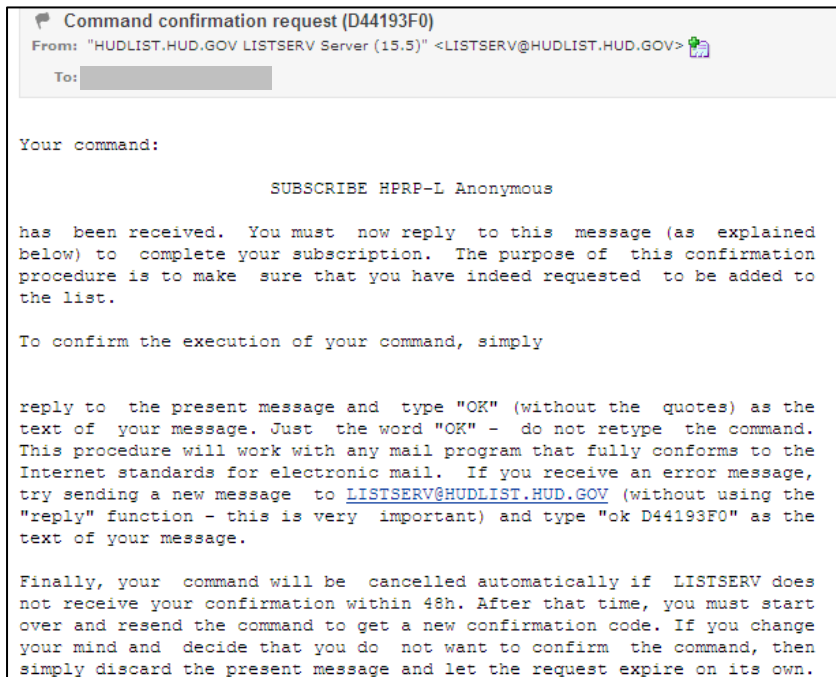


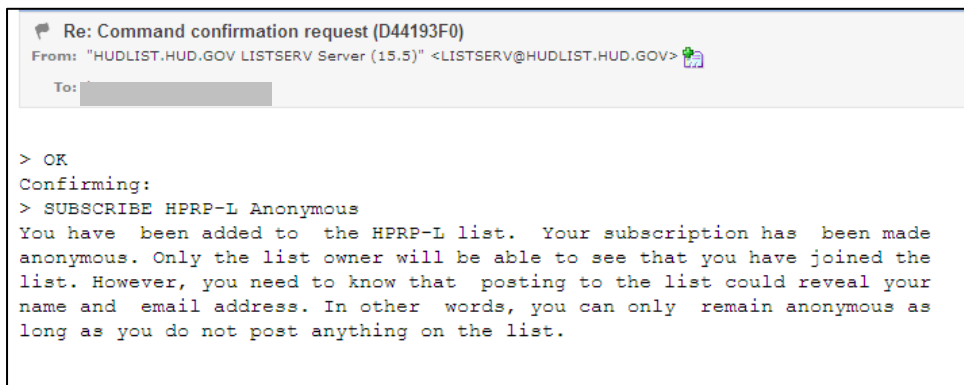
How to Join a HUD Listserv & Troubleshooting Tips

1. Select the listserv that you would like to join from the Join a Listserv page: <http://www.hudhre.info/index.cfm?do=viewJoin>. This will bring you to the respective HUD Mailing List page.
2. Enter your e-mail address and select "OK" to initiate the listserv confirmation process.
3. First, you should receive an e-mail similar to the one shown below:



****Tip:** If you do not receive a confirmation e-mail, review the troubleshooting tips at the end of this document to ensure your e-mail program is not blocking the sender's messages.

4. Review the instructions and click "Reply." In the body of the e-mail, type "OK" (without quotation marks). Delete any other quoted text and click "Send." (Note: You must respond to the original e-mail within 48 hours.)
5. Shortly after sending, you should receive a confirmation e-mail like the one shown below:



6. Finally, you should receive a second confirmation e-mail similar to the one shown below:

You are now subscribed to the HPRP-L list
From: "HUDLIST.HUD.GOV LISTSERV Server (15.5)" <LISTSERV@HUDLIST.HUD.GOV>
To: [REDACTED]

Tue, 26 Jan 2010 20:20:17

Your subscription to the HPRP-L list (Homelessness Prevention and Rapid Re-housing (HPRP)) has been accepted.

Please save this message for future reference, especially if this is the first time you are subscribing to an electronic mailing list. If you ever need to leave the list, then you will find the necessary instructions below. Perhaps more importantly, saving a copy of this message (and of all future subscription notices from other mailing lists) in a special mail folder will give you instant access to the list of mailing lists to which you are subscribed. This may prove useful the next time you go on vacation and need to leave the lists temporarily to avoid filling up your mailbox while you are away. You should also save the welcome messages from the list owners that you may receive after subscribing to a new list.

To send a message to all of the people currently subscribed to the list, just send mail to HPRP-L@HUDLIST.HUD.GOV, which is called the list address. You must never try to send any command to that address, as it would be distributed to all the people who have subscribed. All commands must be sent to LISTSERV@HUDLIST.HUD.GOV, which is the LISTSERV address. It is important to understand the difference between the two.

You may leave the list at any time by sending a "SIGNOFF HPRP-L" command to LISTSERV@HUDLIST.HUD.GOV. You can also tell LISTSERV how you want it to confirm the receipt of messages you send to the list. To send yourself a copy of your own messages, send a "SET HPRP-L REPRO" command. Alternatively, to have LISTSERV send you a short acknowledgement instead of the entire message, send a "SET HPRP-L ACK NOREPRO" command. Finally, you can turn off acknowledgements completely with the "SET HPRP-L NOACK NOREPRO" command.

Note: Subscription settings and preferences can also be set using LISTSERV's Web Interface. For more information on using commands or on using the Web Interface to set your subscription settings, see the List Subscriber's Manual at <http://www.lsoft.com/resources/manuals.asp>.

Following instructions from the list owner, your subscription options have been set to "CONCEAL MIME" rather than the usual LISTSERV defaults. For more information about subscription options, send a "QUERY HPRP-L" command to LISTSERV@HUDLIST.HUD.GOV.

Contributions sent to this list are automatically archived. You can access the list archives at <http://hudlist.hud.gov/cgi-bin/wa?A0=HPRP-L>. You may need to log in or get a password for the Web interface to view the archives.

This list is available in digest form. If you wish to receive the digested version of the postings, then issue a "SET HPRP-L DIGEST" command.

More information on LISTSERV commands can be found in the LISTSERV reference card, which you can retrieve by sending an "INFO REFCARD" command to LISTSERV@HUDLIST.HUD.GOV.

7. If you have successfully followed the steps above and have received the confirmations noted, you have been added to the listserv. Note: Generally, requests to join HUD Listservs are processed within one business-day. If you did not receive the confirmation e-mails, it is likely that your request did not go through.
- **Tip:** If after several weeks you have not received a listserv message from the group you joined, please review the following troubleshooting tips provided by the CPD Web Team.

Troubleshooting Tips:

If you are properly signed up to receive HUD listservs but are not receiving them, this would indicate that your e-mail program or ISP may be blocking the messages. Check your e-mail program settings to make sure that the HUD e-mail address has not been listed as one to block and add the listserv to your "Safe Senders" list (see instructions below). If you need further assistance, please contact your IT Administrator.

Add LISTSERV@HUDLIST.HUD.GOV to your "Safe Senders" list by performing the following actions:

1. On the Tools menu, click "Options."
2. On the Preferences tab, click "Junk E-mail."
3. On the Safe Senders tab, click "Add."
4. In the Add address field, enter LISTSERV@HUDLIST.HUD.GOV

If your e-mail program is not set to block HUD listservs, you will need to contact your IT Administrator to ensure that they are not blocking the messages. They may be blocking our listservs directly, or they may be using a third-party e-mail filter which is blocking HUD listservs, mistaking them for unsolicited e-mail messages. This is an issue that will need to be resolved with your IT Administrator, who will need to adjust their own settings or contact the provider of any third-party filtering software they may be using.