

FACULTY AND STAFF COMPUTER TRAINING @ FOOTHILL-DE ANZA

Office 2001

Entourage

A Quick Reference Guide

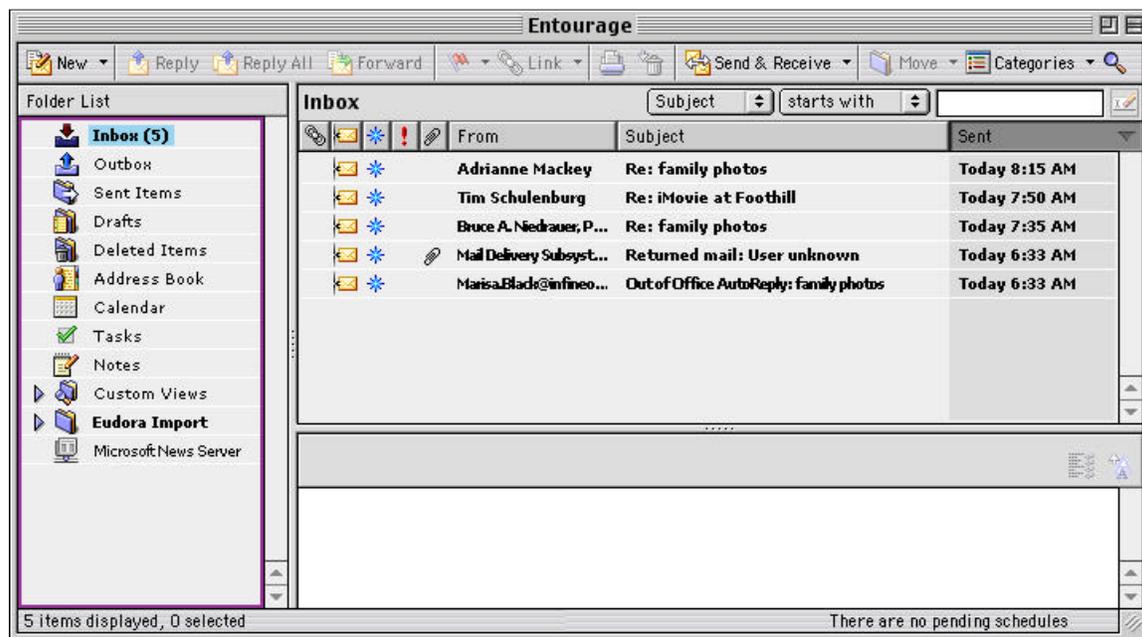


Entourage 2001 is a new Microsoft Office program. With Entourage you can check your e-mail, keep track of your calendar, and store all kinds information about people you know. You can create prioritized to-do lists and take all this information away with you on your handheld device.

Using Entourage for E-mail

Introduction

Double-click on the Entourage Icon to launch Entourage. If you're already in a different Microsoft Office 2001 program, you can select Entourage in the Project Gallery.



When the program launches, you see a window that looks similar to the one above. There are three areas of interest here:

1. On the left is a Folder List. In this area you can choose what feature of Entourage you want to work in. The Inbox, Outbox, Sent Items, Drafts and Deleted Items all concern the e-mail portion of Entourage. Also listed are the non-e-mail items, such as Address Book, Calendar, Tasks, etc. We'll discuss these features later.
2. The top right box is where the active folder contents is shown. In the example above, the e-mail Inbox is listed. All messages currently in the Inbox are seen.
3. In the bottom right box is seen a preview of the active message. You can read your messages in this area, or you can have each message open up in it's own window for easier viewing.

Setting Up an Account

Before you start using Entourage to check your e-mail, you must set up an account. This account information here at school will be the same as you use for Eudora.

1. To set up a new account, choose Account from the Tools Menu (it's at the bottom of the list).
2. Click on the New button in the upper left portion of the box. When it asks what type of account, choose POP from the list. If you click on the OK button, new dialog box looking like the one on the right appears. If you click on the Assist Me button, a wizard will ask all the questions needed to fill in these blanks automatically.
3. Fill in the blanks. You can call the Account name whatever you like. Also, your Name has no restrictions on it.
4. The e-mail address to use is the one assigned by Foothill. (As of June 2001, your e-mail address is lastnamefirstname@fhda.edu, unless you changed it on the ETS web site.)
5. In the Receiving mail area, the Account ID is that cryptic letters/numbers thing you were assigned when you first got your e-mail account. If you don't remember that information, call the Tech Center at x8324 for help.
6. The POP server is mercury.fhda.edu.
7. If you want, you can leave the password area blank. If you do, then every time you check for new mail, you'll have to type it in a dialog box. However, it is much more secure if you do it that way. If you have the computer remember your password, then other people can use your e-mail account if they have access to your computer.

If you don't remember your password because your computer always remembers it for you, you will need to call the Help Desk (x8324) for assistance. Once you know what it is, type it here in this box and click on the Check Box next to Save so you won't have to remember it again.
8. The SMTP server name is also mercury.fhda.edu.

The screenshot shows the 'Edit Account' dialog box with the following fields and values:

- Account name: Kathy's E-mail
- Include this account in my "Send & Receive All" schedule:
- Personal Information:
 - Name: Kathy Fransham
 - E-mail address: fransham@fhda.edu
- Receiving mail:
 - Account ID: kFD3347
 - POP server: mercury.fhda.edu
 - Save password:
 - Click here for advanced receiving options
- Sending mail:
 - SMTP server: mercury.fhda.edu
 - Click here for advanced sending options

If you've been using another e-mail program, such as Eudora, and you're just checking out Entourage to see if you like it, you may want messages to remain on the fileserver when you use Entourage, so that when you return to Eudora you can get those messages.



If so, click on the Options tab at the top of the window. On this page in the area under Server Options, click in the Leave a copy of each message on the server box. When you return to your regular Eudora account, these messages will then download into Eudora. When you're ready to make a switch to using just Entourage, be sure to come back in and remove that check so that the fileserver doesn't get too cluttered with messages.

9. Click OK to close this Edit Account box. Close the Accounts dialog box, too.

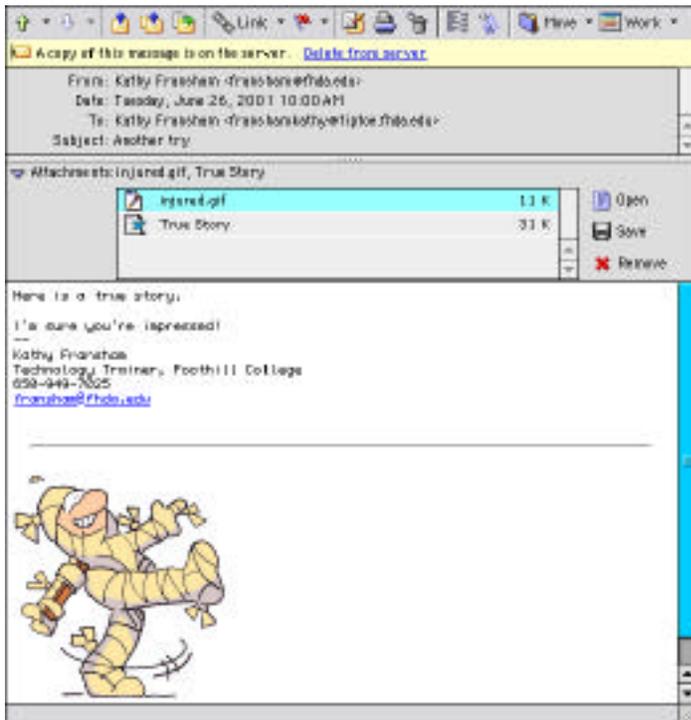
Reading Messages

Now you're ready to start getting and sending e-mails. The Inbox folder is where all new messages will be listed and stored until you take action on them.

1. If necessary, click on the Inbox folder in the Folder List (left pane of window).
2. Click on the Send & Receive button at the top of the window.
3. If Entourage doesn't automatically remember your e-mail password, you will now have to put it in.
4. Any new messages waiting for you will now download into the Inbox for you to act on. When you click once on a listed message, it will appear in the bottom box (preview mode). Unless the message is quite long, this is usually satisfactory. If you prefer to have a message open into its own window, double-click on the listed message. You have nearly the same options for working on a message in either view (delete, reply, move, print, etc.)
5. While you're reading a message, you may decide that you want to save this person's e-mail address. To do so the hard way, choose Tools > Add to Address Book. To add the address the easy way, type ⌘+ (⌘ and the equal sign).



Receiving Attachments



Sometimes you will receive a message to which is attached another document. That could be a picture, a word document, or just about anything else. You can recognize that a document has a related attachment because there will be a paper clip icon next to the message title in the Inbox. I recommend that you double-click on such a message so that it opens in its own window, instead of using the Preview mode.

When the message opens, the Attachments box will be open with a list of all documents attached to this e-mail message. If one or more of the attachments was a picture (in the correct format), the picture will appear in the body of the e-mail message. Word documents and others won't automatically appear.

It is very important to know that Entourage DOES NOT AUTOMATICALLY SAVE ATTACHMENTS! As you can see in the example above, you can open, save, or remove attachments. If you open an attachment, but then don't save it, it won't be saved onto your desktop somewhere! It is important that you understand this, because if you've been using Eudora, you won't be used to having to save your attachments. However, this does allow you to decide where to save attachments you want to keep, instead of putting them somewhere where you can't remember and won't ever find again.

Replying to a Message

To reply to a message you're reading, simply click on the reply icon in the toolbar. It's the one that looks like an envelope with a blue arrow coming out the top.

A copy of your message will appear. The cursor will be way down at the bottom of the page, waiting for you to type. If this is a message that's been passed back and forth awhile, each sending will have it's own set of carets in front >>>, and it will all be color-coded to make for an easier read.



You can edit the existing text or place your cursor where you want to type in new text. When you're done with the message, click on the Send Now icon at the upper left of the window.

Delete a Message

There are at least two ways to delete a message you don't need to keep.

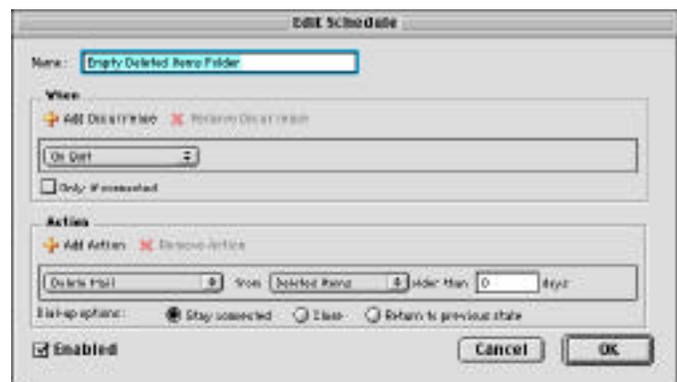
1. While reading the message (either in Preview or its own window), click on the Trashcan icon at the top of the window.
2. Type $\text{⌘} - \text{⌫}$ (⌘ and the Delete Key).

When you delete a message this way, it's not really gone forever yet. It's merely been moved into the Deleted Items folder. You can rescue deleted items by moving them out of the Deleted Items folder into somewhere else. By default, the messages in the Deleted Items folder stay there until you empty the folder. There are two ways to empty this folder.

3. Hold down the Option key and click on the Deleted Items icon in the Folder List. Drag over to Empty "Deleted Items" and let go of the mouse.
4. From the Tools Menu, choose Run Schedule and drag over to Empty Deleted Items Folder.

Personally, I think it's a drag to have to remember to empty this folder myself. You can set it up so the folder automatically empties when you quit Entourage, if you want:

5. Choose Tools $\text{⌘} \text{R}$ Run Schedule $\text{⌘} \text{E}$ Edit Schedules.
6. Click on Empty Deleted Items Folder from the list, and then on the Edit Button at the top of the window.
7. Choose when you want this action to happen (on quit). Then choose the action (delete files from the folder). Be sure that the Enabled box is checked, then click OK. Close the Schedules dialog box to return to Entourage.



Creating and Sending New E-mail

1. Click on the New icon (upper left toolbar) or type ⌘-N.

2. Type in the address of who you want to receive the message. Cc stands for carbon copy; Bcc stands for blind carbon copy (the person who gets the message doesn't know that you also sent it to people on the Bcc list). Hit the tab to move from one field to the next.



When you're done filling in these boxes, hitting the tab once more will take you into the message so you can type in the Subject. Eventually, filling in the boxes and hitting the tab will get you to the big white box and the bottom of the message window. This is where you type in the message.

Signature Tip

By the way, if you have defined a signature, it will appear below your message as you type. This is unlike Eudora, where you never saw your signature once it was defined.

3. You can use the Formatting toolbar to change the appearance of your text. It will be formatted using HTML, which allows you to change the color, size, font, and other attributes. Be aware, however, that if your recipient is using an e-mail program which doesn't handle HTML-formatted text, then it will look awful to them.
4. You can attach files by clicking on the Add button in the Attachments area.
5. Send the message when you're done creating it by clicking on the Send Now button.

If you want to wait and send it later, click on the Send Later button. Messages that you save to send later go into the Outbox.

The 3rd little button in that area, which doesn't have text next to it, is a Send to Drafts Folder icon. If you click on that, you can get the message out of the draft folder and work on it some more before sending it.

6. A copy of messages you send out goes into the Sent Items folder so you have a record of what you've sent. It tends to get stuffed with documents, so periodically you should go in and delete old messages that you don't need to save anymore.

Creating a Signature (or Two)

An e-mail signature is a bit of text which usually identifies you that is appended to the bottom of your messages. It goes on automatically. Entourage allows you to create multiple messages and then use whichever one you want on any message.

To create a signature, simply choose Tools > Signatures. There may be several signatures already listed. If you want to edit an existing signature, double-click on it in the list. If you want to create a new signature, click on the New button at the top of the window. When the page appears, type in whatever you want your signature to include. If you're creating a new signature, give it a name in the appropriate box. Then close the edit window and the signature window. You're done.

If you've created more than one signature, you can choose which one to apply to an e-mail while you're creating that e-mail. Simply go up to the toolbar and click on the signature icon (it looks like a fountain pen) and drag down to your choice and let go. You'll be able to see the signature at the bottom of your message.



You can import existing Eudora signatures when you import other Eudora information.

Importing Data from Eudora

You can import data from an existing e-mail program, including Eudora.

Choose File > Import. A series of boxes appears, asking what program you want to import from and what you want to import. Just fill in the boxes and when you're done, you now have all your e-mail, folders, signatures, addresses, etc. that you used in Eudora. This doesn't change anything in Eudora, you can still open and use Eudora just like you have in the past. However, if you decide that you'd rather use Entourage, this is a quick way to merge the old with the new.

Managing Your E-mail

New messages automatically go into the Inbox Folder. Even though you delete all the messages that you don't want to keep, eventually the list of all the messages you do need to keep will get pretty long. What you'll need to do to keep track of all these documents is to stuff them away in folders. Custom folders are easy to create in whatever categories make sense to you and they keep your site looking good and easy to manage.

To create custom folders:

1. Click and hold on the New button (upper left toolbar) and drag down to Folder.
2. Type in the name for the new folder and hit the Return key.
3. I recommend making your custom folders into subfolders of the Inbox. To do that after the folder has been created as described above, just drag the new folder up to the Inbox icon and drop it off.

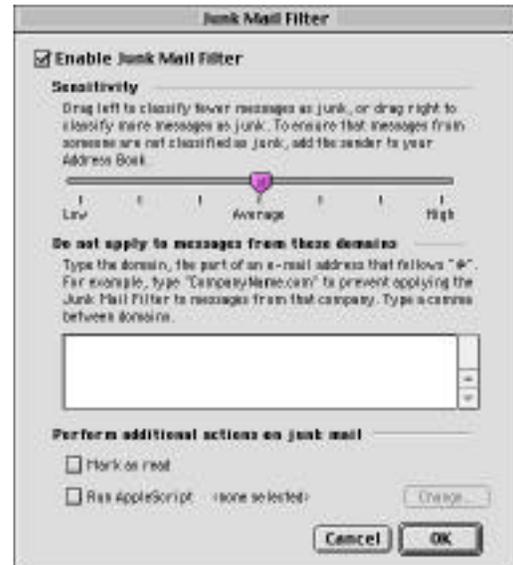
To get messages into a new custom folder, the easiest way is to just drag it from the Inbox into the folder. Another way is to click on the Move Icon in the Toolbar and drag down to the name of the folder you want the message moved to.

The Junk Mail Filter

Entourage will filter out junk mail. It looks at the headers of incoming messages to determine if the message is spam, and if it looks like it is, it will filter it as you've requested.

To set the sensitivity, go to Tools ⌘ Junk Mail Filter. Average is OK to start with, but if you start noticing that important e-mail is also being identified as junk, you may want to come in here and reset the sensitivity.

The Junk Mail Filter looks at your Address Book to see if you've saved a particular address. If you have, it won't be identified as junk mail. (This is a good reason to save addresses of people you know.)



(To tell the truth, I don't get enough junk mail to know how well this feature really works.)

Address Book

Introduction

The address book stores information about all your contacts. Personal, work, family, just about anything you want to know about someone you can store in the address book, including their photo! It is available in both Entourage and Word because it is the same database.

You can import data from many other PIM programs: Eudora, Outlook Express, Now and Palm Desktop. You can also import text files from a tab or comma-delimited file, which includes MS Word and FileMaker Pro. You can also export your contact data. It looks a lot better exported into Excel, rather than into Word.

To access the Address Book in Entourage, select the Address Book folder from the Folder List. The list of contacts will appear in the upper right frame of the window. Click on the desired contact and a summary of their information will appear in the lower right frame.

The screenshot shows the Entourage application window. The 'Folder List' on the left includes 'Address Book', which is selected. The 'Address Book' pane displays a table of contacts. The contact 'Minnie Mouse' is selected, and its details are shown in the lower pane.

Name	Company	Work P...	Home P...	E-mail ...	Categories
Marthamills				mmills@...	None
Linda Mattos		650-595...		News4Ln...	None
Monterey-group				"Chenowe...	None
Minnie Mouse	Disneyland	(650) 94...	(408) 55...	mousemi...	None
newmoms				lmhall@u...	None
Angela Pauda				angelap@...	None
relatives				spdemon...	None

Ms. Minnie Mouse
Guest Greeter, Customer Service
Disneyland

Work address
55 Harbor Blvd.
Anaheim, CA 90044
USA

E-mail address
mouseminnie@fhda.edu (Work)

Personal information
Spouse: Mickie Mouse

Telephone
Home: (408) 555-1212
Work: (650) 949-1212

Last message sent: never Last message received: never

24 items displayed, 1 selected There are no pending schedules

Adding New Contacts

One easy way to add a new contact is to add someone while you're reading an e-mail from them. But when you do that, the only information included would be their name and e-mail address.

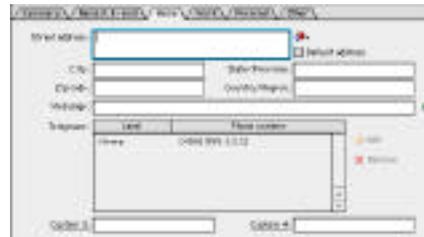
If you want to add a contact but you don't have an e-mail message from that person,

click on the New button at the top left of the Address Book toolbar . The resultant dialog box has many pages for you to put in information. Don't feel that you have to fill in all the blanks.

Name & E-mail Info



Home Info



Work Info



Personal Info



You can use Address Book information to quickly address e-mail in Entourage, address envelopes/labels in Word, remind you of upcoming birthdays and anniversaries, and many other uses.

Other Features of Entourage

Entourage has several cool features that we're not going to cover in depth here. One of these features is the Calendar feature. The calendar keeps track of your activities, reminds you of upcoming appointments and important dates, and works with Contacts and the e-mail portion to send and receive invitations to events. We're not going to cover the calendar, however, because here at Foothill we already have a great calendar manager, Meeting Maker, which serves our needs even more extensively.

Two other cool features we're not going to talk about are the Tasks and Notes features. I don't think these two features are that useful, and if you want to check them out, they're not too complex to figure out on your own.

Microsoft Newsgroup Server

The last feature of Entourage I'd like to discuss may be useful to you. The Microsoft news server hosts newsgroups about a variety of Microsoft products, including all of the Microsoft Office 2001 for Mac programs.

From the Folder List, click on the Microsoft News Server to access this feature. The top right box shows a list of many Microsoft news groups (1610 groups currently). Scroll down and double-click on one that seems interesting to you.

I have actually solved someone's technical Powerpoint problem by accidentally finding the answer in one of these discussion groups. You may also find them interesting.