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# Getting Started With Outlook 2000 For Windows

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## Introduction

This document is a basic introduction to Microsoft Outlook 2000, with settings set for University of Hawai'i accounts. If you are getting your e-mail service from a system other than *uhunix*, the information provided in this document may not apply to you.

## What is Microsoft Outlook?

Outlook is a graphical e-mail program that works with the UH mail servers. Unlike Pine, users can use Outlook to send and view attachments and save e-mail on home computers.

## Where to Get Outlook

Before you can use Outlook, you must first install it. Unlike Outlook Express which is free, Outlook is a commercial product. It usually comes with Microsoft Office Professional product. You can obtain Outlook from the UH Bookstore or the ITS Site License Office(departmental purchases only). Information for ordering through the Site License Office can be found at:

**[www.hawaii.edu/sitelic](http://www.hawaii.edu/sitelic)**

A brief description and system requirements for Outlook is available on Microsoft's site:

**[www.microsoft.com/office/outlook/default.htm](http://www.microsoft.com/office/outlook/default.htm)**

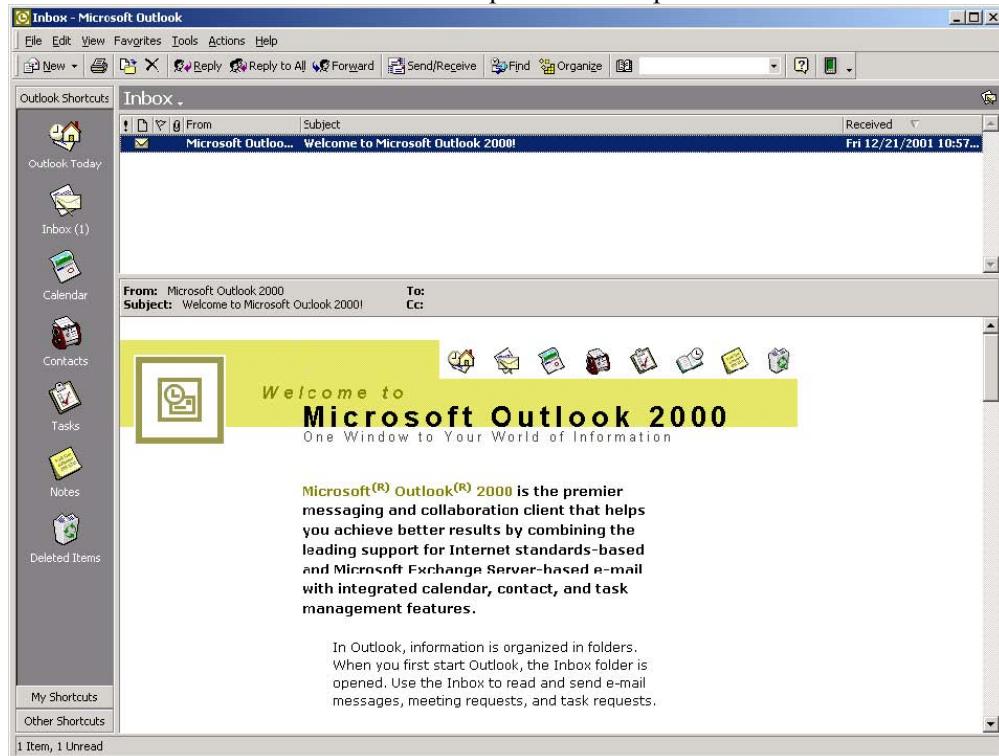
## Requirements for Outlook

In order to run Outlook, your system needs to meet the following minimum requirements:

- IBM PC-compatible with a Pentium 75MHz or higher processor.
- Connection to a TCP/IP network (Ethernet, modem, ISDN, etc.).
- Microsoft Windows® 95 or later operating system, or Microsoft Windows NT® Workstation operating system version 4.0 Service Pack 3 or later.
- For Windows 95 or Windows 98: 16 megabytes (MB) of RAM for the operating system, plus an additional 8 MB of RAM for Outlook. 24MB total RAM.
- For Windows NT Workstation: 32 MB of RAM for the operating system, plus an additional 8 MB of RAM for Outlook. 40MB total RAM.
- 153 MB of available hard-disk space (Number indicates typical installation; your hard-disk usage will vary depending on configuration. Choices made during custom installation may require more or less hard-disk space.).
- CD-ROM drive.
- VGA- or higher-resolution monitor; Super VGA recommended.
- Microsoft Mouse, Microsoft IntelliMouse®, or compatible pointing device.

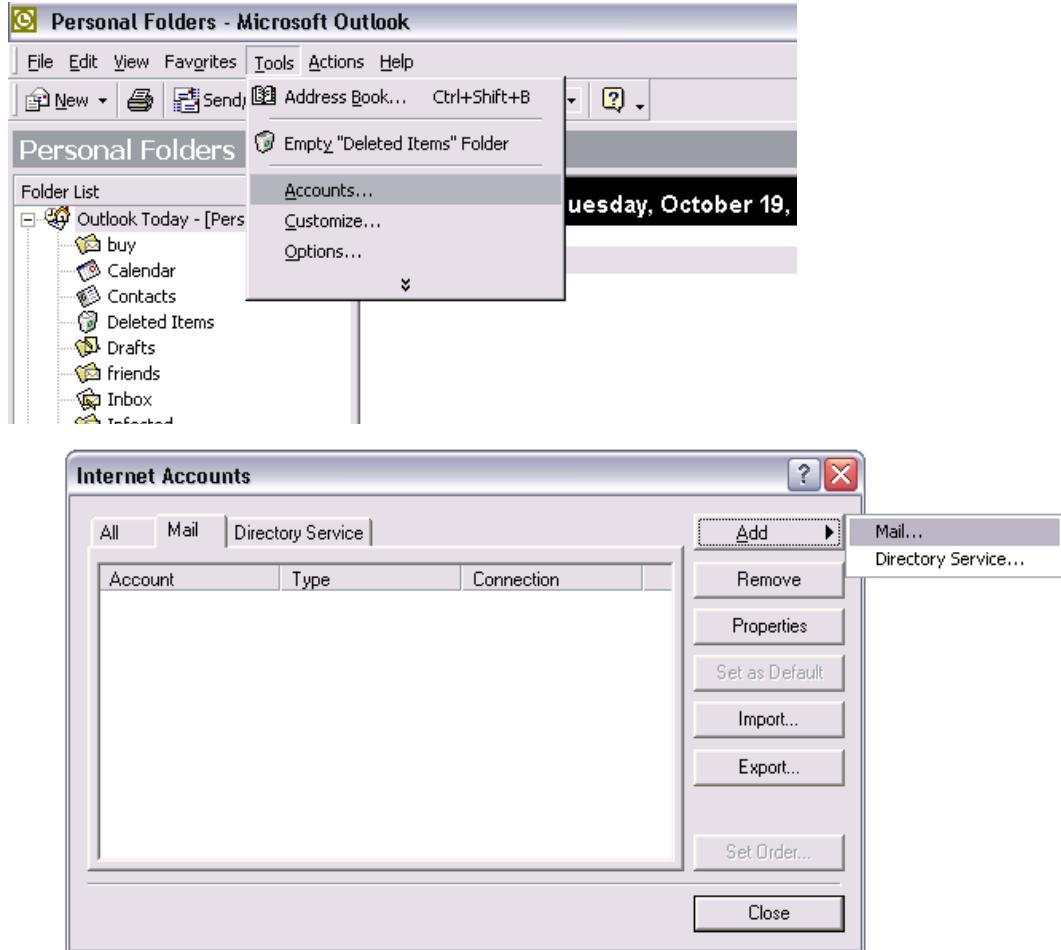
## Opening Outlook

Once you have installed Outlook, choose the Outlook icon in the Programs menu or double-click the Outlook icon on the Windows desktop. This will open Outlook.



## Setting up an Account

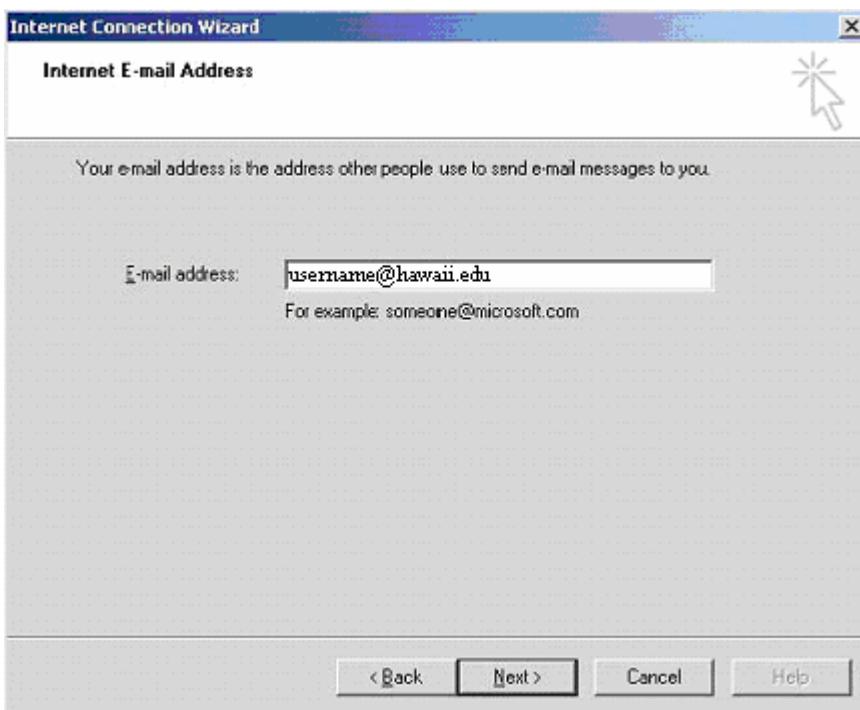
The first time you start Outlook a setup wizard will automatically run to help you configure your account settings. If the wizard does not run when you open Outlook, you can access the account wizard by going to the **Tools** menu under the menu bar, and select **Accounts**.



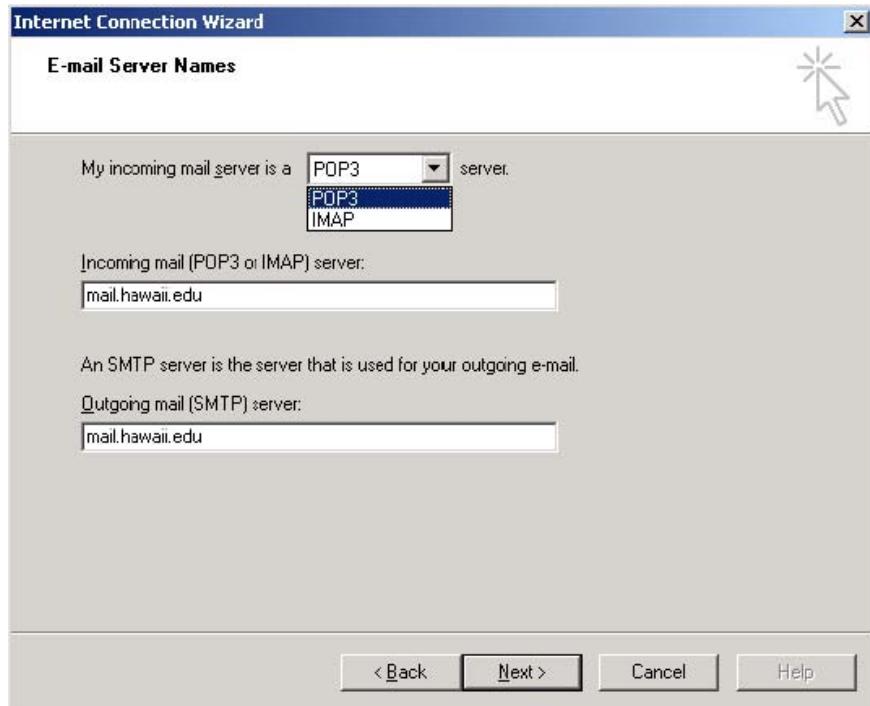
This is the start of the wizard. Type in your name.



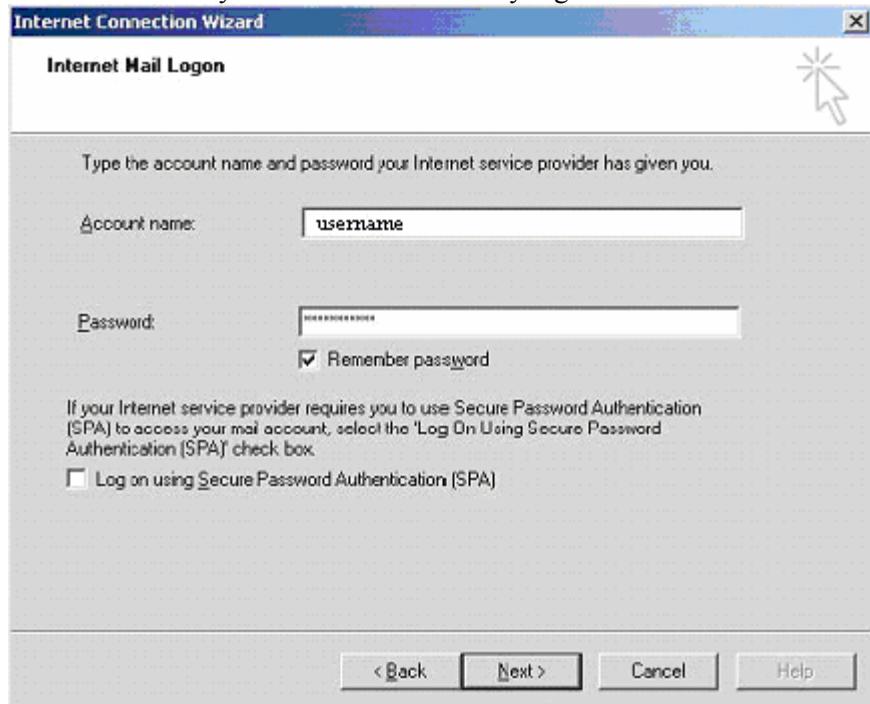
Next, type in your email address. The form should be **username@hawaii.edu**:



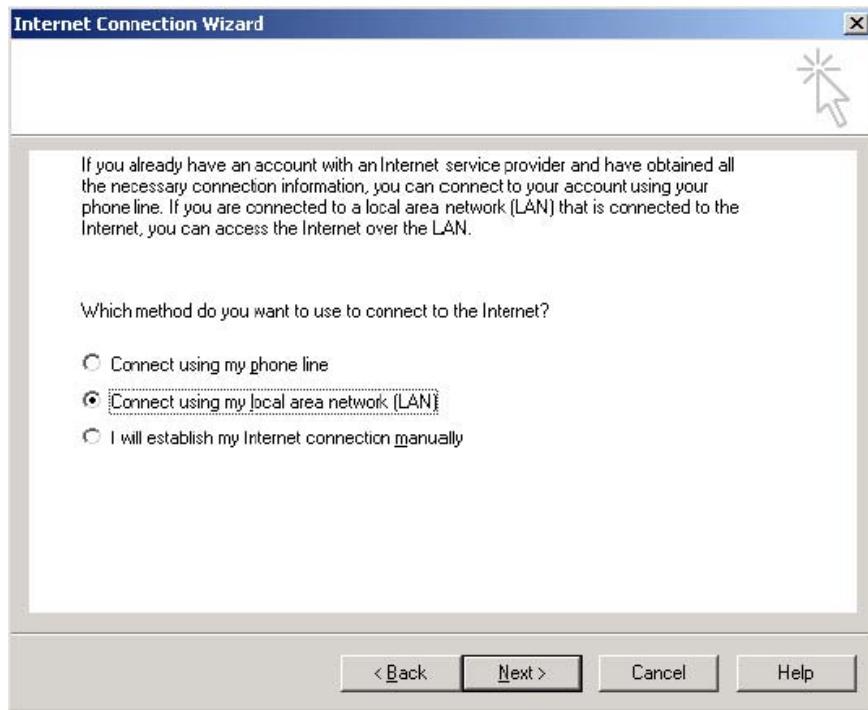
The next screen allows you to type in the server names for the UH mail servers. Choose **POP3** if you only retrieve your mail from only one PC. Choose **IMAP** if you intend to retrieve your mail from multiple installations of Outlook 2000, e.g., from your work PC and from your home PC. Both the incoming and outgoing server should be set to **mail.hawaii.edu**.



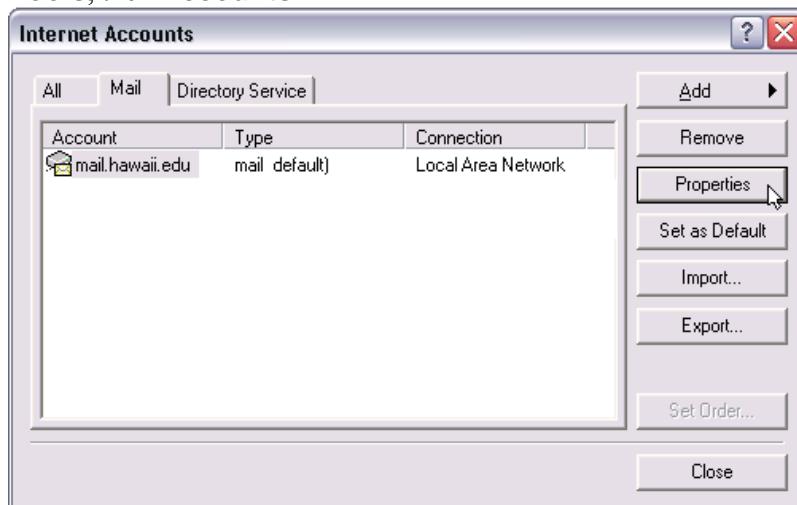
The next screen allows you to enter in your ITS username and password. Check the **Remember Password** box if you want to automatically login whenever Outlook is started:



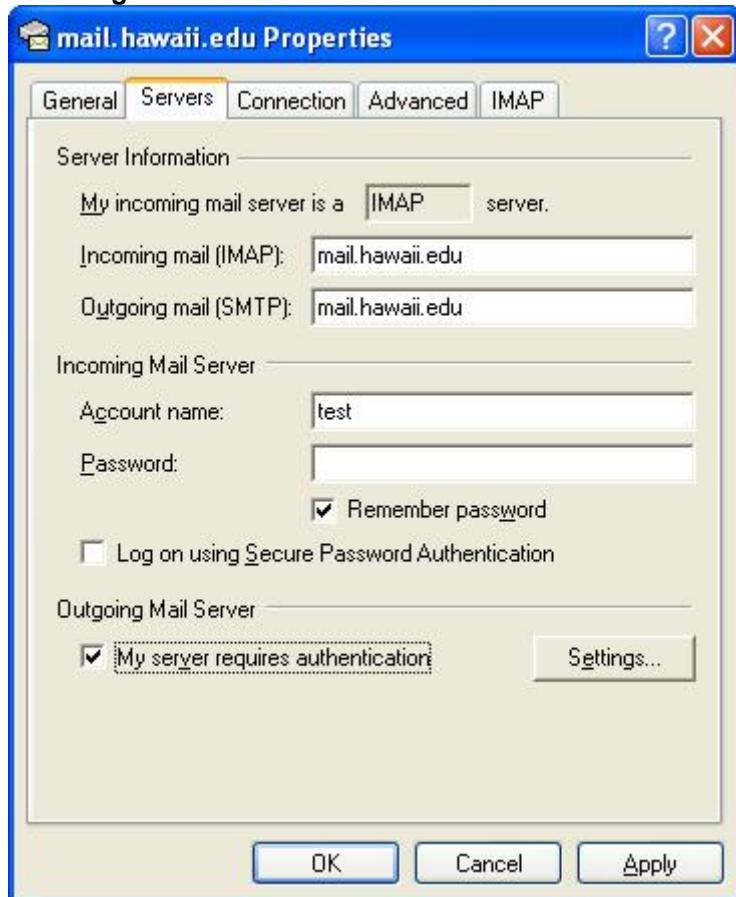
Next, the wizard will ask how you are connected to the Internet. Choose **Connect using my local area network (LAN)** if you are on campus and your PC is connected to the UH network, or if you have a cable modem or DSL connection at home. Choose **Connect using my phone line** if you use a regular modem for your network connection. After clicking the **Next** button, you will be taken to a screen that tells you that you are finished configuring Outlook.



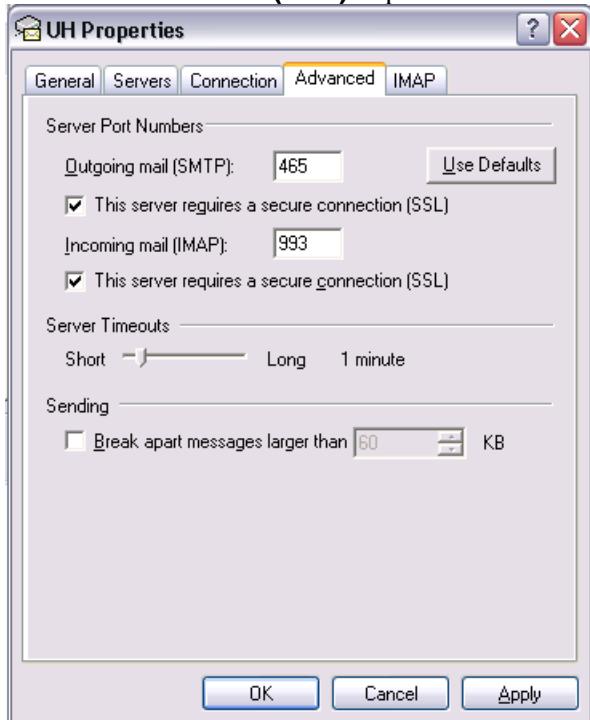
Before you are able to check your email, you need to enable outgoing authentication and SSL settings. You will need to go to the Internet Accounts window if you are not already there. Go to **Tools**, then **Accounts**.



Next, click on the **Mail** tab, select your UH mail account, then click on the **Properties** button. Go to the **Servers** tab, and under Outgoing Mail Server check the box next to "**My server requires authentication**". Click on the **Settings** button, and choose "**Use same settings as my incoming mail server**".



Then, click on the **Advanced** tab. Check the boxes for both of the “**This server requires a secure connection (SSL)**” options.



Enter **465** in the box for the Outgoing Server (SMTP).

**Note:** The incoming port number should have automatically changed. If not, please enter **993** for secured IMAP and **995** for secured POP. Next click **OK**, then click **Close**. You should now be able to send and receive email via a secure connection.

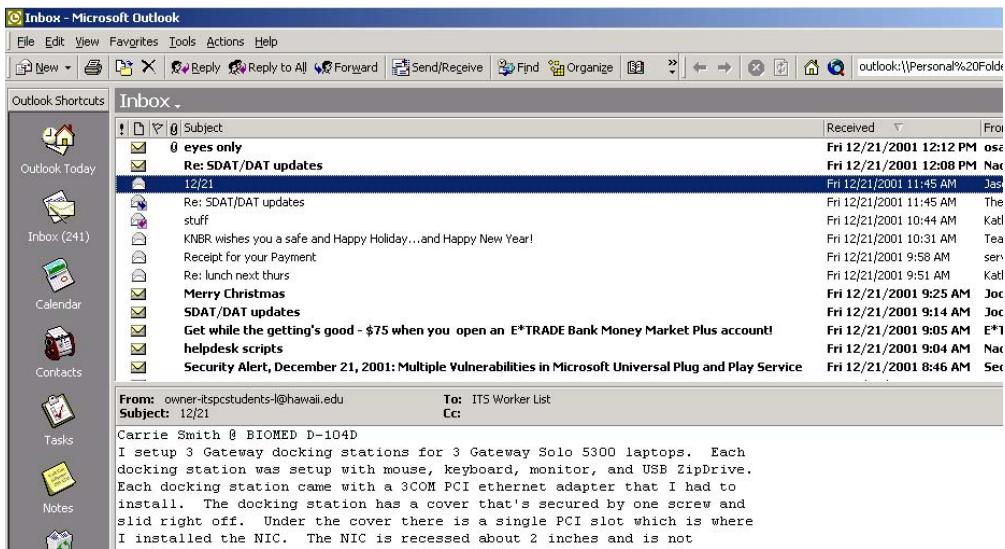
# Using Outlook

## GETTING MAIL

First, you have to be connected to the Internet, either using the UH dial-up service or any other Internet provider. Next, click on the **Send/Receive** button on the upper right hand corner of the toolbar. It will look like this:



Your Inbox should now be opened in the top window.



## Types of e-mail

E-mail comes in many different types. **Read**, **Unread**, and e-mail with an **Attachment**. E-mail that has not been read will be in bold print with a closed yellow envelope. E-mail that has already been read will not be in bold and has a white opened envelope. E-mail that contains an **Attachment** will have an icon of an envelope with a paper clip on it.

## READING E-MAIL

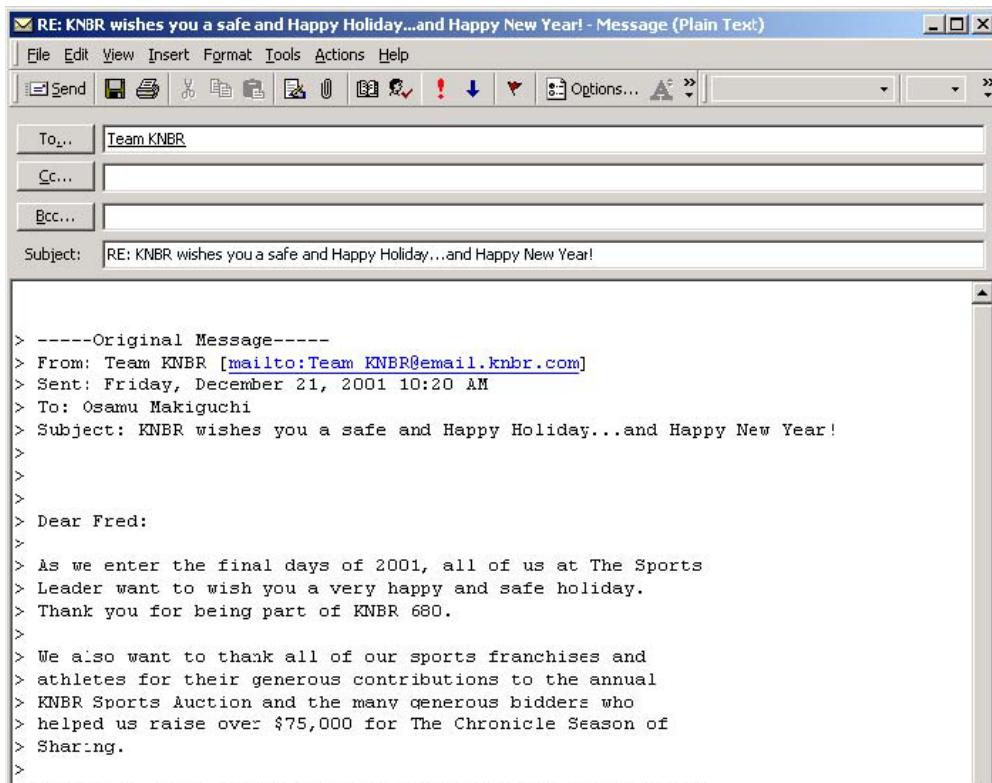
To read e-mail, simply click on the header of the message in the Inbox. The message will then be opened in the bottom window.

## REPLYING TO A MESSAGE

Select the message you wish to reply to. Click on the **Header** of the message to open the e-mail in the window below the Inbox. Now click on the **Reply** button from the toolbar:



This will open a compose message window.



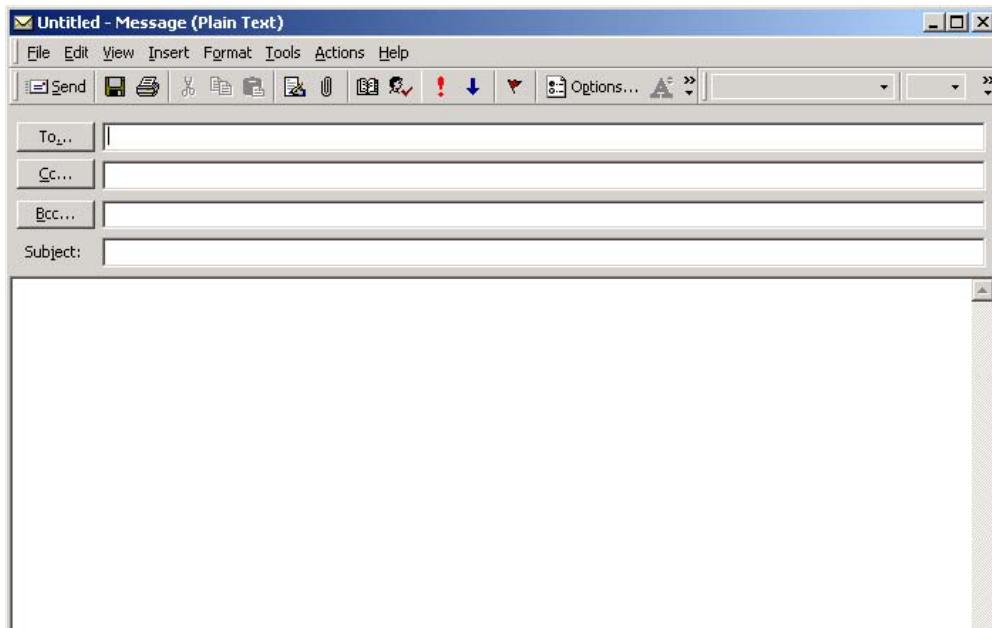
When you are finished typing your reply, click the **Send** button:

## COMPOSING AND SENDING E-MAIL

To send a new message, click on the **New** Button:



This will open a compose message window. The blinking cursor will be on the **To:** line. Type the e-mail address of the person you would like to send the message to in this line. If you want to send the message to more than one person, separate each address with a comma or semicolon.



To: This option is for designating who the e-mail is addressed to personally.

Cc: This option stands for Carbon Copy. Cc is used to designate secondary recipients of the e-mail. These are the people who you want to get a copy of the email but are not being addressed personally.

Bcc: This option stands for Blind Carbon Copy. Bcc is used to designate secondary recipients. The difference between Cc and Bcc, is that Bcc sends a copy of the e-mail to the person designated, but doesn't let the other recipients of the e-mail know that a copy of the e-mail was sent to the Bcc recipient.

Now click on the subject field. You can reach this by pressing tab or clicking on the blank space next to "**Subject:**". This is where you will put the subject of the message. This is what the recipient of the e-mail will see as the purpose of the e-mail.

Now click on the message space and begin typing your message. When you are satisfied with your message, click on the **Send** button to send your e-mail:

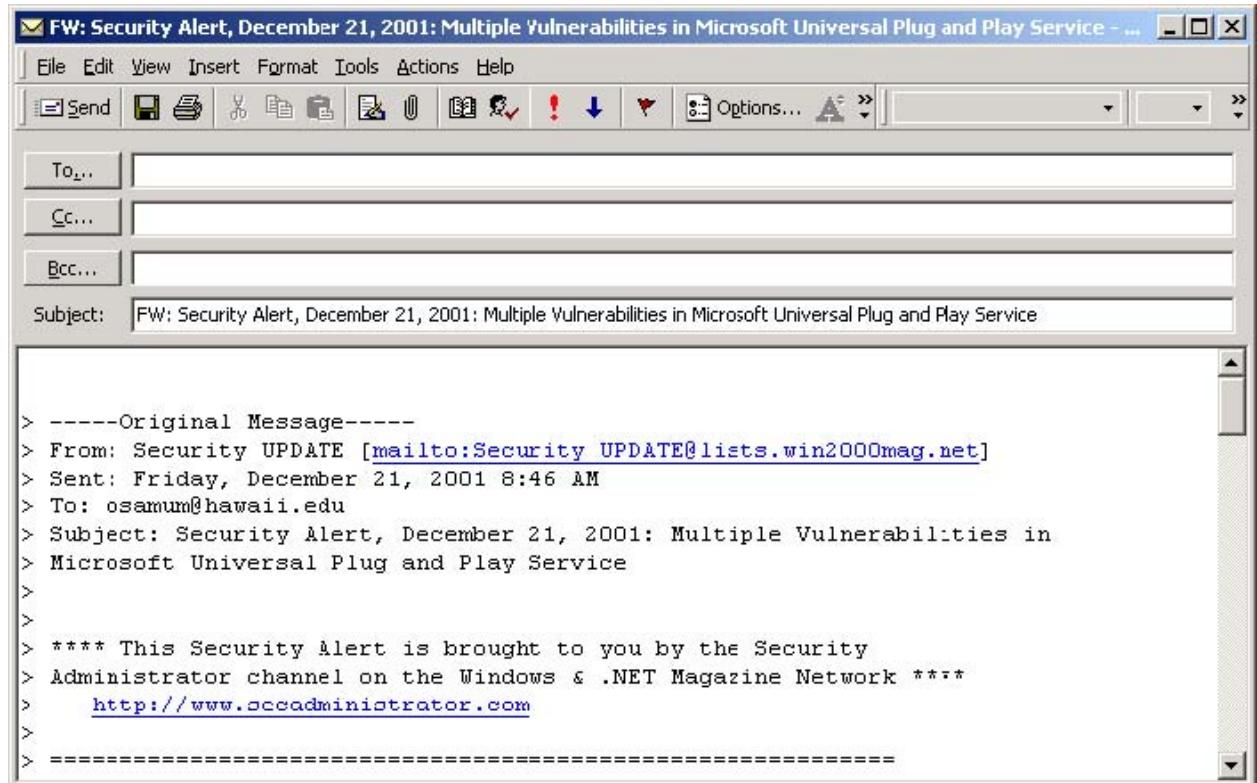
You must be currently connected to the Internet to send your e-mail.

## FORWARDING MESSAGES

To forward a message to others, open the message you want to forward in the **INBOX** and click on the **Forward** button:



This will open up a compose message window.

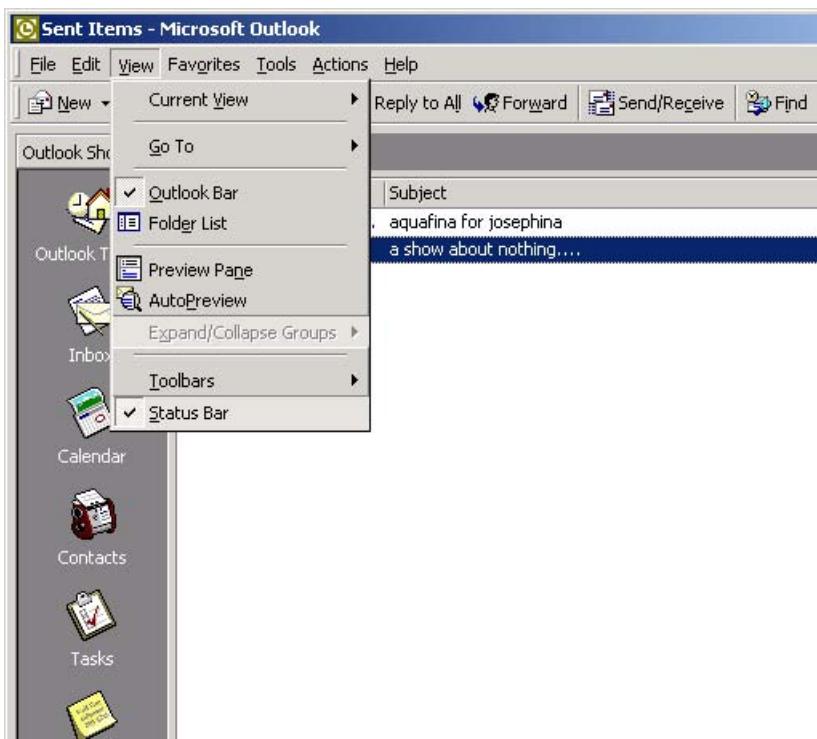


Fill in the recipients as if you were sending a new message. The subject of the message will be listed as “FW: the subject of the message you are forwarding”.

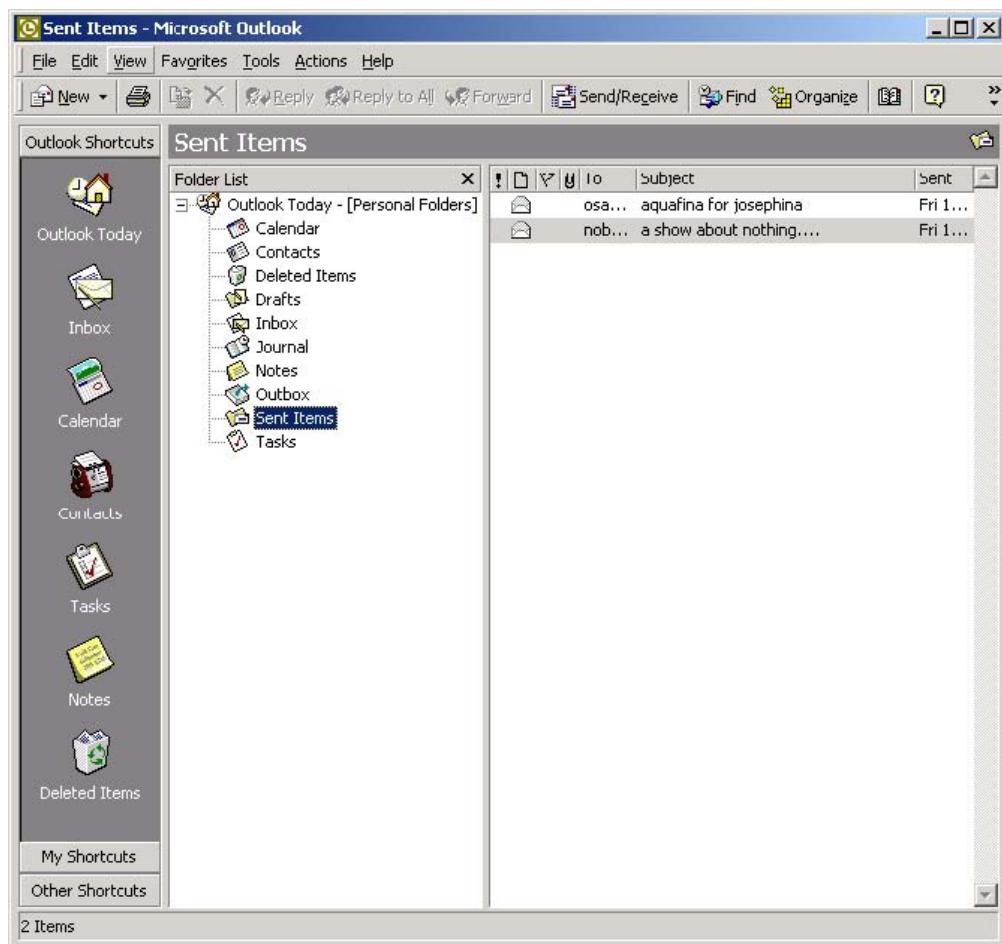
You may also write in the text body as if it were a new message. Just click in the message portion of the email and edit it as you want. When you are satisfied with your message, click on the **Send** button to send it. The forwarded message will appear as an attachment that will automatically be displayed on the bottom of the message you have sent.

### CHECKING YOUR SENT MESSAGES

Outlook will keep a copy of all sent mail. To access your sent mail, make sure your folder list is visible by going to the **View** menu and choosing **Folder List**:



This will give you a listing of all your mail folders on the left portion of the Outlook screen:



Click on the **Sent Items** folder in the listing. This will open a window with all your sent mail in the right side window.

## DELETING MESSAGES

Click on the **Header** of the message you want to delete. Once you have done that, click on the **X** button:



This will move the selected message to the **Deleted Items** folder. The Deleted Items folder will hold your messages in case you decide on a later date to keep the message. To permanently delete all messages in the Deleted Items folder, right-click on the **Deleted Items** folder and choose **Empty “Deleted Items” Folder**. Once you empty your Deleted Items folder, all e-mail in that folder will be irretrievably deleted.

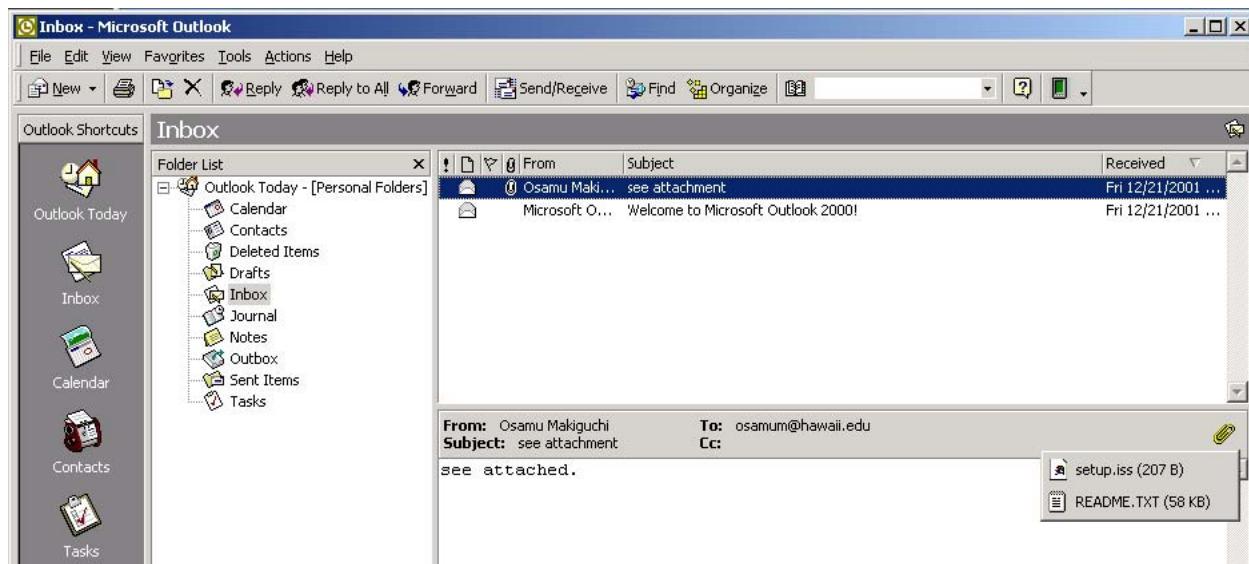
## PRINTING MESSAGES

To print a message, click on the header of the message you want to print, then right-click on the header and choose the **Print** option from the pop-up menu. Clicking on the printer icon on the main toolbar will only print out the listing of email messages.

## Attachments

### VIEWING ATTACHMENTS

An **attachment** is a file that has been sent along with the e-mail message. To view the attachment, first open the e-mail by clicking on the file. The e-mail will open in the bottom window. On the top-right side of the message window is a yellow paper clip icon. Click on the icon.



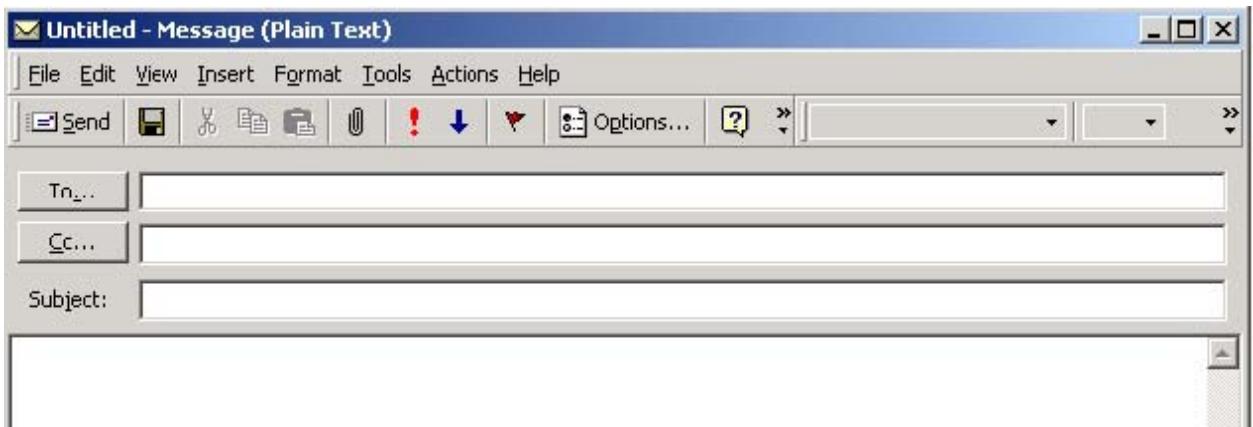
This will open a list of all files attached to the e-mail. Select the one you wish to view and click on it. You will be presented with an option to Open the file or Save the file. Normally, you would save the file to your hard drive.

**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. Also, be especially cautious about attachments that are programs, i.e., anything with extensions like, \*.exe, \*.com, \*.bat, \*.cmd, \*.vbs, \*.pif, or that have double extensions, e.g., picture.jpg.vbs. When in doubt, don't open the attachment.

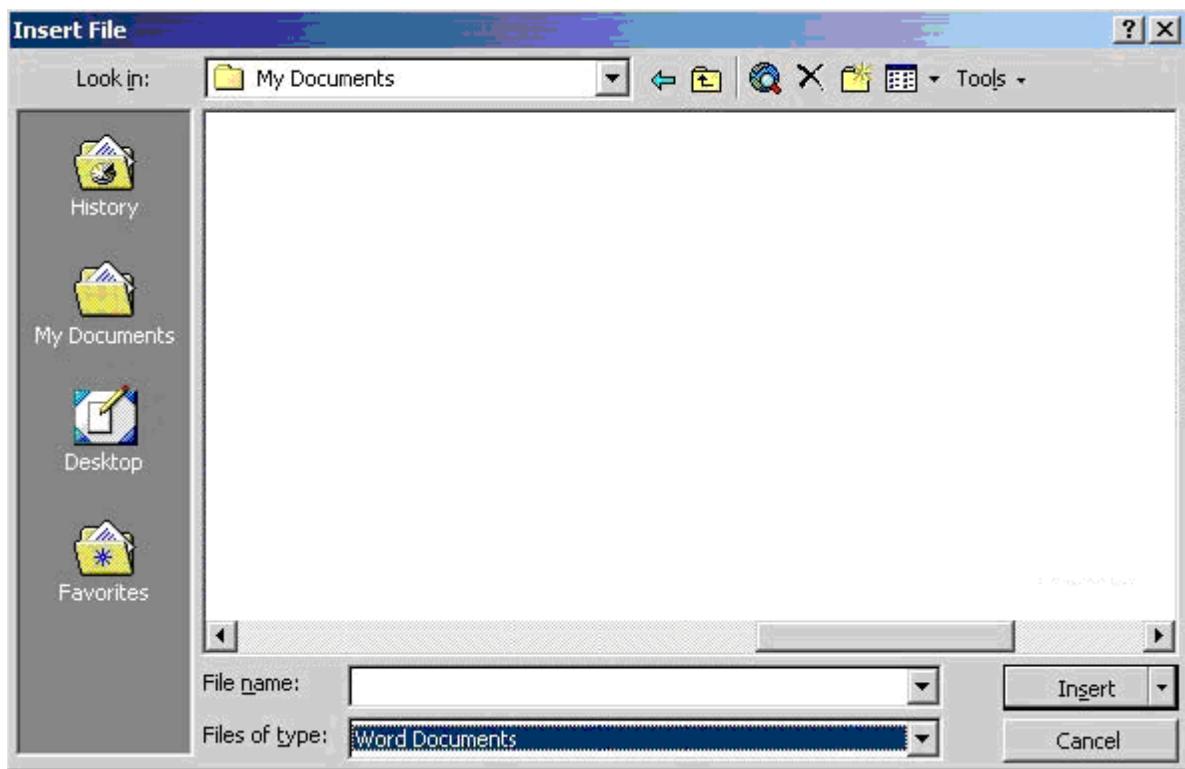


## SENDING AN ATTACHMENT

When you are writing an e-mail message, before you send the e-mail, click on the **paperclip** button on the top toolbar:



This will bring up a window where you can select the file you wish to attach. Highlight the file you wish to attach and click on the **Insert** button.

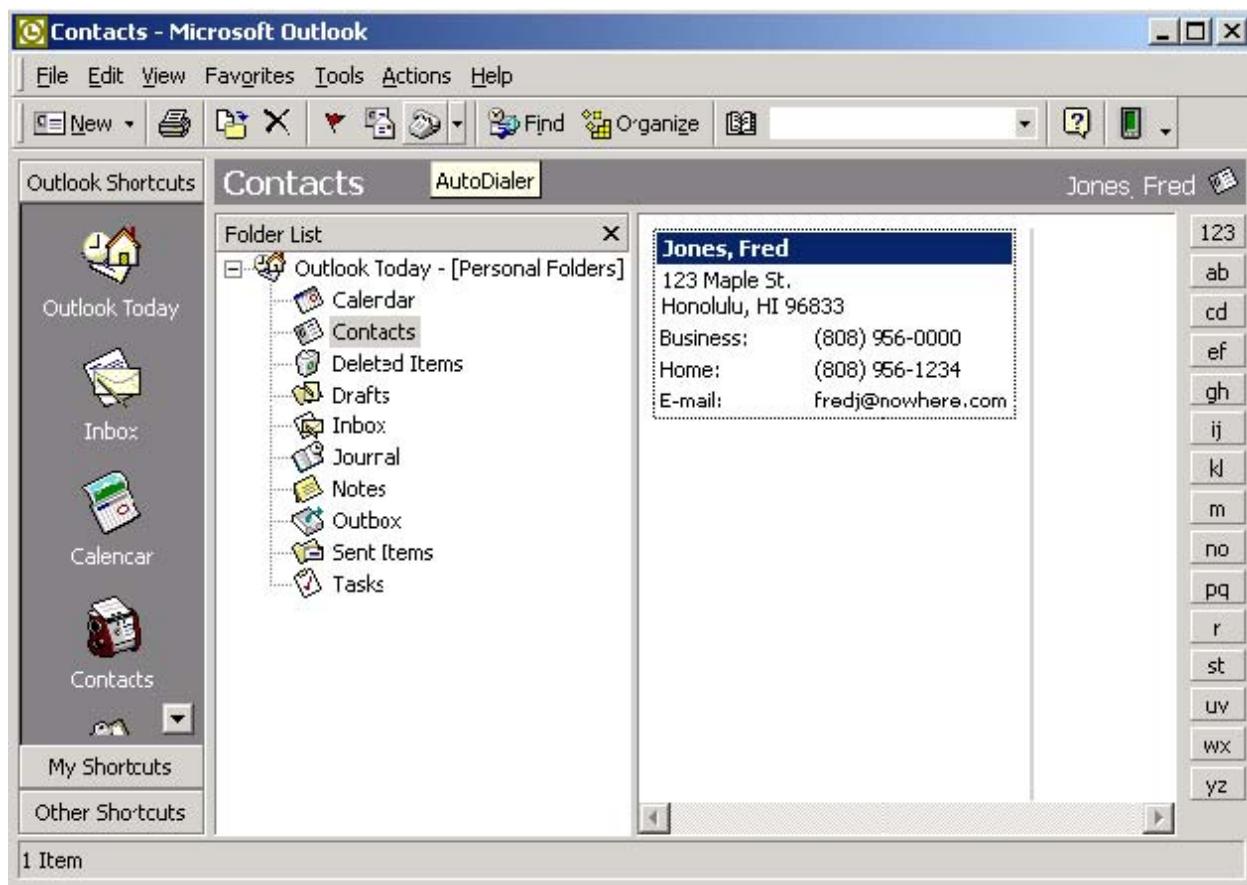


The file is now attached and will be sent with your e-mail.

## Using Contacts

### OPENING YOUR CONTACTS

In your folders list select **Contacts**. This will open up your list of contacts.



## ADDING NAMES TO YOUR CONTACTS

To add a new name to your address book, click on the **New** button in the toolbar:

**Untitled - Contact**

File Edit View Insert Format Tools Actions Help

Save and Close | Print | Copy | Paste | Find | Select All | Up | Down | Left | Right |

General Details Activities Certificates All Fields

**General**

Full Name...   
Job title:   
Company:   
File as:

Business   
Home   
Business Fax   
Mobile

Address...   
Business

E-mail   
 Send using plain text

Web page address:   
 This is the mailing address

Contacts... Categories... Private

This will open up a new contact. This is where you will store an acquaintance's information. Input as much information as you choose to fill in.

**Untitled - Contact**

File Edit View Insert Format Tools Actions Help

Save and Close | Print | Copy | Paste | Find | Select All | Up | Down | Left | Right |

General Details Activities Certificates All Fields

**General**

Department:  Manager's name:   
Office:  Assistant's name:   
Profession:

Nickname:  Birthday:  None  
Spouse's name:  Anniversary:  None

Online NetMeeting settings

Directory server:   
E-mail alias:  Call Now

Internet Free-Busy

Address:

Click on the **Detail** tab. The Nickname field on the Details tab allows you to create nicknames for each entry in your contacts.

When you are finished putting in all the information, click on **Save and Close** to save the contact. To save additional acquaintances, click on **New** button again and input the appropriate information.

## **EDITING ENTRIES IN YOUR CONTACTS**

To edit an existing entry in the contacts, double-click on the entry you wish to edit. This will open the contact. You can now edit the information as you need. When you are finished editing the contact's information, click on **Save and Close** to save the contact.

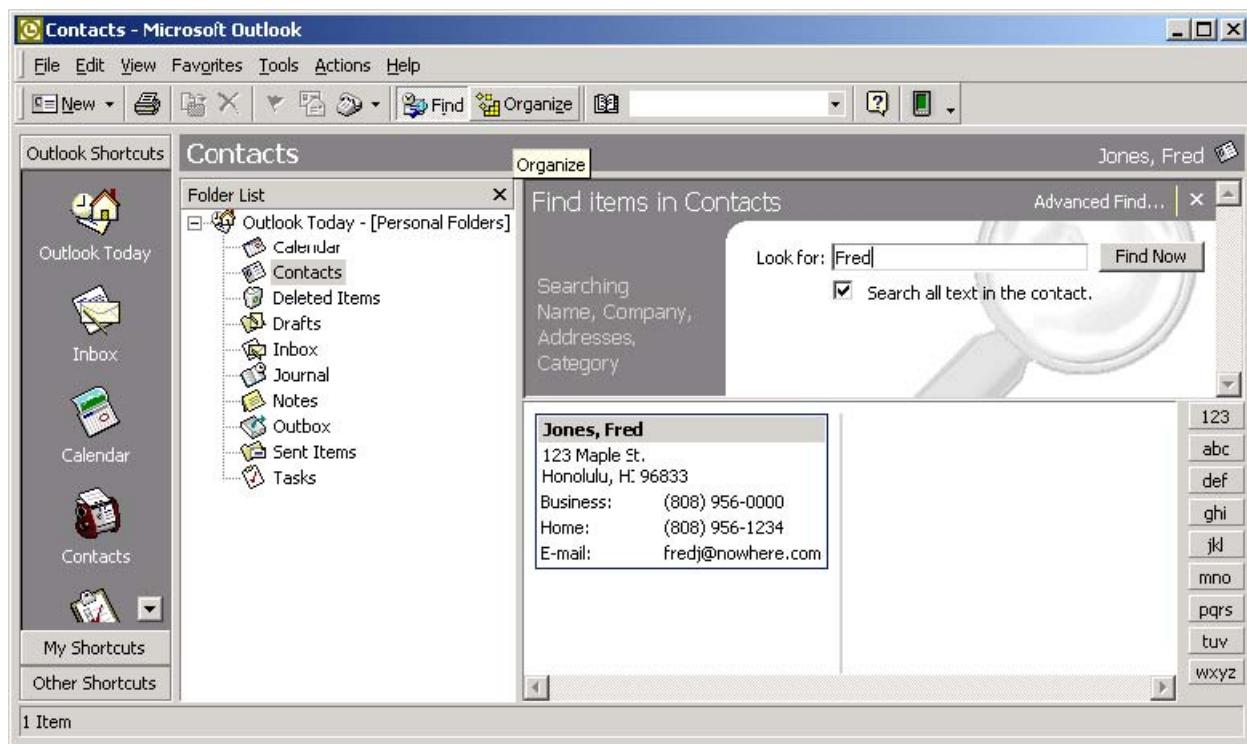
## **DELETING ENTRIES IN THE CONTACTS**

Open the Contacts. Highlight the entry you wish to delete by clicking on it.

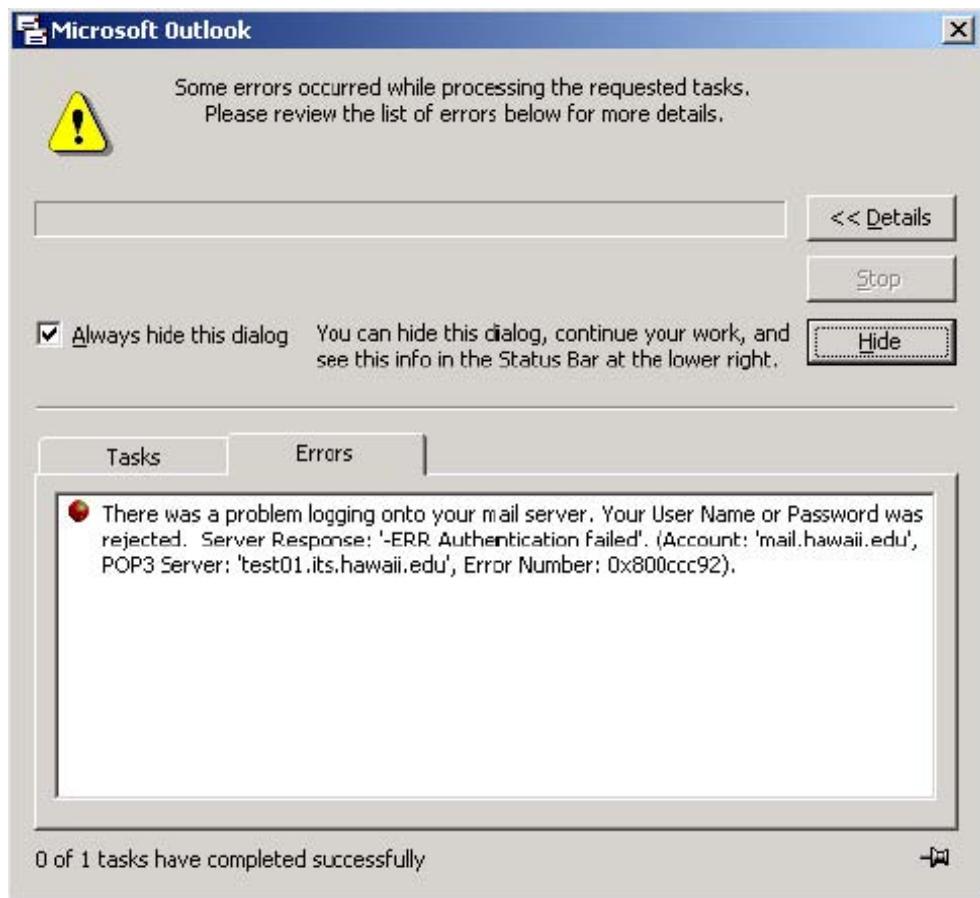
Right-click on the contact and choose **Delete**.

## **SEARCHING FOR A CONTACT**

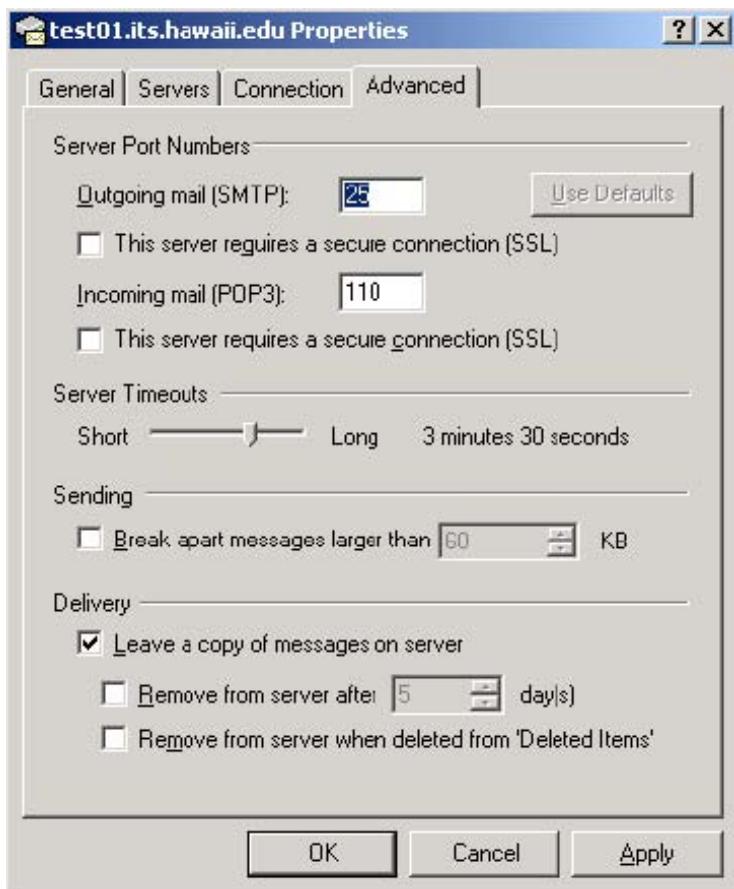
Sometimes, the address book is way to large to search through the whole list manually. This is where the built in search tool can come in handy. To initiate a search, click on the **Find** button on the toolbar. A window will pop up above the contacts list where you can type in a name to search for. Click on the **Find Now** button and this will automatically open the contact that most closely matches the name you type in.



## Troubleshooting

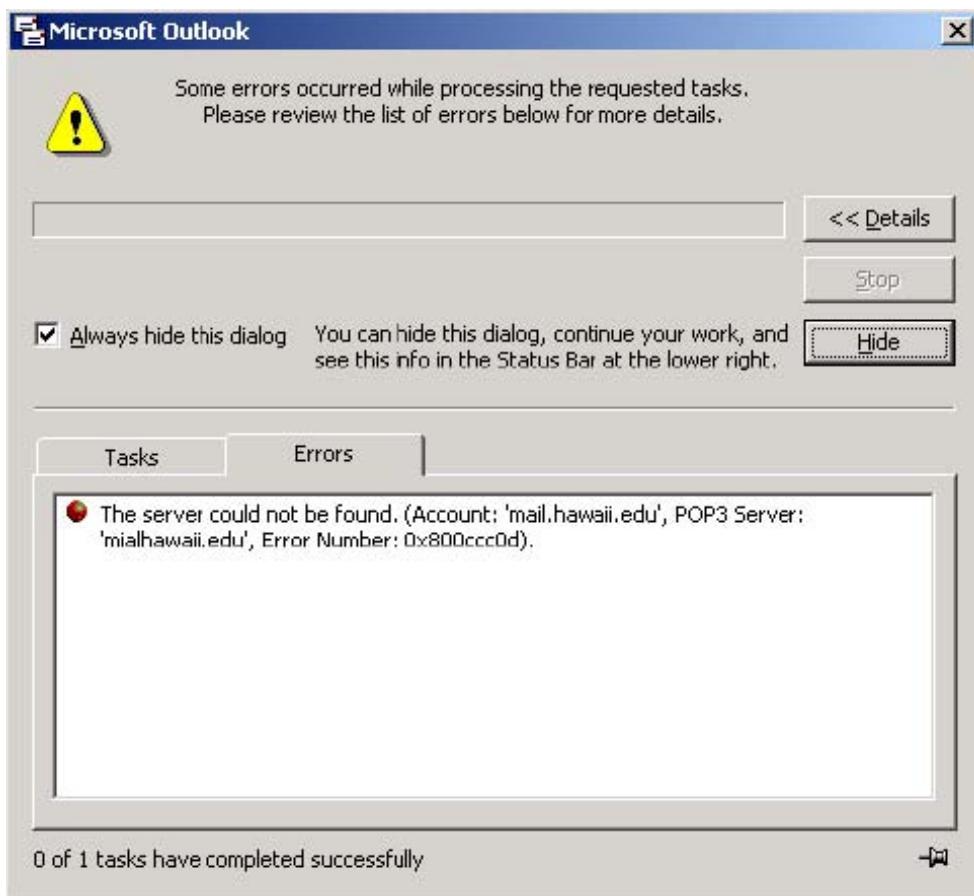


If you receive the error message above, it could be that you have inputted your ITS Username or password incorrectly. Try inputting your password again and check if your e-mail address is correct.



If there is a “Timed out” error it may be because the outgoing SMTP port number is set to 23. It should be set to 25. Outlook 2000 and XP use this by default but Outlook 97 uses 23. If Outlook 2000 was upgraded from 97 then the port setting may have been carried over.

Note: Sometimes the secure connection doesn't work well, and SMTP connection will time out, and all outgoing messages will be queued. If that happens, try uncheck the SSL option for the Outgoing mail SMTP.



If you receive the error message above it could be that you have inputted the server names incorrectly. Make sure the server is set to **mail.hawaii.edu**

## Getting Help

For online help, you can visit the Microsoft Support Site at:

<http://support.microsoft.com>

For additional assistance, please phone the ITS Help Desk at (808) 956-8883,

send email to [help@hawaii.edu](mailto: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](http://www.hawaii.edu/help)

The ITS walk-in Help Desks are located in Keller 105, Keller 213, and the ITS Hamilton Lab on the UH Mānoa Campus.

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