Entourage - an Introduction to Calendar

Version 2004 for Macintosh

Table of Contents

Introduction Return to Top

Microsoft Entourage offers an integrated package, with e-mail, calendar, address book, directory, tasks, and notes – all rolled into one program. Microsoft also offers a web interface called Outlook Web Access (OWA). OWA 2003 has the same look and feel as the desktop version of Outlook (for Windows). Using Entourage is like having both Eudora and CorporateTime in one application, with a shared address book; or using the OWA, is like having Webmail and CorporateTime for the Web together in one web client.

People often interchange “Outlook” and “Exchange”. Outlook is really a combined e-mail and calendar client – similar to the separate clients of Eudora and CorporateTime. Exchange is the mail and calendar server, where the messages and appointments are stored. Currently we have separate e-mail (blue.weeg.uiowa.edu) and calendar (calendar.uiowa.edu) servers.

Some examples of things you can do with Entourage are:

- Send, receive, and store e-mail messages
- Create a contact, note or appointment directly from an e-mail message
- Get a reminder before a meeting
- Store, organize, and share names, addresses and other information about your business and personal contacts
- Filter junk e-mail and organize e-mail messages you wish to keep
- Maintain a personal calendar of appointments, events, and meetings
- Schedule meetings and check who will be attending
- Schedule individual and repeating calendar entries
- View other users' calendars for busy and free times
- Create address books for personal and shared use

ITS is currently aware of some issues with Entourage, these can be viewed at Entourage Issues.

How do I sign in?

Return to Top

1. **Double-click the Entourage Icon**.
2. Enter your **Password** for the account displayed in the dialog box.
3. Click **OK**.

How do I view my calendar if it's not showing?

Return to Top

Open the **Calendar Pane** by doing one of the following:

- On the **Navigation Pane** | click the  **Calendar** button.
  Or
- Press **Command** + **3**.
  Or

- From the **View** menu | select **Go To | Calendar**.

[How do I open my calendar in a separate window?](#) **[Return to Top](#)**

1. On the **Navigation Pane | Control-Click** the **Calendar** button near the bottom.
2. Choose **Open Calendar in New Window** from the pop-up menu.

[How do I quit the program?](#) **[Return to Top](#)**

- Select **Entourage** | **Quit Entourage** to exit from Entourage.
  Or
- Type **Command** + **Q**.

Note: Entourage is a client/server application that operates in real-time. Therefore, your calendar is updated automatically and you do not have to save your work -- this is done automatically.

[How do I change my password?](#) **[Return to Top](#)**

To change your Password for Outlook you must change your HawkID password on the Change HawkID Password Page.

1. Go to: http://hawkid.uiowa.edu/
2. Click the **Change Password** link or the **password change wizard** link.

[How do I change the view (day/week/month) in my calendar?](#) **[Return to Top](#)**

Choose one of these four buttons on the toolbar to view your calendar in the **Day**, **Work Week**, **Week**, or **Month**, views respectively.

TIPS: Typing **Command** + **T** will always take you to the **current date**. If you are in the **Week** view and you do this, the **current week** will display. In the **Month** view, type **Command** + **T** to display the **current month**.

How do I view a certain day in my calendar? **Return to Top**

In the **Calendar** view:

- Select **View Date** in the Tool Bar. A separate window will open where you will select the date.

How do I create a basic appointment? **Return to Top**

1. Start a new appointment by going to the **New** button on the **calendar** view or Double-click on a time block in the calendar window to open the **Appointment** dialog box.
2. Fill in each field: **Subject**, **Location**, **Start date**, **Start time**, **End date**, **End time**.
3. Decide how to display this on your calendar – **Busy**, **Free**, **Tentative**, or **Out of Office** (this can be set under the options drop down box).
4. Click the **Save Button** and then close the dialog box.

How do I create a detailed entry? **Return to Top**

1. Start a new appointment by going to the **New** button on the **calendar** view or Double-click on a time block in the calendar window to open the **Appointment** dialog box.
2. Fill in each field: **Subject**, **Location**, **Start date**, **Start time**, **End date**, **End time**.
3. Decide how to display this on your calendar – **Busy**, **Free**, **Tentative**, or **Out of Office** (this can be set under the options drop down box).
4. Type any additional notes in the **Notes** area.
5. Click the **Save Button** and then close the dialog box.
6. To make this an appointment with other users, click the Invite button before closing and add the users to the appointment. Then reschedule the time if necessary.

How do I add an attachment to my entry? **Return to Top**

Attachments can only be added to appointments that invite other users.

1. Open the window for an appointment with other users and click the **invite** button.
2. Click the **Attach** button on the **Standard** toolbar.
3. **Locate the file** you want to attach to the calendar entry and click the **Choose** button.
4. Click the **Save** button and **Close** the window.

TIP: Attachments can only be added to appointments that invite other users. When an attachment is added, the file name and associated application icon appear in the appointment notes area.

How do I set a reminder (pop-up window)?

Return to Top

1. Select the **Appointment** to have a reminder.
2. Check the **"Reminder:"** box.
3. Fill in the time in the field and select **minutes**, **hours**, or **days**.
4. Click the **Save and Close** button.

TIP: The Pop-up window will pop up while other programs are running. Pop-up windows can be snoozed like an alarm clock after they go off.

How do I edit an entry?

Return to Top

1. Select the entry that you want to edit:

- **Double-click** the calendar entry.
  Or
- **Control-click** the calendar entry and choose **Open Event** from the pop-up menu.

2. Make the necessary modifications.
3. Click **OK**.

Note: You can only edit entries that you have created. You cannot edit entries that someone else created. If you want to modify an entry, but you are not the creator, you can use the mail message feature to e-mail a modification request to the creator.

How do I create a recurring or repeating meeting, appointment or event?

Return to Top

1. Click the **Occurs** drop down box in the Appointment window.
2. Select **Every Day**, **Every Week, Every** [day of appt], **Day** [date] **of Every Month**, **Every** [weekday] or **Custom**.
3. Click **OK**.
4. Schedule the remainder of the meeting as usual then click **Send** or **Save and Close**.

Note: When you modify the Occurrence series to add or remove dates, any exceptions, i.e., any modifications to individual occurrences of the series, will be lost and all occurrences will be set to match the entry you are modifying. As an example, when you attach a different agenda to each meeting in a recurring series, and then modify the series to add more meetings, all of the attachments are lost. It is best to start a new recurrence series rather than modify the existing one.

How do I edit a recurring entry?

Return to Top

1. Open an instance of the recurring entry by:

- **Double-click** the calendar entry.
  Or
- **Control-click** the calendar entry and choose **Open Event** from the pop-up menu.

2. An Open Recurring Item pop-up dialog box appears.
3. Choose to **Open this one** or **Open the series** and then click **OK**.
4. Make your changes and then click the **Save and Close** button.

How do I delete an entry?

Return to Top

1. Click the entry to select it.
2. Press the **Delete** key.
3. Click **Delete.**

Note: You should only delete entries that you have created. Be careful not to delete an event on your calendar that someone else scheduled. It will not offer to send a cancellation notice if you do.

How do I print my calendar?

Return to Top

1. You can print your calendar by doing one of the following:

- From the **File** menu, select **Print**.
  Or
- On the **Standard** toolbar, click the **Printer** button.

2. In the **Print** dialog box, select the way you would like your print to look: **Daily Calendar**, **Weekly Calendar**, **Monthly Style**, **Calendar List** or click **Layout** to change the format
3. Enter the **Start** and **End** dates for the range of days you would like to print.
4. Select the **Form** to print in (Entourage can print to many planners like Day Runners).
5. Click **OK**.

Note: Open a single meeting then choose **File | Print** to print it.

How do I add Holidays?

Return to Top

Go to http://helpdesk.its.uiowa.edu/exchange/entourageholidays.htm and follow the instructions listed.

Note: If you do the import more than once, you will get duplicates.

All Day Events Return to Top

An **All Day Event** is an appointment without a start time or an end time. It can last one day or multiple days. e.g., holidays, vacations, days on call.

- To create an All Day Event in the Appointment window check the "*All day event*" *box.*

You can set the "*Show time as*" option to **Free**, **Tentative**, **Busy**, or **Out of Office**. Choosing **Busy**, **Out of Office** or **Tentative** will mark the time for the entire day.

Note: Reminders for All Day Events are generated at the beginning of the day. They can not be associated with a particular time of day. Use a **standard appointment** with a **reminder** set and *Show time as* **Free** to do this.

How do I invite others to a meeting? Return to Top

1. Start a **New** appointment as you normally would and fill in the details as needed on the Appointment.
2. Click the **Invite** button.
3. To invite attendees, type in the name or address of the person to invite or click the **Address Book** button to select from your address book. To make sure the address is correct, click **Check Names** and highlight the name you want in the box.
4. Click on **Scheduling**.
5. Find a time that works with all the attendees.
6. Click **OK**.
7. If you did not schedule a room, you may want to enter a location in the Location field.
8. Select any other options you would like.
9. Click **Send Now**. The meeting invitation is sent to all attendees.
   Note: If you do not want to receive responses, select **Options** from the Tool bar and de-select **Request Responses**.

Note: *Always* send Notification about a meeting request or modification to Attendees. Otherwise the meeting or the meeting update will not appear on their calendar. Click the **Send Update** button on the Tool Bar.

How do I schedule a group? Return to Top

Entourage does not by default show the free/busy time for a group. If you **Control-click** on the group name after adding it to the attendees, an option appears to **Expand Group**. Then when you go to the scheduling you can see their free/busy time.

Then continue to schedule the appointment as usual.

How do I search my calendar for an appointment?

Return to Top

1. Go to **Edit** | **Find** or type **Command** + **F** to open the find window.
2. Enter your search criteria in the **Find:** field.
3. Click **Find**. You will see a list of appointments which match the criteria you entered in the previous step.
4. To view details of a particular appointment, double-click the appointment to open the appointment details in a separate window.
5. In order to return to your calendar, close the appointment window and the search window.

How do I open another person's calendar?

Return to Top

Note: You can only open another person's calendar if they have Shared it with you or given you Delegate permissions. Entourage does not provide a method for viewing Shared Calendars in the daily, weekly or monthly view.

Enter the URL of the shared calendar in this format:
https://email.uiowa.edu/exchange/*username***/calendar**
where:

username is the user's Exchange return address (before the @). In most cases this is the same as the user's e-mail alias, for example, https://email.uiowa.edu/exchange/jane-doe/calendar
In a few cases the username is the person'sHawkID. If the alias does not work, try entering the HawkD. This information can be found on the University of Iowa Phone Book/E-mail web page at: http://www.uiowa.edu/homepage/directories/index.html .

How do I see who accepts my meeting?

Return to Top

1. To track responses, **double-click** the meeting to view it.
2. Click **View Attendee Status** to see how many people have accepted, tentatively accepted, or declined your request.

Note: You can ONLY track responses for meetings you schedule. You cannot see responses to someone else's meeting.

How do I cancel a meeting I scheduled?

Return to Top

1. Select the meeting you want to cancel.
2. Type **Delete**.
3. Choose either **Send cancellation and delete event** Or **Delete without sending cancellation**.
4. Click **OK**.
5. The meeting is removed from your Calendar.

Note: We recommend that you **Always send a cancellation notice**, because if you do not, the meeting attendees will not know the meeting has been cancelled and it will still appear on their calendars. If you delete a meeting you didn't schedule, the creator of the meeting will not receive a cancellation notice.

What do I need to do with a meeting request?

Return to Top

When someone schedules a meeting and you are invited to attend, you will receive an e-mail message stating the time, date, and location of the meeting.

You will see the following buttons at the top of the email message: **Accept**, **Tentative**, **Decline**, and **Calendar**:

- Accept - Accept the meeting and add it to your Calendar.
- Tentative - Tentatively accept the meeting and add it to your Calendar.
- Decline - Decline the meeting and not add it to your Calendar.
- Calendar - View the appointment in your Calendar before responding.

You should click one of the buttons (Accept, Tentative, or Decline) for each meeting you are invited to attend.

Note: Always send a response to the meeting organizer by clicking one of the buttons above. Otherwise they can not tell if you plan to attend the meeting, decline it or mark it as tentative.

How do I accept a new meeting time?

Return to Top

1. Double-click the New Time Proposed e-mail message to open it:

- You can click the **Accept Proposal** button to accept the proposed time.
  Or
- Click the **View All Proposals** button to see if there are more proposed times on the **Scheduling** tab. (see steps 2 & 3 below.)

Or

1. Double-click the meeting on your calendar to open it. | click the **Scheduling** tab to see if there are more proposed times on the schedule.

Then on the **Scheduling** tab each proposed new time will show up at the top of the window.

2. Click on each to see the Proposed time on the Free/Busy display.
3. *With the meeting time that you want highlighted*, click the **Send Update** button to notify attendees of the new time.

How do I view a list of who was invited to a meeting? **Return to Top**

1. Open the Meeting by doing one of the following:

- **Double-click** on the meeting on your calendar.
  Or
- **Right-click** on the meeting and then select **Open**.

2. Click on the **Scheduling** tab to see a list of who was invited to the meeting.

Note: Only the person who scheduled the meeting will be able to see who has accepted or declined the meeting.

How do I search for and schedule a resource in Entourage? **Return to Top**

A resource is a thing that you schedule instead of a person. Resources are conference rooms, projectors, laptops, etc.

Entourage does not provide a way to schedule a resource as a resource. A resource can then be double-booked and the person scheduling the resource does not get notification that the resource is unavailable. Because of this, we recommend using the OWA for scheduling resources. For detailed instructions on this see http://www.its.uiowa.edu/cs/exchange/owa.html

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Working as a Delegate (Access Another Users Folder) **Return to Top**

Currently, delegates are unable to view the Calendar, Inbox, and/or Contacts in Entourage even thought the delegate has been granted rights. However, using OWA works.

Enter the URL of the share files in this format:
https://email.uiowa.edu/exchange/username

username is the user's Exchange return address (before the @). In most cases this is the same as the user's e-mail alias, for example,
https://email.uiowa.edu/exchange/jand-doe

In a few cases the username is the person's HawkID. If the alias does not work, try entering the HawkID. This information can be found on the University of Iowa Phone Book/E-mail webpage at: http://www.uiowa.edu/homepage/directories/index.html .

Remove old calendar items

Return to Top

You can reduce the number of items saved in either one of two ways - archiving or deleting.

- Exporting moves items from your data file on the exchange server into a backup file on your Local or Network drive. See **Export your calendar items**.
  Or
- Deleting removes items from your data file on the exchange server without making a backup. See **Delete old items on your calendar**.

Export your calendar items

Return to Top

1. Select **File | Export**.
2. Click **Export items to an Entourage archive**.
   Note: If you created other calendars below the default calendar, this setting will archive items from all calendars.
3. In the type list, select the **Calendar** .
4. Click the right arrow.
5. Select to **keep items** or **remove items**.
6. You can accept the file location where the archive file is saved or browse to a different folder and provide the file name of your choice.
   Note: We recommend that you make a note of this location so you can easily find it later, if needed.
7. Click **OK**.
   The archive will begin. When it is finished click **Done**.

Note: Appointments imported from Corporate Time will all have a modified date of the day imported unless you manually modify them.

Delete old items on your calendar

Return to Top

1. Select **Entourage | Prefrences** from the Menu Bar.
2. Select **Calendar**.
3. Check the box next to **Delete non-recurring events older than**: .
4. Fill in the number of **days**, **weeks**, or **months** you would like.
5. Click **OK**.

Note: This deletes all items that you selected in your calendar, including holidays. These items will be unrecoverable.

Where can I go for more Entourage help? **Return to Top**

Getting Help
Should you have problems while working in Entourage, and it is not covered in this guide, there are a number of resources you are able to access:

ITS Help Desk
Phone: 384-HELP (4357)
E-mail: its-helpdesk@uiowa.edu
Location: 15 Lindquist Center South
http://www.its.uiowa.edu/cs/helpdesk

ITS Exchange Support
http://www.its.uiowa.edu/cs/exchange