

MVRC Reflector Service

By Charles, KG5BVE, April 28, 2018

Introduction

The Mesilla Valley Radio Club (MVRC) has a new reflector (e-mail list) service provided through groups.io. This service replaces the former reflector service provided through a Mailman service at N5BL.org. This change was necessitated because all e-mails delivered by Mailman were not properly structured and were classed as spam and were not compliant with industry rules for reducing spam. The new service is completely operational and the old service has been decommissioned.

List Changes

The table below *Old and New List Addresses* maps the three former e-mail lists from their old E-Mail Address (EMA) to their new EMA. The table also shows the two new lists.

Old and New List Addresses

List	Old EMA	New EMA
Main	MVRC@N5BL.org	main@MVRC-N5BL.groups.io
Builders	Builders@N5BL.org	Builders@MVRC-N5BL.groups.io
Linux	Linux-SIG@N5BL.org	Linux@MVRC-N5BL.groups.io
Board	n/a	Board@MVRC-N5BL.groups.io
Testers	n/a	Testers@MVRC-N5BL.groups.io

Purpose of Each Reflector List

The purpose of each reflector list and who is on each list follows.

Main List

All MVRC reflector subscribers are on the *Main* reflector list. The *Main* list is open to MVRC members and to the public who want to follow the activities of MVRC. If you are a new MVRC Member, you will receive an *Invite* E-Mail to subscribe to the *Main* list. To subscribe to any other MVRC list, you must first subscribe to the *Main* list. To respond to an *Invite* E-Mail or to subscribe, see the *How to Subscribe* section below.

Messages sent to the *Main* list should be of interest to all subscribers of the list. If your message is mostly of interest to MVRC Builders group or the MVRC Linux group, then address your message to a group and not to the entire list. Also, if this is your first message and you want to see if it working for you, send your test message to the *Testers* list. If your message doesn't bounce back to you, then everything is working.

Builders List

The *Builders* list addresses subscribers who are interested in building almost anything, especially amateur radio equipment, e.g., antennas, radios, transmitters, transceivers, filters, kits, etc. If you are building anything, this is the list to be on!

You do not have to be a subscriber to the *Builders* list to send a message to this list. Messages sent to the *Builders* list should be of interest to builders. If you are not sure, ask someone, especially the list moderator.

To subscribe to the *Builders* list you must be on the *Main* list first. To subscribe, see the *How to Subscribe* section below.

Linux List

The *Linux* list subscribers have an interest in everything associated with the Linux Operating System. This includes installing Linux, configuring, and operating using a GUI or CLI.

You do not have to be a subscriber to the *Linux* list to send a message to this list. Messages sent to the *Linux* list should be of interest to subscribers using the Linux Operating System. If you are not sure, ask someone, especially the list moderator.

To subscribe to the *Linux* list you must be on the *Main* list first. To subscribe, see the *How to Subscribe* section below.

Board List

The *Board* list provides an easy way for MVRC members, MVRC Officers, and MVRC Directors to exchange messages among the entire list. This list is maintained by the MVRC Secretary who will add and remove subscribers as needed.

MVRC Members are encouraged to use the *Board* list when they want to bring a topic to the attention of the entire MVRC Board. Using this list will cause the topic to be discussed among the Board Members and at the next MVRC Board Meeting.

To subscribe to the *Board* list you must be on the *Main* list first and you must be an MVRC Officer or an MVRC Board Member. If you are an MVRC Officer or MVRC Board Member, you will be subscribed by the MVRC Secretary.

Testers List

The *Testers* list is used for testing the reflector service and when problems need to be resolved. Any MVRC Reflector Subscriber may send a message to this list to confirm that the service is working for them.

To subscribe to the *Testers* list you must be on the *Main* list first. To be an MVRC Tester, you must be an MVRC Member. To subscribe, see the *How to Subscribe* section below.

E-Mail Addresses

E-Mail Addresses usually have the form *local-part@domain*. Where: *local-part* is the user's Id and identifies the mailbox and *domain* identifies the E-Mail service. For example, in the E-Mail address *KG5BVE@gmail.com*, *KG5BVE* is the *local-part* which is the name of the user's mailbox and *gmail.com* is the name of the *domain* and identifies the E-Mail service hosting the user's mailbox.

There is a second form of E-Mail addresses where the *local-part* has the format: *mailbox+detail* and is followed by *@domain*. For example, in the E-Mail address *KG5BVE+test@gmail.com* where, *KG5BVE+test* is the *local-part* and *gmail.com* is the name of the *domain* and identifies the E-Mail service. Further, the *local-part* has the format *mailbox+detail* where *KG5BVE* is the *mailbox*, *+* is the separator, and *test* is the *detail*. This format of E-Mail address is called *Subaddressing* and is supported by *groups.io*, the service that hosts the MVRC Reflector Service.

The MVRC Reflector Service uses the *Subaddressing* provided by *groups.io* as outlined in the Table *Subaddressing Operators* that follows. Please note that these operations only apply to the List you identify in the E-Mail address and not to all your List subscriptions.

Subaddressing Operators

Operator	Function
+subscribe	Subscribes the <i>Originator</i> to the addressed list.
+unsubscribe	Unsubscribes the <i>Originator</i> from the addressed list.
+owner	Sends this E-Mail to the <i>Owner</i> of the addressed list.
+help	Requests help in using the addressed list.

- +digest To receive plain digests instead of individual messages from the addressed list.

- +fulldigest To receive full featured digests instead of individual messages from the addressed list.

- +summary To receive a daily summary instead of individual messages from the addressed list.

- +single To receive individual messages instead of digests or a summary from the addressed list.

- +special To only receive special messages from the addressed list.

- +nomail To stop receiving messages via email from the addressed list (you may still read messages on the Web).

By combining the List Name (see Table *Old and New List Addresses*) with a Subaddressing Operator (see Table *Subaddressing Operators*) followed by the MVRC Reflector Service Domain Name (*@MVRC-N5BL.groups.io*), an E-Mail address can be composed to manage your subscription.

Subscribing and Unsubscribing

Subscribing and Unsubscribing to the MVRC Reflector service can be performed by E-Mail or On-Line. The easiest method is by sending an E-Mail. These methods are described in the subsections below.

How to Subscribe

Subscribing to an MVRC Reflector List can be accomplished using one of the following methods.

Responding to an *Invite* Message

If you received an *Invite* Message and you want to subscribe, then just click **Reply** then click **Send**. Do not add or remove any text. You will promptly receive a confirmation response message. If you don't want to subscribe, just ignore the *Invite* Message. The *Invite* Message will remain active for several weeks and if you later decide to subscribe you can reply to the *Invite* Message.

Subscribing by E-Mail

To subscribe to an MVRC Reflector List, send an E-Mail to the address *list+subscribe@MVRC-N5BL.groups.io*. Change *list* in the address to the name of the List from Table *Old and New List Addresses*.

Subscribing On-Line

Using your Web Browser, visit Web Page <https://MVRC-N5BL.groups.io/g/list>. Change the *list* in the address to the name of the List from Table *Old and New List Addresses*. Click the button *Apply For Membership in This Group*. On the resulting page, fill-in your full E-Mail Address and click the button *Confirm Email Address*. An E-Mail will be sent to the entered E-Mail Address. When you receive the E-Mail, just click *Reply* and then click *Send*. If you are subscribing to the Main List, your subscription request will be sent to the List Owner for approval. As long as your E-Mail Address doesn't look like a spammer and your Domain Name is real, you will be approved. If you are already subscribed to the Main List, your approval will be automatic without any human intervention.

How to Unsubscribe

Unsubscribing from an MVRC Reflector List can be accomplished using one of the following methods.

Unsubscribing by E-Mail

To unsubscribe from an MVRC Reflector List, send an E-Mail to the address ***list+unsubscribe@MVRC-N5BL.groups.io***. Change *list* in the address to the name of the List from Table *Old and New List Addresses*.

Unsubscribing On-Line

To unsubscribe from a MVRC Reflector List, use your Web Browser and visit **<https://MVRC-N5BL.groups.io/g/list>**. Change the *list* in the address to the name of the List from Table *Old and New List Addresses*. Follow the instructions on the resulting Web Page.

Posting to a List

To address an E-Mail Message for posting to a List, construct the E-Mail Address as ***list@MVRC-N5BL.groups.io***. Change *list* in the address to the name of the List from Table *Old and New List Addresses*. Add a meaningful Subject line and add your message to the Body. After reviewing an editing, click Submit. Your message will be sent to the subscribers on the List.

Replying to a List Message

Replying to E-Mail Messages you receive from the MVRC Reflector Service requires some careful considerations. First, you have to consider whether to use the *Reply* functions of your E-Mail User Agent (e.g., Outlook, GMail, etc.) or use the links provided in the message you received. Second, you have to consider whether to reply to the List or to the Message Originator.

If you just click your User Agent's *Reply* button, you will be sending your reply to the entire List because the received Message has the *Reply-to* field set to the List address. This is a habit most E-Mail users have because for non-List messages the *Reply-to* field is set to the

Originator's address. Normally, if you want to reply to the List using your User Agent, you would select the *Reply to All* option. For many User Agents, the *Reply to All* option is only seen if there are multiple addresses that the Message you received was sent to. Messages from a MVRC Reflector List only has one Address so, if you use this option your reply will be sent to the List and you will get a non-delivery notice for an invalid Address. My recommendation is to use the *Reply* links at the end of the List Message.

For the second consideration, you must answer a simple question: "Is your reply important for the entire List to know in order for the information in the current thread to be coherent?". If you answer "No", then click the *Reply to Originator* link, otherwise click the *Reply to Group* link.

Other Subscriber Actions

There are other subscriber actions that can be performed by sending E-Mails or visiting your subscription account at *groups.io*. These are described in the following subsections.

Help Operation

Help can be obtained by sending a Help Operation E-Mail to a list. Construct the E-Mail Address as *list+help@MVRC-N5BL.groups.io*. Change *list* in the address to the name of the List from Table *Old and New List Addresses*. No Subject or Body content is required. After you send the request, the MVRC Reflector Service will automatically send you an E-Mail containing information on using and managing your subscription to the list.

Digest Operation

To receive postings to the List as a digest send an E-Mail to *list+digest@MVRC-N5BL.groups.io*. Change *list* in the address to the name of the List from Table *Old and New List Addresses*.

Fulldigest Operation

To receive postings to the List as a full digest send an E-Mail to ***list+fulldigest@MVRC-N5BL.groups.io***. Change *list* in the address to the name of the List from Table *Old and New List Addresses*.

Summary Operation

To receive a daily summary of Messages posted to a List send an E-Mail to ***list+summary@MVRC-N5BL.groups.io***. Change *list* in the address to the name of the List from Table *Old and New List Addresses*.

Single Operation

To receive each posting to a List as a single message send an E-Mail to ***list+single@MVRC-N5BL.groups.io***. Change *list* in the address to the name of the List from Table *Old and New List Addresses*. This is the default setting when you subscribed to the List.

Special Operation

To only receive special Messages from a List send an E-Mail to ***list+special@MVRC-N5BL.groups.io***. Change *list* in the address to the name of the List from Table *Old and New List Addresses*.

Nomail Operation

The NoMail option is disabled in the MVRC Reflector Service.

Reflector List Etiquette

Even E-Mail has etiquette that should be followed. When it's not followed there will be other subscribers that will remind you. Some reminders will be emotional responses because your

breach of etiquette has touched a nerve ending. An apology should clear the emotional atmosphere and quiet the situation. Remember, bad etiquette is a reflection on you. So, what are these etiquette manners that should be followed? The following list was taken from *Heinz Tschabitscher* Web Page <https://www.lifewire.com/fundamental-email-etiquette-1171187>.

1. Take Another Look Before You Send a Message
2. Do Not Default to "Reply All"
3. Keep Emails Short
4. Properly Format Your Email Replies (and Be Lazy)
5. Write Good Email Subject Lines
6. Clean Up Emails Before Forwarding Them
7. When in Doubt, Send Plain Text Email, Not Rich HTML
8. Do Not Forward Email Hoaxes
9. Use Antivirus Software, Keep Up to Date, and Scan for Free
10. Explain Why You Forward
11. Do Let People Know Their Email Has Been Received
12. Ask Before You Send Huge Attachments
13. Talk About One Subject per Email Only
14. Punctuation Matters; in Emails Too
15. Use Acronyms Sparingly
16. Resize Pictures to Handy Proportions for Emails
17. Writing in All Caps is Like Shouting
18. Be Careful with Irony in Emails
19. Catch Typos by Printing Your Emails
20. How to Avoid Embarrassing Emails
21. Set Your System Clock Right

22. In Doubt, End Emails with "Thanks"

23. Where to Put Your Signature

24. Wondering "How to Put That in Writing", Write "That"

25. Compress Files Before Sending Them via Email

26. Avoid "Me Too" Messages

If you need more understanding of the "manners", visit the source Web Site.

Spam

There should not be any spam getting through to the MVRC Reflector Service. However, every firewall has holes that haven't been discovered yet so, some spam may get through. The public (everyone on the Internet) can send a message to any of the MVRC Reflector List addresses. If the originator of the message is not a subscriber of the addressed list, the message will be held, the list moderator(s) will be notified, and a moderator will delete the message or allow the message to be distributed to the list subscribers.

The host, groups.io, has a spam filter that will catch messages that have been reported as spam and we won't see these messages. This is the same filter that gmail.com and other large E-Mail service providers use.

If you do receive a message that you consider as spam and you report it as spam through your E-Mail Service Provider, your MVRC Reflector Service will be canceled. To regain your subscription, re-Subscribe. The preferable action to spam is to just delete the spam message. The List Moderator will also be seeing the same message and will take action on the spam. Unfortunately, there is no UnSend operation.

The following is standard groups.io Help information.

Definitions

Account

An *account* consists of all the groups.io-associated information about a user, such as which group or groups they subscribe to, their password, and all of their preferences and settings. An account is identified by its email address.

Archive

The *archive* of a group consists of all messages posted to the group, except messages that have been deleted. It is displayed in a chronological list by clicking on "Messages" on the group's home page.

Bounce

A *bounce* happens when an email message cannot be delivered. Possible reasons include an incorrect email address, a full mailbox, or a problem connecting to an email server.

Hashtag

A *hashtag* is a word or unspaced phrase prefixed with the hash character, #. You tag a message with a hashtag by including it within or at the end of the subject line of the message.

Integration

An *integration* is a connection from a groups.io group to another service such as Facebook and Github.

Moderator

A group *moderator* is a member of the group who has permission to perform certain actions to help run the group, such as approving messages or memberships, editing the archive, etc. A group may have more than one moderator.

Owner

A group *owner* is a moderator who has all possible permissions, and therefore, complete control over the group. A group may have more than one owner.

Subgroup

A *subgroup* is a group within another group. All of the members of subgroup are members of the group that contains it.

Topic

A *topic* is a message combined with any replies to that message (and replies to those replies).

Features

Hashtags

A hashtag is a word or phrase containing no spaces prefixed with the hash character, #, not suffixed to another word or phrase.

Applying hashtags to messages

You "tag" a message with a hashtag by including it somewhere in the subject line of the

message. For example:

- My name is Mark #intro
- Seeking #advice for a #rosebush with blackened leaves

Hashtags already in use in the group can be applied to a message by selecting from the "Add Tags" dropdown menu that appears below the subject line. Or, they can simply be typed into the subject line. Typing a hashtag into a subject line will create a new hashtag for the group if it did not exist before. A new hashtag can also be created by clicking on "Create Hashtag" at the bottom of the hashtag list.

A hashtag has an effect only if placed on the first message in a topic, and will be applied to all messages within the topic. (Note that although it is possible to add a hashtag to the subject of an emailed reply by editing the subject, this has no effect; the hashtag will be included in the subject line for members receiving messages via email, but will not be included in the subject line of the archived message or of any other messages within the topic.)

There is a limit of five hashtags per topic.

Display of hashtags in the group archive

To make hashtags stand out better in the archive, any hashtags placed at the beginning or middle (rather than at the end) of a message's subject will be duplicated at the end of the subject, using whatever background color was chosen for the hashtag. Thus, the subject of the message in the second example above would be displayed in the archive as

- Seeking #advice for a #rosebush with blackened leaves #advice #rosebush

Uses of hashtags

Hashtags have several uses within groups.io, including searching and controlling certain behaviors of topics and messages.

Searching: Hashtags can be searched on to easily find all messages tagged with it. If a group uses a hashtag called #intro for new member introductions, for example, then clicking on it in the hashtag list will produce all messages in which new group members have introduced themselves.

Muting: Group members who read their messages via email can click on "Mute" for any hashtag at the bottom of the email to stop receiving messages tagged with that hashtag. (Note: hashtags set to "Special" cannot be muted. See below.)

Automatic time-out: If a hashtag's Topic Duration is set, topics tagged with it will be deleted (or, if specified, locked) after that period of time. This can be a useful feature when a topic will be obsolete after a certain amount of time, for example messages about items for sale.

Special notices: If a hashtag is set to Special, all messages tagged with it, including the original message in the topic and all replies, will be sent as Special Notices. Note: hashtags set to Special cannot be muted. Also, only moderators and owners can send Special Notices. If a normal subscriber replies, their message will be sent as a normal message.

No Email: If a hashtag is set to No Email, all messages tagged with it will be posted to the web but not sent out as emails.

Moderated: If a hashtag is set to Moderated, messages sent to topics tagged with it will require approval by a moderator.

Replies Unmoderated: If a hashtag is set to Replies Unmoderated, messages in reply to topics tagged with it will be unmoderated, even if members who reply are moderated or the group itself is moderated.

Locked: If a hashtag is set to Locked, topics tagged with it will be locked upon creation.

Reply to sender: If a hashtag is set to Reply to Sender, all responses will go privately to the

sender and not to the group. Note: this setting overrides the group setting "Remove Other Reply Options" in a group set to Reply to Sender.

Controlling use and creation of hashtags

Use by moderators only: A hashtag set to Use by Mods Only can be applied to messages only by moderators. This can be useful for sending administrative notices, for example. Such hashtags will appear in the Add Tags dropdown only if a moderator is creating the message.

A hashtag set to Use by Mods Only can be further set to Replies by Mods Only so that only moderators may reply to the message.

Requiring hashtags: In a group set to Hashtags Required, all messages sent to a group must be tagged with at least one hashtag.

Creating hashtags: In a group set to Only Moderators Can Create Hashtags, only moderators will be able to create new hashtags.

Bounce Handling

Bounces and Types of Bounces

When a group email sent to an account cannot be delivered, it is called a bounce.

If the bounce was caused by a problem that is expected to resolve automatically after some period of time, such as a temporarily unavailable email server, it is called a **soft bounce**. If it was caused by something that would require human intervention to fix, such as an invalid email address or a full inbox, it is called a **hard bounce**. Sometimes it is difficult for us to determine whether a bounce is soft or hard. In that case, we treat it as a soft bounce.

Overview of Bounce Handling

The first step after we get a bounce is to try to determine, by a combination of the type of bounce and the frequency of the bouncing, whether or not the account is bouncing frequently and seriously enough to require action. If so, our second step is to set the account's status to **Bouncing**, stop sending group emails to it, and begin trying to reach the account holder via emails notifying them that the account is Bouncing. If there is a response to one of the notifications, the account is taken out of bounce handling and goes back to normal. But if there is no response within a certain period of time, our final step is to set the account's status to **Bounced** and stop sending emails of any kind to it.

When an account is Bouncing or Bounced, we log entries in the activity logs of all its groups that email to the account is bouncing, to inform group moderators. We also display a blue "B" (for a Bouncing account) or red "B" (for a Bounced account) next to the account's email address in the members list of all its groups, and we include the account in the "Bouncing" member lists of its groups. (It continues to appear in the regular member lists as well.) Users themselves are notified that they are Bouncing or Bounced, and are given a chance to unbounce their account, via a banner that we display at the top of the groups.io site whenever they are logged on.

Detailed Description of Bounce Handling

When we get a bounce, we first try to determine whether it is a hard or soft bounce. If we can't determine which it is, we treat it as a soft bounce. The account then goes through one or more of the following steps:

Step 1: There has been one bounce: determine if the bouncing is serious and ongoing

The goal in this step is to determine whether the bouncing is ongoing or serious enough for us to take action. If one of the two following two criteria hold, we conclude that it is:

(1) the bounce was a hard bounce

or

(2) following the first bounce,

(a) we see either a hard bounce or a total of 4 days of soft bounces (including the day of the first bounce) for at least one group the account is subscribed to;

and also

(b) bouncing has not stopped, as determined by there being at least one bounce in every span of 4 consecutive days. (If there is a span of 4 consecutive days with no bouncing, we conclude that the bouncing has been resolved and we take the account out of bounce handling " until the next possible bounce, in which case the process starts over again.)

If either (1) or (2) hold, we conclude that the account is experiencing serious or ongoing bouncing and continue to Step 2.

Notes:

- We don't conclude that bouncing has stopped after seeing one seemingly successful email delivery to the account, because emails may bounce belatedly; instead, to be on the safe side, we draw this conclusion only if there are 4 consecutive days with no bounces.
- Failing a hard bounce at the beginning, it is possible (although unlikely) for an account to stay in Step 1 for a long period of time. This could happen if the account continues to have consecutive spans of 3 days or less of soft bounces, interspersed with 1-3-day spans of no bounces, with the result that it takes a long time to show either the 4 consecutive days of zero bounces that would rule out ongoing bouncing and move the account out of bounce handling, or the 4 total days of bounces that would establish ongoing bouncing and move it into Step 2. This could be caused, for example, by an email server having ongoing but sporadic problems. But this situation would not affect the account vis-à-vis its groups in any way, since we don't log or mark the account

as bouncing and we continue to send group emails to it (even though they are sporadically bouncing).

Step 2: Log the bouncing and attempt to send bounce notifications to the account holder

We have determined that the bouncing is serious and ongoing enough to take action. We now

- Internally set the account's status to Bouncing;
- stop sending group emails to it;
- start sending bounce-notification emails (also called "bounce probes") to the account every three days for a maximum of 15 days. The bounce probes inform the account holder that their account is bouncing and contain a link allowing them to "unbounce" their account by affirmatively showing that they received the email;
- display a banner whenever the account holder is logged onto the site, containing the information that their account is bouncing and a link to click on to unbounce the account;
- display a blue uppercase "B" next to the account's email address in all of its groups;
- display the account in the Bouncing Members list in all of its groups (it stays in the regular Members list as well); and
- log the account as bouncing in the activity logs of all of its groups.

If we get a response to a bounce probe within 15 days, the account's Bouncing status is removed, the account is taken out of bounce handling and the account goes back to normal. If there is no response within 15 days, we go to Step 3.

During this time, group moderators, who can now see that the account is bouncing, may send extra bounce probes to the account if they wish, by clicking on the Send Bounce Probe action from the member's page.

Step 3: Give up trying to reach the account holder

There has been no response to 15 days' worth of bounce probes every 3 days. At this stage we

- internally set the account status to Bounced;
- continue to display a banner whenever the account holder is logged onto the site, containing the information that their account is bouncing and a link to click to unbounce the account;
- stop sending bounce probes to it; and
- change the blue "B" to a red "B" next to the account's email address in all of its groups.

The account now sits in virtual limbo in its groups. Group moderators may elect to issue further bounce probes to it by clicking on "Send Bounce Probe" from the member's page, or they may try to reach the account holder through a different email address if one is available. Or they may decide to simply remove the account from their groups.

Note that bouncing activity information is accessible to individual users as well as group moderators. Any user can view their own bounce history by going into the Subscription page of their groups and clicking on Email Delivery History, or by going into their Account page and clicking on Recent Bounces.

Integrations

Integrations allow you to connect your Groups.io group with an outside service. There are two types of integrations, Group Integrations and Member Integrations.

Group Integrations

Group integrations allow outside content to be automatically sent to your Groups.io group.

Group integrations are configured by the moderators and are not controlled by the group members. Group integrations can be moderated, which means that any integration messages must be approved before they are sent to the group.

One example of a group integration is the Feed integration. The feed integration allows you to post items from RSS feeds to your group. Is there a blog associated with your group? Use the Feed integration to automatically have new blog posts be sent to your group.

Groups.io supports several different group integrations and we're always looking to add more.

Member Integrations

Member integrations allow your members to export content automatically from the group. One example of this is the Google Drive integration. With it, your members can have attachments that are sent to the group be automatically saved to their Google Drive account. There are options to specify the type(s) of attachments to save, and whether the messages should be tagged with a specific hashtag.

Member integrations are accessed in the Subscription area of the Group.

Member Notices

Groups have the option of creating customized, pre-written messages, called Member Notices, that can be sent to group members at various times. Member Notices make it convenient for moderators to send commonly used messages to members under various circumstances without having to rewrite the text each time. In the case of a member-initiated event, such as a member leaving the group or joining an unrestricted group, using a Member Notice also makes it possible to have a message sent to the member automatically.

A list of these notices is on the Member Notices tab of the group's Settings page.

Creating notices

To create a notice, click on the "New Notice" button, located at the bottom of the list of notices. The Notice Type defaults to "Welcome"; click on the right arrow to bring up the dropdown menu and pick the type you want. A default Subject (used as the subject line of the email message) and Name (used to identify the particular notice of the given type, in case you create more than one) for the type you've chosen will appear, both of which you can edit if desired. Type in the desired message body. For Welcome, Direct Add, and Invite notices, we provide default text for the message body, which will appear automatically and can be edited as desired.

Existing notices can also be edited on the Member Notices page.

You can create more than one notice of any type except Group Guidelines, of which at most one notice is allowed. To specify which notice is to be used at the time of a corresponding event, activate it by checking its "active" box. At most one notice of each type can be active at any given time. No activation is needed for Note to Member notices, because you choose which notice to use at the time of the actual event. No activation is required for the Group Guidelines notice; once created, it is active.

Specific notices and their usage

Notices come in various types and are created and used in various ways.

1. The following notices are sent automatically at the time of their corresponding events:

Banned Member

Sent automatically to a member who is banned from the group. The notice marked "active" is the one sent; if there is no active notice, none is sent.

Goodbye

Sent automatically to a member who leaves the group. The notice marked "active" is the one sent; if there is no active notice, none is sent. Some groups use this notice to ask the member why they left the group; responses will go to the group owner address.

Pending Subscription

Sent automatically to anyone who applies for membership in a restricted group. The notice marked "active" is the one sent; if no notice is active, none is sent. Some groups use this notice to ask a series of questions of applicants in support of their application; responses will go to the group owner address and be recorded in the member's page under "+owner messages."

Rejected Message

Sent when a moderator rejects a pending message by email, using the link in a /Message Approval Needed/ notification. The notice marked "active" is the one sent; if no notice is active, none is sent.

Note: this Notice Type may also be used as the default to a web action, see below.

Rejected Subscription

Sent automatically when an application for membership in a restricted group is rejected. The notice marked "active" is the one sent; if no notice is active, none is sent.

Removed Member

Sent automatically when a member is removed from the group. The notice marked "active" is the one sent; if no notice is active, none is sent.

Welcome

Sent automatically to members who join an unrestricted group, or whose membership in a restricted group has been approved. A Welcome notice is always sent to new members. If the group has not created and activated a custom notice, we activate and send a default.

2. The following notices are used in a slightly different way. Instead of being sent completely automatically, each is used as the default text of a message to the member at the time a moderator initiates the corresponding event, and can then be edited if desired by the moderator before finalizing the event:

Direct Add

Message sent when a moderator direct-adds someone to a premium or enterprise group. The active notice, if any, is used as the initial text and can be edited for one-time use during the Direct Add process. A Direct Add notice is always sent; if the group has not created and activated a custom notice, we activate and use a default.

Invite

Message to be sent when a moderator invites someone to the group. The active notice, if any, is used as the initial text and can be edited for one-time use if during the Invite process. An Invite notice is always sent; if the group has not created and activated a custom Invite notice, we activate and use a default.

Rejected Message

Sent when a moderator rejects a pending message from a moderated member or in a moderated group or topic. When a moderator rejects a pending message by email, the notice marked "active" is the one sent. When a moderator rejects a pending message by web the text box for the rejection notice is initially left empty. The moderator can write the entire message by hand or choose one of the Rejected Message notices as initial text.

Note to Member

Note to Member notices are pre-written messages on any subject that can be sent at any time to a member, or group of members, using the Send Message feature from either the member page or the member list. To send one, instead of filling in the message subject and text on the Send Message screen, select "Notices" and use the dropdown to select the one you want. It can then be edited for one-time use if desired.

3. A special case: Group Guidelines

The Group Guidelines notice is a unique type that provides a convenient and versatile way to communicate and maintain the group's posting and conduct guidelines, if any. It has the following features and options:

- can be sent automatically on the first of each month as a message to the group, with an option to include members subscribed via Special Notices Only
- can be sent automatically to all new group members
- can be sent manually by a moderator to a group member at any time, in case the member needs a review of the guidelines
- appears under its own "Guidelines" tab at left on the group's pages, with an option to be visible either by group members only or by the public

Unlike the other notice types, a group can create at most one Group Guidelines notice. If created, a Guidelines tab will automatically appear on the group home page. The rest of the features are optional and are specified as follows when creating or editing the notice:

Subject - the subject line of the message as it appears in the group archives, if mailed monthly to the group.

Email subject - the subject line of the email when the notice is sent to a group member separately from the monthly message to the group.

Private - if this box is checked, the Guidelines tab on the group's home page will be visible only to group members. If unchecked, the tab will be visible to the public.

Send on Join - if this box is checked, the Guidelines will be sent automatically via email to new members

Send monthly to the group - if this box is checked, the Guidelines will be sent as a message to the group on the 1st of each month. Note: we send the message with the #guidelines hashtag, which, if it doesn't already exist, is created with a topic duration of one month, causing the archived message to be automatically deleted after one month in deference to the next monthly message. The hashtag is set to "Use by moderators only" and "replies by moderators only," so that no non-moderators can use the it.

Send monthly to special - this box appears only if "Sent monthly to the group" has been checked. If checked, the monthly Guidelines message to the group will be sent as a special notice, so that members whose email delivery option is Special Notice Only will receive it (in addition to members whose email delivery is Individual Messages). In this case, the #guidelines hashtag is also set to "Special."

Muting and Following

Muting Topics and Hashtags

You can choose not to receive emails from a specific topic, or with a certain hashtag, by clicking on the "Mute This Topic" or the "Mute [#hashtag-name]" link at the bottom of any email in the topic or with the hashtag. (Note: some hashtags in a group may be coded by moderators to be unmutable.) Muting a topic or hashtag ensures that you will not receive any more of the emails from that topic or hashtag. If your Email Delivery method is Daily Summary, Plain Digest, or Full Featured Digest, your summary or digest will filter out those messages and not contain them.

When muting a hashtag, you are given the opportunity to pick which group you're muting

it in (in case the hashtag exists in more than one of your groups). You will also be able to specify a duration for the muting, for example, "Forever," "One Hour," etc.

You can see all the topics and hashtags you have muted by going to the home page groups.io and clicking on "Muted" under either "Topics" or "Hashtags," respectively. You can also mute a new hashtag by going to the list of muted hashtags ("Muted" under "Hashtags") and clicking on "+Mute a New Hashtag."

"Unmuting" a Topic or Hashtag

To "unmute" a topic or hashtag you have muted, go the groups.io home page, click on "Muted" on under either "Topics" or "Hashtags," respectively, to bring a list of the ones you have muted, click on the topic or hashtag you want to unmute, and click on "Unmute This Topic" or "Unmute This Hashtag," respectively.

Following Topics and Hashtags

Instead of excluding topics and hashtags by muting them, you can start from the ground up, picking out exclusively the ones you want to receive by "following" them.

To set up your subscription for following topics or hashtags, click on "Advanced Preferences" from your Subscription page, and under "Message Selection," select "Following Only." You can also click on "First Message Also," which will ensure that in addition to messages in topics you specifically follow, you also receive the first message in any new topic. A second option, "Auto Follow Replies," will add to your "Followed" list any topic you start or reply to.

After you've set up your delivery to "Following Only," you can pick the topics and/or hashtags you want to follow. The methods for following topics and following hashtags are slightly different from each other:

Following a Topic

To follow a topic, go to the home page groups.io. Under "Topics," click on "All" to bring up a list of all the topics in the totality of your groups. To follow a topic, click on it, and then on "Follow This Topic."

Following a Hashtag

To follow a hashtag, go to the home page groups.io. Under "Hashtags," click on "Muted," and then on "+Follow a New Hashtag." Enter the name of the hashtag (be sure to include the # sign), the group name in which you want to follow it, and the duration ("forever," "one hour," etc.). You can see all the topics and hashtags you have followed by going to the home page groups.io and clicking on "Followed" under "Topics" or "Hashtags," respectively.

Unfollowing Topics and Hashtags You Have Followed

There are two ways to unfollow a topic or a hashtag you have followed. You can click on "Unfollow This Topic" or "Unfollow [#hashtag=name]" at the bottom of any email in the topic or with the hashtag, respectively. Or, you can go to the home page groups.io, find the topic or hashtag in your "Followed" list, click on it, and then click on "Unfollow This Topic" or "Unfollow This Hashtag."

Subscription Options

Groups.io offers several options to control how much, if any, email to receive from your groups. To change your subscription, go to Your Subscriptions page and then click the link in the Delivery column for the group you're interested in changing.

Email Delivery

The Email Delivery options control how you wish to receive group emails. Individual Messages will send each email individually, as soon as it's posted. Daily Digest will group the days

messages into a single message. As soon as 12 messages are sent to the group, or every evening, whichever comes first, a digest message will be sent to you. You can also opt to not receive any email.

Advanced Preferences

Clicking Advanced Preferences will expose additional options. These options filter the types of emails that you will receive.

Muting and Following

In addition to the above subscription options, you have the option to mute individual discussion threads and hashtags. In the footer of each email is a link to mute the thread. And from the website, you can mute hashtags.

Subgroups

Groups.io supports subgroups. A subgroup is a group within another group. When viewing your group on the website, you can create a subgroup by clicking the 'Subgroup' tab on the left side. The email address of a subgroup is of the form subgroup@subdomain.groups.io.

Subgroups have all the functionality of normal groups, with the exceptions that to be a member of a subgroup, you must be a member of the parent group, and you cannot invite people to join subgroups.

Once a person is a member of the parent group, they can subscribe directly to the subgroup if it's permitted, they can be added directly to the subgroup, or they can ask to join the subgroup if it is restricted.

FAQ

How Can I Change My Email Address

To change your email address, log into Groups.io. Then look for the dropdown in the top right corner of the page, which will be either your name or email address. Click that and then click Account.

On the edit profile page, you can change your email address. Once you do so, you will receive a new confirmation email. Once you reply to that, you will be all set.

If the email address you wish to change to is already a registered member on Groups.io, a page will come up explaining the account merge process and verifying that you would like to merge your accounts.

I Have Forgotten My Password/I Don't Have A Password

To log in without a password, go to [the login page](#) and click the 'Email me a link to log in' button. Once you enter your email address, you'll immediately be sent an email with a link that will automatically log you into Groups.io. You will stay logged in for up to 30 days, unless you log out. You can then set a password if you wish, or you can continue to utilize the Email me a link to log in function to log in when needed.

I Am On Gmail And I Don't Like Getting Copies Of My Messages

To turn off duplicate emails, log into your account. Then look for the dropdown in the top right corner of the page, which will be either your name or email address. Click that and then click Account. From your Account page, click the Preferences sidebar tab. Look for the 'I always want copies of my own messages' checkbox and uncheck that. Then click the Update Preferences button.

I Never Received My Confirmation Email

Please check your spam folder to see if the confirmation email ended up there. We can confirm your account for you if you wish, but if you're not receiving emails from us, it won't do much good.

How Do I Change The Cover Photo For My Group?

To change the cover photo for your group, go to the Settings page under the Admin menu dropdown. Then click the Cover Photo button at the top of the page.

Why Are Emails From Some People Changed To Be 'via Groups.io'?

The reason that some email addresses are changed to be 'via Groups.io' is because of something called DMARC. Some email services, like Yahoo and AOL, have set up their DMARC profiles so that we have to change all their users' email addresses to this form, otherwise the messages would bounce. This is not limited to Groups.io, all email groups services have to do this.

How Can I Delete My Group?

To delete your group, go into the Settings page for your group. At the bottom of the page is a Delete Group button. Click that and follow the instructions.

Once you delete your group, the group name will not be able to be reused for some time. If you're interested in renaming your group instead, you can do that through the Settings page as well.

How Can I Delete My Account?

We're sorry to see you go, but we will be happy to delete your account. Note that we will not

be able to delete your account if you are the only owner of at least one group. If that's the case, you should either transfer ownership to someone else, or delete the group before requesting that your account be deleted. To delete your account, [click here](#).

What Is Counted Towards The Storage Limits For My Group?

The following are counted towards the storage limits for your group:

- Files
- Photos
- Images in databases
- Images in wiki pages
- Message attachments

Messages themselves are not counted towards the storage limits, only any attachments.

How Do I Set Up A Signature For My Account?

To set a signature for your account, go to the Subscription page for your group (it's the 'Subscription' tab in the left hand sidebar when viewing your group). On the subscription page, look for the 'Use Signature For Web Posting' checkbox and check that. Then you will be able to add a signature. Once complete, click the Save button at the bottom of the page to save your changes.

How Can I Add Moderators To My Group?

Groups.io supports groups with multiple moderators and owners, along with a full permissions system. To add someone as a moderator, they must first be a member of your group.

Navigate to the group on Groups.io and click on Admin/Members in the left sidebar. From

there, click on the member you would like to make a moderator. After opening the record of the person to be made a moderator, click on the selector "Role". It offers three options: Owner, Moderator, and Member. Select moderator. Click "save" at the bottom of the screen after making your selection. Each person can have only one role; the owner has all permissions, the moderator more limited permissions.

How Can I Invite People To Join My Group?

Groups.io provides an invite system, where you can submit the email addresses of your members. We will send an email invitation to each user. To join the group, each member simply has to click on the link within the invitation, or reply to the invitation.

You can track each invitation and see whether it's been accepted or not.

If you wish to directly add your members to your group without the invitation step, we offer that feature (called direct add) with our premium groups.

How Can I Download My Member List And Message Archive?

On Groups.io, navigate to your group. To download your complete member list, click on the Members tab under the Admin tab in the sidebar. From there you will be able to download your member list.

To download your complete message archive, click on the Settings tab under the Admin tab in the sidebar. From there you will be able to download your message archives.

What Are The Available Email Commands?

You can send a blank email to the following email addresses (substituting your group name for GROUPNAME):

GROUPNAME+subscribe@groups.io

To join a group

GROUPNAME+unsubscribe@groups.io

To unsubscribe from a group

GROUPNAME+help@groups.io

To receive an email containing a list of these commands

GROUPNAME+digest@groups.io

To receive plain digests instead of individual messages

GROUPNAME+fulldigest@groups.io

To receive full featured digests instead of individual messages

GROUPNAME+summary@groups.io

To receive a daily summary instead of individual messages

GROUPNAME+single@groups.io

To receive individual messages instead of digests or a summary

GROUPNAME+special@groups.io

To only receive special messages

GROUPNAME+nomail@groups.io

To stop receiving messages via email (you may still read messages on the Web)

GROUPNAME+owner@groups.io

To contact the owners of a group

Questions and Bug Reports

Found a bug? We work hard to make sure there aren't any bugs, but some do slip past us. Please contact us at support@groups.io. Any and all information you can provide to help us reproduce the bug is appreciated.

Alternatively, if you have a question about something, the best place to start is with the [Group Managers Forum](#), which is a collection of experienced group owners. They're great people and should be able to help.

Finally, if you have a suggestion for a new feature or improvement to the service, check out

the [Beta group](#). We talk about upcoming features and what's going on on the development side of Groups.io