



Getting Started With Outlook Express for the Macintosh

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Introduction.....	1
What is Outlook Express?.....	1
Requirements	1
Where do I get Outlook Express?	2
Configuring Outlook Express	2
Using Outlook Express	5
Creating an Address Book	8
Creating a Distribution List	9
Attachments.....	9
Quitting Outlook Express	10
Setting up a secure IMAP connection.....	10
Setting up a secure POP connection.....	11
Getting Help.....	11

Introduction

This document is a **basic** introduction to Outlook Express version 5. It is written for University of Hawai'i (UH) users with a Macintosh computer and a UH Information Technology Services (ITS) e-mail account. If your e-mail account resides on a system other than ITS's, the information in this document may not apply to you.

What is Outlook Express?

Outlook Express is an e-mail program that allows you to send and retrieve e-mail messages from your account through the mail server that you designate. You can choose to use either the Internet Message Access Protocol (IMAP) or the Post Office Protocol (POP) to connect to a mail server to receive your e-mail messages. IMAP retrieves your mail from the server, without deleting the messages on the server. POP, on the other hand, copies your mail from the server to your computer, and then deletes the messages on the server (unless configured otherwise). ITS recommends that users check their e-mail using the IMAP protocol. **This document is written for the IMAP configuration.**

Requirements

To run Outlook Express 5, you need a Macintosh with a Power PC processor (this includes iMacs and G3/G4 Macintoshes) and MacOS 8.1 or higher. You will also need 6 MB of available RAM if virtual memory is enabled or 12MB of RAM if virtual memory is not enabled, and 15 MB of available hard drive space. You must also have an ITS username, and your Macintosh must be able to connect to the Internet.

If you are a UH student and need a ITS username, visit the walk-in Help Desks in Keller 105 or Keller 213. UH faculty and staff may call the Help Desk at **956-8883** for information on applying for an ITS username.

Where do I get Outlook Express?

You can download Outlook Express from the World Wide Web at:

www.microsoft.com/mac/download/oe/oe503.asp

Once you've downloaded Outlook Express, you will see the image of a disk on your desktop. On this disk will be the Outlook Express folder. To install Outlook Express, simply copy this folder from the disk image to your Macintosh's hard drive.

Configuring Outlook Express

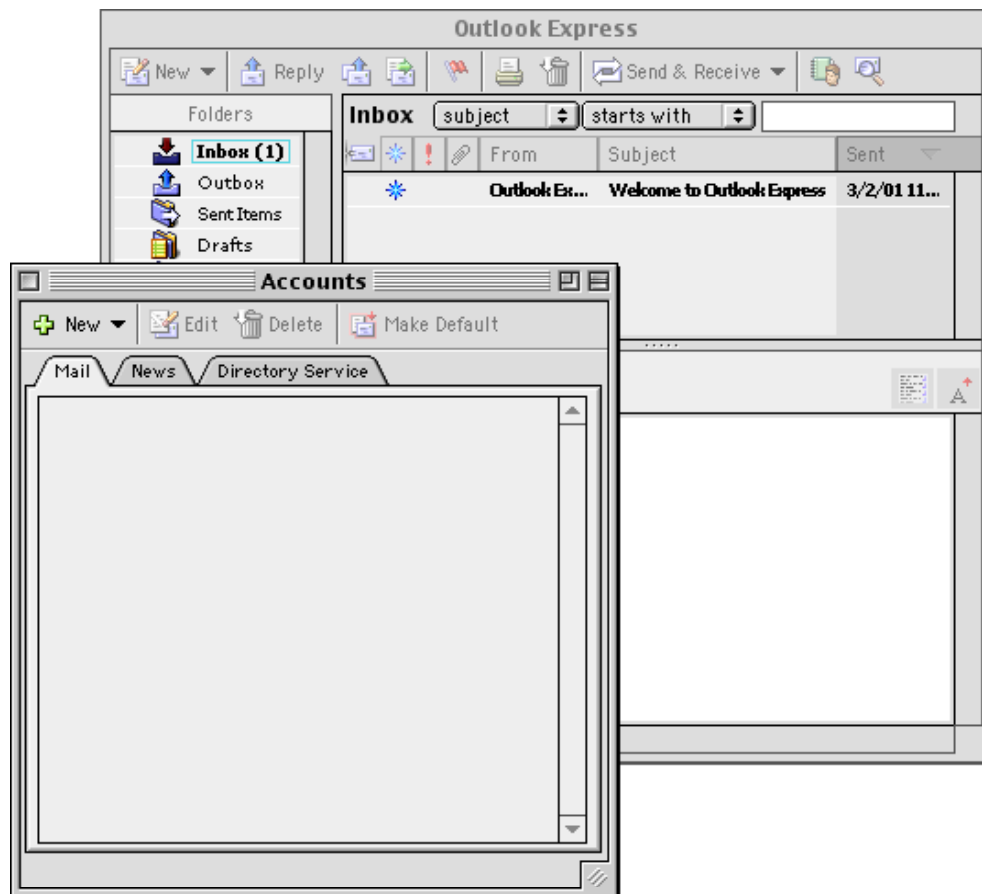
The following steps will explain how to configure Outlook Express. Please enter your own personal information, such as your name and ITS username, where applicable.

1. Double click on the Outlook Express icon to start the program.

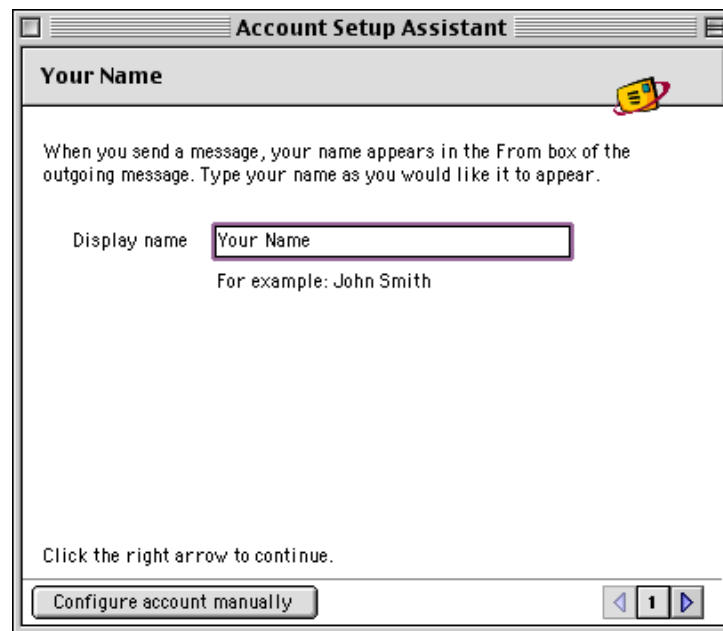


Outlook Express

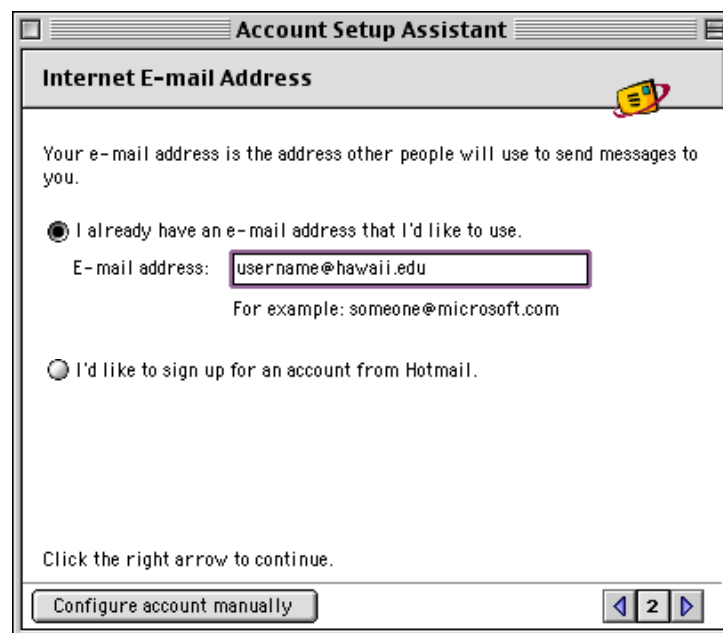
2. A window with the title **Outlook Express** will appear. Go to the **Tools** menu and select **Accounts**. An **Accounts** window will appear. Click on the **New** button in the upper left corner.



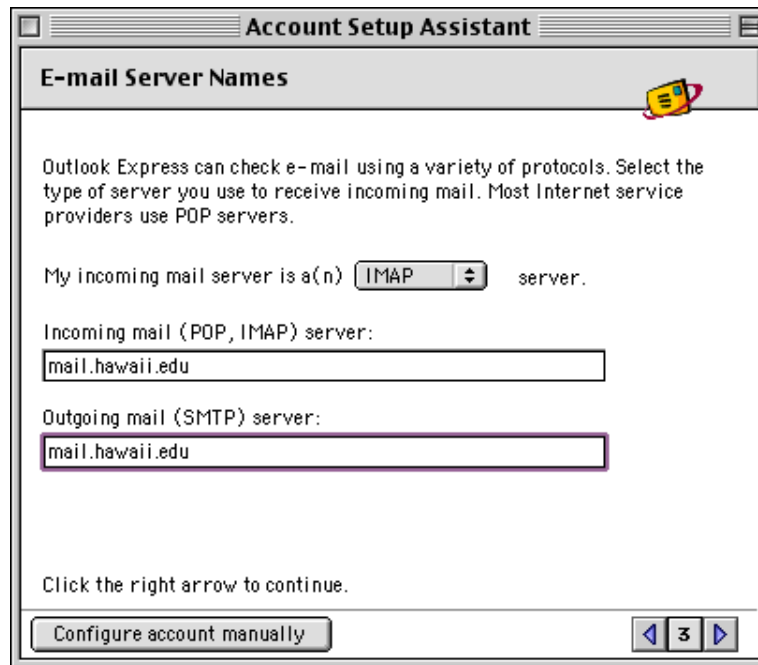
3. The **Account Setup Assistant** window will appear on your screen. In the **Display name** box, type your name as you would like it to appear in outgoing messages. Click on the **right arrow** in the lower right corner to continue.



4. In the **E-Mail address** box, type your e-mail address. Click on the **right arrow** in the lower right corner to continue.



- For the **My incoming mail server is a(n)** option, select **IMAP**. Type **mail.hawaii.edu** in both the **Incoming mail (POP, IMAP) server** and **Outgoing mail (SMTP) server** boxes. Click on the **right arrow** in the lower right corner to continue.



- Type your **ITS username** in the **Account ID** box, and your **password** in the **Password** box. Click on the **right arrow** in the lower right corner to continue.



- You should now be at the **Congratulations** window. Type the name you would like to use for your mail account in the **Account name** box. This is informational only, so type something short yet descriptive. Click on the **Finish** button.

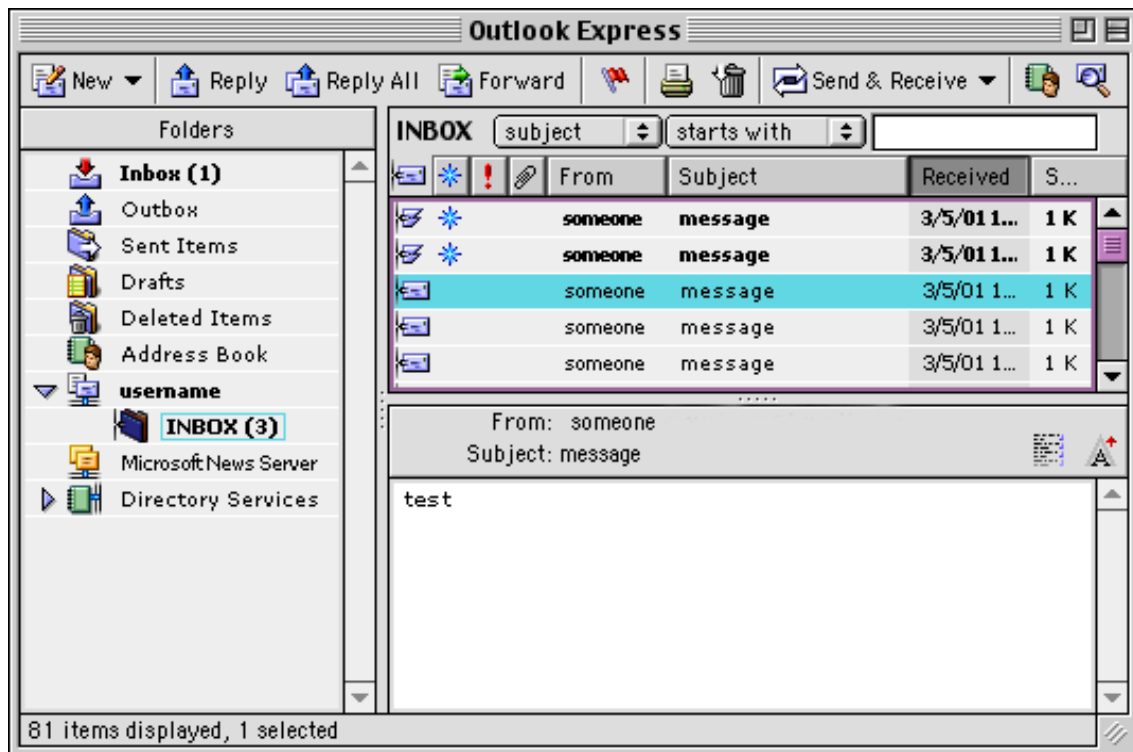
Using Outlook Express

CHECKING FOR MAIL

1. In the Folders pane on the left of the Outlook Express window, click on the **account name** for the account that you just created. If you do not see a Folders pane, go to the **View** menu and select **Folder List**.
2. If you did not choose to save your password when you setup your account, the **Enter Password** window will appear. Type your **password** in the Password box and click **OK**.



3. An **INBOX** folder will appear below your account's name. Clicking on **INBOX** will display a list of your e-mail messages in the upper half of the right side of the Outlook Express window. The Preview pane is the bottom half of the right side of the Outlook Express window. An example of what will be displayed is shown below.



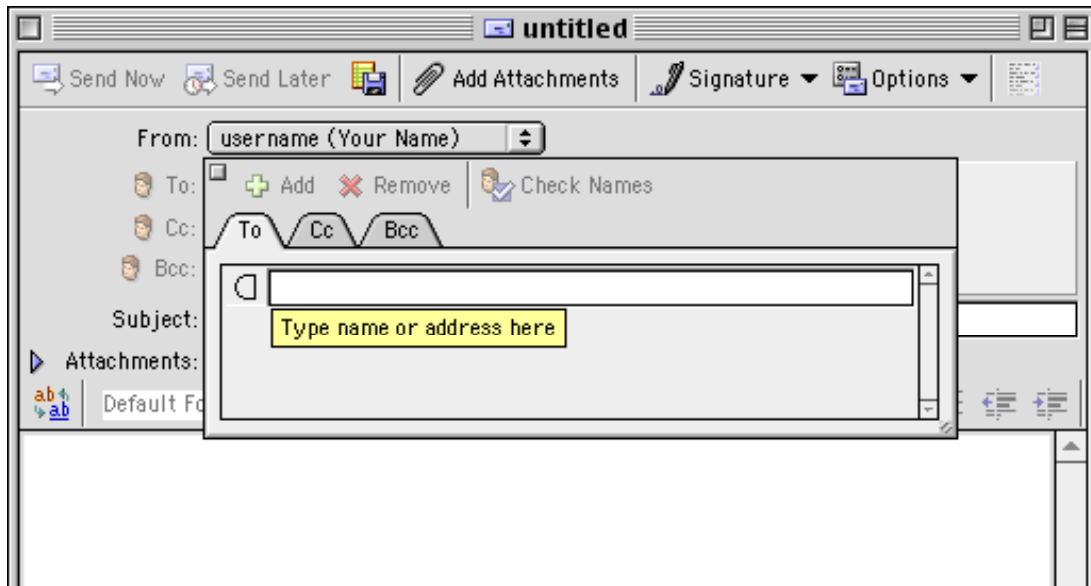
At the top of the Outlook Express window is the toolbar. Most commands (read, reply, print, etc) are accessed by clicking on the appropriate button on the toolbar.

READING MAIL

To read a message, you can either single click or double click on a message in the message list. A single click will display the message in the Preview pane, and a double click will open the message in a new window. If the Preview pane is hidden, go to the **View** menu and select **Preview Pane**.

SENDING A NEW MESSAGE

To compose a new message, click on **New** (upper left of the Outlook Express window, on the tool bar). The following window will appear:



1. Type the e-mail address of the person that you would like to send the message to. To add another person, press the **tab** key and type the e-mail address on the new line.
2. You may also click on the **Cc** and **Bcc** tabs to send carbon copies and blind carbon copies of the message. Everyone on the Cc and Bcc lines receives a copy of the message, but those on the Cc lines are visible to all other recipients of the message, whereas those on the Bcc lines are transparent to all other recipients (including others on Bcc line).
3. Press the **return** key to go to the Subject: line. Type the subject of your message here.
4. Move the cursor anywhere in the composition area (lower half of the screen) and click once. Type your message here. When you are finished typing your message, click on the **Send Now** button to send the message immediately. Click on the **Send Later** button to send the message the next time you connect to the Internet. Click on the **Save as Draft** button to save the message in the Drafts folder until you are ready to send it.

REPLYING TO A MESSAGE

To reply to a message, click on the message in the message list. Then, do one of the following:

- To reply to just the author of the message, click on **Reply**.
- To reply to the author and everyone who is listed in the **To** and **Cc** lines of the message, click on **Reply All**

- To reply to the author of a message you received from a mailing list, go to the **Message** menu and select **Reply to Sender**.
1. A window similar to the one for a new message will appear. The To: and Cc: lines will be filled out according to the option that you chose above. You can also add additional recipients to the To, Cc, and Bcc lines.
 2. The Subject: line will be filled in with the subject of the message you are replying to. You may change it if you wish.
 3. Type your reply in the composition area below the subject line.
 4. To send the reply, click on **Send Now**.

FORWARDING MESSAGES

To forward a message, click on the message in the message list. Then click on **Forward**. A new window will appear.

1. Fill in the To line as you would for a new message, and add any additional recipients to the To, Cc, and Bcc lines.
2. The Subject: line will be filled in with the subject of the message you are forwarding. You may change it if you wish.
3. You may add text and/or edit the message text that you are forwarding.
4. To send the message, click on **Send Now**.

OUTGOING MAIL

Outlook Express keeps a copy of all messages you send. The copies are saved in your Sent Items folder. To view your sent messages, click on the **Sent Items** folder in the Folders pane. Be sure to periodically check your Sent Items folder and delete copies you no longer need, as they are taking up hard drive space on your Macintosh.

DELETING MESSAGES

To delete a message, click on the message in the message list, and then click on **Delete**. You can also delete messages that you are currently reading by clicking on **Delete**. The message will appear with a line through it and a red X next to it. However, the message will not be completely deleted until you purge it. To do this, go to the **Edit** menu and select **Purge Deleted Items**.

If you would like Outlook Express to purge your messages automatically:

- Go to the **Tools** menu and select **Accounts**.
- Double click on your account in the Accounts window.
- Click the **Advanced** tab, then check the option(s) of your choice (purge messages when leaving folder, purge on quit, or both)
- After you have made your choice, click on the **OK** button to apply the new settings.

PRINTING MESSAGES

To print a message, click on the message in the message list, then click on **Print**. You can also print a message that you are reading in a separate window by clicking on **Print**.

Creating an Address Book

An address book eliminates the need to memorize e-mail addresses, and enables you to have easy access to e-mail addresses.

1. Select a message from a person that you would like to add to your address book (either click once on the message in the message list or double click to open the message in another window).
2. Go to the **Tools** menu and select **Add to Address Book**.

OR

1. In the **Folders** pane on the left, click on **Address Book**.
2. Click on **New** (depicted as a head) in the upper left-hand corner. A new window titled **Contact** will appear, and you can now enter information about the person. (Note: it is **not** necessary to type something in all of the boxes.)

The screenshot shows the 'Contact' window in Microsoft Outlook Express. The window title is 'Contact'. The toolbar contains 'Save', 'Delete', and 'Address Book' buttons. The main area is divided into sections for 'numbers', 'e-mail addresses', 'address', and 'Other address'. Below these sections is a table of custom fields: Custom 1, Custom 2, Custom 3, Custom 4, Custom 5, Custom 6, Custom 7, Custom 8, Date 1, Date 2, Date 3, and Date 4. At the bottom, there is a checkbox labeled 'Sync this contact with Palm Organizer' which is checked. An 'Edit contact information' dialog box is overlaid on the top left, with fields for First name, Last name, Title, Suffix, Nickname, Company, Job Title, and Dept. The 'Last name' field is highlighted with a red box.

3. When you are finished entering information for a certain box, click on the small square box in the upper left-hand corner to close it. Other boxes can be edited by clicking on them.
4. When you are finished entering information, click on **Save** on the tool bar, and then close the window.

From now on, you can send email to people in your Address Book in two ways:

1. Click on **INBOX** in the Folders pane. Then click **New** to open a new message window.
2. Enter the name of the person you want to send the message to on the To: line and Outlook Express will automatically lookup their address in the Address Book.

OR

1. Click on **Address Book** in the Folders pane. Click on the person you wish to write to.
2. Click on **New Message To**

Creating a Distribution List

A distribution list contains more than one e-mail address, and is a way of e-mailing the same message to more than one person.

To create a distribution list in Outlook Express, in the Folders pane on the left hand side, click on **Address Book**. You can also go to the **Window** menu and select **Address Book**. The Address Book window will appear.

- On the Tool bar, click on **New Group**.
- In the **Group Name** box, type a name for your group
- Click on **Add**
- Type in the e-mail address of the first person you wish to add. To add another person, press the **tab** key.
- When you are finished typing in addresses, click on **Save Group**, then close the window.

Now you can send messages to this group of people by specifying the group name on the To: line when you create a new e-mail message.

Attachments

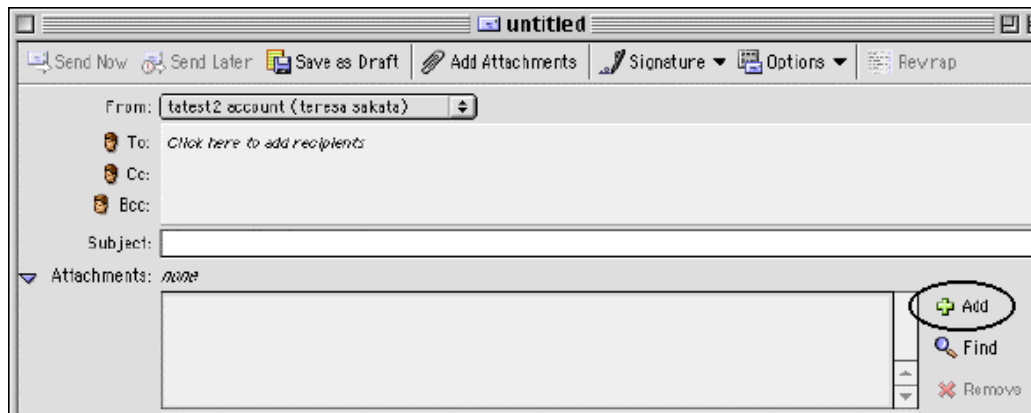
You may want to send files such as spreadsheets, letters, memos, or documents to other people via e-mail. To do this, you need to “attach” the file to an e-mail message. You may also receive “attachments” from other people.

SENDING ATTACHMENTS

In order to attach a file to a message, you first need to create a new message to send. After you have a message ready to send, there are three ways you could add an attachment to it.

1. On the Tool bar, click on **Add Attachments**. Go to step 4.
2. You could also go to the **Message** menu, and choose **Add Attachments**. Go to step 4.

3. You could also click on the blue triangle labeled **Attachments: none** located immediately below the Subject line of your message. Then click on the word **Add** that's on the right hand side of the pane that expands. Go to step 4.



4. Now, locate the file you want to attach, select it, and click on **Choose**.

The selected file will be sent along with the message.

VIEWING ATTACHMENTS

If you have an e-mail message that has an attachment:

- Click on the **blue triangle** immediately below the subject line of the message you received
- A window pane will appear. Double click on the file you wish to view.

WARNING: The most common way for computer viruses to be transmitted is through e-mail attachments. Always check to make sure the message containing the attachment is from a trusted source. **When in doubt, do not open the attachment.**

Quitting Outlook Express

To quit Outlook Express, go to the **File** menu and select **Quit**. At this time, if you have configured Outlook Express to purge deleted messages, the messages that you marked to be deleted will be purged from the server.

Setting up a secure IMAP connection

1. Go to the **Tools** menu and select **Accounts**.
2. Select the account you want to change, 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 right 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** then type **465** in the box. Close the window by clicking on the square in the upper right corner.
5. Click **OK**. You should now be able to send and receive email via a secure connection.

Setting up a secure POP connection

1. Go to the **Tools** menu and select **Accounts**.
2. Select the account you want to change, and click on **Edit**.
3. Click on the **Click here for advanced receiving options** button. Check the box for **This POP service requires a secure connection (SSL)**. Close the window by clicking on the square in the upper right 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** then type **465** in the box. Close the window by clicking on the square in the upper right corner.
5. Click **OK**. You should now be able to send and receive email via a secure connection.

Getting Help

Outlook Express has a comprehensive built-in help feature. To access the help, go to the **Help** menu and select **Outlook Express Help...**

For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send e-mail to help@hawaii.edu, or fax (808) 956-2108. The Help Desk's toll-free phone number is (800) 558-2669.

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

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