CCDI Listserv - **FAQs**

1. **How do I join?**
   Both of the CCDI listservs are closed, which means the listserv owner must subscribe you to the list in order for you to receive or send messages and/or access the archives. Subscribers are restricted to CCDI members only. Please contact your CCDI College Representative to be added to a list.

2. **What listservs are available?**
   CCDI provides two listservs for use by members:

   > a. **[CCDI-L] General listserv** - issues of particular significance to Disability Service Offices in Ontario colleges
   >
   > b. **[CCDI-AT] AT listserv** - of particular interest to Assistive Technologists in Ontario college Disability Service Offices

3. **How do I post to the list?**
   CCDI provides two listservs to its members. To post to the listservs send an email to the corresponding email addresses listed below. Emails MUST be sent from the member's subscribed email address.

   > a. **[CCDI-L] General listserv:** ccdi-l@lists.humber.ca
   >
   > b. **[CCDI-AT] AT listserv:**   ccdi-at@lists.humber.ca

   Send your email in plain text format, not rich text or HTML format. Please privately thank someone off list for helpful responses, and snip your emails and remove footers or extraneous information when replying.

4. **Is there an archive?**
   A mailing list archive is a collection of past messages posted to the list. Archives of the CCDI listserv include searching and indexing functionality, and can be found at the following corresponding URLs:

   > a. **[CCDI-L] General list:** http://lists.humber.ca/sympa/arc/ccdi-l
   >
   > b. **[CCDI-AT] AT listserv:** http://lists.humber.ca/sympa/arc/ccdi-at

   You will need your password in order to access the archives. The *Login* area is at the top left of the listserv archive page.

5. **How do I get my password?**
   Passwords are created automatically by the system. If you need a password reminder sent to you, visit http://lists.humber.ca. Type your e-mail address at the top left of the screenpage, and click on the *Lost password?* or *First login*

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link at the top right of the screenpage. You will then be re-directed to a page where you can input your email address and click on the [Request new password] button to receive instructions to reset your password via email.

If you do not receive a password reminder email after requesting one, please contact the listserv owner.

6. **It stopped working! What happened?**
   The most common reason a message is rejected is that the email address sending the message is not a registered subscriber to the list. When you are subscribed to a closed listserv like CCDI's, your subscription is connected to a specific email address. A closed listserv will reject any messages sent from addresses that are not connected to subscribed members. Do not assume that you can post to the listserv from every email address you have. Frequent situations that result in postings being rejected are:

   a. Name (or user) change – If your email has recently changed due to a change in your name postings to the listserv will be rejected. This may seem confusing because you may still receive posts from the listserv. This happens because your workplace email server has been configured to re-route email from your old email address to the new email address. Your listserv subscription email will be your old email address until you inform the list owner of your new email address.

   b. Domain change – The information that follows the "@" symbol in your email address is based on a domain name. If your workplace changes it's domain name your postings to the listserv may be rejected (e.g., collegenamec.on.ca is changed to collegename.ca). This problem could be intermittent depending upon configuration settings at your workplace. As above, this may be confusing if you still receive posts from the listserv because your workplace email server re-routes email from your old address to the new address. Your listserv subscription email will be your old email address until you inform the list owner of your new email address.

   If your postings are being rejected and you have not recently changed your email address, please contact the list owner to determine the cause.

7. **How do I reply to a posting?**
   Please note that the "reply to" functionality if configured differently for each list. You should determine whether it is necessary to post a response to the entire list or the original sender, and adjust the "to" line accordingly. Do not reply to the entire list if replying to an individual is more appropriate. If you are unsure, reply to the original sender. If you are asking survey questions of the entire membership, it may be more appropriate to ask that replies be sent

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directly to you. After all the replies have been gathered, please share your finding with everyone and post a summary to the list.

8. **Can I send attachments through the listserv?**
Attachments can be distributed to everyone on the list, but the distribution of large documents is discouraged. Each institution may have limits on the attachment sizes that may prevent your message from being delivered.

9. **Why do I need a password?**
You need a password to access the archives, change your subscription preferences, or unsubscribe yourself from the list.

To create your initial password, or change a lost password, visit http://lists.humber.ca. Type your e-mail address at the top left of the screenpage, and click on the *Lost password?* or *First login* link at the top right of the screenpage. You will then be re-directed to a page where you can input your email address and click on the [Request new password] button to receive instructions to reset your password via email.

If you do not receive a password reminder email after requesting one, please contact the listserv owner.

10. **I'm going on vacation, is there something I need to do?**
If your e-mailbox becomes full while you are on vacation, messages sent from the listserv may bounce and you may be automatically removed from the list. You can temporarily halt mail delivery by changing the current reception mode in your subscriber options:

> a. **[CCDI-L]:** http://lists.humber.ca/sympa/suboptions/ccdi-l
>
> b. **[CCDI-AT]:** http://lists.humber.ca/sympa/suboptions/ccdi-at

You will need your password in order to change your options.
- Login to your subscription page at the top left of the screen.
- Before you leave for vacation change the reception mode to *no mail* and click the [Update] button;
- When you return from vacation, login to your subscription page once again, reset the reception mode to *normal*, click the [Update] button to begin receiving listserv posts once again.

Please note: If you use an auto-reply program, please ensure that it is properly configured and implemented, otherwise your reply message will be sent to the listserv every time a message is received by you.

11. **Can I Unsubscribe myself?**
Please do not send an unsubscribe email to ccdi-l@lists.humber.ca This will

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only post the message that you want to unsubscribe to everyone on the list.

You will need your password to unsubscribe from the list.
If you cannot remember your password, complete the *email address* text box, and click on *Lost password?* link at the bottom left of the webpage. See FAQ #5 – **How do I get my password for complete instructions?**

You can unsubscribe yourself from any CCDI listserv from the corresponding subscription option page as follows:

[CCDI-L]:	http://lists.humber.ca/sympa/suboptions/ccdi-l
[CCDI-AT]:	http://lists.humber.ca//suboptions/ccdi-at

Complete the login challenge (email address and password) at the top left of the webpage, and click the [Login] button.
Click on the *Unsubscribe* link on the left side of the screen, under *Subscriber Options*.
Confirm any challenges presented (Do you really want to unsubscribe from list?)
You will receive a message indicating that the signoff action was completed, and an email message indicating that you have been removed from the listserv.

For security reasons, you cannot unsubscribe someone else from the list. In cases where members must be removed and are not able to remove themselves, please contact the list owner debi.turner@humber.ca

Please Note: You cannot re-subscribe yourself to the list.

If you are unsubscribing because you want to temporarily stop receiving email from the listserv (due to vacation, etc.) it is better to change the reception mode in your subscription preferences to NO MAIL (see FAQ #10 – **I'm going on vacation, is there something I need to do?**).

12. **Why does the formatting in my message look funny?**
The most common reason for formatting problems in a posted message occurs when Microsoft Word is used as an email editor, or the message has been cut and pasted from a Word document into an email message. The message may look free of formatting problems, even when viewed in the sender's email application, but sometimes any hidden code only shows up after the message is sent.

Below is an example of a message that was cut and pasted from Word into an email message. It looked normal when sent, but was received as follows:

“Wilderness and … Rescue in the Beartooths” will be

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> presented
> Wednesday, May 9th at 7:00 pm at the Emerson Center’s Wea
> ver Room in
> Bozeman.

Therefore, we recommend composing messages directly in your email application. Send messages in plain text format if you want to ensure that your message does not have any hidden codes and can be viewed by all subscribers.

13. **How do I access old messages sent to the list?**
    To access past messages sent to the list, please refer to FAQ #4 – *Is there an archive?*

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