



## eIAR - SSA Notification

# NYSeMail Listserve Distribution Lists

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## Introduction:

A NYSeMail Listserve dl was created for your County. It looks like this:

otda.dl.{CountyName}.eIAR.

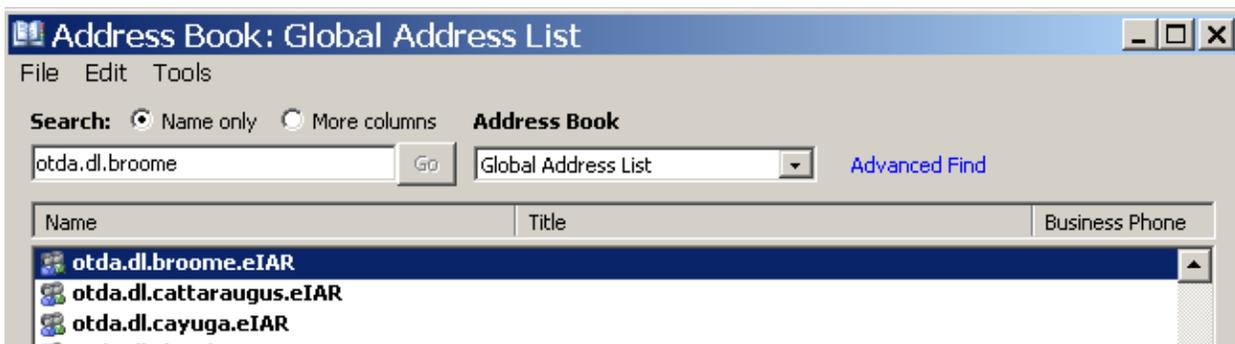
This list appears in the NYSeMail Global Address List (GAL) in the OTDA address book or the Global Address Book.

As manager of the eIAR distribution list, you can add and remove users to the distribution list. Likewise as manager of the list, you will possibly be asked to troubleshoot any problems with delivery that occur to your unit.

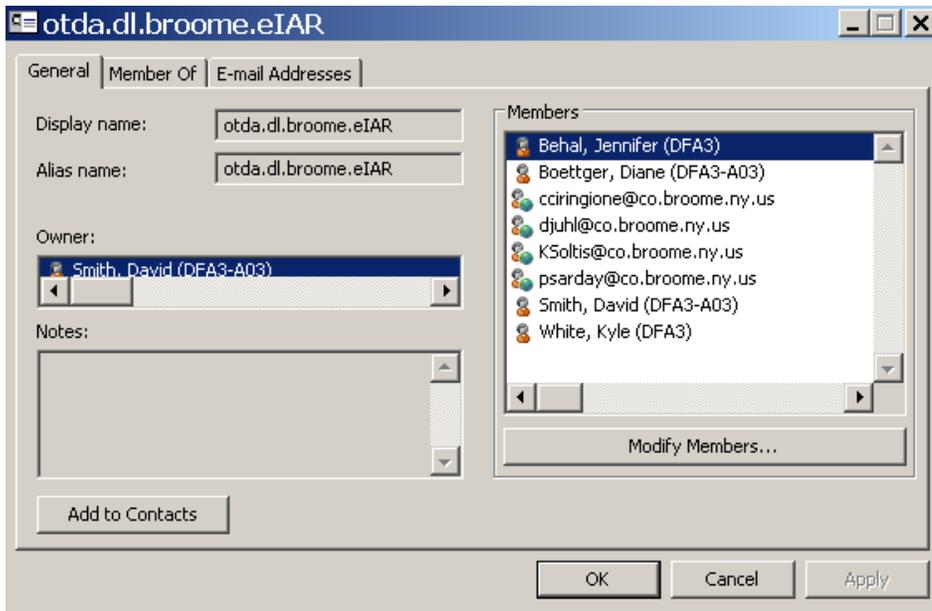
## How to manage your list:

The manager has the ability to add and remove users to the list. There are two ways to do this:

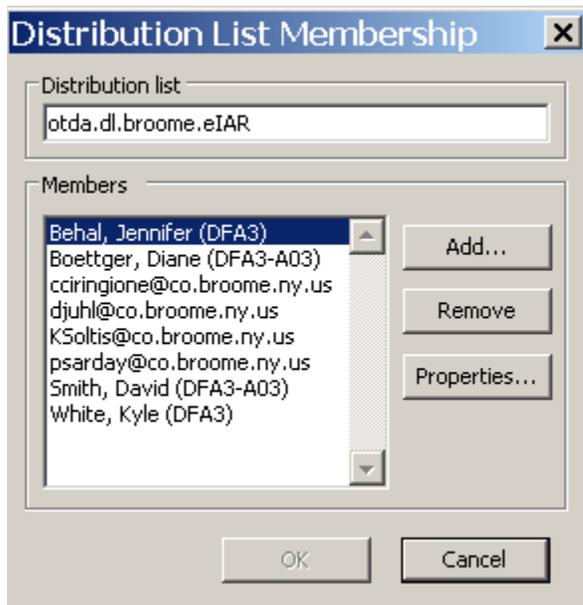
1. From your Outlook Client in your NYSeMail mailbox, open the Global Address book and find your list:



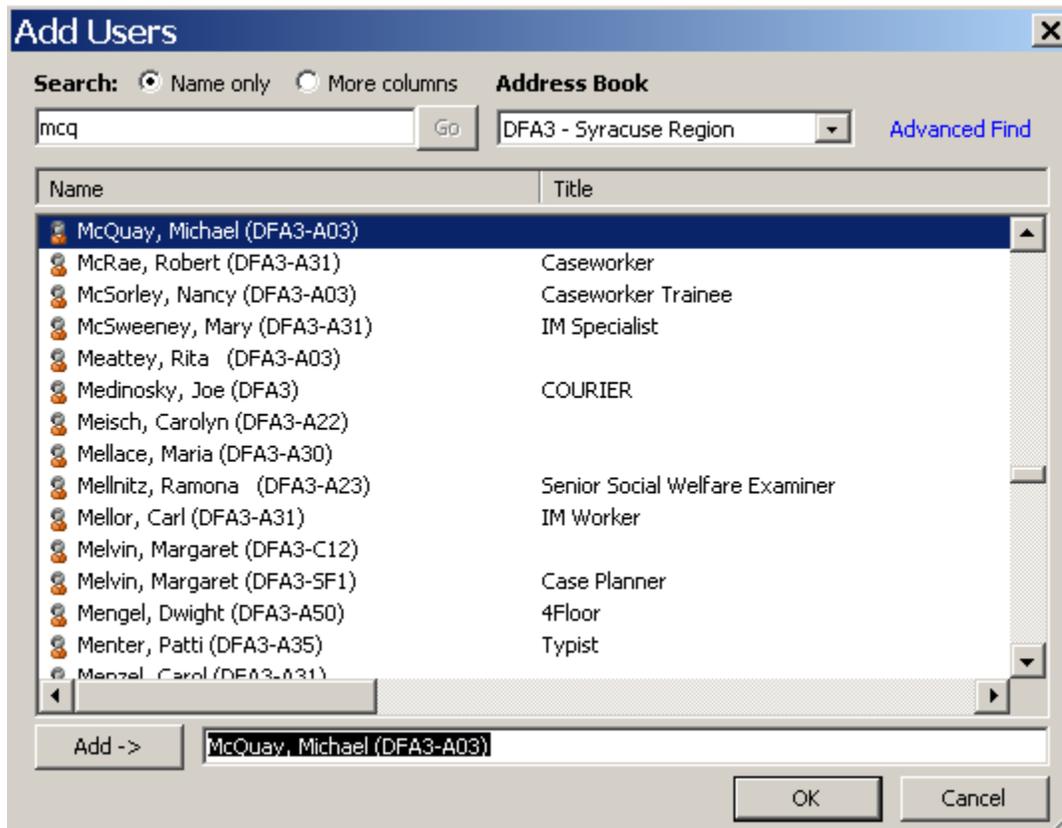
2. Double click your list, and go to the **Modify Members**



3. Select **Add** to add someone to the list. Always try to add the **user's name**. Do not try to add users hsen id.



4. Please remember to add the user's name even if your user has a county e-mail address. Most county users are in the NYSeMail address book and the easiest way to add them is to select them out of the GAL.



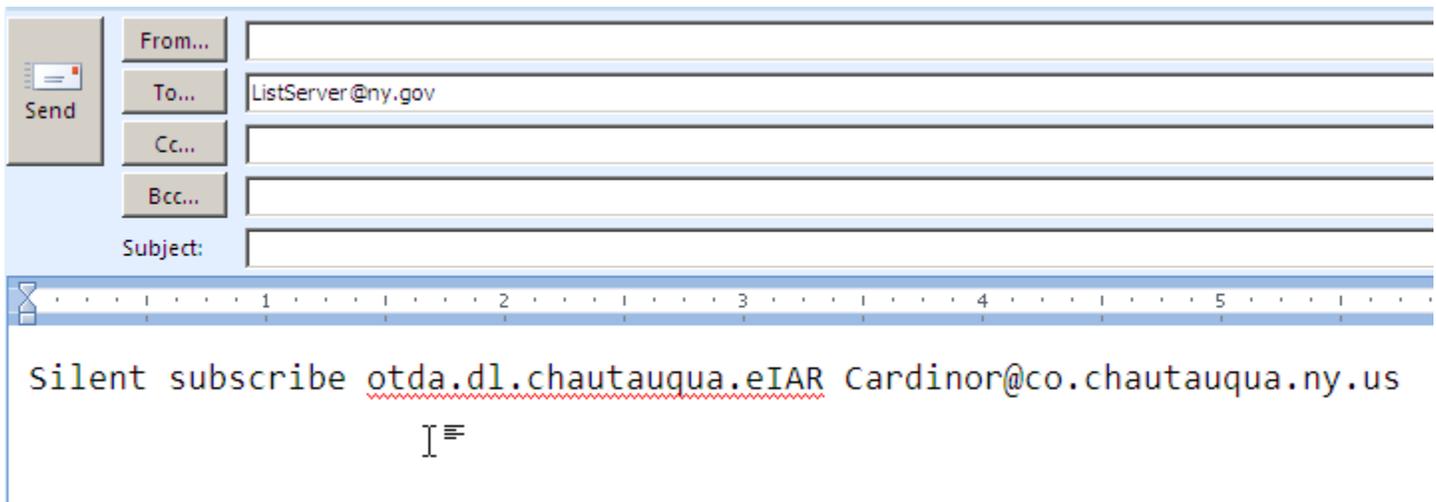
5. If you cannot find them in the GAL or only have Outlook Web Access to NYSeMail you will need to add and remove users via this method:

## How to subscribe Users Who Are Not in the Global Address List

1. Go to Outlook
2. Select **New Mail Message**
3. Go to the **To** field. Enter ListServer@ny.gov
4. Go to **Format**
5. Check **Plain Text**
6. Remove any Signature on the bottom of the message
7. Leave the subject line blank
8. In the Body of the message type in the words:
  - o Silent subscribe {one space} (name of your distribution list) {one space} (e-mail address of the users you are going to subscribe.
9. (DO NOT subscribe users HSEN [ID@dfa.state.ny.us](mailto:ID@dfa.state.ny.us) e-mail address. This will only add duplicate entries to NYSeMail and this user will not receive any e-mail with this e-mail address. All DFA users should be

selected from the GAL or they should be added with [FirstName.LastName@dfa.state.ny.us](mailto:FirstName.LastName@dfa.state.ny.us) e-mail address.

An example is below:

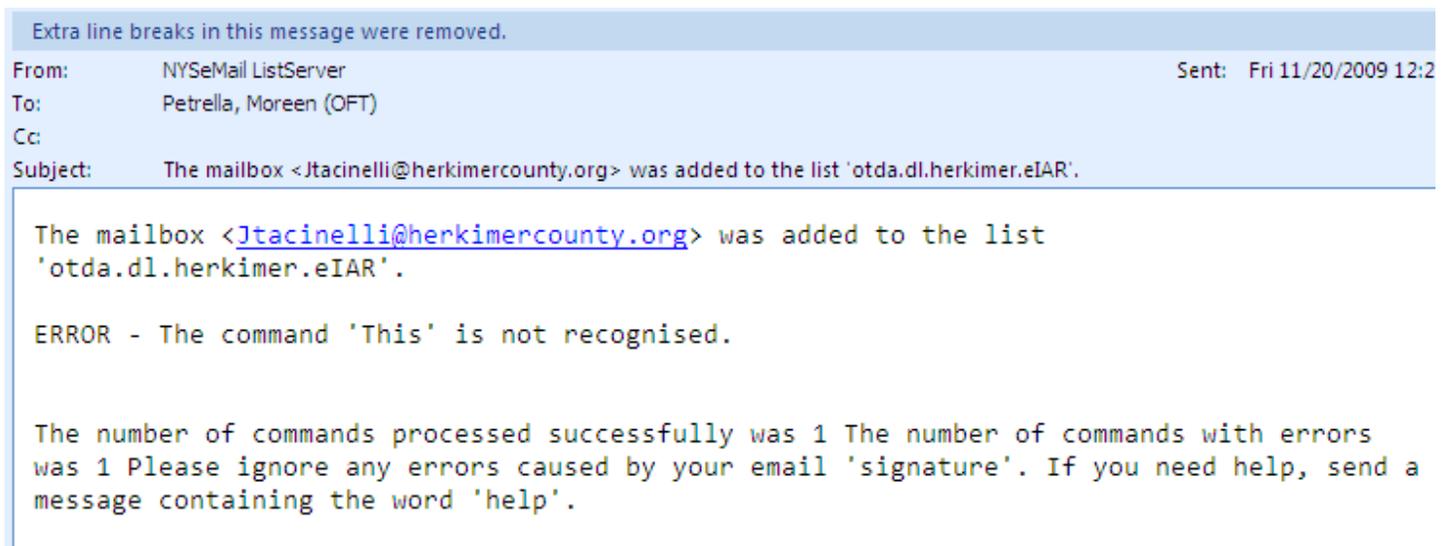


10. Then select the Send button.

This will subscribe/add a user with the e-mail address of [tcardinor@co.chautauqua.ny.us](mailto:tcardinor@co.chautauqua.ny.us) on the Listserve distribution list named otda.dl.chautauqua.eiar.

(Add a separate line for every user that needs to be subscribed to this list and send.

11. You will receive a notification from **NYSeMail ListServer** on the Status of this procedure. It will look like this:



The most important part of this message is the Subject line. Ignore the ERROR message. As long as it says The mailbox xxxxx was added to the list. Then you subscribe was successful.

## How to Unsubscribe Users Who Are Not in the Global Address List

Go through the same procedures in the last section except type in the body of the message the word **unsubscribe** instead of subscribe:

Silent **unsubscribe** {one space} (name of your distribution list) {one space} (e-mail address of the users you are going to unsubscribe). Repeat for each user to be unsubscribed.

Add a separate line for every user to be unsubscribed and send.

## Administrative Questions and Technical Contacts:

Please do not try to reply to the distribution list. The SSA application will not respond to your questions. It is a notification system only.

At this time, administrative questions and Information should be directed to otda.sm.eIAR ([otda.sm.eiar@otda.state.ny.us](mailto:otda.sm.eiar@otda.state.ny.us)). That may change depending on the type of questions asked.

If you are having problems receiving the notification e-mail, please call CCC Help Desk (formerly EHD) at 1-800-697-1323 and direct them to the NYSeMail team.

## How to change Administrators:

If your County needs to change administrators, please ask your former administrator to email [oft.sm.cns.nysemail@cio.ny.gov](mailto:oft.sm.cns.nysemail@cio.ny.gov) . If for some reason your administrator has left your agency, the County DSS Administrator of the program should make the request.