

## How to access and use the SPVS Discussion List

### Introduction

The SPVS Discussion List is a service provided free of charge to members of the Society of Practising Veterinary Surgeons. Only SPVS members may join the list or, exceptionally, other prominent members of the profession at the sole discretion of the SPVS Council. On leaving membership of the Society, by resignation or by removal for non-payment, members will be removed from the Discussion List.

The List is intended for conversations on any aspect of the management of veterinary practices, also on any political issues that impact on veterinary practice, but no subject is prohibited or discouraged.

### Yahoogroups

The service is provided by Yahoogroups, not by the SPVS directly, and is moderated by a Listowner appointed by the SPVS Council. The Listowner may be contacted at [listowner@spvs.org.uk](mailto:listowner@spvs.org.uk) or via the SPVS Office. The List's home page, on the Yahoogroups web site, is at <http://groups.yahoo.com/group/spvs>.

The Yahoogroups software will only accept messages for onwards transmission to the List if they come from an email address that it recognises as being that of a member of the List. If a member wants to send messages from both work and home, then both addresses need to be registered with the List software. Individual addresses can be set to "no email", so that List emails are received at one only address but can be sent from others. The Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) can set this up for you.

List members can access a range of web-based services, including:

- Managing their membership of the List and personal preferences.
- Access to the List's searchable message archive.
- Access to the List's file-sharing area
- Reading and writing List emails directly from the web site.

To do this, List members need to register with Yahoogroups and acquire a username and password to allow access to the List's section of the Yahoogroups web site. To register, start by trying to go to the List's home page at <http://groups.yahoo.com/group/spvs> and click on "New here? Sign up" in the top left of the screen. The software is far more likely to accept a choice of username if it includes numbers as well as letters. Once the forms have been completed to the software's satisfaction it will send a confirmation email with an authentication code. This code must be quoted to complete the process. After registering, visit <http://subscribe.yahoo.com/showaccount> to switch off spam emails.

It is not necessary to register with Yahoogroups to send and receive List emails, only to access the web-based facilities of the List.

### List Etiquette

Good manners and courtesy towards fellow list members is expected. Anyone participating in conversations which get overly heated or personal will be asked to either stop the conversation or to use private email.

The Society reserves the right to ban any member who abuses the List by sending libellous, obscene or offensive material or by blatantly advertising their commercial products or services.

All List members participate in their own personal capacity as SPVS members and should not be regarded as being representatives of any company, organisation or charity by which they might be employed or with which they might be otherwise affiliated. On the other hand, List members may speak on behalf of their employer or organisation if they wish and, if doing so, should make this clear.

In joining this List, the member acknowledges that all information (Content), posted on the SPVS Discussion List (spvs@yahoogroups.com) is the sole responsibility of the person from which such Content originated. This means that the member, and not the SPVS, are entirely responsible for all Content that they upload, post, email or otherwise transmit via the group. The SPVS does not control the Content posted via the group and, as such, does not guarantee the accuracy, integrity or quality of such Content. Under no circumstances will the SPVS be liable in any way for any Content, including, but not limited to, for any errors or omissions in any Content, or for any loss or damage of any kind incurred as a result of the use of any Content posted, emailed or otherwise transmitted via the group.

Council members, in line with their work for SPVS, may use wholly anonymised List messages or extracts from these to represent the members' views. This sole exception aside, no-one may without the express written permission of the List member concerned forward, copy or quote directly from any message on the List. Anyone who infringes this rule may be summarily removed from the List. Only in the most minor cases, and with the approval of the member(s) affected, the Listowner may accept a public (ie. on-List) apology to the affected List member(s) as an alternative to removal. Appeals against removal may be made to the SPVS President, who may consult with the Council solely at his/her personal discretion and whose decision is final.

When replying to List messages, please delete as much as possible of the message to which you are replying, leaving only enough for your reply to be intelligible and for it to be clear exactly what you are replying to. This is to save people who choose to receive their List emails as one daily "digest" from having to wade through pages of repeated material to reach the few lines of new text. This is particularly important if you are top-posting, as it is easy not to notice that there are pages of old correspondence and list footers following on from the message which is visible on your screen.

## **FAQs**

### **Q. How do I join the List?**

**A.** Send an email to the Listowner (listowner@spvs.org.uk) with your name and postal address, so that she can check that you are on the SPVS membership list. You will be joined up using the address from which the email came, unless you specifically ask otherwise. Alternatively, you can contact the SPVS Office (office@spvs.org.uk) but they will simply forward your email to the Listowner. It is possible to apply to join the List via the Yahoogroups web site (go to <http://tech.groups.yahoo.com/group/spvs/> and click "join this group" near the top right) but this too generates an email to the Listowner, and then further correspondence is required to obtain your name and address to check you against the SPVS membership list.

### **Q. How do I send an email to the List?**

**A.** To reply to a list message, click "reply" in your email software. To start a new thread, compose a new email (your email software will have a button called "new", "compose" or similar) with spvs@yahoogroups.com in the To: field and a suitable Subject: line. Please do not use a reply to a List message to start a new topic of conversation; this makes it impossible for people who use threading in their email software to follow conversations appropriately.

**Q. Why can't I send an attachment with a message to the List?**

**A.** This is a security measure, to prevent viruses being transmitted, with potential liability for the Society and the Listowner. If you have a file that you want to share with other List members you can either:

- Send it to the Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) with the request that they put it in the List's file-sharing area on the Yahoogroups web site; or
- Tell List members that the file is available and to contact you off-list to obtain a copy; or
- Upload the file to a web site of your own and send the link to List members.

**Q. Can I change my settings by email, without registering with Yahoogroups?**

**A.** Yes. The Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) can do this for you, or you can use the email commands listed below:

- To unsubscribe from the List, send a blank message to: [spvs-unsubscribe@yahoogroups.com](mailto:spvs-unsubscribe@yahoogroups.com)
- To put your email message delivery on hold, send a blank message to: [spvs-nomail@yahoogroups.com](mailto:spvs-nomail@yahoogroups.com)
- To change your subscription to daily digest mode, send a blank message to: [spvs-digest@yahoogroups.com](mailto:spvs-digest@yahoogroups.com)
- To change your subscription to individual emails, send a blank message to: [spvs-normal@yahoogroups.com](mailto:spvs-normal@yahoogroups.com)
- To receive general help information, send a blank message to: [spvs-help@yahoogroups.com](mailto:spvs-help@yahoogroups.com)

**Q. Help, I am getting too many emails!**

**A.** You can choose not to receive List emails at all but to read them on the Yahoogroups web site when you want to. You can set "no emails" by clicking "edit membership" on the Yahoogroups web site, or send a blank email to [spvs-nomail@yahoogroups.com](mailto:spvs-nomail@yahoogroups.com), or ask the Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) to do it for you. Alternatively, you can opt to receive a "daily digest" instead of individual emails, where the day's emails are collected one after the other into a single email. You can set "daily digest" by clicking "edit membership" on the Yahoogroups web site, or send a blank email to [spvs-digest@yahoogroups.com](mailto:spvs-digest@yahoogroups.com), or ask the Listowner, [listowner@spvs.org.uk](mailto:listowner@spvs.org.uk), to do it for you.

**Q. I am going on holiday and want to switch off List emails temporarily.**

**A.** You can set "no emails" by clicking "edit membership" on the Yahoogroups web site, or send a blank email to [spvs-nomail@yahoogroups.com](mailto:spvs-nomail@yahoogroups.com), or ask the Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) to do it for you. When you get back, resume normal service by setting "individual emails" by clicking "edit membership" on the Yahoogroups web site, or send a blank email to [spvs-normal@yahoogroups.com](mailto:spvs-normal@yahoogroups.com), or ask the Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) to do it for you.

**Q. I've forgotten my Yahoogroups login details.**

**A.** Because your Yahoogroups "identity" is something that is specific to you but may be common to several Lists, with different Listowners, this is something that the Listowner cannot access. The Listowner can see your Yahoogroups username (which might help to give you a clue as to your password) but cannot see your password. If you want to access the List's web site and really cannot remember your Yahoogroups password, the best advice is to register again with Yahoogroups from scratch and get a new username and password.

**Q. Can I change the email address that I use for the List?**

**A.** Yes. If you have registered with Yahoogroups, you can change the address yourself by going to the List's home page at <http://tech.groups.yahoo.com/group/spvs/>, and sign in with your Yahoogroups username and password. You will see in small blue text near the top left of the page "edit membership" – click on that and you will be able to change the email address which you use, without losing your personal settings. Don't forget to click "save changes" when you are finished.

The Listowner can only do this for you by removing you from the list altogether then joining you up again with your new address. This will lose any personal preferences that you might have set and will break the link between your Yahoogroups identity and your membership of the List, making it difficult for you to access the list's web-based facilities in the future. If you have not registered with Yahoogroups, then ask the Listowner to do this for you as you have nothing to lose by it.

**Q. Why are messages that I send to the list bouncing?**

**A.** The Yahoogroups software will only accept messages from email addresses which it knows to be those of List members. Either send your email from the email address at which you joined the List, or change the email address that you have registered with the List software. The Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) can help you with this.

**Q. Why am I not receiving messages from the List?**

**A.** Maybe the List is just quiet, maybe you have accidentally removed yourself from the list or changed your settings to "no email", or maybe List messages are being blocked or bounced by your ISP. If your ISP has a spam filtering system that you can control, make sure that [spvs@yahoogroups.com](mailto:spvs@yahoogroups.com) is on your whitelist. If that doesn't solve the problem, ask the Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) who should be able to help identify where the problem lies.

**Q. Can I use more than one email address for the List?**

**A.** Yes, you can have as many email addresses as you like, with different settings for each. A common situation is where a list member receives List messages at one email address (at work, for example) but has other email addresses, such as home and mobile, registered and set to "no email", so they can send messages to the list from them if they want to. The Listowner ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)) can help you with this.

**Q. Help, I've sent an email that I didn't mean to! Can I cancel it?**

**A.** No, sorry, the List software is automatic and transmits your messages onwards to all members within seconds. The Listowner can however remove the message from the archives if you ask ([listowner@spvs.org.uk](mailto:listowner@spvs.org.uk)).