



Getting Started With Outlook Express

For Windows 2000/XP

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Introduction

This document is a basic introduction to Microsoft Outlook Express 6 and is written for the University of Hawai'i (UH) user with an IBM or PC compatible computer and an *uhunix* account. If you receive your e-mail from a system other than *uhunix*, the information in this document may not apply to you. For information on finding out more about Outlook Express, see the section *Getting Help*.

What is Outlook Express

Outlook Express is a free online communication tool from Microsoft that you can use for e-mail or newsgroups. It is included with Microsoft Internet Explorer 6 for Windows operating systems. With Outlook Express, you can download your e-mail messages from the UH mail server onto your computer's local hard drive. Outlook Express also allows you to view old mail messages and compose new mail messages off-line and simplifies reading and sending attachments. It allows you to receive mail from multiple e-mail accounts, as well as create Inbox rules that allow you to manage and organize your e-mail.

Note: Microsoft Outlook is a commercial product available separately or bundled with Microsoft Office. It is an e-mail, calendaring and contact management client that is normally used with Microsoft Exchange Server.

Requirements

To install Outlook Express, you need an IBM or PC compatible computer running Windows 2000/XP, 70 MB of free hard disk space, and 16-64 MB of RAM depending on your operating system. Your computer must be connected to the Internet via modem, broadband (cable or DSL) modem or a direct ethernet connection.

You also need a UH username. UH faculty, staff, and students can submit a request online at <http://www.hawaii.edu/account>.

Where do I get Outlook Express

Outlook Express is obtained when you install Internet Explorer because it is a component program of Internet Explorer. Internet Explorer is on the ITS CD-ROM which is available at the ITS Help Desk in Keller 105, Keller 213, or the Hamilton Lab 2nd floor addition on the UH Mānoa campus. You may also download Internet Explorer from either the Help Desk or the Microsoft Web site.

<http://www.hawaii.edu/help/software/pcsoft.html>
<http://www.microsoft.com/windows/ie>

Issues

A major issue concerning Outlook Express is viruses. Outlook Express is widely distributed on Windows operating systems and thus is a primary target for virus programmers. Many viruses created today are programmed to take advantage of Outlook Express features.

The best way to protect your computer against viruses is to install and maintain an anti-virus program on your computer. The University offers McAfee VirusScan free of charge to UH faculty, staff and students. McAfee VirusScan is available on the ITS CD-ROM or from the UH anti-virus page at:

<http://www.hawaii.edu/downloads/mcafee/>

POP and IMAP

When you configure Outlook Express, you will need to choose between two protocols for incoming mail: Post Office Protocol (POP) and Internet Message Access Protocol (IMAP). In the POP configuration, mail from the POP server is downloaded to your computer's hard drive and is appended to your default inbox. Mail is then deleted from the mail server. Mail processing is done locally on your PC.

If you are migrating from an earlier version of Outlook Express or another e-mail client such as Eudora configured for POP, you should continue using the POP configuration. This will allow you to continue using the mail folders that you have saved locally on your PC in Outlook Express. If you are using Outlook Express for the first time or are migrating from another mail program such as Pine, we recommend that you use IMAP.

When you use IMAP, your e-mail messages are left on the mail server. You will use Outlook Express to manipulate your remote inbox and folders off the mail server. Messages on the server can be marked as deleted but they will remain on the server until you purge your deleted messages. Your mailboxes on the server and your local computer will be synchronized.

You should use POP if you only check mail from one computer. Be advised that you will need to backup your mail periodically in case your hard drive crashes. Use IMAP if you need to check mail from multiple

computers in different locations (e.g. office and home). There is a set disk space quota on the mail server so you need to routinely purge your mail. If your disk space quota is exceeded, you will not be able to receive or send mail.

This document is written for IMAP unless otherwise specified.



Installing Outlook Express

1. Close all Windows applications. Disable your anti-virus software.
2. Insert the ITS CD-ROM into your CD-ROM drive. It should automatically open the main menu. Click on **Install Software**. Close the Notepad window after you have read the installation instructions. Click on **Install Internet Explorer 6 w/SP1**.

If you downloaded Internet Explorer from the Help Desk or Microsoft sites, locate the ie6setup.exe file on your hard drive. Double-click on the ie6setup.exe icon to launch the installer.

Note: Both Internet Explorer and Outlook Express will be installed.

3. Select "I accept the agreement" and click **Next**.
4. Select "Install now - typical set of components" and click **Next**.
5. Select the Windows update download site closest to you and click **Next**.
6. Windows update will download and install components for Internet Explorer, Outlook Express, MSN Messenger service, and Address Book. Click on **Finish** to complete the installation. Restart your computer.
7. You must configure Outlook Express before you can use it.

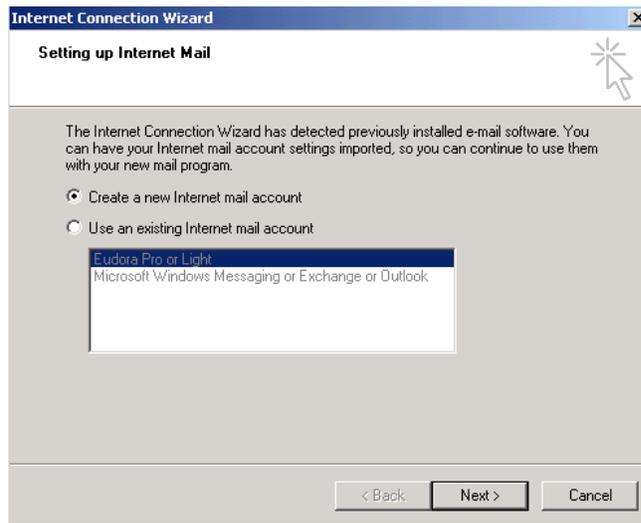
Configuring Outlook Express

If you installed Outlook Express from the ITS CD-ROM, certain items have been filled in for you. However, you still need to go through the following steps to verify that they have been entered correctly. These do not include your UH username which you must enter.

As an example, we will follow a user named **John Doe**, who's UH username is **jdoe**, as he configures Outlook Express for his use. Follow his lead, but remember to enter your own personal information, such as your name and username.

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

- When you first run Outlook Express, the **Internet Connection Wizard** will be launched. Select “Create a new Internet mail account” and click **Next**.



- Enter your full name, **John Doe**, and click **Next**.

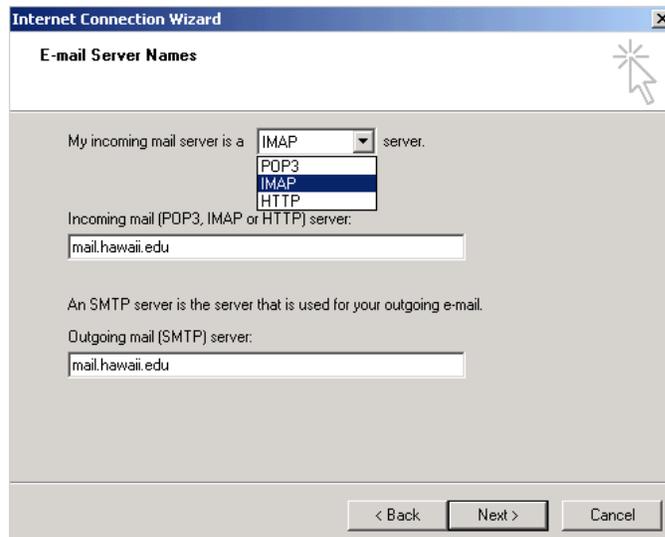


- Select "I already have an e-mail address that I'd like to use," enter **jdoh@hawaii.edu** (enter your own complete e-mail address) and click **Next**.



- When you come to the E-mail Server Names window, you will need to enter the proper University of Hawaii ITS mail server, as shown in the picture below.

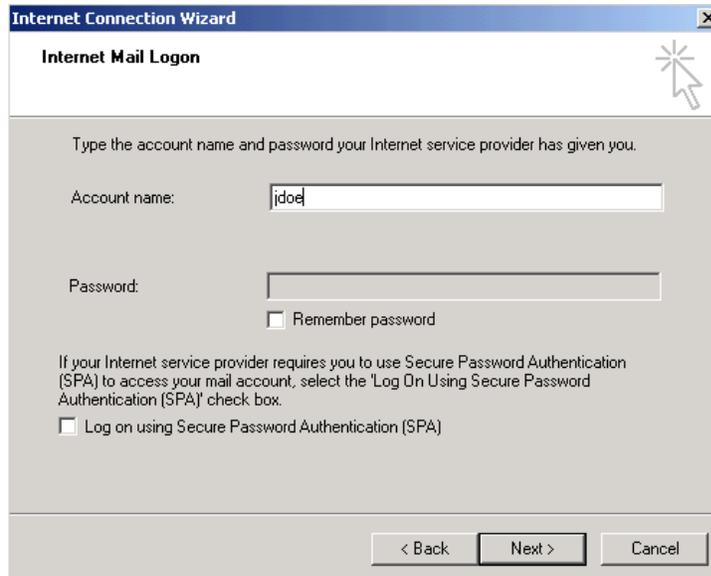
My incoming mail	IMAP
Incoming mail server	mail.hawaii.edu
Outgoing mail server	mail.hawaii.edu



For POP configuration, select the following:

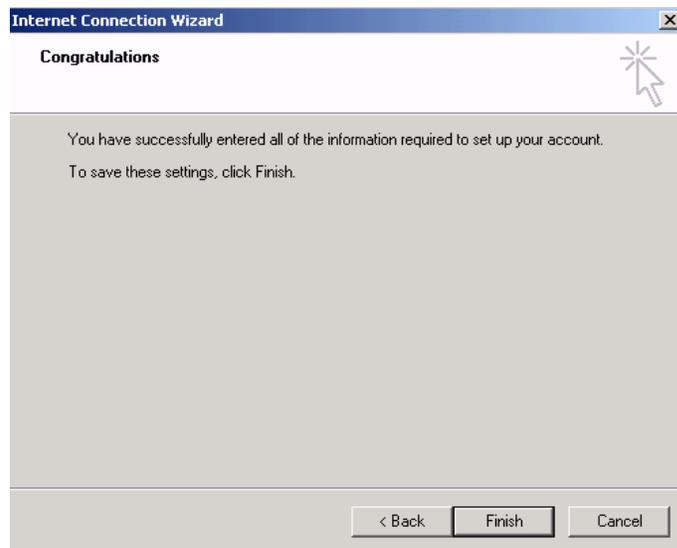
My incoming mail	POP
Incoming mail server	mail.hawaii.edu
Outgoing mail server	mail.hawaii.edu

- In the **Internet Mail Logon** window, enter your UH Username for **Account Name** (e.g. **jdoe**) and uncheck **Remember Password** for security reasons. Do not fill in your password. If you wish, you may enter your password in **Password** and have Outlook Express remember your password by checking **Remember Password** but it is not recommended unless you are the only one using your computer. Click **Next**.



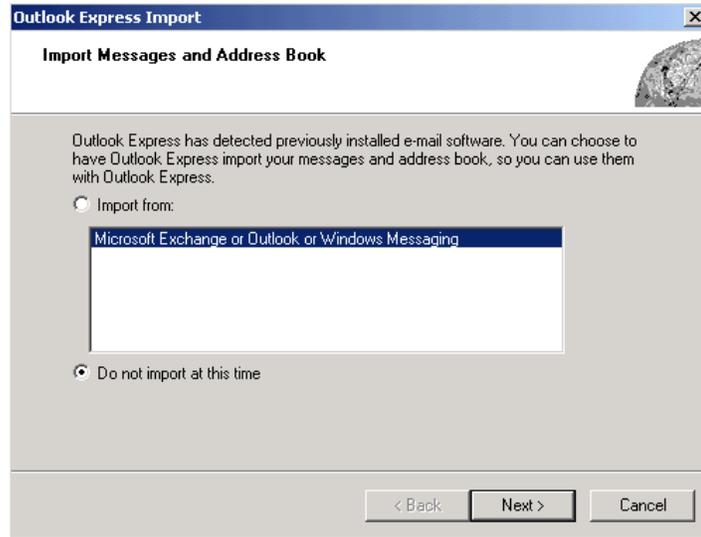
The screenshot shows the 'Internet Connection Wizard' window with the 'Internet Mail Logon' tab selected. The window title bar reads 'Internet Connection Wizard'. The main area contains the following text: 'Type the account name and password your Internet service provider has given you.' Below this are two input fields: 'Account name:' with the text 'jdoe' entered, and 'Password:' which is empty. A checkbox labeled 'Remember password' is present and is unchecked. Below the password field, there is a paragraph: 'If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.' Below this paragraph is another checkbox labeled 'Log on using Secure Password Authentication (SPA)' which is also unchecked. At the bottom of the window are three buttons: '< Back', 'Next >', and 'Cancel'.

- Click **Finish** when you have entered all the information and Outlook Express will create your account. If you selected POP, skip to the section *Using Outlook Express*.

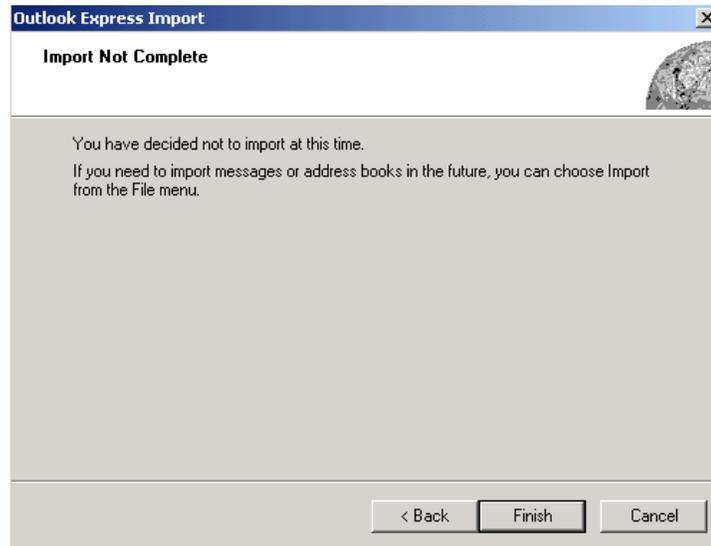


The screenshot shows the 'Internet Connection Wizard' window with the 'Congratulations' tab selected. The window title bar reads 'Internet Connection Wizard'. The main area contains the following text: 'Congratulations' followed by 'You have successfully entered all of the information required to set up your account. To save these settings, click Finish.' At the bottom of the window are three buttons: '< Back', 'Finish', and 'Cancel'.

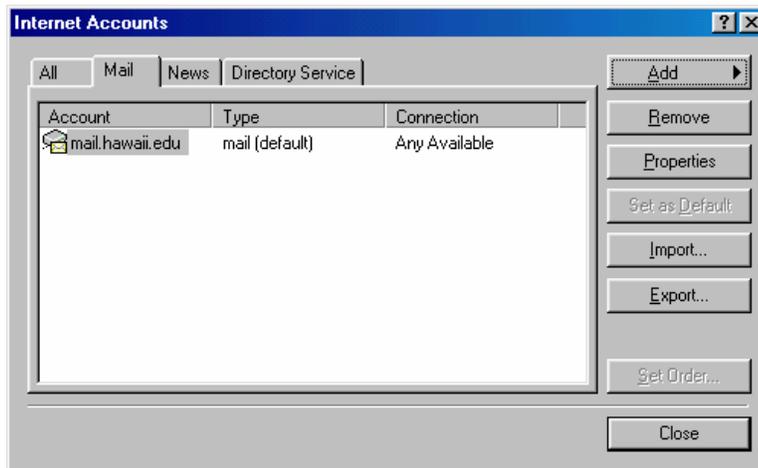
8. If you have another e-mail client, e.g. Eudora, also installed on your computer, you may be prompted to import messages and your address book to Outlook Express. Click on “do not import at this time” and click **Next**.



9. You will be informed how to import messages or address books in the future. Click **Finish**.



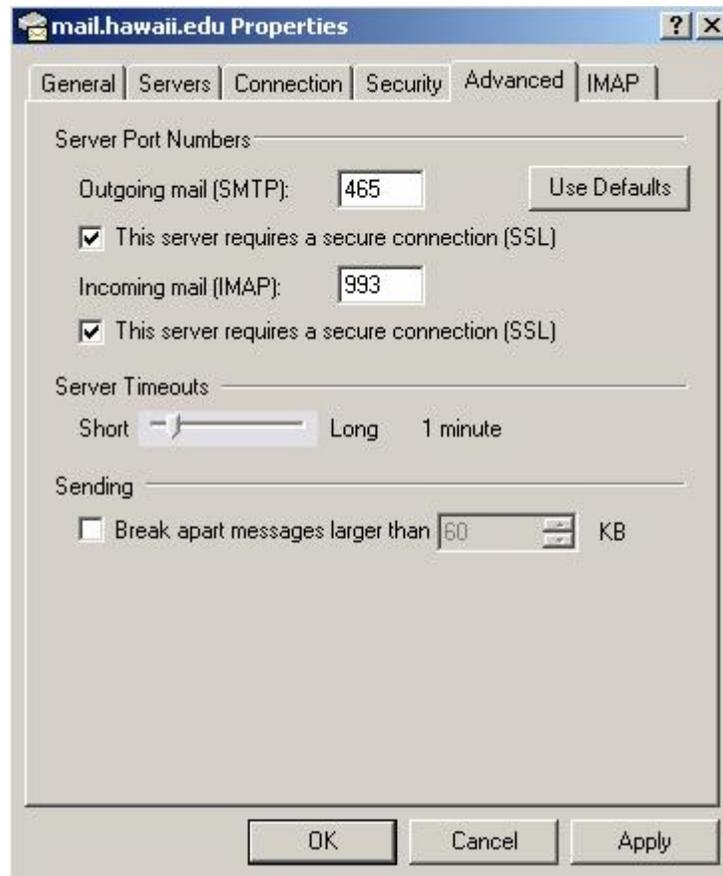
- Click on **Tools** then **Accounts**. In the Internet Accounts window, highlight the mail account you just created and click on **Properties**.



- Select the **Servers** tab and check the box for "My server requires authentication".



- Click on the **Advanced** tab.
- Check the two boxes for "This server requires a secure connection (SSL)".
- Change the Outgoing mail (SMTP) port to **465**. (The Incoming mail (IMAP) should already be set to 993.)

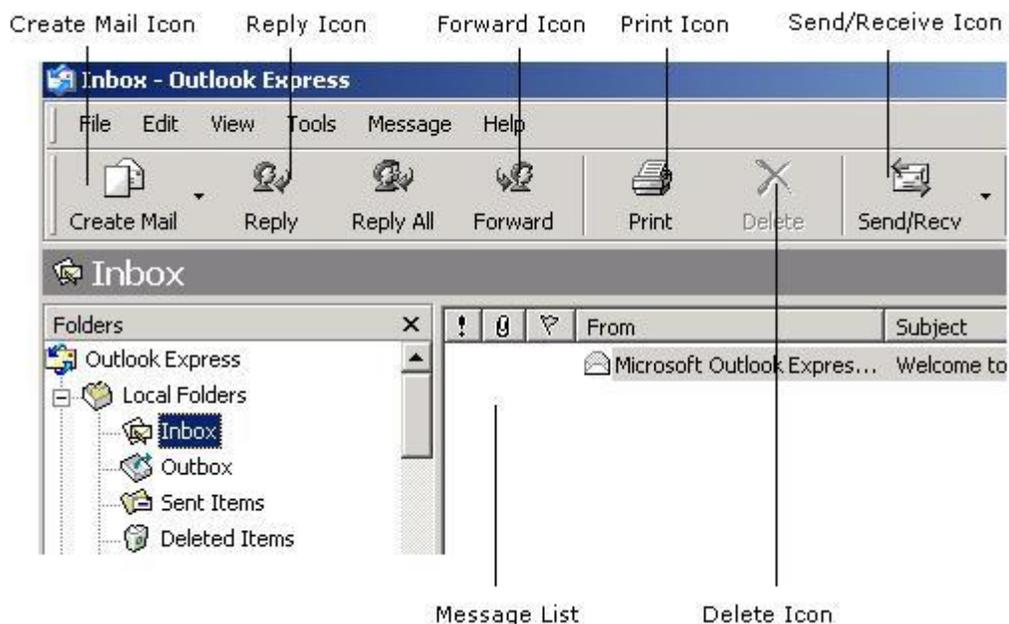


15. Click on the **IMAP** tab. Leave the root folder path box blank.
16. Click **OK** to leave the Internet Accounts window.
17. Click **Yes** when prompted to refresh your folder list.
18. Outlook Express will download all your mail folders from the mail server. Click **Cancel** to show/hide IMAP folders.
19. Highlight the **mail.hawaii.edu** folder in the left pane. Check all the mail folders you want to synchronize and click on **Synchronize Account**.

Using Outlook Express

Double-click on the Outlook Express shortcut on the Windows desktop to launch the program.

CHECKING FOR MAIL



When you open Outlook Express, your messages will download automatically, or you can click on the **Send/Receive** button on the toolbar to check mail manually. Double-click on **Inbox** under the mail.hawaii.edu folder. This is your IMAP inbox. (The POP inbox is located under Local Folders.) Enter your password and click **OK**. You can read your messages either in a separate window or in the preview pane.

- To view the message in the preview pane, click the message in the message list.
- To view the message in a separate window, double-click the message in the message list.

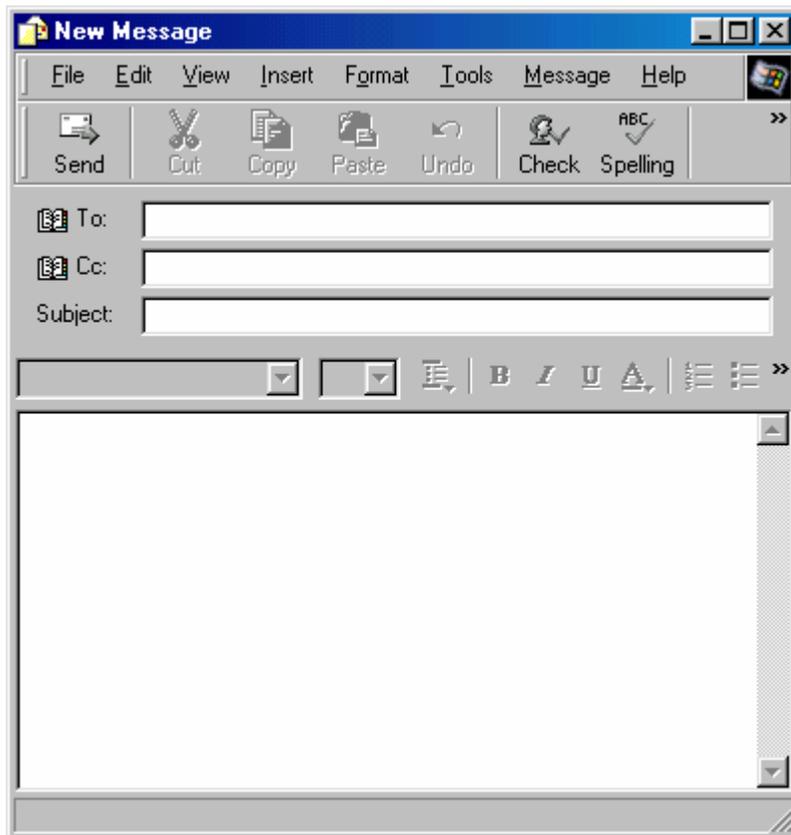
To view information about a message, for example, full message headers, click on **File** then **Properties**. To save a message in your file system, click on **File, Save as**, and then select a format (mail, text, or HTML) and location.

REPLYING TO A MESSAGE

1. In the message list, click on the message you want to reply to.
2. Then, click on the **Reply** button on the toolbar.
3. The e-mail address of the sender of the original message will be automatically filled in on the **To:** line.
4. The original subject line prefixed with **Re:** will be filled in on the subject: line.
5. Your original message will be included.
6. At the blinking | cursor, type in your message.
7. Click **Send** to send the message.

SENDING A NEW MESSAGE

1. Click on the **Create Mail** button on the tool bar.



2. Type the e-mail address of each recipient in the **To:** box. To send a message to multiple recipients, type each recipient's e-mail address in the **To:** box, separating e-mail addresses with a comma or semicolon.

If you want to add names from the Address Book, click on the **book** icon in the New Message window next to **To:**, **Cc:**, and **Bcc:**. Select a name. To use the **Bcc:** box, click on the **View** menu, and then select **All Headers**. Click on the **To:->**, **Cc:->** or **Bcc:->** buttons to add the name to the appropriate line. Click **OK**.

Recipients on the **To:** and **Cc:** lines will see all the e-mail addresses that the message was sent to. Recipients on the **Bcc:** line will not be seen by recipients on the **To:** and **Cc:** lines.

3. Tab to the **Subject** box and type in a message title.
4. After you finish typing your message, click the **Send** button on the New Message toolbar.

FORWARDING MESSAGES

1. After selecting the message you want to forward, click **Forward** on the Message menu.

2. Type the e-mail name of each recipient in the **To:** box. To send a message to multiple recipients, type each recipient's e-mail address in the **Cc:** box, separating names with a comma or semicolon.
3. After you have typed your message, click on the **Send** button on the toolbar.
 - If you are working offline, the message will be saved in the Outbox and will be automatically sent when you go back online.

DELETING MESSAGES

IMAP:

1. Select the message in the message list and click the **Delete** button on the toolbar.
2. A strike through line will be drawn through the deleted message. Select **Edit** and **Purge Deleted Messages** to remove the messages from the mail server.
3. To undelete a deleted (but not purged) message, select the deleted message, click on **Edit** and **Undelete**.

POP:

1. Select the message in the message list and click the **Delete** button on the toolbar.
2. To remove all deleted items from your local hard drive, select the **Deleted Items folder**, and on the **Edit** menu, click the **Empty Deleted Items Folder**.
3. If you want to restore a deleted message, open the **Deleted Items** folder and drag the message back to the Inbox or other folder.
4. If you do not want messages to be saved in the **Deleted Items** folder when you quit Outlook Express, click the **Tools** menu, and then **Options**. Click the **Maintenance** tab and select the **Empty messages from the 'Deleted Items' folder on exit** box.

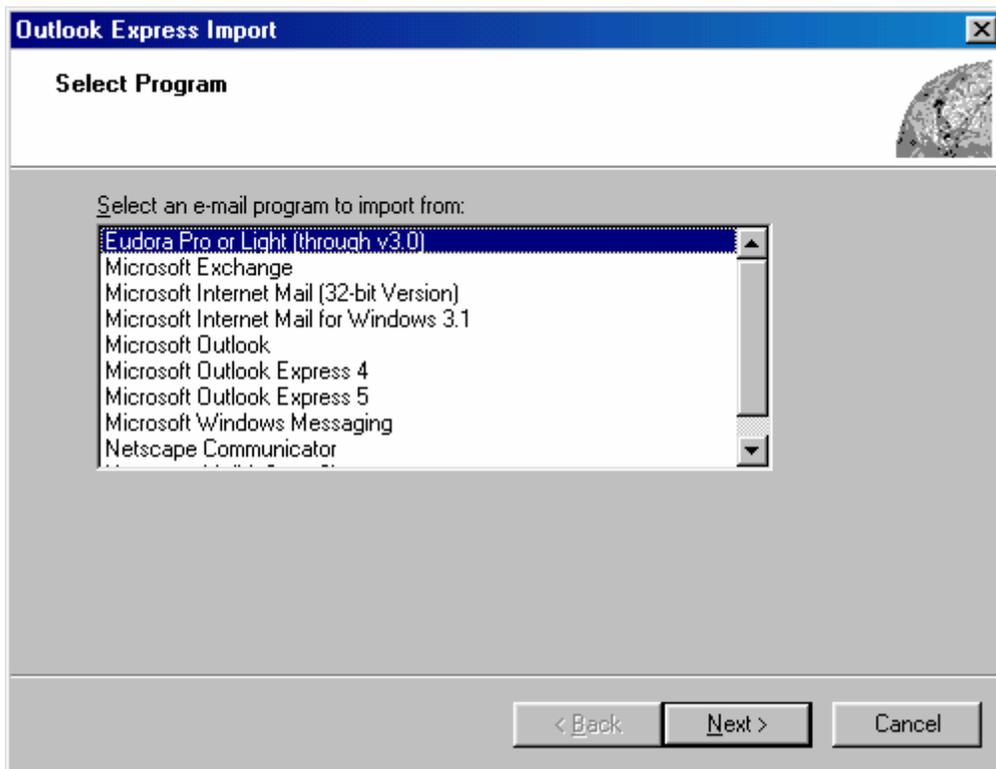
PRINTING MESSAGES

- To print a message, select the message you wish to printer, click on the **File** menu, click **Print**, and then select the print options you want. Click **OK** to print.

Importing Messages From Other Mail Programs

With Outlook's Import Wizard, you can import mail messages from other Internet e-mail programs, such as Netscape Mail and Eudora. You can also do this from Microsoft Exchange and Microsoft Outlook.

1. On the **File** menu, click **Import**, and then click **Messages**.
2. After selecting the e-mail program you want to import messages from, click **Next**.



3. Verify the location of your messages, and click **Next**.
4. To import all the messages, choose **All folders**, and then click **Next**. To import messages from one or more folders, you can also choose **Selected Folders**.
5. At the end, click **Finish**.

If you are not sure about the e-mail program and the version you want to import messages from, simply start the e-mail program, and on the **Help** menu, select **About** to check the information.

Note: Outlook Express may not be able to import messages from newer e-mail programs. If your version is not listed, please contact the ITS Help Desk for assistance. Help Desk contact information is listed at the end of the document.

Using the Address Book

Contacts in your Outlook Express address book allow you to type in the name of your recipient on the **To:** or **Cc:** lines without having to type in the complete e-mail address. Outlook Express will insert the e-mail address when you send the message. To add a contact to your Outlook Express address book, click **Tools, Address Book**. Select the folder to which you want to add a contact. (You can create a new folder by clicking **File, New Folder**. Then enter a name for the folder and click **OK**.) On the **Name** tab, enter at least the first name, last name and e-mail address for the contact. Check “**Send E-Mail using plain text only.**” You may add information on the other tabs if desired. Click **Add** and **OK**.

You may create a group in the address book with multiple e-mail addresses. You can then use the group name instead of typing in individual e-mail addresses when sending a message. To add a group in the address book, click **File, New Group**. Enter the group name. In the **Name** box, type in the name of the first contact in the group. In the **E-mail** box, type in the complete e-mail address of the first contact. Click **Add**. Repeat adding names and e-mail addresses for each person in the group until you are done.

Attachments

Warning: Viruses are often spread via e-mail attachments. Since Outlook Express is so widely used, it is at high risk for receiving and spreading viruses. If you receive an attachment from a sender you don't recognize, it's best to delete the message and attachment. Do not open or preview it. If you receive an attachment unexpectedly from someone you know, it's best to scan the attachment for viruses first before opening the attachment.

The sender and receiver must have the same application software (e.g. Word or WordPerfect) to open attachments of a particular format. Check with your recipient before sending an attachment to verify that he/she has the software required to open your attachment.

SENDING ATTACHMENTS

1. Click on the **New Mail** button on the toolbar.
2. Go to the **Insert** menu then click **File Attachment**.
3. Select the file you want to attach and click **Attach**. The file will be listed in the Attach box in the message header.
4. Compose your message as usual and click **Send**.

VIEWING ATTACHMENTS

1. Double-click on the message with the attachment from the message list.
2. Double-click the file attachment icon in the message header in the Attach box.

If you have an application that can open the attachment, the application will be loaded with the attachment opened. For example, the attached file has an .xls extension. When you double-click on the attachment in the Attach box, Microsoft Excel loads automatically and opens the .xls attachment.

If the attachment's file extension (e.g. xxx.dat) is not associated with an application software on your system or the file does not have an extension, you will be prompted to open the attachment or save it

to disk. Select **Save it to disk** and click **OK**. Remember where you saved the attachment. Use Notepad or Wordpad to open a text file.

If you do not have an application that can open the attachment, you will need to contact the sender to resend the attachment in a format that your computer can read.

Note: If you do not double-click on the attachment, it is not downloaded to your local hard drive and you will not be able to view it.

Creating Identities

The Identities feature allows several people to use Outlook Express and the Address Book on the same computer. If you share a computer with someone, you can both create an “identity” which would allow each user to have his/her own mailbox and contacts. With your own identity, you can organize your contacts through subfolders. Identities also allow one person to have separate identities for different e-mail accounts, e.g. work e-mail account and personal e-mail account, on the same computer.

ADDING AN IDENTITY

1. On the **File** menu, click **Identities**, then **Add New Identity**.



2. Type the new identity name.
3. If you want a password for your identity, check **Require a password** and enter a password.

You can add an identity from the Address Book only if you opened it from the **Start** menu, not if you opened it the Address Book from Outlook Express. You can add identities from Outlook Express. You can also change an identity’s name or password later.

DELETING AN IDENTITY

1. On the **File** menu, click **Switch Identity**, then **Manage Identities**.
2. Select the identity and click **Remove**.

You will not be able to delete the current identity, nor the last remaining identity. When you do delete an identity, the settings that go with it are deleted, but the data will not be deleted. The **Switch Identity** command in the Address Book will only be available when you open it from the **Start** menu (**Start, Programs, Accessories, Address Book**).

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 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 **<http://www.hawaii.edu/help>**
The ITS walk-in Help Desk is located in Keller 105, Keller 213, and the Hamilton Lab 2nd floor addition on the UH Mānoa Campus.

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