

# Entourage - an Introduction to E-mail

Version 2004 for Macintosh

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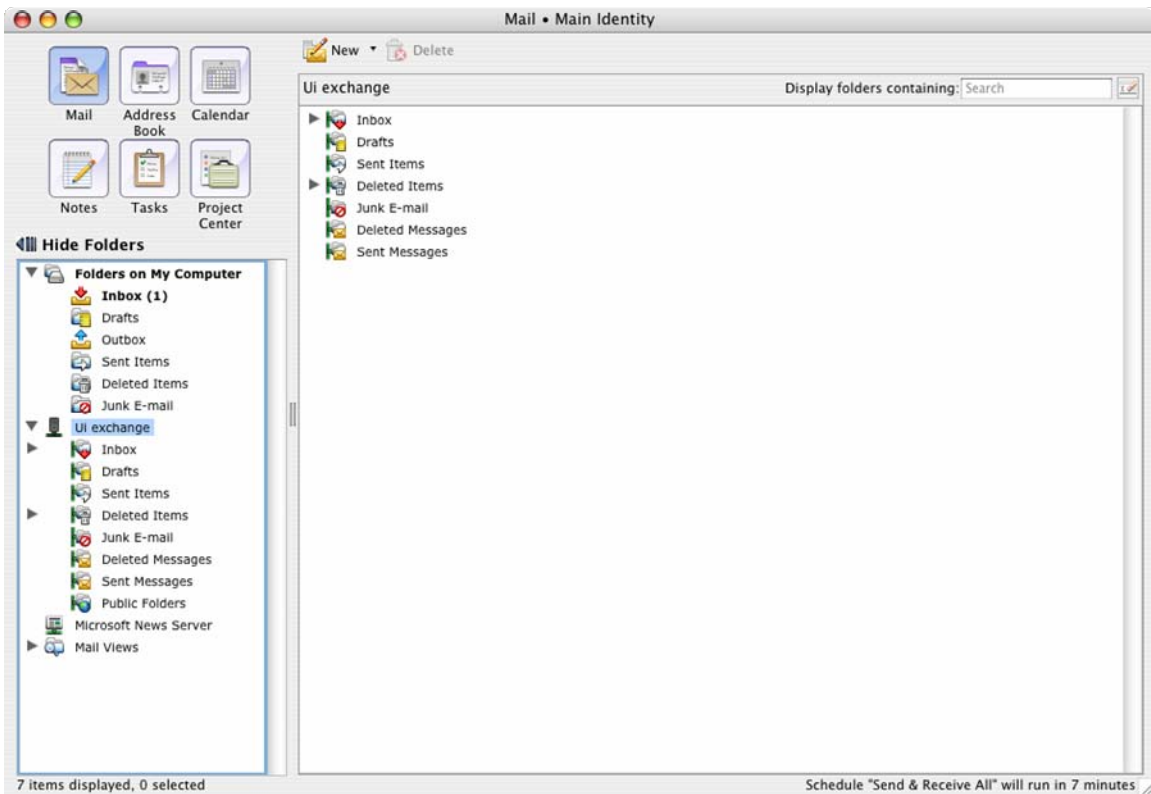
Microsoft Entourage offers an integrated solution, with e-mail, calendar, address book, directory, tasks, and notes - all rolled into one program. Microsoft also offers a web interface called Outlook Web Access (OWA). OWA 2003 has the same look and feel as the desktop version of Outlook. Using Entourage 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](mailto: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.
- Maintain a personal calendar of appointments, events, and meetings.
- Schedule meetings and check who will be attending.
- Create a contact, note or appointment directly from an e-mail.
- 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 systemize e-mail messages you wish to keep.

1. Open the **Hard Drive** on your computer.
2. Go to **Applications | Microsoft Office 2004**.
3. Select **Microsoft Office Entourage 2004**.
4. Select the **Identity Name** from the list, if applicable.
5. Type your **Password**, if prompted.
6. Click **OK**, if necessary.



	Default Navigation Pane Buttons	What they will display
	Mail	Favorite folders and all mail folders list. E-mail folders that you use frequently can be added to your favorite folders list.
	Calendar	View your calendar.
	Contacts	View and manage all the contacts folders you can open - whether stored on your computer or on a network location.
	Tasks	View and manage things you need to perform or personal or group projects you are managing.
	Notes	View electronic "sticky or post-it notes" which store text information.
	Project Gallery	New Project Gallery in Entourage 2004

Entourage has an on-line Help feature.

Select **Help** | **Entourage Help**.

For immediate assistance, you can call the ITS Help Desk at 384-HELP.

If you have access to the Web, check out the ITS Exchange web page at <http://www.its.uiowa.edu/cs/exchange/>. Entourage documentation is available.

Do one of the following to start a New Message:

1. Open the **Mail Pane** by doing one of the following:
  - o From the **View Menu** | **Go To | Mail**
  - o Click the **Mail** icon from the **Navigation Pane**
2. Start a new message by doing one of the following:
  - o On the **Standard toolbar**, click the **New** button
  - o Press **Command + N**
  - o From the **File** menu choose **New** then select **Mail Message**
3. Type an e-mail address in the **To...** field.
4. Press **Tab** or click in the field and type in the **Cc...** field e-mail address (optional).
5. Press **Tab** or click in the field and type in the **Bcc...** field e-mail address (optional).
6. Press **Tab** to move the cursor to the **Subject:** field.
7. **Enter the subject** of your message (optional but highly recommended):
  - o At a minimum the subject should:
    - \* Let you see, at a glance, the main topic of the e-mail.
    - \* Help you distinguish legitimate e-mail from spam.
    - \* Help you track an e-mail conversation as it develops.
    - \* A good subject line should be short and to the point, but not so short that it is cryptic.
8. Press **Tab** to move to the body of the message.
9. **Type your message.**
10. Click the **Send Now** button.

**Tip:** You can type multiple addresses in the **To...**, **Cc...**, or **Bcc...** fields, as long as you separate them with semicolons (e.g., [its-helpdesk@uiowa.edu](mailto:its-helpdesk@uiowa.edu); [tom-doe@uiowa.edu](mailto:tom-doe@uiowa.edu); [jane-doe@uiowa.edu](mailto:jane-doe@uiowa.edu))

You can use the Global Address Book to look up and select names, e-mail addresses, and distribution lists when you address messages.

When you type a name in the To, Cc, or Bcc box of an e-mail message, Microsoft Entourage will automatically try to match the name to a name in the address book. If there is a match, the name is resolved — the Display Name and e-mail address are filled in — allowing you to send the message. If there is no match, the Check Names dialog box prompts you for more information or you can create a contact by clicking New Contact. If more than one name contains the letters you typed, you can select a name from the list.

In addition to using the Address Book to address messages, you can look up names and other information, such as office locations and telephone numbers, by typing the name in the Find a contact box on the Standard toolbar (toolbar: A bar with buttons and options that you use to carry out commands. To display a toolbar, click Customize on the Tools menu, and then click the Toolbars tab.).

Several types of address books can be displayed in the Address Book:

### **Global Address List (GAL)**

This feature requires you to be using a Microsoft Exchange Server e-mail account.

The Global Address List contains the names and e-mail addresses of everyone on the UI Exchange server. It can also contain global distribution lists and public folder e-mail addresses. The Microsoft Exchange Server administrator creates and maintains this address book from Active Directory. Departmental Lists will automatically be pulled from Active Directory. So each department will no longer have to maintain their lists and new hires will be added automatically. Subsets of the Global Address List are displayed in the Address Book when you choose an entry under All Address Lists on the Show names from the list. You can download the Global Address List for use offline.

When you double-click on a name in the GAL you can view the properties for that person. This will display more in depth information about the person such as their phone number and office location. You can add people from the GAL to your Address Book.

### **Entourage Address Book**

The Entourage Address Book is created automatically and contains the contacts in your Contacts folder that have a contact entry in the E-mail or Fax boxes. These contacts display in the Address Book dialog box when you click Contacts in the Show names from the list.

### **Auto Complete**

When you start to type an e-mail address or name in the To..., Cc..., or Bcc... address boxes Entourage Auto Complete will suggest a list of possible matches drawn from names or addresses you have typed in before. Use the Down and Up Arrows to select the name you want and then press the Return Key to have it entered in your address field. Of course you may manually type an address also.

The Global Address List is a list of all accounts on the University of Iowa Exchange Server.

1. Type the name you want to search for in the **To->**, **Cc->**, or **Bcc->** fields and click on the **Check Names** button.
2. Click the **user name** to select it from the list.
3. Click the **Done** button.
4. Repeat until all user names are added.
5. Finish the email.

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### [Saving a Message in Progress](#)

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The following are 3 ways to save a message in progress.

- With the message open | on the **File** menu select **Save**.  
Or
- With the message open | click the **red circle** button in the upper right corner of the window.  
You will be asked if you want to save the message. Click **Yes**.  
Or
- With the message open | on the **File Menu** select **Close**.  
You will be asked if you want to save the message. Click **Yes**.

**Note:** Messages are saved in the **Drafts** folder. Double-click the saved message to open it for editing.

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### [Spell Checking a Message](#)

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Entourage includes a built-in spelling checker. It can be used to check for misspellings in the body of current message composition windows, text files, and signature files. It includes a built-in dictionary and also allows for the creation of a custom user dictionary. By default, when you are typing a message, the spell checker will look for misspellings. If you wish to turn this off, choose **Entourage | Preferences | Spelling** and deselect **“Check spelling as you type”**. You would then need to follow the steps below to perform manual spell checks.

1. To check the spelling of a current composition window, text file, or signature file, do one of the following:
  - Select **Tools | Spelling**  
(If text is selected, Entourage checks only the spelling of the selected text.)
2. If a misspelled, unknown, or repeated word is found, the Check Spelling dialog is displayed with words listed in the Suggestions.
3. Click on the correct spelling or type your correction over the misspelled word. Click **Change** to change the spelling or **Ignore** to keep the current spelling or if the word is spelled correctly but not in the Entourage dictionary click the **Add** button.
4. A dialogue box will pop up telling you when Spell Check is complete click **OK**.

**Note:** If you mistype a word but the result is not a misspelling (for example, “from” instead of “form” or “there” instead of “their”), the spell checker will not flag the word.

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## [Turn on Message Queuing and Sending Queued Messages](#)

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By default messages are sent immediately. You can change this from Immediate send to Queued by the following:

1. Click **Send Later** for the message you want to queue.
2. Click the **Send & Receive** button when you want to send the messages.

This will send all messages in the Outbox from any account that is included in the Send/Receive Groups.

**Note:** If you have the account set to automatically send & receive, the message will be sent automatically. Queued messages are stored in your Outbox until they are sent. Once a message has been sent it can be found in your Sent Items folder.

See [Include Account in Send/Receive](#) to be sure messages from your account is sent when you click the Send button.

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## [Include Account in Send/Receive or Automatic Send/Receive](#)

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1. For those who check more than one e-mail account. Do one of the following:
  - o On the **Tools** menu | select **Schedules** | Double-click **Send/Receive All** | **Define Send/Receive Groups**
2. Under **Actions** change . . .
3. If you'd like Entourage to automatically send and receive, place a check next to **Schedule an automatic send/receive every ## minutes**. You can choose how often.
4. Click **OK**.
5. Click **Close**.

**Note:** Exchange updates your Inbox as soon as a message arrives.

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## [Checking for and Receiving Mail](#)

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- To check all e-mail accounts:
  - o Click the **Send/Receive** button on the Standard toolbar.
- To check one individual account (if you have more than one configured) do one of the following:
  - o Click the **drop down arrow to the right of the Send/Receive button** then select the account you want to Send/Receive from the list or type the number in front of the account name.

**Note:** New mail will show up in the Inbox for the account it was received for. Unread messages will appear in **bold** text in the View pane. Double-click on the message to open it.

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## [Preview Messages](#)

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Entourage allows you to preview a message in 2 ways:

1. See the entire message in a different window:
  - o Double-click the message
2. Preview the content of any item in the Preview Pane:
  - o From the **View** menu
  - o Select **Preview Pane**
  - o Then Select **Right** or **Bottom**. (select **None** to hide the Preview Pane)
  - o Then Select the message to in the **View Pane** and see it in the **Preview Pane**

In the Preview Pane, you can read the content of an item, open attachments, follow a hyperlink, view the follow-up information in the InfoBar (InfoBar: Banner near the top of an open e-mail message, appointment, contact, or task. Tells you if a message has been replied to or forwarded, along with the online status of a contact who is using Instant Messaging, and so on.), and respond to meeting requests.

**Note:** The Preview Pane and AutoPreview settings are set for each folder separately. The Preview Pane does work for the Drafts folder, but you cannot edit it there.

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### [Replying to a Message](#)

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1. With the message open or selected in the mailbox,
2. Do one of the following:
  - o Click the **Reply** or **Reply to All** button on the Standard toolbar
  - Or
  - o Press **Command + R** (reply)
  - Or
  - o **Command + SHIFT + R** (reply to all)
  - Or
  - o Choose **Message | Reply** or **Reply to All**
3. A new message will be created that contains the contents of the original message. The Subject line will be the same as the original with 'RE: ' added in front of it.
4. The Reply button will address your response to the Sender of the message only.
5. The Reply to All button will address your response to the Sender of the message and to everyone listed in the To... and Cc... fields.
6. You may add or remove recipients in the same manner as you would a new message.
7. Add any additional text you want then click the **Send** button.
8. The message will be sent automatically.

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### [Forwarding a Message](#)

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1. With the message selected (highlighted) or open
2. Do one of the following:
  - o Click the **Forward** button on the Standard toolbar
  - Or
  - o Press **Command + J** (forward).
  - Or
  - o Choose **Message | Forward**.

A new message will be created that contains the contents of the original message. The Subject line will be the same as the original with 'FW: ' added in front of it.

3. You may add or remove recipients in the same manner as you would a new message.
4. Add any additional text you want then click the **Send** button.
5. The message will be sent Automatically.

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### [Transferring Messages between Folders and Sub-folders](#)

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- In the Folder Contents list
  1. **Select the message** you want to transfer
    - Press **Shift + Command + M**
    - Or
    - **Select Message | Move To.**
  2. **Click on the folder you want to move your message to and click OK.**
  3. **Drag and Drop** the message to the folder you want to move it to.

**Tip:** You can create a new mailbox and transfer a message into it all in one step. Instead of selecting an existing mailbox, select **New...**

**Tip:** If you transfer a message and decide you put it in the wrong mailbox, select **Edit | Undo Move.**

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### [Printing a Message](#)

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1. Select or open the message you want to print.
  - Select **File | Print.**
  - Or
  - **Control-click** on the message | choose **Print** from the drop down menu
  - Or
  - Click the **Print button** on the **Standard** toolbar.
2. Click **OK.**

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### [Deleting a Message](#)

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There are many ways to delete a message or messages, as follows:

\*\*\* Be sure you are selecting the message and not the Folder itself.

- Select the message(s) you want to delete in the Folder list then select **Edit | Delete Message.**
  - Or
- Open the message(s) you want to delete then select **Message | Move To | Move To Folder....**
  - Or

- In an open mailbox window, select the message(s) you want to delete. Press the **Delete** key.  
Or
- Select or open the message(s) you want to delete. Select **Move to Folder Icon** (pic here) | **Deleted Items**.  
Or
- Select or open the message(s) you want to delete. Click the **Delete** button on the **Standard** toolbar.

**Note:** All deleted messages are moved to the Deleted Items folder.

**Warning:** Items in the Deleted Items folder still count against your Quota. See [Empty the Deleted Items Folder](#) and [Empty the Deleted Items Folder on Exit](#) to learn how to empty the folder.

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[Empty the Deleted Items Folder](#)

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Manually empty the Deleted Items folder as follows:

- On the **Tools** menu, point to **Run Schedule**, and then click **Empty Deleted Items Folder**.  
Or
- Control-click on the Deleted Items folder | select **Empty "Deleted Items" Folder** from the pop up menu | Answer **Yes** to confirm Delete of items and subfolders in the Deleted Item Folder.

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[Empty the Deleted Items Folder on Exit](#)

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- From the **Tools** menu | select **Run Schedule** | select the **Edit Schedules** | select **Empty Deleted Items Folder** | then **Edit** | under **When** click on the drop down menu and choose **On Quit** | then **Okay**

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[Mark as Unread](#)

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After reading a message, you may want to mark it as unread to keep it in your unread mail folder for future action.

Any of the following will mark a message as unread:

- While in the Folder List | **Control-click** on the message and choose **Mark as Unread**.  
Or
- While in the Folder List with the message highlighted | from the **Message** menu | choose **Mark as Unread**.  
Or
- While in the Folder List with the message highlighted | Press **Shift + Command + T**.

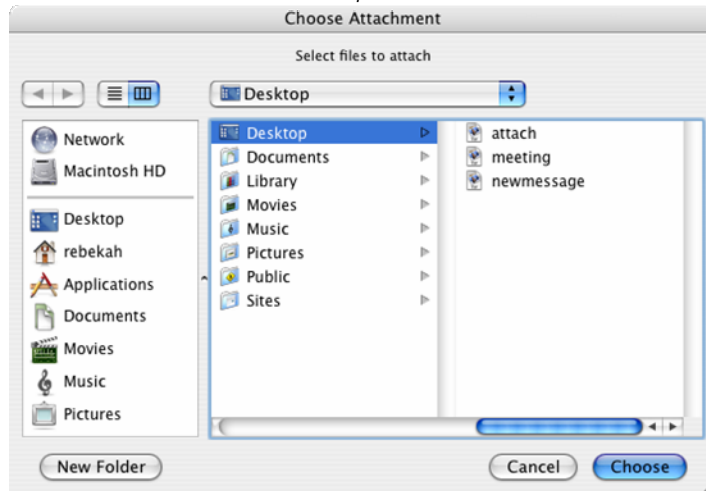
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[Attaching a File](#)

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If you have a file that you wish to include with an outgoing message, you can do so by adding an attachment to your message.

From your **New Message** window, click on the **Attach** button in the **Tool Bar**. This will display a new window (shown below) where you will be able to navigate to and choose the file you wish to attach. Once you have located and selected the file, click the **Choose** button at the bottom



of the window.

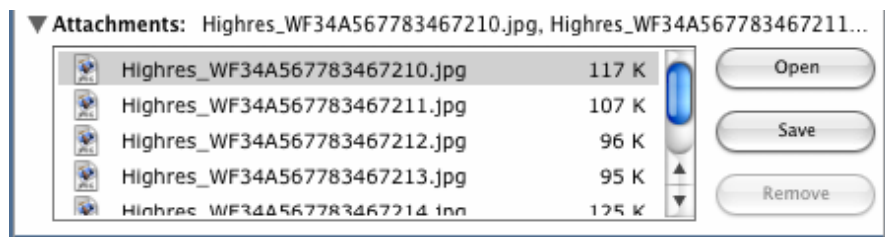
Doing this will add a new field to the top of your message, titled **Attachments**. You will then see your file listed in this section. If you wish to add more files to the message, repeat the process explained above.

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[Receiving an Attached File](#)

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If you receive a message with an attachment you would like to view, select the attachment you would like to view and click **Open** or **Save** (as shown below) on the right hand side. Removing the attachment is only an option for POP or IMAP connections.



**Note:** If Entourage doesn't know which application to use or the application is unavailable, it will bring up a directory window and ask you to locate the application.

**Note:** Attachments in Entourage are part of the message. When you delete a message in Outlook the attachment is also deleted. Any attachments you want to keep will need to be saved per the instructions above. Attachments also count against your quota while the message is in your mailbox on the Exchange server.

**Warning:** Some file extensions are blocked by Exchange as they are tagged as being potentially unsafe, for example, files with a .exe extension. You will need to ask the sender to rename the file to a different extension or use a packing program such as Stuffit and then resend it. When a file is blocked a shaded warning box will appear in the InfoBar of the e-mail explaining "Exchange blocked access to the potentially unsafe attachments: *filename*" Do NOT open files of these types unless you expect or are expecting to receive them.

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[Viewing a URL](#)

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If someone sends you a URL (Uniform Resource Locator) in a message, you can hover your mouse pointer over the URL to see the address it is directed to (if it is different from the link showing). You can **click on the URL** (e.g., <http://www.its.uiowa.edu/cs/email> ) to open the web location (provided you have a web browser such as Netscape or IE and have access to the web via the campus network or through an Internet Service Provider).

**Note:** When entering a URL into an e-mail you need to add a space at the end of the URL to make it live (i.e. clickable).

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[Changing your Password](#)

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To change your Password for Outlook you must change your HawkID password on the Change HawkID Password Page at <https://hawkid.iowa.uiowa.edu/password/apr.dll/change>

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[Add a New Contact](#)

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If you would like to add a new contact to your **Address Book**, click the **New** button in the Address Book Tool Bar, and enter any contact information you wish to retain in the fields provided, as displayed here:

When you have entered all contact information you wish to save, click the **Save & Close** button, which will return you to your Address Book window.

[Add a New Distribution List](#)

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If you often send messages to the same group of people, it may be beneficial to create a Group. In order to do this, you must first be in the Address Book screen. From there, click on the Add Group button. Doing so will display the following window:

In this window, you will create the name of your Distribution List in the field provided for Group Name. From there, you will need to add the names of contacts you would like added to this list. Manually type the Display Name and E-mail Address in the fields provided. When you are finished adding names, click the close button, click Save, and you will be returned to your Contacts window.

Note: These, like Distribution Lists, first appear as just a group, not individuals when scheduling or sending an email. To see the individuals **control-click** on the group and select **expand group**.

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### [Creating a Signature File](#)

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To automatically add a signature to your outgoing message, select Tools | Signatures from the Menu Bar. This will open a new window. From here, click the New button. Choose a name for your signature and click in the field for the signature. Enter the information you wish to be displayed in your signature in the space provided. Once you have created your signature, click the Red Close button at the top, click Save at the subsequent screen. Finally, close the Signatures window and you will return to the Navigation Pane.

**Note:** A different signature may be selected for each account you have setup.

**Note:** You may change your default signature from within an e-mail message. **Right-click** on the **Signature** then **Select a different signature** from the Pop-up list. You can also choose to type over a signature or highlight it and delete it.

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### [Vacation Message](#)

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There is not an option in Entourage to turn on the Vacation Message on the Exchange Server. However, you can use the OWA instead.

1. Login to the OWA (<http://email.uiowa.edu>)
  2. Click on the options button.
  3. Turn on Out of Office Assistant.
- 

### [Organize your Inbox - Apply Colors](#)

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Use colors to flag messages from or to a particular person.

1. Select a contact in your address book.
  2. Select **Categories** ([pic here](#)) or **Edit Categories**
  3. Select the appropriate category.
- 

### [Flag a Message for Follow up](#)

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Use flags to remind yourself to follow up on an issue or to indicate a request for someone else. You can also use flags to set a reminder for the message or contact.

There are many ways to flag a message, as follows:

- While in the Folder List | **Control-click** on the message and choose **Flag**.

- With the message open | On the Standard toolbar click the Red Flag | then select the **Flag for Follow-Up**. Fill out the options and Close the window.

The quickest way to find these messages again is in your Task view.

**Note:** If you choose **Add Reminder** then set a Due by: date and time a reminder will pop up for the message at the assigned time.

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## [Create Folders and Sub-folders](#)

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Sometimes you may want to create additional folders to store some messages in. Entourage lets you create Folders and Sub-Folders.

To create a new Folder do one of the following:

- Select **File | New | New Folder**  
Or
  - Click the **down arrow** on the New button then select **Folder**  
Or
  - **Control-click** on your folder list and select **New Folder**  
Or
  - Press **Apple + Shift + N**
2. **Type the name** you wish to give your folder.
  3. **Select where** you want the folder placed i.e. Your mailbox, a sub-folder to your Inbox or where ever you want it to go.
  4. Click **OK**

**Note:** You can move messages into the new folder by clicking and dragging them. See [Transferring Messages between Folders and Sub-folders](#) for more information.

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## [Searching for Messages](#)

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1. To do a **Simple Find** do one of the following:
  - Select **Edit | Find**  
Or
  - Press **Apple + F**  
Or
  - Type the subject or other options in the **Search** dialogue box.
2. **Type the text** you want to search for in the **Find:** dialog box
3. **Select the Folders** you want to search in the **Messages:** drop down dialog box
4. Click **Find**.

1. To do an **Advanced Find** do one of the following:
  - Select **Edit | Find | Advanced Find**  
Or
  - Press **Ctrl + Shift + F**  
Or

- Click the **Find** button on the **Standard** toolbar | then click the **Options** button and select **Advanced Find**
- 2. Fill in your information in the dialog box.
- 3. Click **Find Now**.

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### [Sorting Messages](#)

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- Sort your messages on a single field by clicking on the **Column Heading**
  - Click the column heading **once** to sort the list in Ascending Order
  - Click the column heading a **second time** to sort the list in Descending Order

Or

- Do the following:
  1. Select **View | Arrange By**
  2. Select the **field** you want to sort by
    - \*\*You can choose **Show in Groups** from the **Arrange By** menu also. For example if you sort by date then show in groups you will see messages grouped from Today, Yesterday, Last Week, etc.

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### [Exiting Entourage](#)

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Select **Entourage | Quit Entourage** to exit from Entourage.


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### [Outlook Web Access](#)

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The Exchange 2003 Outlook Web Access interface looks and feels almost the same as the desktop version of Outlook.

1. type this address in your email browser <https://email.uiowa.edu>
2. Enter your domain and user name: ex. **iowa\username**
3. Select your security preference - **Public\shared computer** or **Private computer**. (Choosing Private computer changes the timeout time to 24 hours.)
4. Click the **Log On** button.

Address  



Microsoft Office  
**Outlook Web Access**  
Provided by Microsoft Exchange Server 2003

---

Domain\user name:

Password:

**Client** (what's this?)

- Premium
- Basic

**Security** (what's this?)

- Public or shared computer
- Private computer

**Note:** The premium interface looks and behaves almost exactly the same as the desktop install of Outlook. You can even right-click on some items to get a cursor sensitive drop-down menu.

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[Where can I go for more Entourage help?](#)

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ITS Help Desk  
Phone: 384-HELP (4357)  
E-mail: [its-helpdesk@uiowa.edu](mailto: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>