

## Frequently Asked Questions

### 1. What is a list serve?

An electronic discussion list, or list serve, is a subscription-based email group that provides an online forum to facilitate discussion on a particular subject or specialty topic. When you join, you can send and receive messages, which will be shared with everyone in the group.

### 2. Who participates?

VBA members who belong to a VBA Section will automatically be included in the list serve for that Section.

### 3. How do I manage the number of emails I get?

When you are first subscribed, you will receive individual messages from the list serve as they are generated. If you would prefer to receive messages in digest format (one email per day with all the day's messages in the body of the email), send an email to:

Digest-[insert the list serves email address]@intustalk.com

For example: digest-vtbar\_elder\_law@intustalk.com

### 4. Can I divert the messages to another folder to avoid clogging up my inbox?

Yes. Right click on the message and select Create Rule. Follow the instructions to have all messages from that list serve address to be placed in a separate folder.

### 5. What is email etiquette or "netiquette"?

Netiquette refers to rules of behavior for online communication. Here are some basics:

- a. Clearly summarize the contents of your message in the subject line.
- b. Keep your messages short and focused.
- c. Avoid using all capital letters.
- d. Don't write anything you wouldn't say in public.
- e. Try to keep your messages on-topic.

### 6. How do I send a message to the list?

By choosing "Reply", a message will be generated to the list serve members. Remember, you are not responding to one person, you are responding to everyone on the list serve. In order to reply to an individual, do not use the "Reply" button. You will need to type in their specific address (or click on or cut and paste their email address if it's listed in the body of a message).

### 7. What if I want to send an attachment?

You can attach any type of file, i.e. text, csv, exe, pdf, scripts, etc., but ListManager will warn you if the file is over 1 MB, because many email programs do not allow attachments to be sent or received that are larger than 1MB. Although you will be warned, the message will still be sent even if it exceeds 1 MB. Also, please keep in mind that some members may not be able to receive attachments at all, or their email programs may have a different allowable size.

8. If you have other questions or need additional assistance, please contact Laura Welcome at [lwelcome@vtbar.org](mailto:lwelcome@vtbar.org), or Lisa Maxfield at [lmaxfield@vtbar.org](mailto:lmaxfield@vtbar.org)