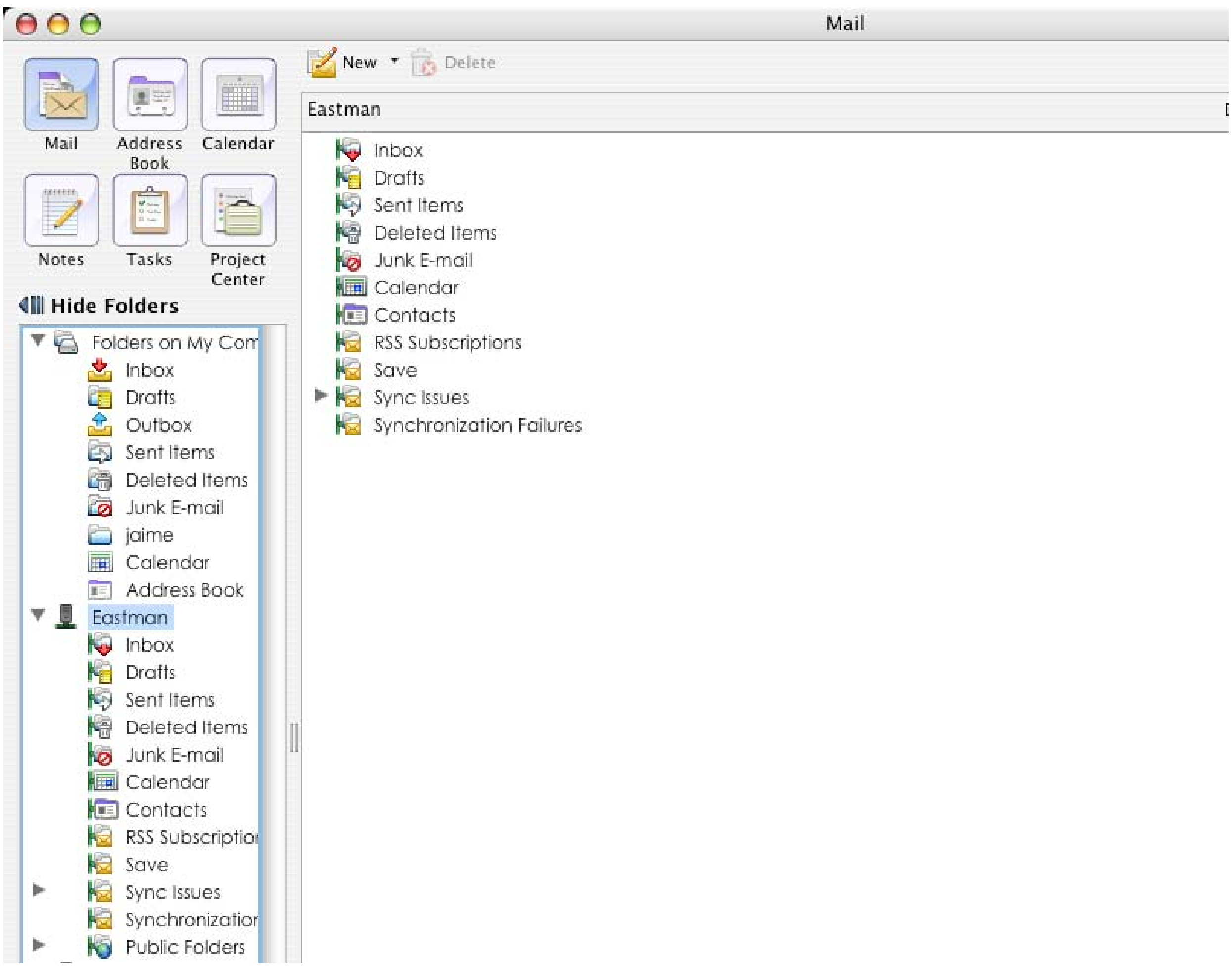
Microsoft Entourage Guide

Microsoft Entourage

Microsoft Entourage can be used not only for sending and receiving emails, but also for organization and keeping track of important information. With Entourage, you can send and receive e-mail, maintain information about the people and organizations you contact, keep a calendar of your appointments/events/meetings, keep track of your to-do list, and save miscellaneous notes.

Appearance of Entourage

After opening Entourage, you will be prompted to enter your username and password. Make sure the Domain Name is always UR.

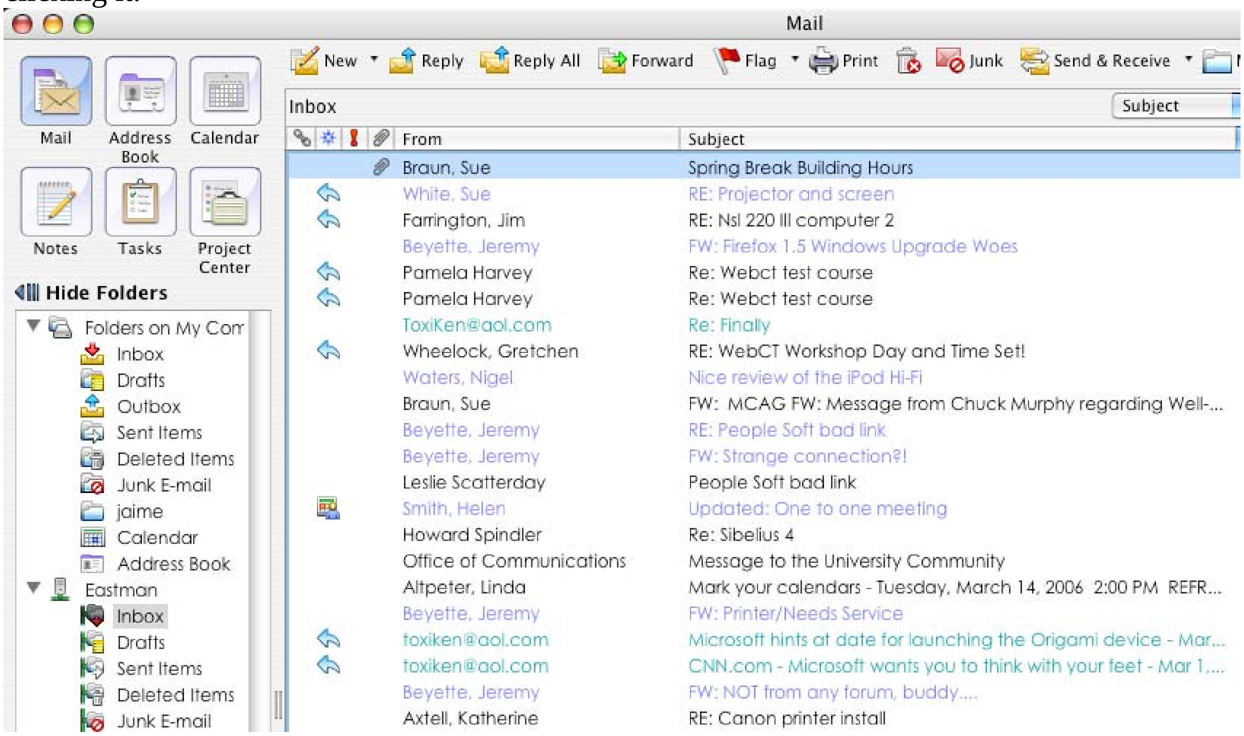


The left hand panel of the window lists your **Eastman** mail folders, including Inbox, Drafts, Sent, Deleted items, and your Calendar. You can also use the menu buttons in the top left hand side of the window. **Folders on My Computer** is not used for your Eastman email. Make sure you are using the folders under the **Eastman** heading.

Email

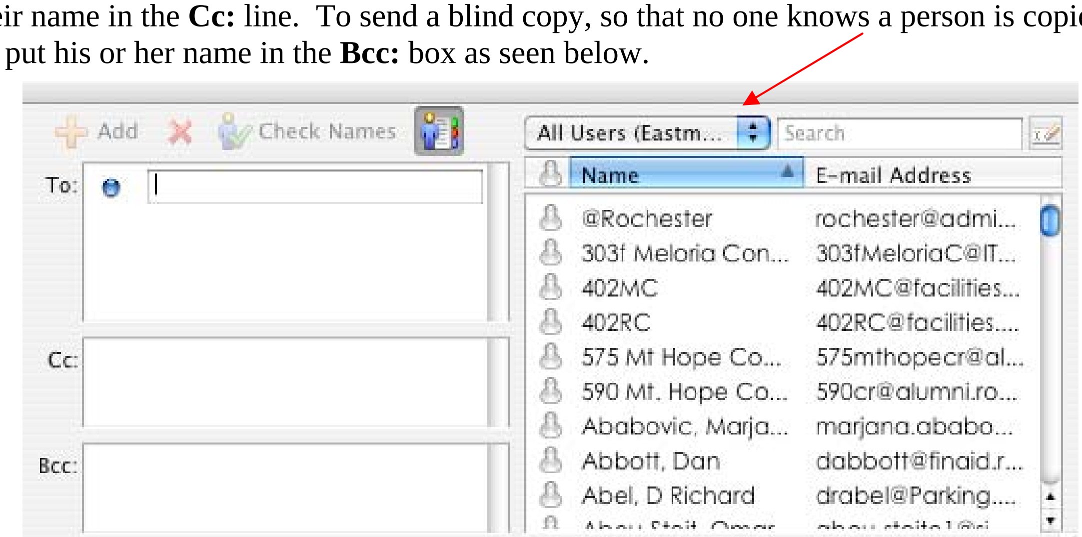
Reading New Email

To open new mail messages, click on the **Inbox** folder under Eastman. All new messages are highlighted in bold. Select the message you want to read by double clicking it.

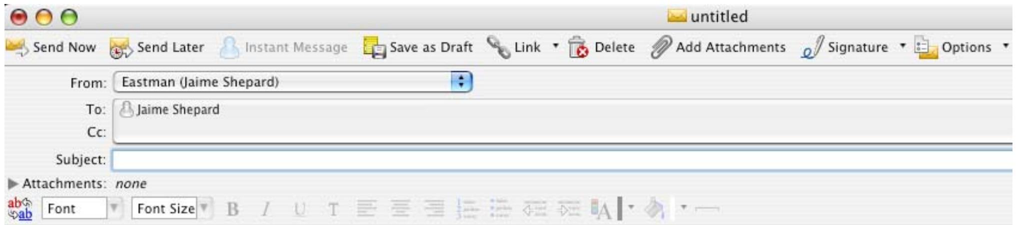


Sending a New Email Message

To send a new email message, click on the New Email button while in the Inbox. Enter the recipient's email address in the **To:** line, or if the recipient is a contact or in the global address list, use the pull down menu to choose **All Users (Eastman)**. For multiple recipients, hit enter and enter a new address in the new space. To send a copy of an email to another person that is not the main recipient, put their name in the **Cc:** line. To send a blind copy, so that no one knows a person is copied in, put his or her name in the **Bcc:** box as seen below.



The subject of the email should be entered into the **Subject:** line and the body of the message should be written below that. Then click **Send Now**. If you are not online, the message will go to **Outbox** until you have an Internet connection. Once a message is sent, it will remain in the **Sent** folder until deleted.



Replying to and Forwarding Messages

If you wish to reply to an email, click the **Reply** button in the toolbar and complete your message just as you would a new email. If you wish to reply to all senders, including those copied in on the received message, hit **Reply All**. By default, replying includes the original message at the bottom of the email.

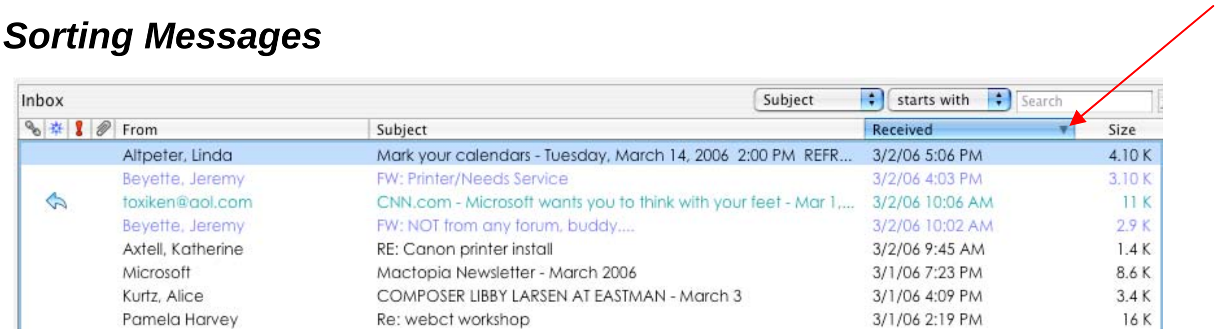
To forward a received email to another person, click on the **Forward** button in the toolbar and then add the email addresses you want the message to be forwarded to. To change replying and forwarding options, go to **Entourage→Preferences**, and then under **Mail & News Preferences**, click **Reply & Forward**.

Deleting Email Messages

To delete a message, select on the message and hit the  button within the toolbar or use the **Delete** key. For fast deleting of many emails, select multiple emails at a time before hitting delete. To select many emails in a row, click on the top message you wish to delete and hold down the **Shift** key and click on the bottom message you want to delete. To select multiple messages for deleting that are not in a row, hold the **Command (Apple)** key and select the messages one by one you wish to delete. To select all messages within a mail folder, go to **Edit→Select All**.

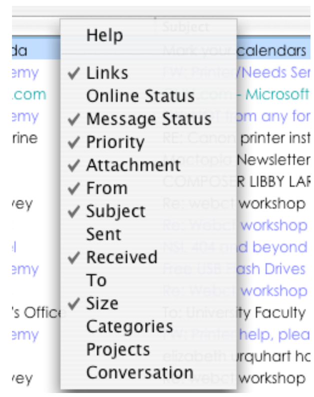
When messages are deleted, they are kept in the **Deleted Items** folder. These messages still count towards your quota limit, so they must be permanently deleted from the Deleted Items folder. To empty the entire deleted items folder, hold Control and click on the deleted items folder and go to **Empty 'deleted items'**.

Sorting Messages



Email messages can be sorted by Subject, Date Received, Sender, Size, etc. depending on how you want to view your messages. Usually it is easiest to sort mail by date received, putting your most recent emails at the top. Clicking on the bar that says **Received** until the sort triangle is pointing down keeps the most recent emails at the top.

If one of the categories that you like to have in view or that you like to sort by seems to be missing from the bar, hold control and click on the sort bar. Categories that are on your bar will be checked. You may remove or add any that you choose.



Working with Attachments

Adding Attachments

A file attachment can be added a new message, reply, or forward. Once you have a message open you want to add a file to, click **Add Attachments** icon from the Toolbar, or go to **Message→Add Attachments…** and browse for your file or just drag the file to the text box of the email window. After the file has been attached, the file should be listed next to **Attachments:**.

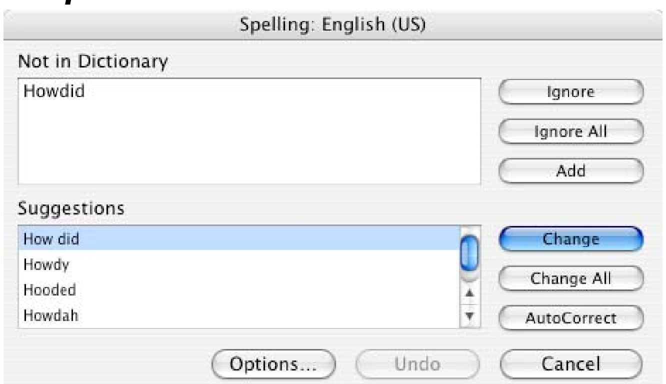
Opening Attachments

A new message that has a paperclip icon indicates that it has an attachment. To save the attachment, open the email message and then click on the attachment and then click **Save**. You can then save the file to your desktop. To only open the attachment, and not save it, click on the attachment and click **Open**.

Saving an Email Message as a Draft

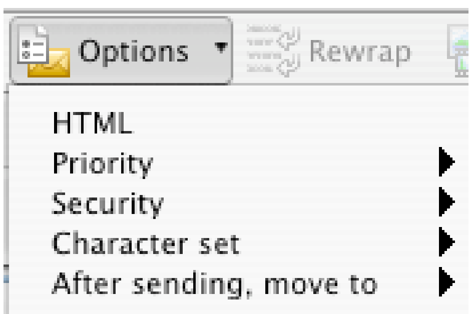
If while working on writing an email, you are not able to finish and send, you can save the message as a draft to be worked on or sent at a later time. Just click the Save as Draft icon within the new email or go to **File→Save**. The draft will then be saved in the **Drafts** folder.

Spell Check



Within Entourage, the spell check is on automatically, and works similar as to in Microsoft Word. Misspelled words will be underlined in red, and some spelling is automatically corrected. To start the spell check manually, go to **Tools→Spelling…** To change the spelling settings, go to **Entourage→ Preferences…** and under **General Preferences**, click on **Spelling.**

Message Options/Flagging Messages

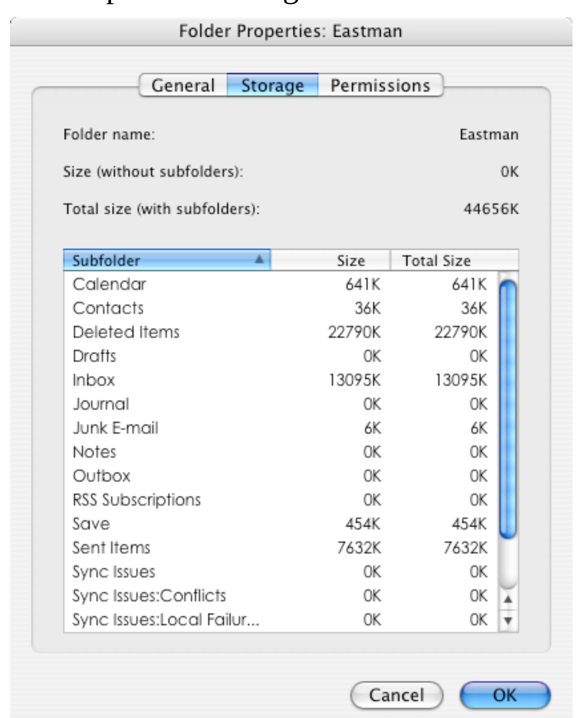


To change the options for a mail message, such as priority, security, character set, and other delivery options, go to the **Options** pull down menu within a mail message. The priority can be set from highest to lowest. Digital signing or encrypting options can be set under Security. You can also have a message moved after being sent. Received messages can be flagged or flagged for follow up to remind you to come back to important messages.

Storage Space

Each person has an email storage quota set to 200000K. To check your storage size, hold Control and click on **Eastman** and go to **Folder Properties**. Click on the **Storage** tab and a window appears giving the size of each of your folders.

You can now look through the list and see which folders are large in size. If you are getting emails warning you that you are at your quota, you may want to move some of the items from the larger folders to Folders on My Computer (explained below) or delete emails that are no longer needed.



Saving Emails (Folders on My Computer)

There is a proper way to save emails so that they do not take up part of your quota space. Folders on My Computer save emails without affecting your email quota. To create a new folder on your computer, click on Folders on My Computer and then go to **File→New→Subfolder**. You can store messages here so they will be on your hard drive rather than taking up your mail quota.

Junk Email

Everyone gets junk email that they do not want. The University provides a junk mail filtering that is usually effective, stopping emails from even making it to your inbox. Instead, an email is periodically sent out listing all the emails blocked by the filter. This way, you can be sure that email that is not junk is not being stopped from arriving to your inbox. You will need your net id and password to sign up here: https://garth.its.rochester.edu/sslcgi-bin/spam/pmchange1.

Entourage also has a built in Junk filter that can sometimes be helpful. To change the protection level, go to **Tools→Junk Email Protection…** You can change the level and also add addresses to Safe Domains if they are being incorrectly marked as junk.

Creating a Signature

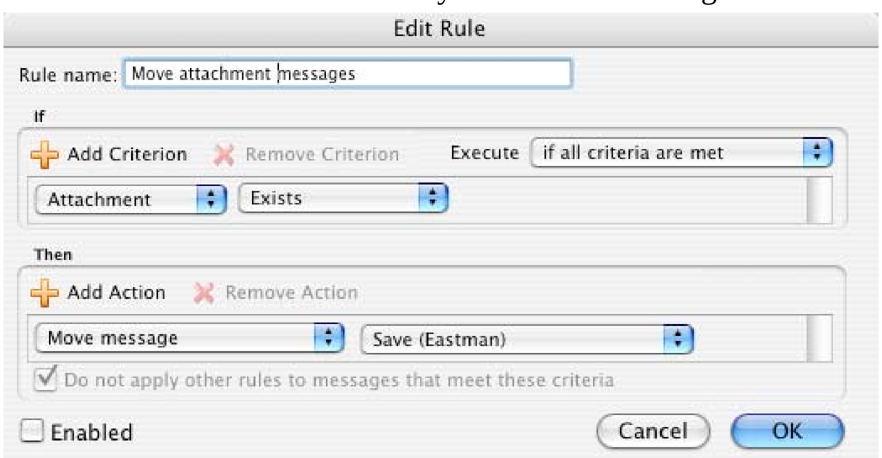
1. Go to **Tools→Signatures**
2. Click **New**. Enter a name for your new signature and type your signature
3. To change the paragraph or font format, select the html button and then select the options you want- Close the window when finished

Setting up Schedules

Schedules can be set up for sending, receiving, and deleting mail. You can set up a schedule to delete messages from a certain folder on a schedule or on exit. By default, a schedule sends and receives all mail at a reoccurring time.

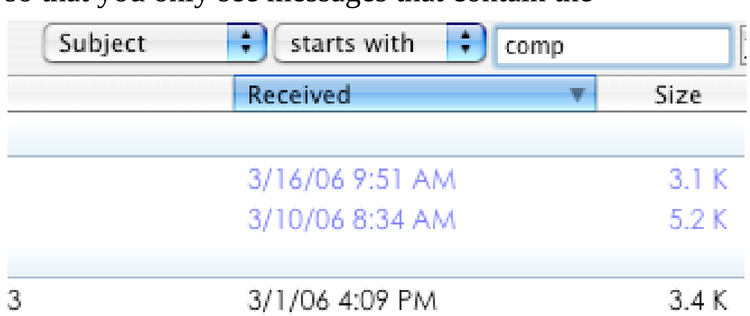
Setting up Rules

Rules can do an assortment of tasks. Mail can be sorted as it is received in your inbox. You can also flag messages from an individual or move messages based on content, etc. All this is done with the Rules. To set the rules, go to **Tools→Rules**. Then click on the **Exchange** tab and click on **New**. Next name your rule and set up your **IF** and **THEN** criteria. There are countless possibilities of the types of rules you can set up. Usually if there is something you want done, some type of rule can accomplish the task. Make sure the Enabled box is checked when you want the rule to go into effect.



Creating Filters

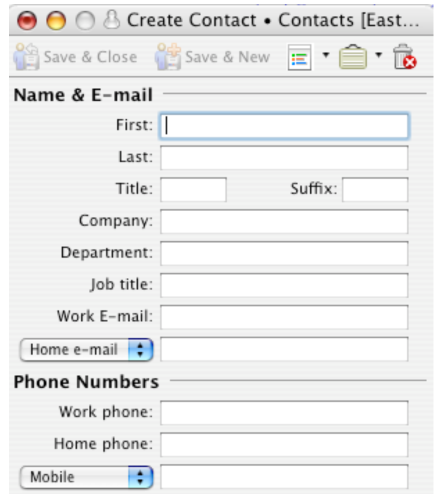
A filter is an easy way to view only those items or files that meet conditions you specify. For example, you can apply a filter so that you only see messages that contain the word "computer" in the subject. The items that are not displayed when a filter is applied are still in the folder and can be seen again by removing the filter. While in the folder you want to filter, choose where you want to search and how and type in the word you are looking for. Delete the word to remove the filter.



Contacts

Create a New Contact

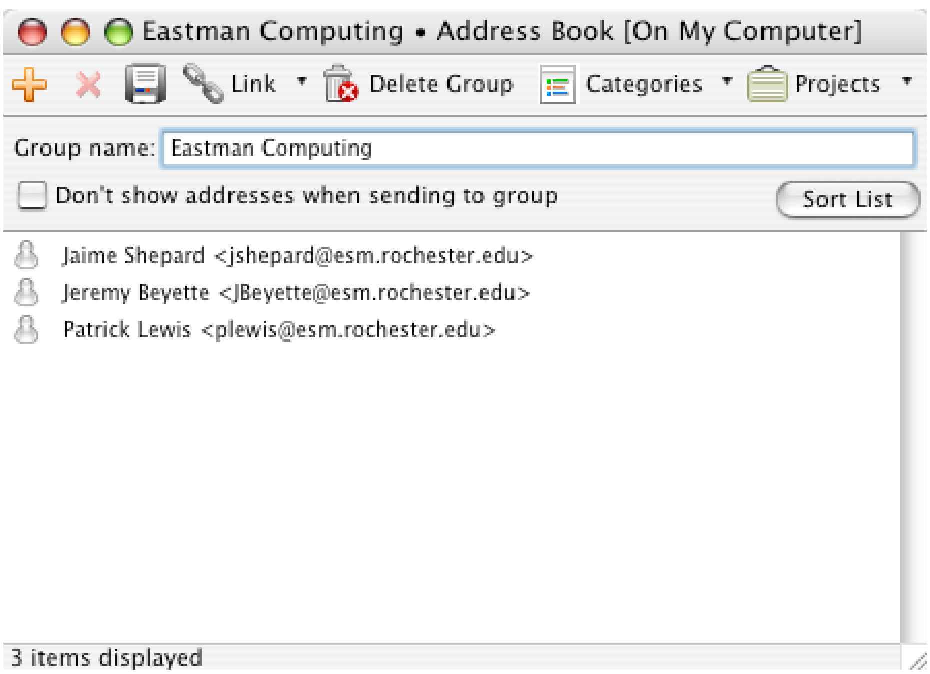
To create a new contact, go to **Contacts** under the **Eastman** folder and click on **New**. You may then enter the contact's information. When you have finished, click on the **Save & Close** button.



Create a New Group

Groups are often helpful when one often sends out emails to a large number of contacts. Rather than having to re-enter email addresses every time a new message is sent, you can create a group that saves all the emails in one list.

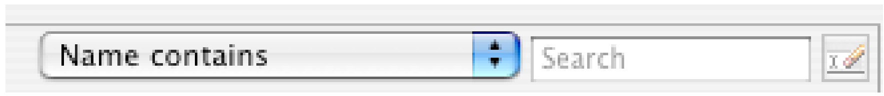
Click on the **Address Book** button, and make sure the **Address Book [On my Computer]** is selected in the folder list. Then click on the arrow next to the **New** button and select **Group**. Enter a group name and then add the email addresses you want in the group. After you are done, click **Save.**



To send to a group, open a new email message, and then write the name of the group in the **To:** line. The name should appear as you are typing it.

Finding Contacts

To search for a contact, just click on the **Contacts** folder and then type the name you are searching for next to **Name contains**. Only your search results should then be listed. When you are done, clear the search box to show all contacts again.

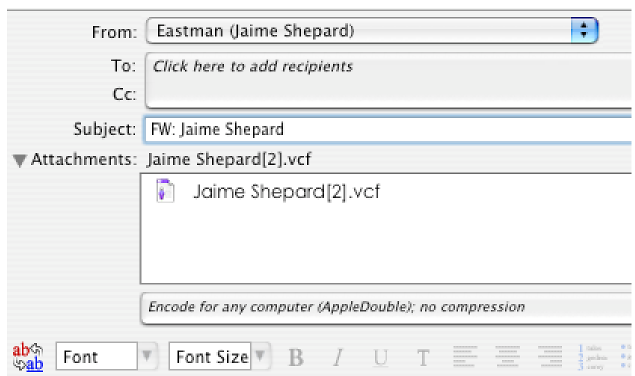


Organizing Contacts

Once you have a large amount of contacts, it may be beneficial to organize them for quicker searching. In Entourage, the best way to organize contacts is to create **Categories** for each contact. If you open a contact, the Categories button is in the top right of the window. Once assigned, if you sort your contacts by Category, they will be grouped for increased organization.

Sending a Contact or Distribution List

To email contact information to another person, while in the contact folder, go to **Contact→Forward as vCard**. This will open a new email with the contact information attached. If you forward as a vCard, then other users should be able to open the contact information just as you would.



Delegating Permissions (Sharing folders)

In some instances you may want to delegate permissions for someone else to have access to your Contacts, Calendar, Tasks, Notes, or other folders. To add someone as a delegate, control click on the folder you want to share and go to **Sharing**. Click on the **Add…** button and then find the name of the person and click on **Add→**. Their name should appear in the right hand side box. Then click on **Ok**. The Delegate Permissions window should open. You can then change the level of permissions for this person for each folder. In this example, the person has permission to edit (read, create, and modify) my calendar. There are options to be a reviewer (read only), or author (read and create).

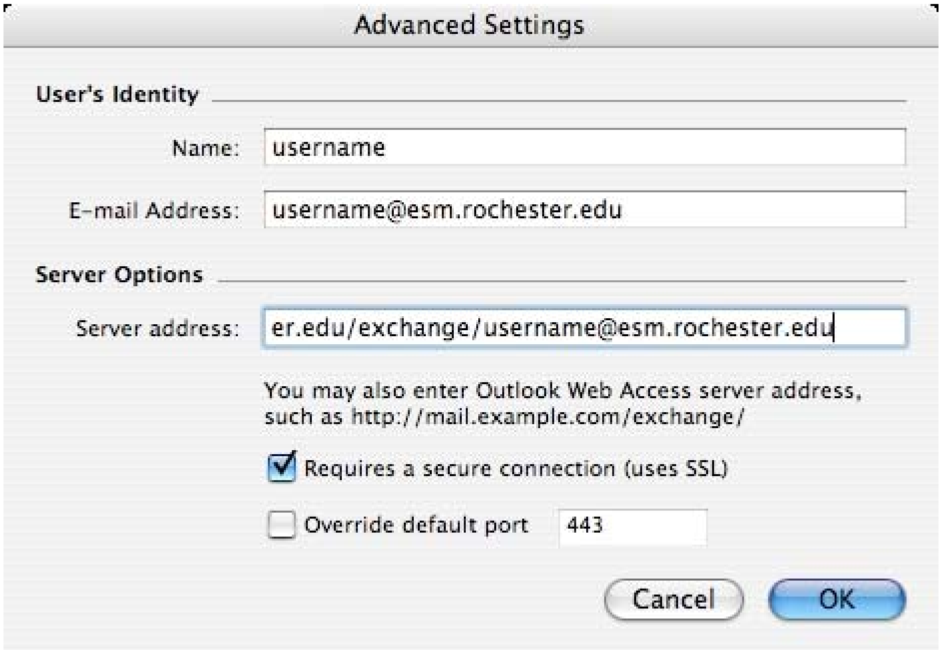
Opening Another Person's Contacts (or other folder)

To open another's contact list, first be sure that the person has given you permission and made you a delegate for Contacts. Then click on **File→Open→Open Other User's Folder...** Then click on the contacts icon on the right hand side of the window and then in the next window click on **Advanced…** In the Advanced Settings window, enter the following where username is the username of the person:

Name: username

E-mail Address: username@esm.rochester.edu

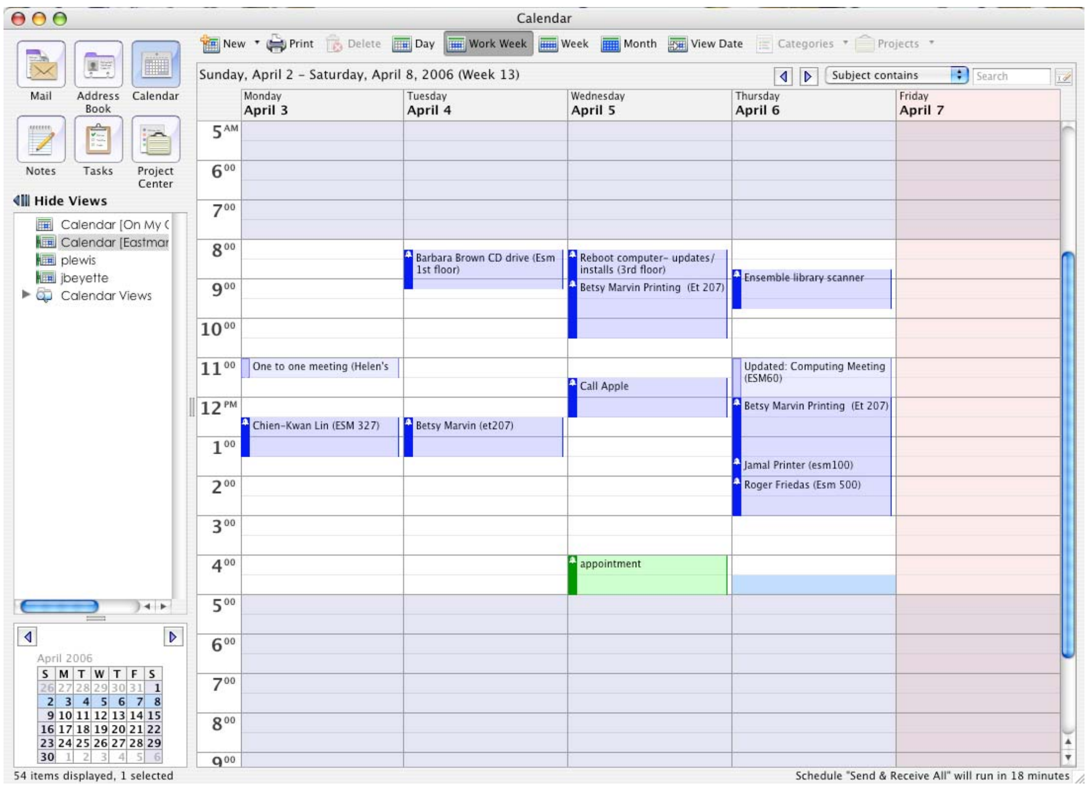
Server address: https://webmail.ur.rochester.edu/exchange/username@esm.rochester.edu



Calendar

Calendar Views

The calendar is a useful tool for keeping track of important dates, meetings, and appointments. Once you are in the calendar folder, there are many viewing choices. The views are all buttons on the toolbar: **Day**, **Work Week**, **Week**, and **Month**. You can also go to **View→(the view you want)**. Use the **Go to Today** button to automatically move the view to today's date. In all views but the Month view, a small calendar of this and next month will be visible for quick navigation. Click on the date you wish to shift to, and you should be brought there automatically. Below is an example of a Work Week view.

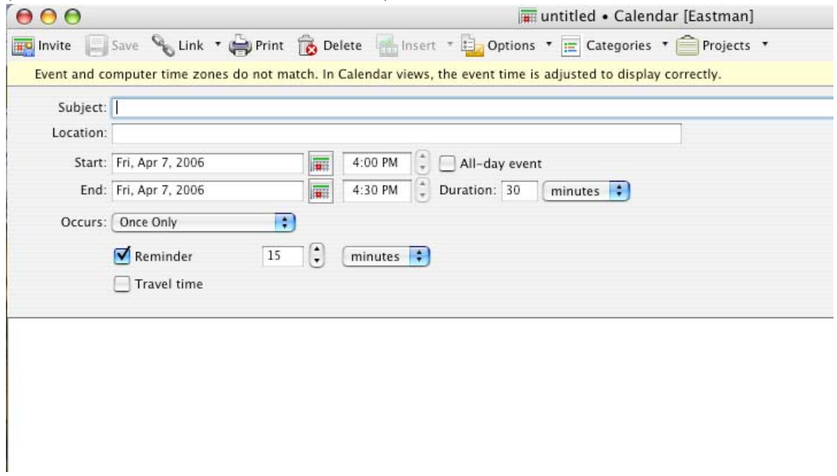


Set Calendar Preferences

1. With the Calendar folder open go to **Entourage→Preferences**.
2. Make sure you are under the **General Preferences** tab.
3. Click on **Calendar**
4. Select the work days/time you want to show on your calendar
5. Select to have old items delete automatically if you prefer
6. Select a time zone
7. Set default reminder time for appointments and meetings
8. When you are finished, click **OK**.

Adding a New Calendar Event

To create a new calendar event, while in the Calendar folder, click on the **New** button or go to **File→New→ Calendar Event**. Then enter the **Subject**, **Location**, **Start time**, and **End time** of the appointment. Check the box **All-day event** if there is no specific time for the event.

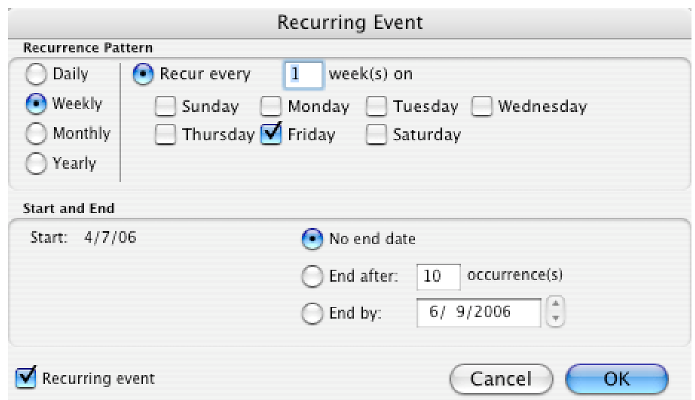


You can add attachments, change the priority, set reminders, or print the appointment. When finished creating your appointment, click **Save**.

Reoccurring Appointments

For appointments that occur every week or every month, or at some other interval of time, there is no need to create a new appointment for each occurrence. Click on **Occurs…** and go to **Custom** and set the appropriate dates and times.

When you want to change/cancel one meeting within a reoccurring series, be sure to open just the single occurrence. Open the series to make changes to all appointments. You will be prompted on which you want when opening one in the series.



Changing/Deleting Appointments

To edit an existing appointment, just double click to open the information. When finished editing, click **Save**. To change the time of the appointment, just drag the appointment to the time slot you want it in while in the calendar folder. You can also resize the appointment to change the length or click within the appointment box to change the title. To delete, double click to open and then hit the delete button.

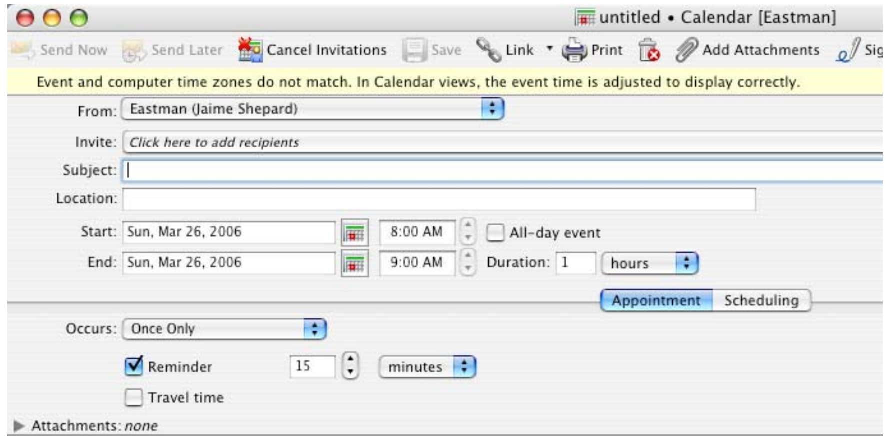
Mark an Appointment as Private

1. Open the calendar item you wish to make private
2. Go to **Options** at the top of the window and then click on **Private**

Show you are Free/Busy During an Appointment

1. Open the appointment/meeting you wish to change and click on **Options**
2. Change the pull down menu that says **Show free/busy status as:** to Busy, Free, Tentative, or Out of Office

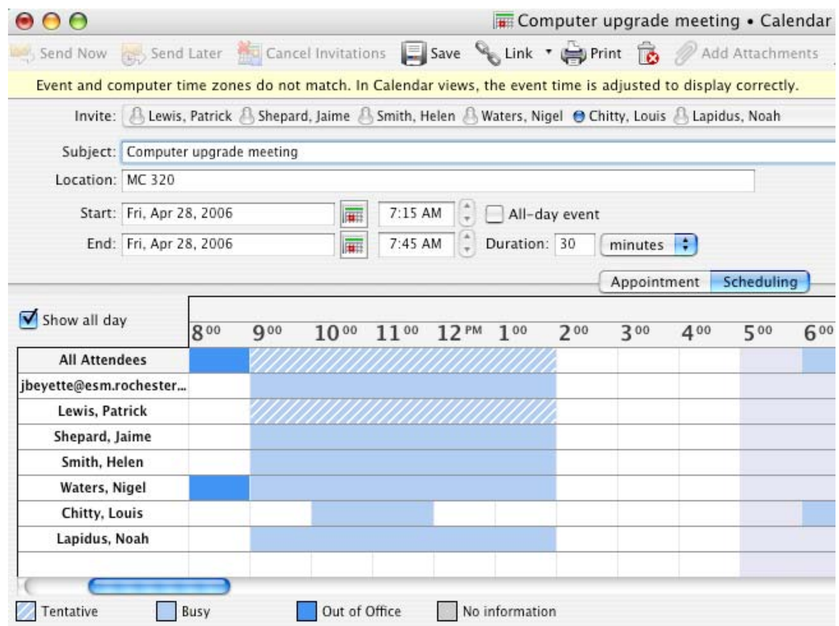
Sending Meeting Requests



To change an appointment into a meeting request, click on the **Invite** button in the toolbar. Then add email addresses just as you would for sending an email in the **Invite** line. The recipient will receive an email requesting them to accept, accept tentatively, or decline the meeting invitation.

Write a message you want sent to your recipients in the body, and be sure to fill out the subject, location, start time, and end time just as you would for an appointment. You will receive confirmation of people who accept the invitation.

Availability of Meeting Attendees



Sometimes before scheduling a meeting, it is best to see when your attendees will be available. The best way to do this is to start with a new meeting. Then click on the tab that says **Scheduling** (next to Appointment tab).

Enter in the names of the attendees on the left hand side and then their free and busy times should appear under the dates shown. You may scroll through the dates with the scroll bar near the bottom of the window.

Changing Requested Meetings

After editing a meeting request that you had previously sent out, make sure to click on **Send Update** to send the updated request to all recipients. Any changes you make to time, location, subject, and attendees will send an update to all invited people.

Canceling Requested Meetings

If you need to cancel a meeting you requested, you should notify the people you invited. Open the meeting from your calendar, click **Cancel Invitations**, which will send the cancellation to everyone you invited.

If you (organizer) are canceling one meeting out of a reoccurring series, make sure you open the one event click **Cancel Invitations**. If you are ending a recurring series of meetings, open the meeting series on your calendar, set a new end date, and then send an update. This keeps the past meetings on everyone's calendars, but future occurrences after the end date are removed.

Receiving a Meeting Request

If you are invited to a meeting, a special icon will appear with your new email message. After opening the message, you can see whom it is from, the subject, location, and when it is to occur. You can then choose Accept, Tentative, or Decline. If you are not sure if you can make it or not, you should choose Tentative so that the meeting shows on your calendar until you decide. The person who requested the meeting will receive an update on your decision.

Printing Calendar Items

1. Go to **File→Print**.
2. To display a list of available print styles, click on **Layout...** and choose the one you want to use
3. If everything looks correct, hit the **Print** button at the top of the window

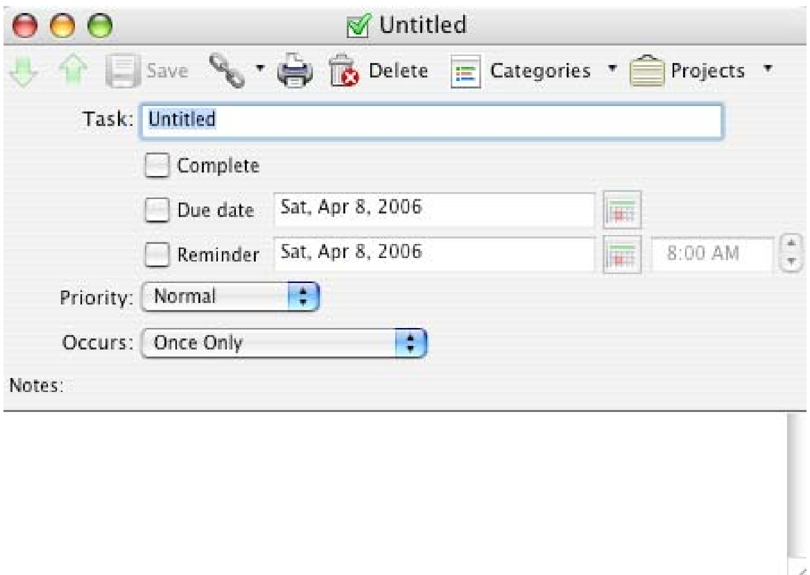
Sharing Your Calendar/Opening Another Person's Calendar

In some instances, you may want to share your Calendar with another person here at the University. In order to do this, you first need to delegate permissions to the person that will be accessing your calendar and set their permissions level. For step-by-step instructions, see ***Delegating Permissions***, page 10. The person that will then be opening your calendar will need to follow the instructions on how to do so. This can be found under ***Opening Another Person's Contacts (or other folder)***, on page 11. Make sure when following these steps to use the Calendar folder rather than the Contacts folder.

Tasks

Creating a New Task

Tasks can be used to remind you of important things that need to be done. To create a new task, go to **File→New→Task**. Fill out Subject, Due date, Start date, Status, Priority, % Complete, and a Reminder as needed. When you are finished, click **Save and Close**.



Completing a Task

Once you have completed a task, go to the Tasks folder. To have the task be crossed out as complete, check the box to the left of the subject.