

PACDL Frequently Asked Questions About its Listserv

1. What is the PACDL listserv address?

The new listserv address is: pacdl@listserv.pacdl.org. We created a new subdomain so that the listserv emails remain separate from staff email addresses.

2. What do I have to do to subscribe to the new listserv?

Current PACDL listserv members. If you are a current PACDL listserv subscriber, then you do not have to take any steps to subscribe to the new listserv. Staff will transfer the email addresses from the current listserv software to the new provider.

New PACDL members. Any new members enrolling will automatically be subscribed by staff to the PACDL listserv.

Current PACDL members. If you are a current PACDL member and want to subscribe, then visit PACDL's webpage (www.pacdl.org) and subscribe online. Once you submit your request to subscribe, then an automatic acknowledgement message will issue. Once staff verifies that you are a current PACDL member, you will receive a welcome message. If you do NOT receive a welcome email message, please check your spam catcher and release the message. Be sure to whitelist the email address (see below).

3. How do I send an email to the new listserv?

To send a message to the PACDL listserv from your email address, please create a new message in your email reader (e.g. Outlook or AOL). In the "To" line, insert the address pacdl@listserv.pacdl.org, insert the subject of your email in the "Subject" line, and then put your message in the body of your email including your first and last name and address block at the bottom of your message. Hit "Send" and your message will transmit to the entire listserv. For individuals who have selected the digest email options, they will receive a group email once daily with all the messages that have been sent to the list in the past 24 hours.

4. How do I recall a sent message?

The listserv settings do not require approval by a moderator or the listserv-owner in advance of posting of email messages. Once you hit "Send" the email will be sent through the server to the PACDL listserv community. If you want to inform the community to disregard the message, just send a second message referencing your error.

5. What happens when I hit "Reply"?

When a sender hits "Reply" to a post, the message is sent to the **entire group of subscribers of PACDL's listserv**. If you want to communicate directly to a poster, then copy and paste their email address from the post and respond to them directly.

6. How do I receive real-time email messages?

When you are subscribed to PACDL's listserv, you will receive a formatted email message in your email mailbox each time a member of the listserv community posts a message. For subscribers who want to

reduce the volume of emails from the PACDL listserv, you have the option to subscribe to a daily email listserv digest. Click on the bottom of any email post to change your subscription option.

7. Why was my email rejected?

There could be a variety of reasons including it was identified as spam, but first make sure that you inserted a subject in the subject line of your email. The listserv is set to automatically reject any email that is posted with a blank subject line.

8. How do I reduce the volume of listserv emails?

PACDL's listserv offers a daily digest. It is a single email that lists all the emails posted during the previous 24 hours. The daily digest typically issues at midnight to the daily digest subscribers. If you subscribe to the daily digest, you may not receive the attachments mentioned in an email, but they can be found in the PACDL listserv archive. Another option is setting up a rule in your email provider that PACDL listserv emails are directed to one of your email file folders for your review at your leisure.

9. Will I receive a copy of my emails that I post to PACDL's listserv?

Yes, each poster receives a copy of his/her email that is posted. If you do not receive the email, please check your spam catcher or contact your technology staff to discuss your office's security settings and white listing of our listserv email address so that you can be assured that your comment or inquiry was sent to the criminal defense community. Please whitelist this address: <https://mail-list.com/whitelist/>.

10. Why did I receive an email message asking me to verify a message that I tried to send?

The system settings automatically require verification of messages that are perceived as spam or as minor posts such as "thank you" or "excellent." The email sender will be asked whether to post the message to the entire listserv group. The listserv will not see the verification message, just the original email once you verify it should be sent.

11. How can we categorize our emails into structured knowledge?

The PACDL listserv allows you to categorize email messages by subject. Click on the link at the bottom of the email and you will be taken to a separate web page that allows you to choose the topic of that email. The categories were defined by the list-owner/moderator. A special webpage in the web archive will show the results of the groupings.

12. How can I locate prior listserv emails?

There is an archive of prior emails beginning in June 2018. To view them go to: <http://archive.mail-list.com/pacdl>. The PACDL listserv archive is password protected. After clicking on the link, you must enter a user ID and the password. The user ID is the list name – pacdl (use lowercase characters only). The password assigned is 4thdefense2018. If you have problems logging into the archive, please contact the list owner by using the following email address: pacdl-list-owner@listserv.pacdl.org.

13. How do I view or search prior archived listserv emails?

Log-in to the email archive found at <http://archive.mail-list.com/pacdl>. Use the userid of pacdl and the password of: 4thdefense2018. You can view the messages grouped by thread or by date. A thread is a message to the list and all the related replies.

- Click on the Messages by thread link to see the list of active threads.
- Click on the Subject link to see the original message and any replies.
- Click on the Messages by Date link to see all messages in chronological order.
- To find emails about a topic, put the keyword into the Search box at the top and click on Search.
- You may limit your search by author or subject line by prefixing the search with either au: or sb:, respectively. Do not leave a space after the colon if you are conducting this type of search. For example, au:Aretha Franklin or au:ArethaFranklin@aol.com sb:The Queen of Respect.
- When viewing the thread table of contents, the sum column shows the total number of messages for this thread.

14. Will search engines index our listserv emails?

Google will not be able to read and index our web email archive. Our web archive of listserv emails will offer a search engine for subscribers to find information of interest within previous email messages and new email messages are indexed into the search engine once each hour. Additionally, subscribers will be able to tag (categorize) emails for the listserv email archive. The email archive is found at this address: <http://archive.mail-list.com/pacdl>.

15. What are some of the new listserv features?

The listserv offers a variety of features including: a searchable web archive, web page signup, categorizing/tagging of listserv emails, file attachments, a vacation mode option, a daily digest email option instead of real time emails, and the ability to unsubscribe and change your preferred email address. If you need help with any of them, please contact the list-owner.

16. How do I use the vacation mode?

At the bottom of the listserv emails, there will be listed certain options including changing to vacation mode and unsubscribing from the listserv. Choose the vacation mode if you will be out of office or if you want to halt the listserv emails for any reason. Remember to tickle your calendar to restart your listserv subscription.

17. How do I stop listserv messages from going to my spam catcher?

If you are receiving some listserv messages, but not others, then there is a tuning problem of your spam filter at your end. Please white list the PACDL listserv <https://mail-list.com/whitelist/> and that should solve any spam problems.

18. What should I do if I am receiving duplicate emails?

Your email address can only be on our mailing list one time. Our listserv system will not allow two identical email addresses on the listserv mailing list. The duplication of email may occur due to different reasons including synchronization, incorrect Outlook rules, duplicate filters, restoring Exchange public folders from backups, or you have two different email addresses on the mailing list and both are ending up in the same email reader.

19. Why is PACDL changing its listserv?

To enhance our member service, PACDL is switching listserv providers. The listserv that we have been using has not been upgraded for a very long time. This enhancement will complete the Association's major technology upgrades set forth in its three-year strategic plan. Those upgrades included: 1) instituting file sharing and regular data back-ups to the cloud, 2) installing a secured internet service and a firewall, 3) hardwiring of the office computers, 4) sourcing an association management software system to allow the members to self-manage their membership information and directory data, 5) relaunching the PACDL website, and 6) adding SSL security to PACDL's entire website to allow online member application and renewals and CLE registrations.

20. When will PACDL switch to the new listserv?

The transfer to the new listserv occurred in early June 2018. The old listserv address is no longer active and does not permit postings.

21. Who did PACDL choose as the vendor?

Mail-List was selected as the vendor after comparing several providers. Our selection process included software testing by a group of PACDL members who were then surveyed regarding their opinions of the available features. Additionally, current Listserv subscribers' opinions were solicited using a short 9 question electronic survey. This survey asked about their views on the value or importance of certain proposed features including a vacation mode function, a daily email message option, reply preferences, survey functionality, archiving and categorizing of email messages, validating messages identified as spam, and reducing of trivial messages by intercepting and asking for approval prior to posting.

22. Are there other options for community engagement beyond the listserv?

Yes, as part of PACDL's website relaunch, PACDL offers web-based forums for those individuals that prefer a web-based communication channel. Members who prefer to use the forums must log in as a member on PACDL's website to participate in a forum. Staff automatically adds all new members to the general forum. We have chosen to offer both communication options and recognize that PACDL's listserv will likely dominate and continue to prove its overall member value. PACDL also uses social media such as Facebook to link with its criminal defense lawyer community.

23. What are the rules of engagement on PACDL's listserv?

In 2017, the Board of Directors adopted a social media policy and listserv guidelines. It can be found on [our website here](#). Please be sure to review the policy and its prohibitions against posting inquiries for nonmembers, advertising other provider CLEs, making off-topic requests, and sharing information posted on the listserv.

24. Who do I contact if I have problems with the listserv?

You may contact the list-owner or PACDL staff at 717.234.7403 or pacdl@pacdl.org.