



Getting Started with Entourage Mail

For the Mac using OS X

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Introduction

This document is a **basic** introduction to Microsoft Entourage for Macintosh OS X. It is written for the University of Hawaii (UH) Macintosh user with a University of Hawaii (UH) username. If you receive electronic mail (email) from a system other than UH, the information in this document may not apply to you.

Requirements

To run Entourage you need a Macintosh with a PowerPC G3 or later processor, 128 MB RAM, and OS 10.1 or later. You will also need a UH username.

If you need a UH username, you may come to the walk-in ITS Help Desk located in Keller 105, Keller 213, or CLIC lab to apply. You may also go to the www.hawaii.edu/account web page to sign up, or you may call **956-8883** for more information. Neighbor islands may call the Help Desk's toll free number at **(800) 558-2669**.

POP and IMAP Servers

Entourage supports both the POP and IMAP configurations for incoming mail.

In the POP configuration, mail from the email server is downloaded to your hard drive. It is then deleted from the server and remains only on your local hard drive. This means that you will only be able to read those downloaded messages from that computer. (Note: in the POP configuration it is possible to "leave the mail on the server" so you can download the messages to another computer. However, it is extremely easy for the mailboxes on the different systems to get "out of sync.")

In the IMAP configuration, mail is left on the server. This means that you can have a central location for your email messages, and view them from any computer. ITS currently recommends using the IMAP configuration, especially if you have a need to access your email from several locations.

Where do I get Entourage?

In order to use Entourage, you must purchase Microsoft Office X. Entourage is one of the applications included in the Microsoft Office suite. Information on pricing and ordering can be found on the Site License Office web page, located at www.hawaii.edu/sitelic.

Getting Started

After obtaining Entourage, you need to install it. Insert the Microsoft Office X CD in your CD-ROM drive. When the CD mounts on your desktop, double-click it to open, and then double-click on the installer. Follow the onscreen prompts to install the software.

Configuring Entourage

You need to input certain information in order for Entourage to operate correctly. In our example, we will assume that a user named **John Doe**, who has a UH username of **jdoe**, wants to configure Entourage. Follow this example, but be sure to enter your own personal information.

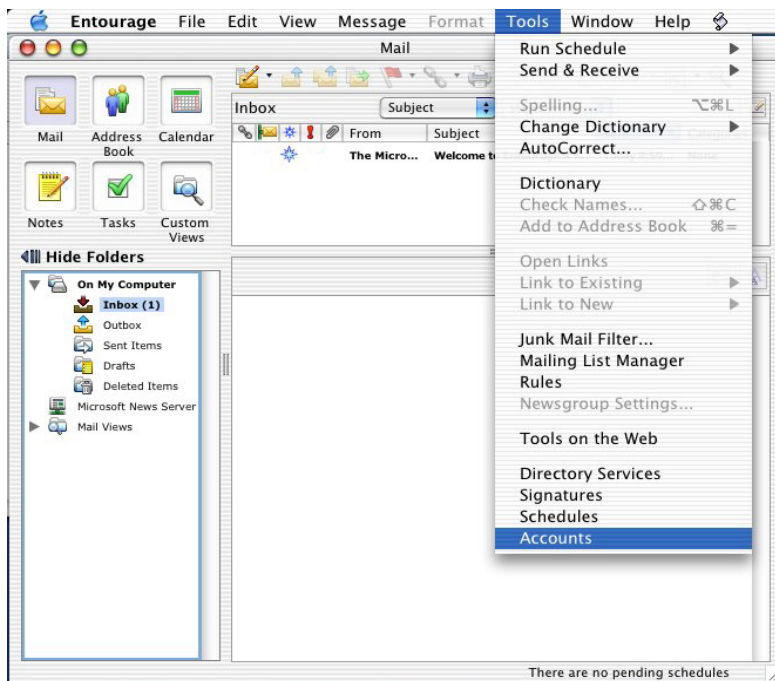
1. In your Applications folder, double click on the **Microsoft Office X** folder.



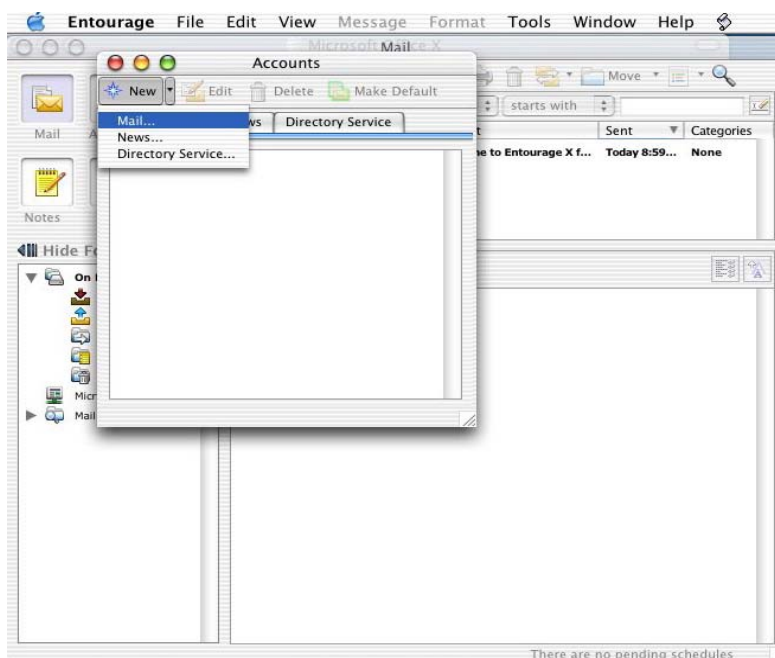
- Next, double click on the Entourage icon to launch the application.



- If this is the first time you opened Entourage, a wizard will open guiding you through the setup process. If the wizard does not start, click on the **Tools** menu, and then click on **Accounts**.



- Next, click on the down arrow on the **New** button. Select **Mail**.



5. In the Account Setup window, enter your name. Then click the right arrow to continue.



6. Enter your UH email address, and click the right arrow to continue.



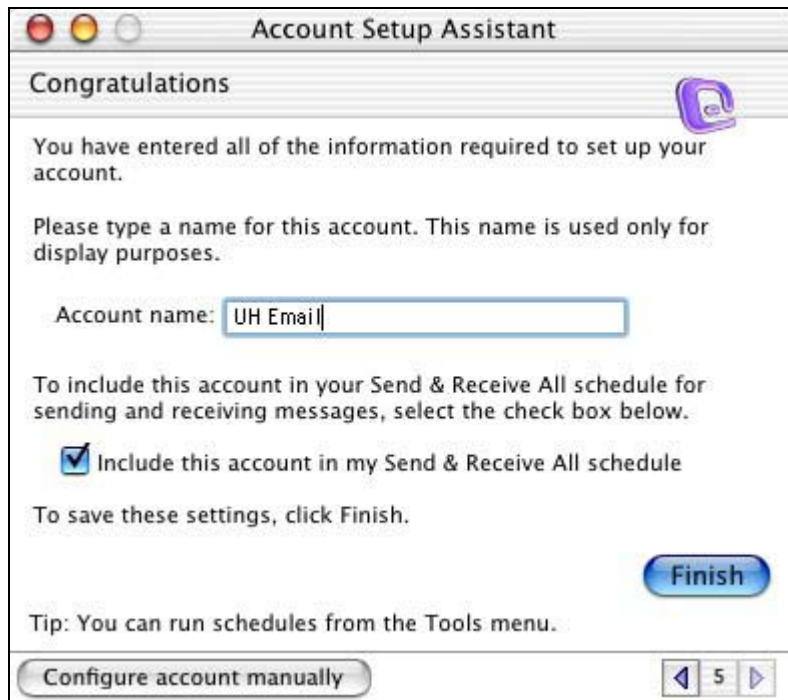
7. In the next window that opens, choose **IMAP** as your incoming mail server (ITS recommended). Enter **mail.hawaii.edu** for both the incoming and outgoing mail server.



8. Next, enter your UH username in the **Account ID** field. Optionally, you can also enter your password in the **Password** field. However, by entering your password, you are allowing your email to be accessed by anyone who has access to your computer. The benefit to entering and saving your password is that you won't have to type it each time you open Entourage to check your email. After entering this information, click on the right arrow to continue.



9. Finally, enter a name for your UH email account. In this example, **UH Email** was used to clearly identify which account was configured. Be sure that the **Include this account in my Send & Receive All schedule** checkbox is checked. Click the **Finish** button to close the configuration wizard, and to begin using Entourage.



Setting up a Secure IMAP Connection

1. Go to the **Tools** menu and select **Accounts**
2. Select the UH Email account you just created and click on **Edit**
3. Click on the **Click here for advanced receiving options** button. Check the box for **This IMAP service requires a secure connection (SSL)**. Close the window by clicking on the square in the upper left corner.
4. Click on the **Click here for advanced sending options** button. Check the box for **SMTP service requires a secure connection (SSL)**. Check the box for **Override default SMTP port** and then type **465** in the box. Close the window by clicking on the square in the upper left corner.
5. Click on **OK**. You should now be able to send and receive mail via a secure connection.

Using Entourage

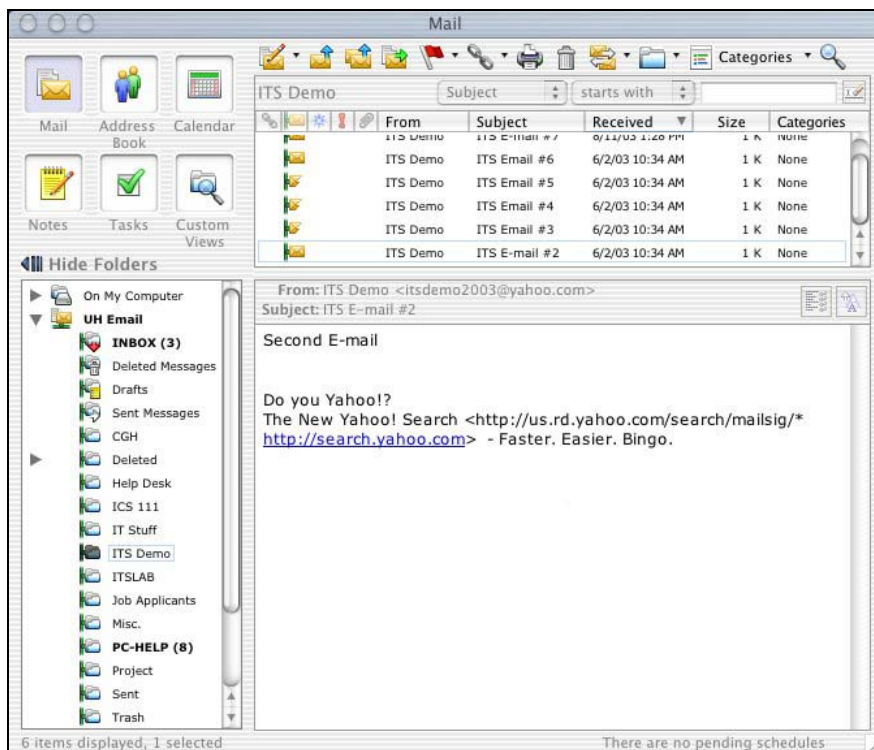
THE ENTOURAGE WINDOW

The default Entourage window is separated into four sections. The top left section of the window are six icons, which take you to the appropriate section of the Entourage application. By clicking on one of these icons, you can quickly switch to your Address Book, Calendar, Notes, Tasks, create a Custom View, as well as switch to your Mail.

The bottom left section of the Entourage window lists separate folders when you are in the Mail section of Entourage. There are typically two main folders, named **On My Computer** and **UH Email** (which was created if you followed the instructions in this document) by default. The On My Computer folder will hold folders and emails that were saved to your local hard drive. The UH Email folder will hold folders and emails that are stored on the server.

The top right of the Entourage window will show a list of the emails that are in the selected email folder. In the example below, the **ITS Demo** email folder was selected on the left, and the emails in that folder are displayed in a list in the top right.

Finally, the bottom right of the screen shows a preview of the currently selected email message.



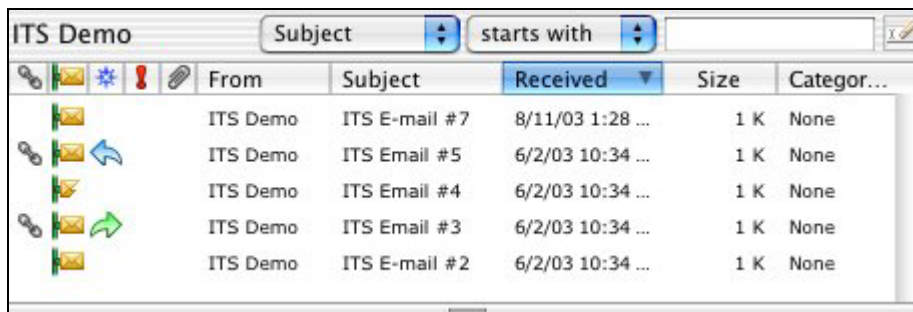
CHECKING FOR MAIL



1. To check for new messages, click on this icon located on the toolbar, at the top of the window. A window will appear asking for your account password. Type your password and then click on the **OK** button.



2. After logging in, the **Inbox** window will appear with a list of all your messages, one line per message. Note: the mailbox (folder) that was open the last time you used Entourage will be displayed by default. The first column will show the status of the messages.



The first column shows the status of the messages:


empty	the message has been read
	unread message
	you have replied to (answered) this message
	you have forwarded this message
	the message came with an attachment

The rest of the columns display information such as who your message is from, what date it was received, the subject, and how large it is (in kilobytes).

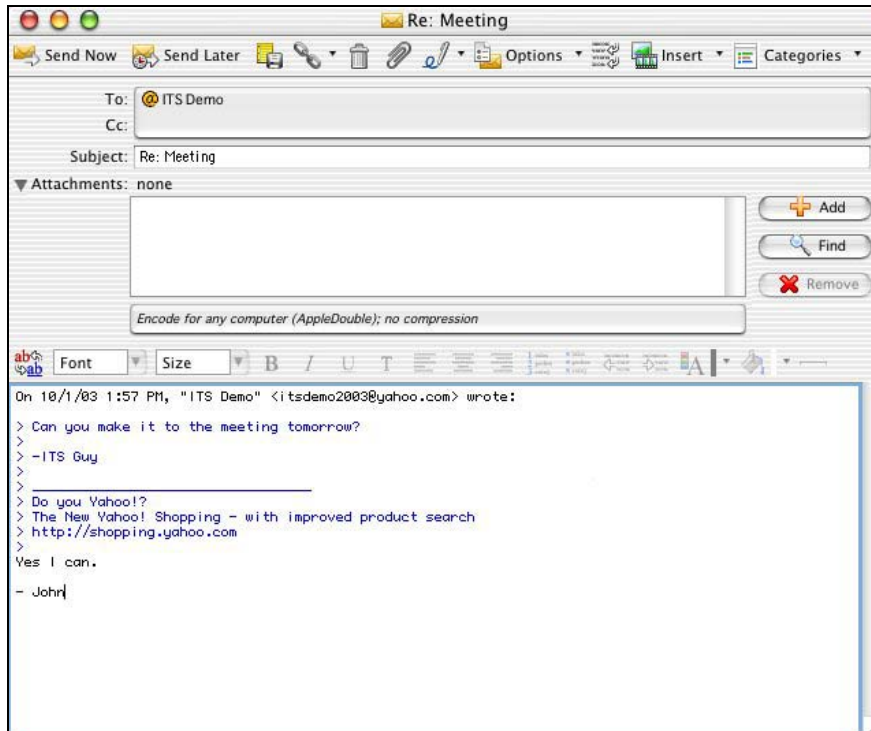
READING MAIL

To read a message, click on the message once in the Inbox, to view it in the frame on the bottom right of the screen. Double-clicking the message will open the message in its own window.


REPLYING TO A MESSAGE

Highlight or read the message you wish to reply to. Go to the **Message** menu and select **Reply**. Alternatively, you can click once on the Reply icon () located on the toolbar at the top of the screen.

A new window will open, with the text of the message you are replying to included. The forwarded message's text will generally be colored blue. The email address of the person you are replying to will be filled in for you on the **To:** line.



Type the reply to the message in the body of the email message. Click on the **Send Now** button.

Tips:	If you want your reply to include only part of the original message, highlight the part you wish to include and hold down the Shift key while selecting Reply .	If you want to reply to all of the people the original message was sent to, click on the Reply All icon () located on the toolbar.
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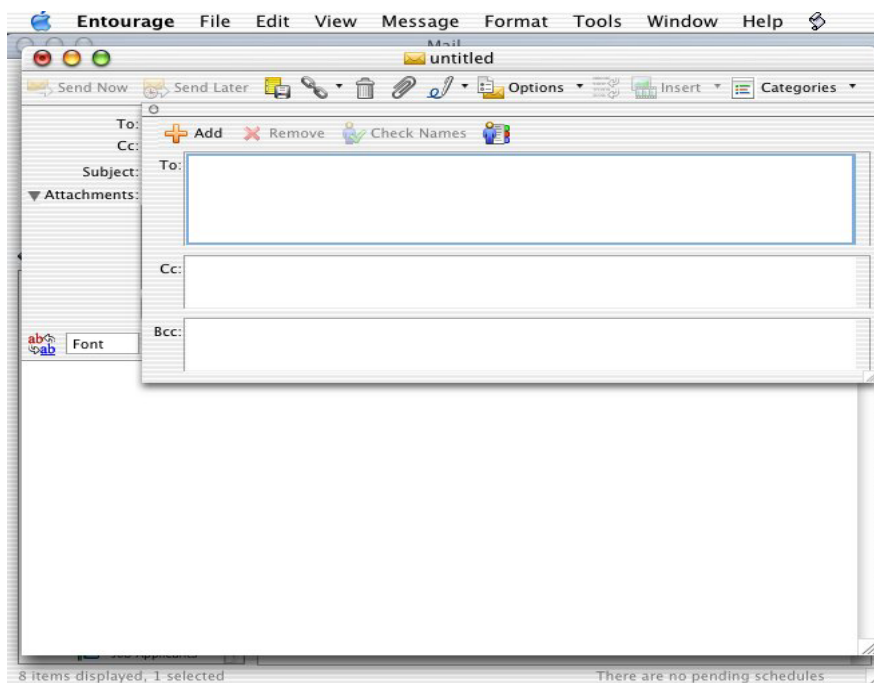
SENDING A NEW MESSAGE

To send a new message, go to the **File** menu, click on **New**, and select **Mail Message**. You can also click on the down arrow of the **New** icon on the toolbar.




The following window will appear. Enter the email addresses to send the message to in the **To:** field. Enter the email addresses of the people to send a carbon copy of the message to in the **Cc:** field. Finally, enter the email addresses of the people to receive a blind carbon copy in the **Bcc:** field. Press the **Tab** key to switch between fields. Press the **Enter** key after inputting all recipients of the message to return to the message window.

Note: Recipients entered in the Cc field receive a copy of the email message. The recipients in the Cc and the To field can see who received the email message. The recipients in the other two fields do not see recipients in the Bcc field.



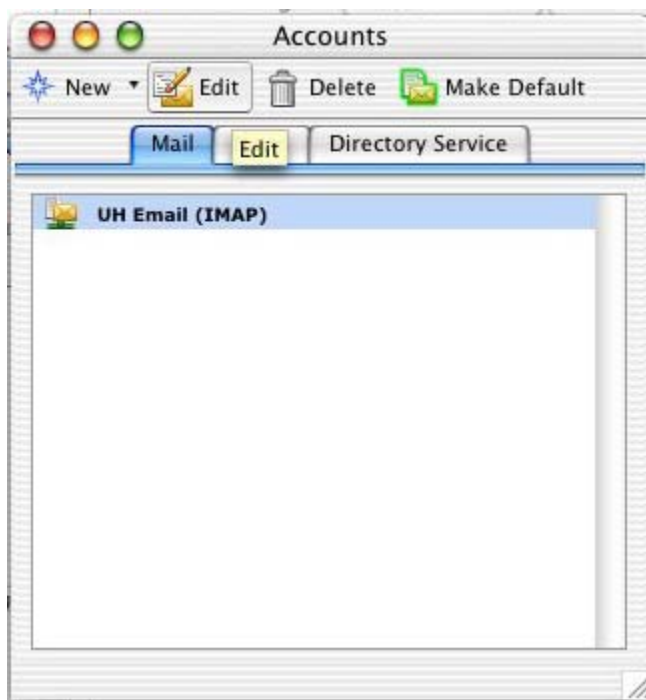
After entering in the recipients of the email message, enter the subject in the **Subject:** field. Type the body of the email message in the bottom section of the window.

FORWARDING MESSAGES

To forward message(s) to others, highlight the message(s) in the **Inbox** or open the message to read it. Then go to the **Message** menu and select **Forward**. You can also click on the forward icon () located on the toolbar. Another window will appear, and you will have to fill in the **To:** line as you would for a new message. The Subject: line will be filled in with the subject of the message you are forwarding. You can also edit the message you are forwarding, or add in a few words of your own. When you are finished, click on the **Send** button on the toolbar.

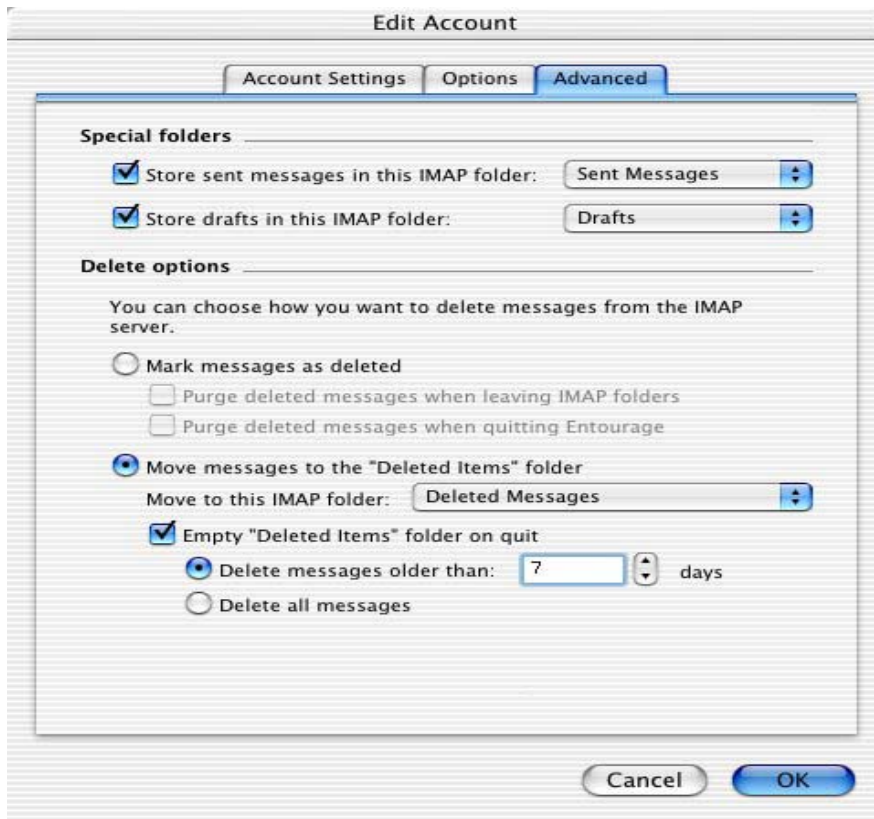
DELETING MESSAGES

Before you begin deleting messages, it is best to look at the setting you have set for deleted messages. To do this, click on the **Tools** menu and select **Accounts**. Next, choose your **UH Email** account and then click on the **Edit** button.




In the window that opens, click on the **Advanced** tab. In the **Delete options** section, configure how you would like Entourage to handle your deleted messages. In the example below, Entourage is configured to move deleted messages to the **Deleted Messages** IMAP folder. This means that when a message is deleted, it will be stored in a folder on the server named Deleted Messages.


Notice that the **Empty Deleted Items folder on quit** check box has been checked. The option to delete messages older than 7 days was also selected. So in this configuration, when an email is deleted, it is saved on the server in the Deleted Messages folder. After a message has been in this folder for 7 days, it is then permanently deleted from the server.



Now that you have configured how to handle deleted messages, click on the **OK** button to return to the Entourage mail window.

To delete a message, highlight the message you want to delete, then go to the **Edit** menu and select **Delete Message**. Alternatively, you can click on the delete icon () .

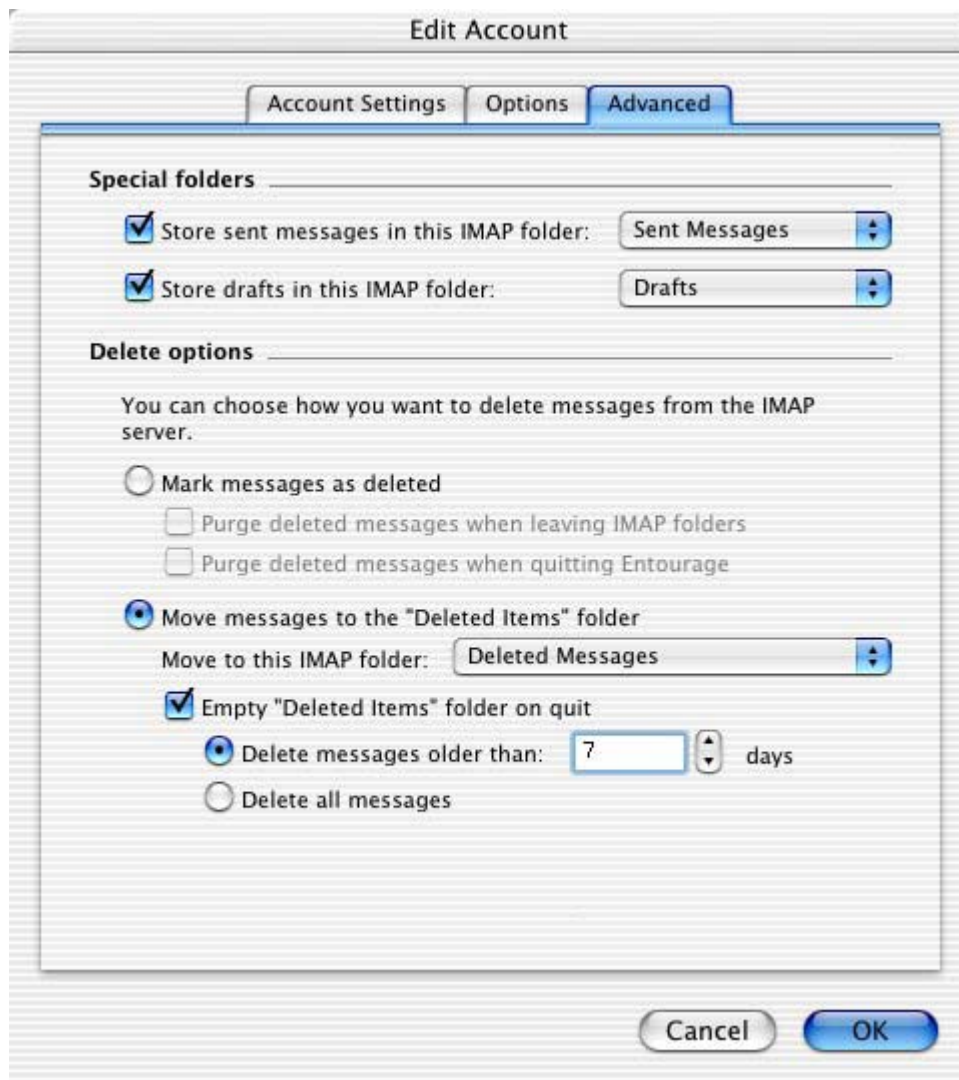
PRINTING MESSAGES

Highlight the message(s) in the **Inbox** you wish to print, then go to the **File** menu and select **Print**. Alternatively, you can double-click the message to read it, and then click on the print icon () on the toolbar to print the message.

OUTGOING MAIL

Entourage keeps a copy of all messages you send. These copies are saved by default in your **Sent Messages** IMAP folder by default. To change the folder where sent messages are saved, or to see what is currently set to save sent messages, go to the **Tools** menu and select **Accounts**. Then select your **UH Email** account and click on the **Edit** button. In the window that opens, click on the **Advanced** tab.

In the **Special Folders** section is an option to store sent messages in an IMAP folder. Be sure that option is checked. You can change the folder messages are saved to by choosing the appropriate folder in the pull down menu.



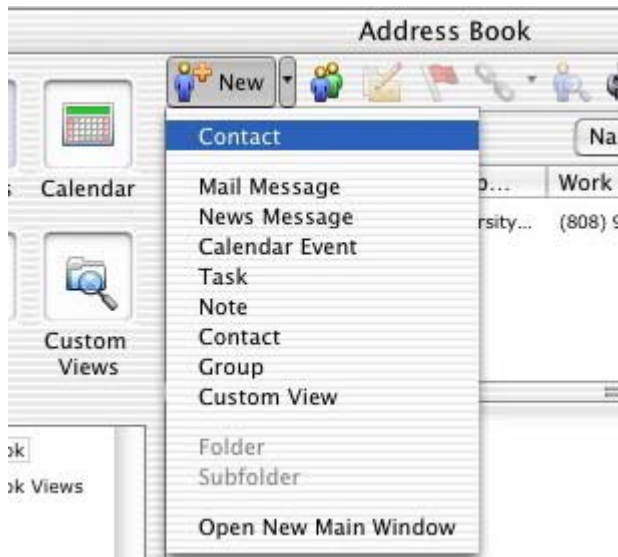
Address Book

To use the address book, click on the Address Book icon.



ADDING NEW ADDRESS BOOK ENTRIES

To add a new contact in your address book, click on the down arrow of the **New** icon.



In the window that opens, enter as much information about the new contact as you would like. Then click on the **Save & Close** icon to save the contact information and return to the address book main window. You may also click on the **Save & New** icon if you have another contact to enter in to the address book.

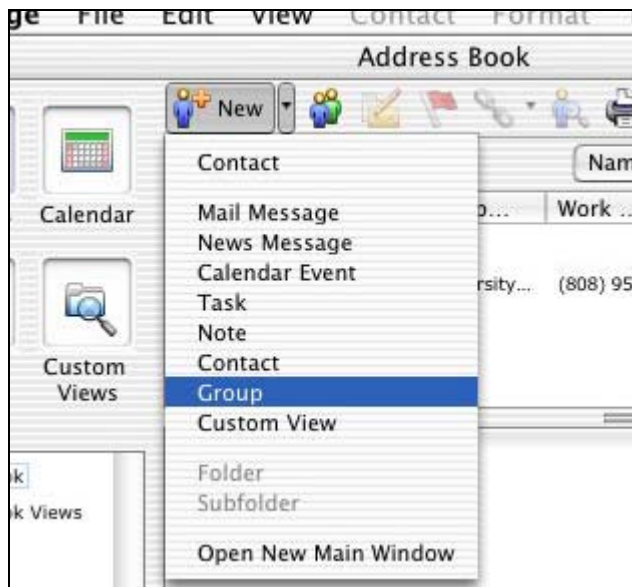
A screenshot of the 'Create Contact' dialog box. The title bar reads 'Create Contact'. At the top, there are three buttons: 'Save & Close', 'Save & New', and 'Delete'. The form is organized into sections: 'Name & E-mail' with fields for 'First:', 'Last:', 'Title:', 'Suffix:', 'Company:', 'Department:', 'Job title:', and 'Work E-mail:'. Below this is a 'Home e-mail' dropdown menu. The 'Phone Numbers' section has fields for 'Work phone:', 'Home phone:', and a 'Mobile' dropdown menu. The 'Address' section has a 'Work' dropdown menu, and fields for 'City:', 'State/Province:', 'ZIP/Postal code:', and 'Country/Region:'. A 'More' button is located at the bottom right of the dialog.


Now when you want to send an email to a person in your address book, you can type their name in the To: field. Entourage will then list their email address for you. Simply press the **Tab** key on your keyboard to accept the address Entourage has for that contact.


CREATING A DISTRIBUTION LIST

Entourage also has the capability to create an email distribution list, known as groups. This allows you to type in one name, and have that message sent to every person in the group.

To create a new group, click on the down arrow next to the **New** icon, and select **Group**.



In the window that opens, enter a name for the new group. Then click on the **Add** icon () to add a new address to the group. You can also drag entries from your address book into this window and add contacts that way.

After you have inputted all the addresses required for the new group, click on the **Save** icon () to save the new group.

After creating the group, you can send a message to everyone on that group by simply entering the group name in the **To:** field of a new message.

Attachments

You may want to send files such as spreadsheets, letters, memos, or documents to other people via email. To do this, you need to "attach" the file to an email message. You may also receive attachments from other people.

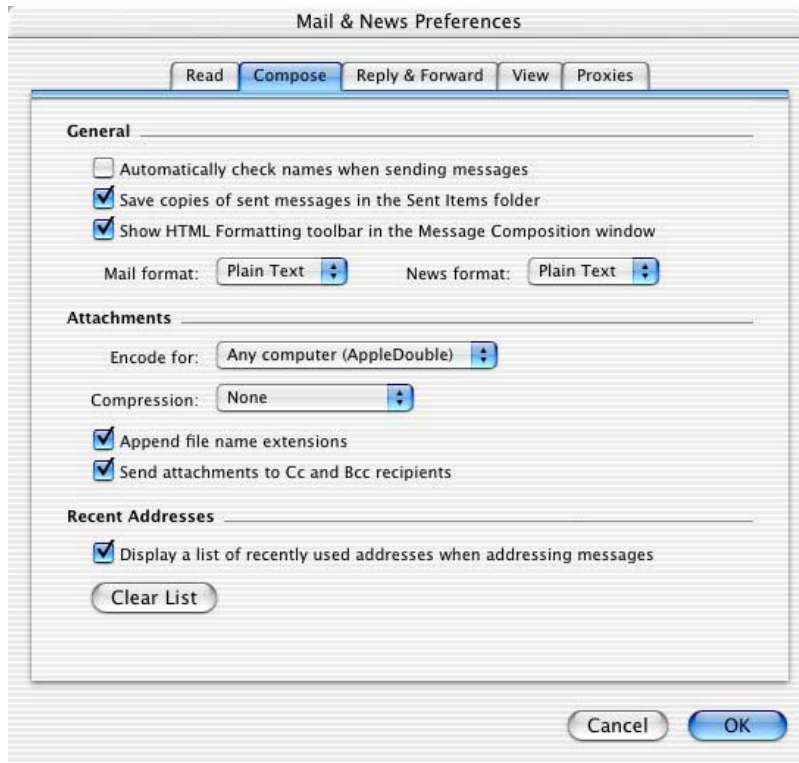
Before attaching a file to an email message, you need to consider the following:

- Whether or not the recipient can open or view the file.

For example, if you want to send someone a Microsoft Word file, you need to make sure that the recipient has a way of reading the Word file, either in Word, or an application that can open Word files, such as WordPerfect. If the person does not have anything that can open a Word file, you may have to save your document in a format the person can open (e.g. text, RTF).

SETTING UP

1. Go to the **Entourage** menu and select **Mail and News Preferences**.
2. Click on the **Compose** tab in the window that opens.
3. In the attachments section, ensure the **Encode for** option is set to **Any computer (AppleDouble)**.
4. Check the option for **Append file name extensions**.



5. Click the **OK button** to save the changes.

SENDING ATTACHMENTS

1. Create a new message (or reply to an existing message) and type your message as you normally would. It is a good idea to let the recipient know the type of file (e.g. Word, Excel, JPG, TIFF, etc.) you are sending so they will know what application to use to view the file.
2. To attach a document, click on the **Add** button located to the right of the Attachment section of the mail message.
3. A dialog box will appear. Locate the file you want to attach, and then click on the **Choose** button.
4. The document's name should now appear in the Attachments section. Click on the **Send Now** icon to send your message.

RECEIVING ATTACHMENTS

If someone has sent you an attachment, you will see an icon with the name of the file in the Attachment section of the email message. You have three actions you can perform on the attachment, Open, Save, or Remove.

To open the attachment, click once on the attachment name, and then click on the **Open** icon to the right of the attachment name. Assuming you have the correct application installed, your computer will then open the attachment for you to view.

To save the attachment, click on the attachment once to select it. Then click on the **Save** icon to the right of the attachment name. You will receive a dialog box asking you if you are sure you want to save the attachment. Click **Save** if you are sure you want to save the file, otherwise, click Cancel. Then you will see another dialog box, asking you to name the file (by default, the name of the attachment as shown in the email message is inputted) and specify where to save it to. Click the **Save** button after making the appropriate choices.

Finally, the last option is to remove the attachment. To do this, click on the attachment once to select it, and then click on the **Remove** icon. You will receive a dialog box asking you if you want to permanently delete the selected attachment. Click on the **Delete** button if you are sure you want to delete the attachment.

WARNING: The most common way for computer viruses to be transmitted is through email attachments. Always check to make sure the message containing the attachment is from a trusted source. **When in doubt, DO NOT open the attachment.** To be safe, you should never open an attachment you are not expecting to receive.

Quitting Entourage

When you are finished with Entourage, you may quit the application by going to the **Entourage** menu and selecting **Quit Entourage**.

Getting Help

For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send email to help@hawaii.edu, or fax (808) 956-2108. Neighbor islands may call the ITS Help Desk's toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at www.hawaii.edu/help
The ITS walk-in Help Desks are located in Keller 105, Keller 213, and the ITS CLIC Lab on the UH Mānoa Campus.

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