the receiving mail server believes the confirmation message is spam and thus rejects it with a permanent error. To see which is the case, view the sending record for the confirmation message in Member: Edit Member: Information: View Mailings Attempted.

Private

The person has requested to join this mailing list, but because this mailing list is set to private, their request to join is waiting for an administrator to approve it by changing their membership to normal. A private mailing list is one where requests to join the mailing list must be approved by a list administrator. When a mailing list is set to private, mailing list administrators who have Admin Mail set to Yes receive a short email notification message for each request to join the private mailing list.

Expired

The member had their membership set to expire on a certain date. That date has past, so this person's membership has expired and is no longer active. If a membership has expired, a list admin may unexpire them by going into Members: Edit Member: Settings for that particular member, changing the member expiration date in the section and changing their membership status to "normal member."

Held

The member's email address was invalid, or bounced mailing list messages for several days. Therefore, their membership was held and their mail is no longer sent to their address until their status is returned to normal.

Unsubscribed

The member was a member of the list at one time, but has since unsubscribed.

Referred

The member was invited to join using a referral, but has not yet joined the list.

Needs-Confirm

The member will receive a message asking them to confirm their membership, and then their status will be set to Confirm.

Needs-Hello

The member will receive a message welcoming them to the list, and their status will be Normal.

Needs-Goodbye

The member will receive a message informing them they have left the list, and their status will be Unsubscribed

Members: View Members: Find Members: Member ID

Enter the ListManager Member ID of the member you'd like to find. ListManager will show you the results of your search in the [Members: View Members](#) page.

Members: Delete Members

ListManager gives you three ways to delete members through the web interface:

- Delete individual members by finding a member in [Members](#), and selecting delete next to the address you'd like to delete.
- Delete multiple addresses by selecting [Delete Many Members](#), and entering the email addresses you'd like to delete.
- Use Members: Find Members to search for the members you'd like to delete, and then use [Delete All in This View](#) to delete them

Members: Delete Many Members

Enter a list of email addresses you'd like to delete, separated by carriage returns. Example:

```
bob@example.com  
jane@example.com
```

Note that many members can be deleted at once, if they have the same user name or the same domain name (or both). This can be done by using the * (asterisk) symbol as a wildcard to replace the user name or domain name.

For instance, to delete all AOL members from your list:

```
*@aol.com
```

Or to delete all users named "joe":

```
joe@*
```

To delete anything related to AOL, that is, all users with the AOL domain:

```
*aol*
```

Once this is entered, ListManager will ask that you confirm that you do in fact want to delete the members, and will list all the members that will be deleted. Clicking **Delete** will then delete these members from the ListManager database.

Note: For case-sensitive databases such as Oracle, the wildcard search is also case-sensitive. It is not case-sensitive for Windows 2003 Server (MSSQL).