

## Feature Brief: Mailing List Moderation

Kavi® Groups 3.4 includes a new web-based email moderation panel to simplify the administrative task of approving or rejecting email messages sent to group mailing lists by unknown senders. The web-based email moderation panel supplements, but does not replace, the existing email-based moderation scheme. We recognize that each email administrator has his preferred working style; this new feature addresses the need for a *moderate from anywhere* capability requested by many email administrators.

### ***Moderating Mailing List Messages***

Kavi® Groups 3.4 simplifies mailing list moderation through a centralized moderation area. This area is available to all list moderators by clicking the Email tab on the My Groups portal page. From there, users can select the Moderate Email link to approve or reject (delete) email messages in the moderation queue for lists they moderate (see Figure 1).

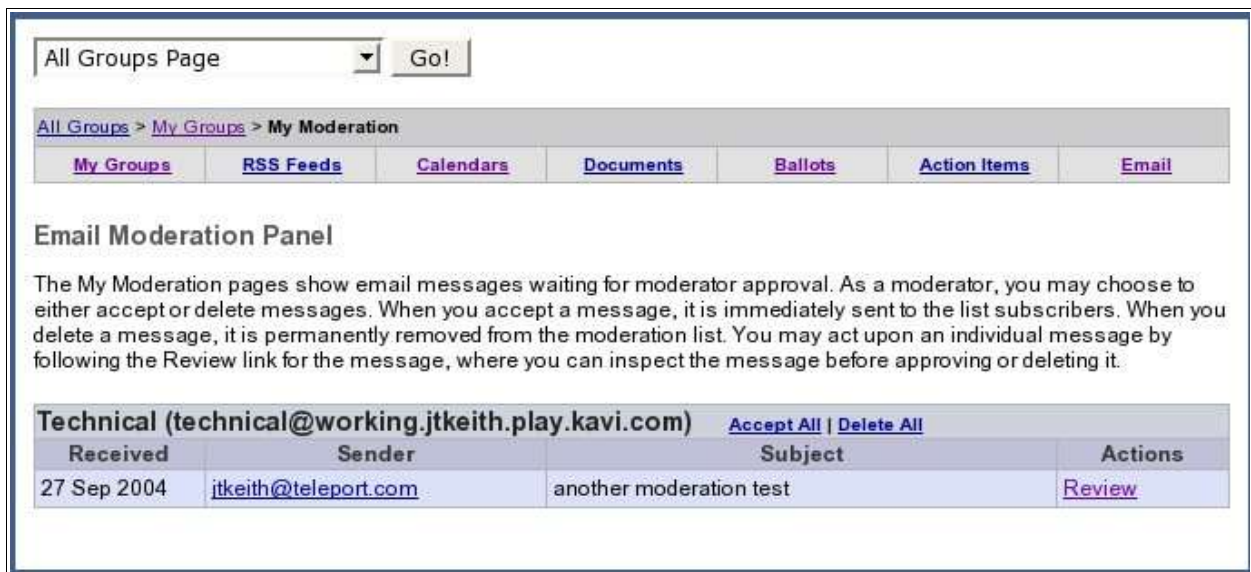


Figure 1: Email Moderation Panel

## Reviewing Messages for Approval or Deletion

A message can often be accepted or rejected based solely on the sender's email address or the subject line of the message. It is not uncommon, for example, for an otherwise-authorized sender to occasionally post messages from an alternate email account. For many messages, however, it will be necessary to review the message content to make the final determination. Email moderators can review the message by clicking on the *Review* link in the Actions column (see Figure 2).

When reviewing individual messages the moderator is presented with detailed moderation options to either automatically allow or disallow messages from the same sender in the future. These options are particularly useful for senders who routinely post messages from an alternate address, or for senders who chronically send unwanted messages to the mailing lists.

**Mailing List: technical@working.jtkeith.play.kavi.com**

Accept this message ▾ and continue moderating this sender ▾ Moderate

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[View Raw Message](#)

Message: 1096245759.31997  
Return-Path: <jtkeith@teleport.com>  
From: John Keith <jtkeith@teleport.com>  
Subject: another moderation test  
Date: Sun, 26 Sep 2004 17:42:38 -0700

ignore this one too, please.

**[ End of Message ]**

Figure 2: Message Review Page

## Reviewing the Raw Message

The review page presents a formatted version of the message for quick review. In rare cases it may be necessary to see the entire message in its raw form. This may be useful, for example, if the message contains attachments that must be reviewed prior to approving the message for delivery to list subscribers. Moderators can view the raw message by following the appropriate link from the review page (see figure 3).

```
Return-Path: <jtkeith@teleport.com>
Delivered-To: moderator for jtkeith@requests.kavi.com
Received: (qmail 31987 invoked from network); 27 Sep 2004 00:42:38 -0000
Received: from uchi.kavi.com (64.242.113.141)
  by fugu.kavi.com with SMTP; 27 Sep 2004 00:42:38 -0000
Received: (qmail 20101 invoked from network); 27 Sep 2004 00:42:38 -0000
Received: from clover.kavi.com (HELO ?192.168.1.136?) (64.242.113.254)
  by uchi.kavi.com with SMTP; 27 Sep 2004 00:42:38 -0000
Mime-Version: 1.0 (Apple Message framework v619)
Content-Transfer-Encoding: 7bit
Message-Id: <21BE7054-101E-11D9-93FA-000A959E4ADE@teleport.com>
Content-Type: text/plain; charset=US-ASCII; format=flowed
To: jtkeith@requests.kavi.com
From: John Keith <jtkeith@teleport.com>
Subject: another moderation test
Date: Sun, 26 Sep 2004 17:42:38 -0700
X-Mailer: Apple Mail (2.619)

ignore this one too, please.
```

Figure 3: Raw Message Display Format

## Bulk Approval and Deletion

For busy lists it may be more convenient to accept or reject all messages in the moderation queue with a single click. One particularly useful strategy for heavy list moderation is to individually approve or delete specific messages, followed by bulk deletion or approval of the remaining messages in the moderation queue.

The bulk action links, labeled *Accept All* and *Delete All*, appear in the moderation table heading row, just to the right of the mailing lists name. When you click on either of these links you will be presented with a page asking to confirm the action. You may click the Cancel button if you do not want to perform the bulk action (see figures 4 and 5).



Figure 4: Bulk Acceptance Confirmation Page



Figure 5: Bulk Deletion Confirmation Page