

## TAC Listserv: How to Manage Your Subscription

To access your Listserv account, please click on the link below:

<https://list.cira.state.tx.us/ips-cp/>

After clicking the above website link, you will be directed to the **TAC County Information Resources Agency** login screen. **Helpful Tip:** Adding this website to your favorites or bookmarked webpages will be helpful to access the page in the future.

Login to the program by entering the email address where you are currently receiving Listserv messages to. Then enter your current Listserv account password. If you do not know your Listserv password, please contact CIRA at **1-800-456-5974** or email CIRA at [support@cira.state.tx.us](mailto:support@cira.state.tx.us). A CIRA staff member will be able to provide you with the account password. Please note, this password is not your email address/account password. It is strictly the listserv subscription account password.

### Screenshot: The Login Window

The screenshot shows a web browser window with the CIRA logo in the top left corner. The main content area is titled "Login to IPS Control Panel" and contains the following elements:

- A "Login" sidebar on the left with instructions: "Enter your 'User ID' and 'Password' to the right. Then click the 'Login' button."
- Input fields for "Email Address" (with a placeholder "(e.g., userid@domain)") and "Password".
- A "Login" button.
- A link for "[Reset External Account Password](#)".
- Text: "If you have forgotten your password or have any other login problems please contact:"
- A list of contact information:
  - Your local CIRA Agency Coordinator, or
  - CIRA Customer Support
    - Phone: 1-800-456-5974 x3655 or x3632
    - E-mail: [support@cira.state.tx.us](mailto:support@cira.state.tx.us)
- The "INNOVATIVE productivity solutions inc." logo at the bottom center.

The browser's address bar shows "Internet" and the zoom level is set to "100%".

## Screenshot: Mailbox Detail

Once you are logged in to your Listserv account, you will see **Account Info** section and **Mail List Membership** section. Within the section labeled **Mail List Membership** there are four checkboxes.

**Direct** **Digest** **Hold** **Unsub**

MAILBOX DETAIL for brittanyl@county.org

Manage:

Account Info

Mail List Membership:

Domain	List Name	Email Address	MailTo	Direct	Digest	Hold	Unsub
list.county.org	TAC-Clerks	tac-clerk@list.county.org		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(updates to checkboxes are saved immediately)

Direct: Receive mail instantly  
Digest: Once a day containing all messages from the day  
Hold: Don't send mail to subscriber but subscriber can still send  
Unsub: Unsubscribe from the list

Virtual File System Shares:

Internet 100%

**Direct** This option is the default message delivery style. **Direct** mail delivery provides an email message delivered to you each time a user posts information to the Listserv.

**Digest** This option is the alternative message delivery style. The digest subscribers receive one email message from the listserv each day. Email messages sent across the Listserv throughout the day are condensed into one long email and this message is delivered at the end of the day to your email address.

**Hold** This option is for users that would like to temporarily stop receiving messages from the Listserv. This is most commonly used for vacation, extended absence or medical leave.

**Unsub** Check this box if you would like to be removed (unsubscribe) from the Listserv.

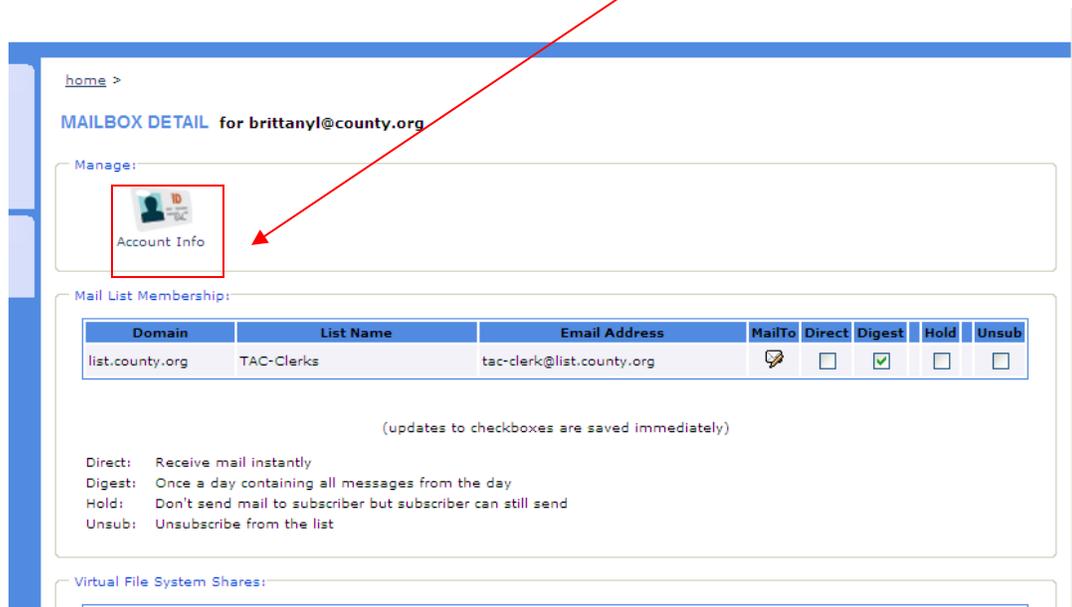
## Direct vs. Digest

When a user subscribes to the Listserv, they have the option of selecting to receive a daily digest or direct mail. By choosing the **digest** option, a user will receive one email message at the end of each day from the Listserv. All the Listserv messages sent that day are condensed into one email message. If you would prefer to receive an email message each time a user posts a question or replies to a listserv message, then you should select **direct** delivery.

## Updating Account Information: Account Password and Contact Information

To update your Account Information, click on the icon labeled **Account Info**

### Screenshot: Account Info

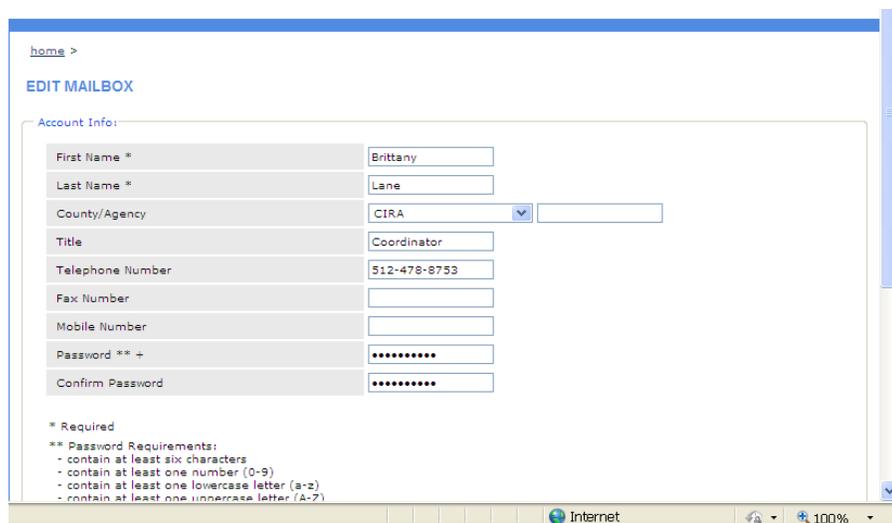


The screenshot shows a web interface for mailbox management. At the top, it says "MAILBOX DETAIL for brittanyl@county.org". Below this is a "Manage:" section with an "Account Info" icon highlighted by a red box and a red arrow pointing to it. Below the "Account Info" section is a "Mail List Membership:" section containing a table with columns: Domain, List Name, Email Address, MailTo, Direct, Digest, Hold, and Unsub. The table has one row with the following data: Domain: list.county.org, List Name: TAC-Clerks, Email Address: tac-clerk@list.county.org, MailTo: [icon], Direct: [checkbox], Digest: [checked checkbox], Hold: [checkbox], Unsub: [checkbox]. Below the table, it says "(updates to checkboxes are saved immediately)". There are also definitions for Direct, Digest, Hold, and Unsub.

Domain	List Name	Email Address	MailTo	Direct	Digest	Hold	Unsub
list.county.org	TAC-Clerks	tac-clerk@list.county.org	[icon]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

After clicking **Account Info**, you will be directed to the **Edit Mailbox** webpage.

### Screenshot: Edit Mailbox



The screenshot shows the "EDIT MAILBOX" webpage. The "Account Info:" section contains the following fields:

- First Name \*: Brittany
- Last Name \*: Lane
- County/Agency: CIRA (dropdown menu)
- Title: Coordinator
- Telephone Number: 512-478-8753
- Fax Number: [empty field]
- Mobile Number: [empty field]
- Password \*\*: [masked field]
- Confirm Password: [masked field]

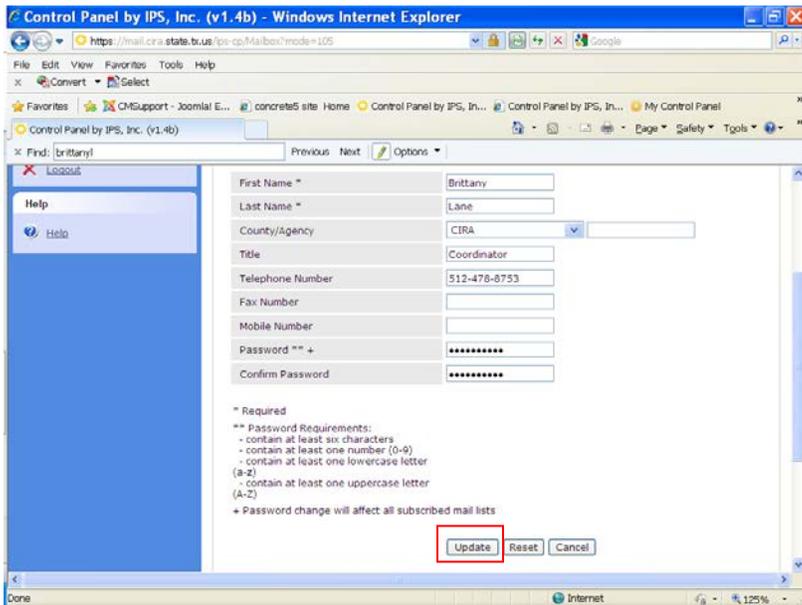
\* Required  
\*\* Password Requirements:  
- contain at least six characters  
- contain at least one number (0-9)  
- contain at least one lowercase letter (a-z)  
- contain at least one uppercase letter (A-Z)

The **Edit Mailbox** webpage is where users can update their account password and contact information.

The password requirements are detailed below the password fields.

You will need to enter the password twice.

After you have successfully updated your account information, please click on **Update**.



## How do I place my account on “hold” status?

If you would like to temporarily stop receiving Listserv messages, then your account can be placed on hold. Log in to your Listserv account by visiting the following website:

<https://mail.cira.state.tx.us/ips-cp/>

Once you are logged in, look at the **Mail List Membership** section. Check the box labeled **HOLD**.

## How do I take my account off “hold” status?

If you would like to begin receiving messages normally again, then your account needs to be taken off hold. Log in to your Listserv account by visiting the following website:

<https://mail.cira.state.tx.us/ips-cp/>

Once you are logged in, look at the **Mail List Membership** section. Un-check the box labeled **HOLD**. Your account should now begin receiving Listserv messages normally.

## How Do I Change My Password?

If you cannot remember your listserv account password and would like a new one provided to you, please email CIRA support at: [support@cira.state.tx.us](mailto:support@cira.state.tx.us) .

In your email request, please identify what listserv you are a member of, your county and a phone number CIRA support can contact you at if needed.

If you know your listserv account password and would like to change it, follow these steps:

1. Log into your Listserv account
2. Click on “Account Info”. This will pull up the “Edit Mailbox” section of your listserv account.

The **Edit Mailbox** page is where you can update the account password and contact information.

The password requirements are detailed below the password fields.

You will need to enter the password twice.

After you have successfully updated your account information, please click on **Update**.

### Why am I not receiving listserv messages?

If you are not seeing listserv messages in your inbox, there could be a technical issue. A few tips to follow to resolve this problem:

1. Check your spam or junk folder. Messages can mistakenly be sent to your spam or junk folder. This can occur due to a system security update in your email client program (Microsoft Outlook, Windows Live Mail, etc.). If you find listserv messages in your junk folder, please mark the messages “not spam” and move them to your inbox. This will help the email program to quit labeling the messages as “junk” or “spam”.
2. If they are not in your spam or junk folder, please log into your listserv account and check your subscription status. If your account is on hold, please remove the hold and place yourself back to direct or digest. If you do not remember your password, please contact CIRA support [support@cira.state.tx.us] and inform the support team of your issue and that you need a password reset.

### Sending Messages to the listserv

To post a question or reply to the listserv, compose an email to the listserv mailbox you are subscribed to:

Example: TAC Clerks      [tac-clerk@list.county.org](mailto:tac-clerk@list.county.org)

When sending a message, remember that large files are not permitted in the system. Any email over 4MB will not be accepted. Emails containing an attachment under 4MB will deliver, but the attachment will appear at the bottom of the email as a downloadable link. This link is active for 14 days.

<a href="#">CIRA-IT</a>	cira-it@list.county.org
<a href="#">TAC - Healthy County</a>	healthycounty@list.county.org
<a href="#">TAC-Auditors</a>	tac-aud@list.county.org
<a href="#">TAC-Budget</a>	tac-bud@list.county.org
<a href="#">TAC-Clerks</a>	tac-clerk@list.county.org
<a href="#">TAC-Commissioners Court</a>	tac-ccourts@list.county.org
<a href="#">TAC-Constables</a>	tac-con@list.county.org
<a href="#">TAC-Core Legislative Group</a>	tac-coreleg@list.county.org
<a href="#">TAC-Court Assistants</a>	tac-ca@list.county.org
<a href="#">TAC-CRB</a>	tac-crb@list.county.org
<a href="#">TAC-Elections</a>	tac-elections@list.county.org
<a href="#">TAC-Emergency Management</a>	tac-em@list.county.org
<a href="#">TAC-GIS</a>	tac-gis@list.county.org
<a href="#">TAC-Human Resource</a>	tac-hr@list.county.org
<a href="#">TAC-Investment Academy</a>	tac-invest@list.county.org
<a href="#">TAC-Jail</a>	tac-jail@list.county.org
<a href="#">TAC-JP</a>	tac-jp@list.county.org
<a href="#">TAC-Judicial</a>	tac-jud@list.county.org
<a href="#">TAC-Law Enforcement</a>	tac-lawenf@list.county.org
<a href="#">TAC-Leadership</a>	tac-leader@list.county.org
<a href="#">TAC-Leadership Class 2014</a>	tac-leader14@list.county.org
<a href="#">TAC-Risk</a>	tac-risk@list.county.org
<a href="#">TAC-Tax Assessors</a>	tac-tax@list.county.org
<a href="#">TAC-TIHCA</a>	tac-tihca@list.county.org
<a href="#">TAC-Treasurers</a>	tac-tre@list.county.org