Microsoft Entourage 2008

EASTMAN
SCHOOL OF MUSIC
UNIVERSITY *of* ROCHESTER

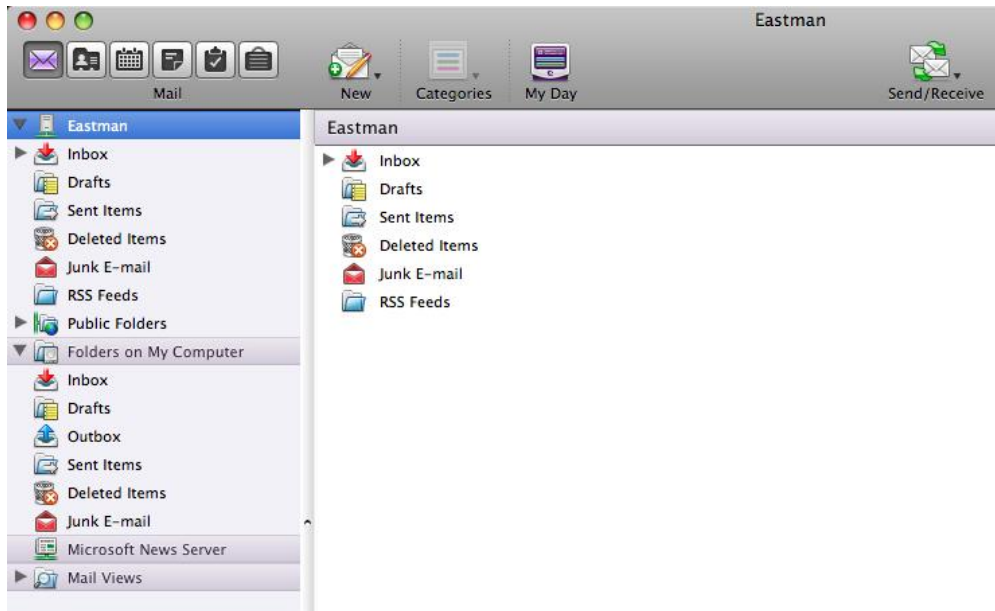# Table of Contents

Appearance of Microsoft Entourage

After opening Microsoft 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.
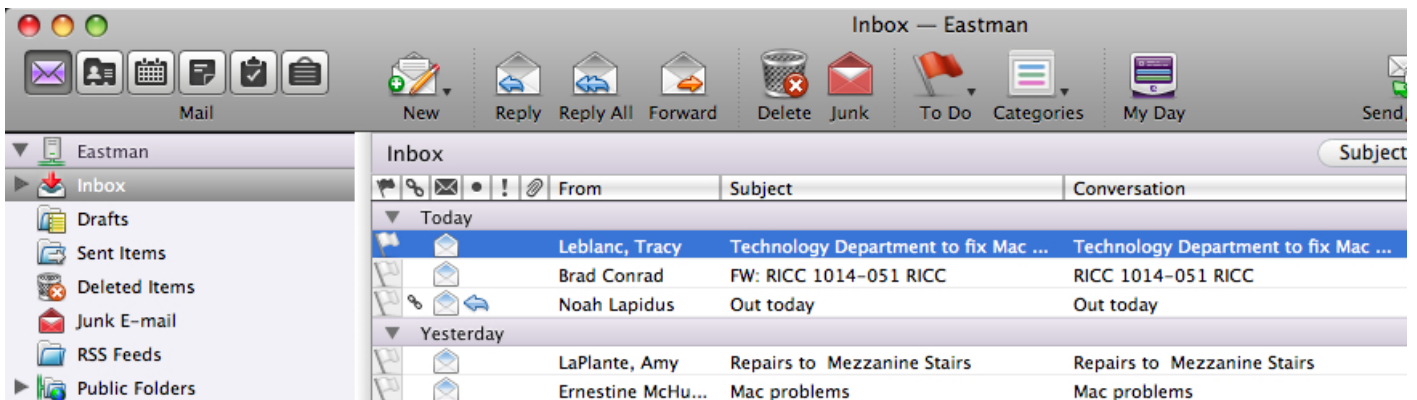
Sending a New Email Message

To send a new email message, click on the New Email button ![New] while in the Inbox. Enter the recipient's email address on the **To:** line or select the name from the list of users to the right of the **To:** line. If the recipient is in the global address list, use the pull down menu to choose **Default Global Address List (Eastman)**. For multiple recipients, use the tab key to move down to the next line. To send a copy of an email to another person that is not the main recipient, put their name on the **Cc:** line.

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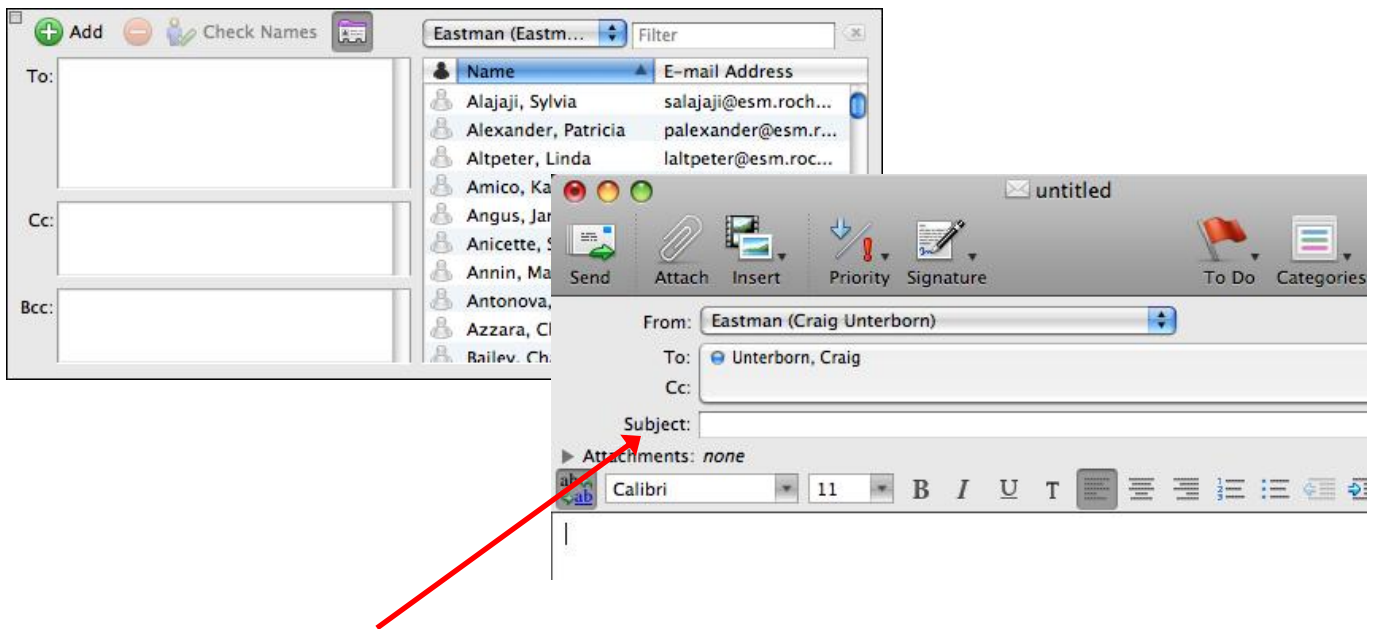that. Once you are finished, click **Send Now**. If you are not online, the message will be stored in the **Outbox** until you have an Internet connection. Once a message is sent, it will remain in the **Sent** folder until deleted.

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, click **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 address(es) 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**.
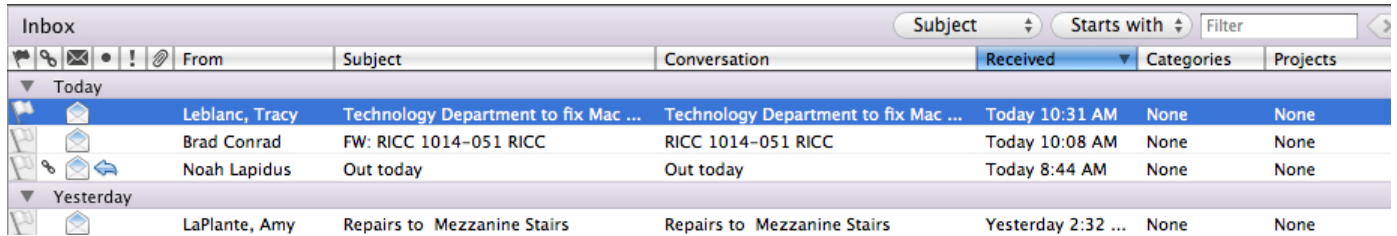
Deleting Email Messages

To delete a message, select the message and click the ![Delete] button within the toolbar or use the **Delete** key. In order to delete multiple emails, click on the top message you wish to delete, then 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, use the **Command (Apple)** key instead of the **Shift** key and click each message that you wish to remove. To select all messages within a mail folder, go to **Edit → Select All**.
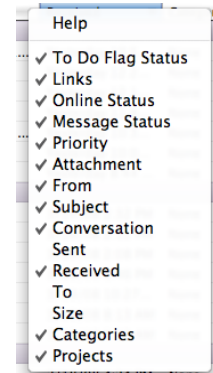
When messages are deleted, they are kept in the **Deleted Items** folder. These messages still count towards your quota limit, so they must be permanently deleted from the Deleted Items folder. To empty the entire deleted items folder, hold Control and click on the deleted items folder and select **Empty 'deleted items'**.

Sorting Messages

Inbox					Subject ⇕	Starts with ⇕	Filter	
⚑ ✎ ✉ ● ! ⌀	From	Subject		Conversation		Received ▼	Categories	Projects
▼ Today								
⚑ ✉	Leblanc, Tracy	Technology Department to fix Mac ...		Technology Department to fix Mac ...		Today 10:31 AM	None	None
✎ ✉	Brad Conrad	FW: RICC 1014-051 RICC		RICC 1014-051 RICC		Today 10:08 AM	None	None
✎ ⌀ ✉ ↩	Noah Lapidus	Out today		Out today		Today 8:44 AM	None	None
▼ Yesterday								
✎ ✉	LaPlante, Amy	Repairs to Mezzanine Stairs		Repairs to Mezzanine Stairs		Yesterday 2:32 ...	None	None

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. Click 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 add or remove categories by clicking on the category name.

Help
✓ To Do Flag Status
✓ Links
✓ Online Status
✓ Message Status
✓ Priority
✓ Attachment
✓ From
✓ Subject
✓ Conversation
Sent
✓ Received
To
Size
✓ Categories
✓ Projects

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 the **Attach** icon from the Toolbar or go to **Message → Add Attachments…** and browse for your file. You can also 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:**.

| ▼ Attachments:		
📄 Movies.doc	30.38 KB	Add
		Remove

Opening Attachments

A new message that has a paperclip icon indicates that it has an attachment. To save the attachment, open the email message, 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 an email that 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 on the Red button within the new email and it prompt you with this message on the right.
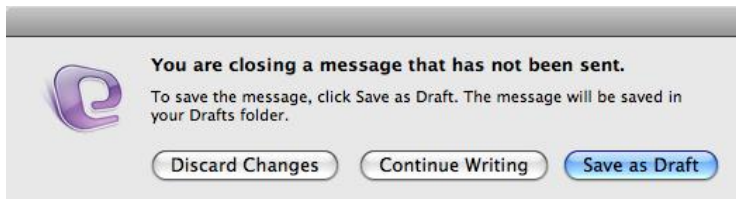
Also, you can go to **File→Save**. Either way you choose, the draft will then be saved in the **Drafts** folder.

Spell Check

Within Entourage, spell check is on automatically, and works similar to the spell check found 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.**
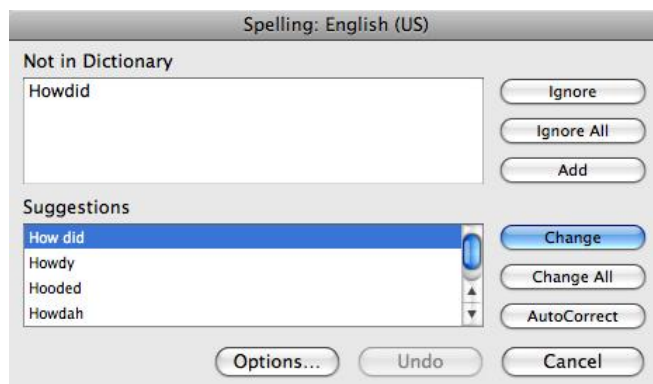
Message Options/Flagging Messages

To change the options for a mail message, such as priority, security, character set, and other delivery options, click on Message. From here, 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, 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 largest 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.
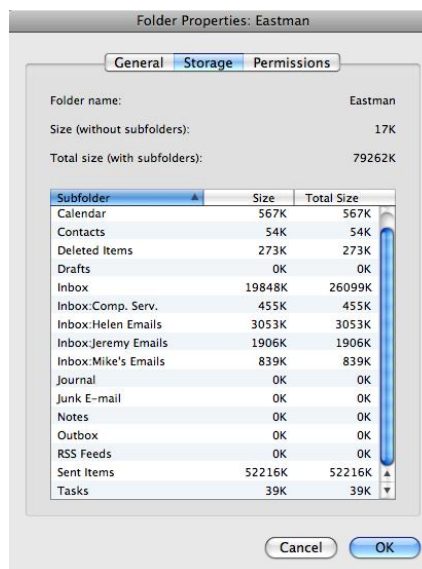
Junk Email

Everyone gets junk email that they do not want. The University provides a junk mail filtering service 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. To make changes to your University spam filtering settings, you can go to: http://www.rochester.edu/it/spam. Entourage also has a built in Junk filter that can provide further help. 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.
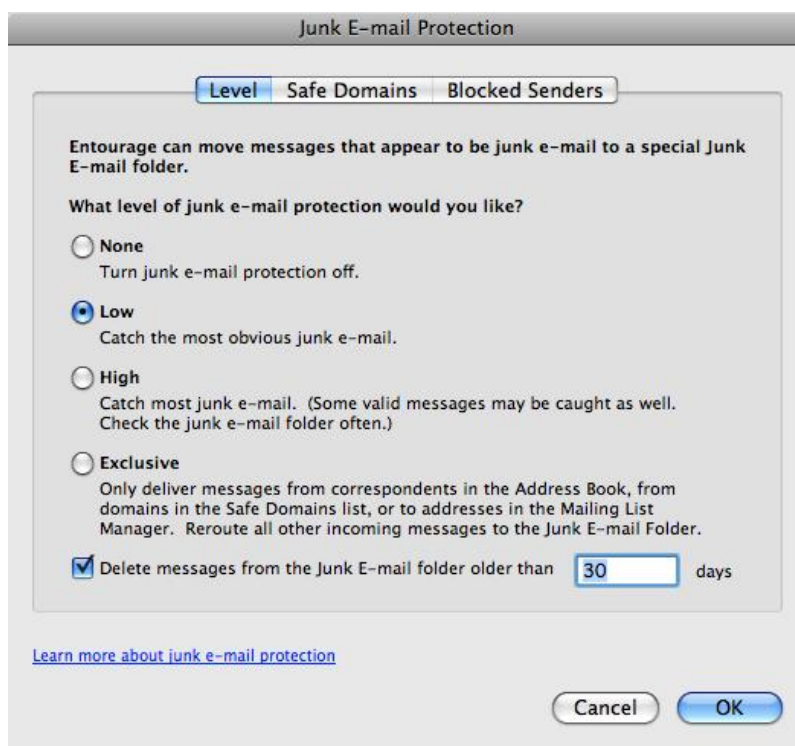
Creating a Signature

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 Rules. To set a rule, go to **Tools → Rules**, click on the **Exchange** tab and click on **New**. Name your rule and setup your **IF** and **THEN** criteria. There are countless possibilities for the types of rules that 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 in order for the rule to go into effect.


Creating Filters

A filter is an easy way to view only those items or files that meet conditions that 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 type in the word you are looking for. Delete the word to remove the filter.
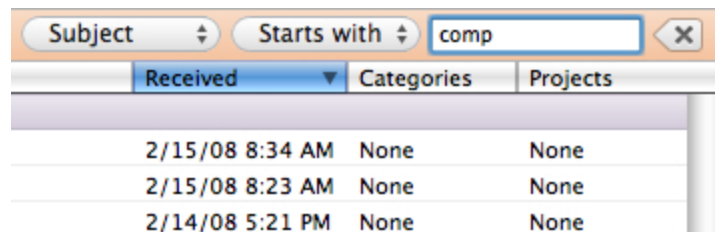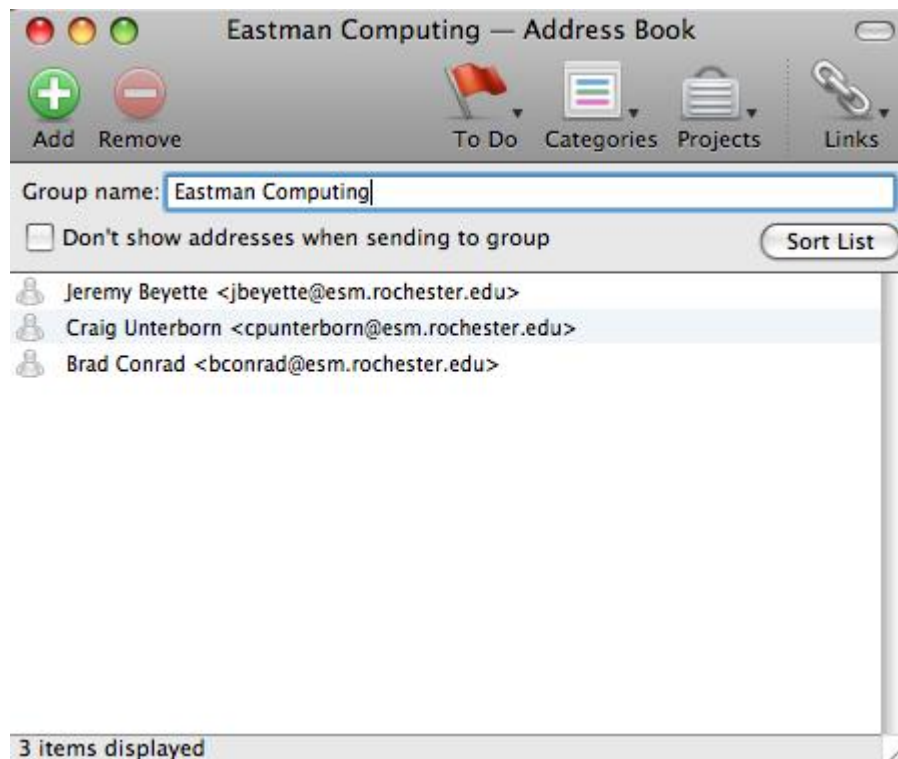
Contacts

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 **Red** button and select save when prompted.
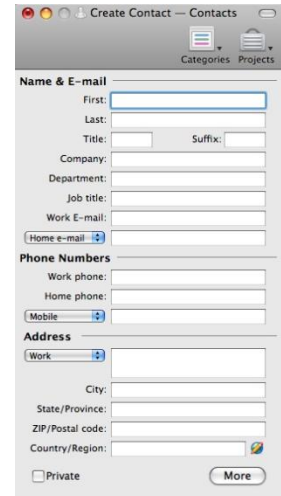
Create a New Group

Groups are often helpful when one often sends out emails to a large number of contacts. Rather than having to 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 finished entering addresses, click the **Red** button and select save when prompted.

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.
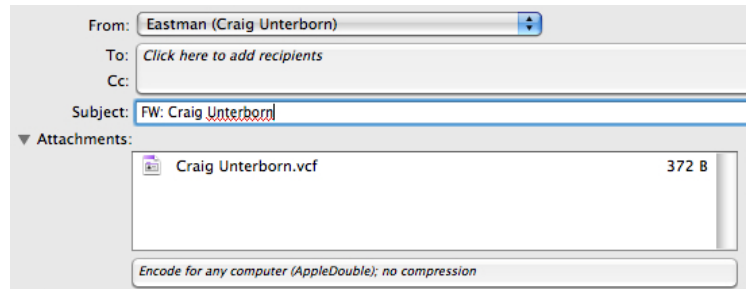
Opening Another Person's Contacts (or other folder)

To open another user's contact list, first be sure that the person has given you permission and made you a delegate for Contacts.

Click on **File → Open Other User's Folder...**
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
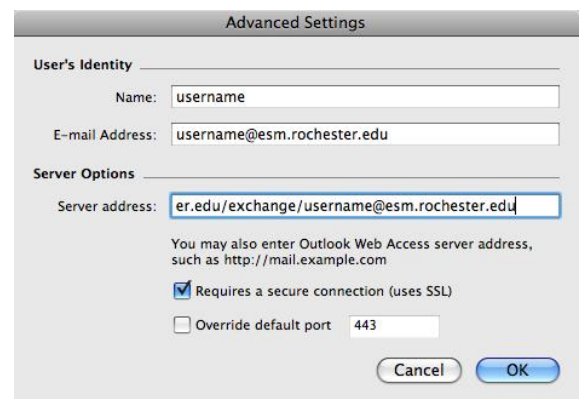
Calendar

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 will automatically be taken to that date. Below is an example of a Work Week view.
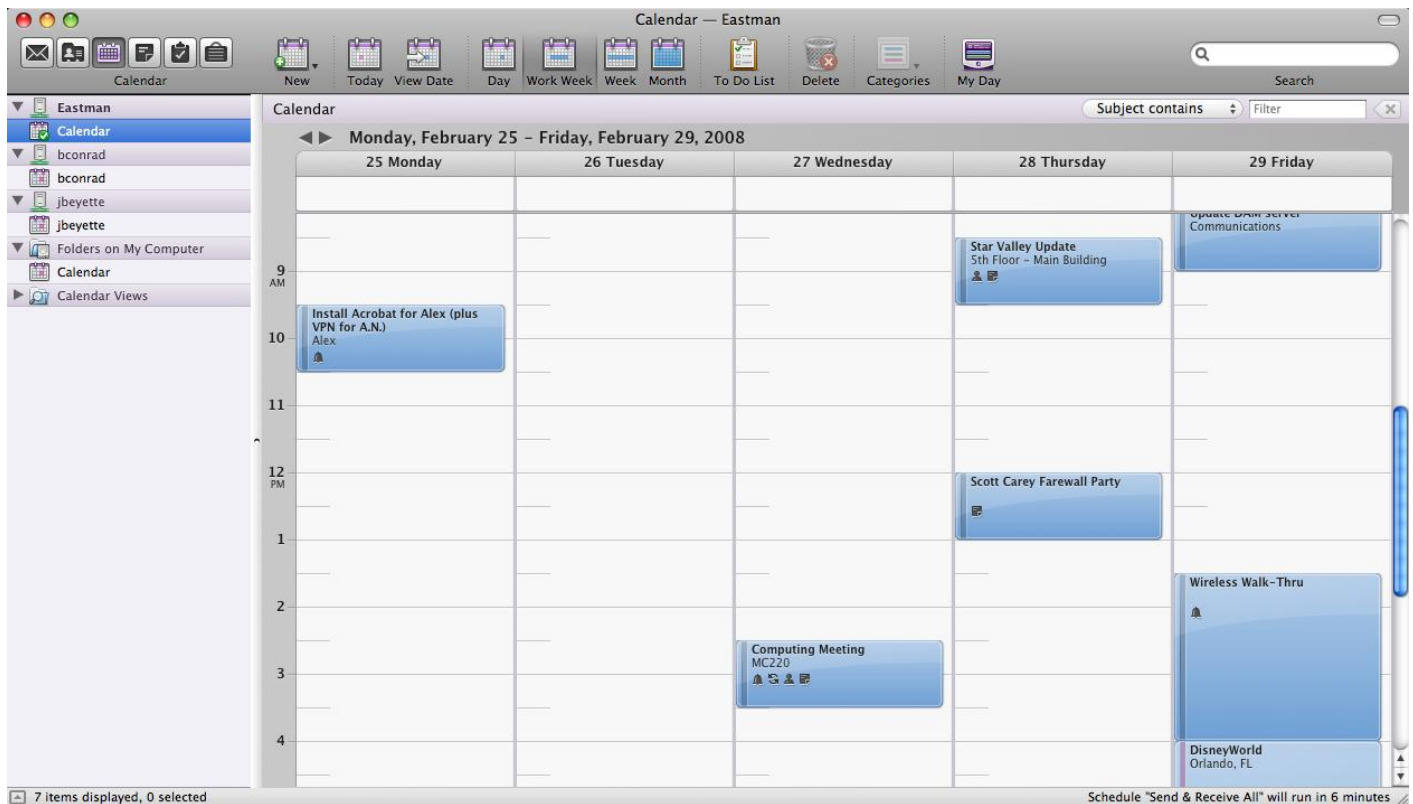

Set Calendar Preferences

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**. 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 the **Red** button and select save when prompted.
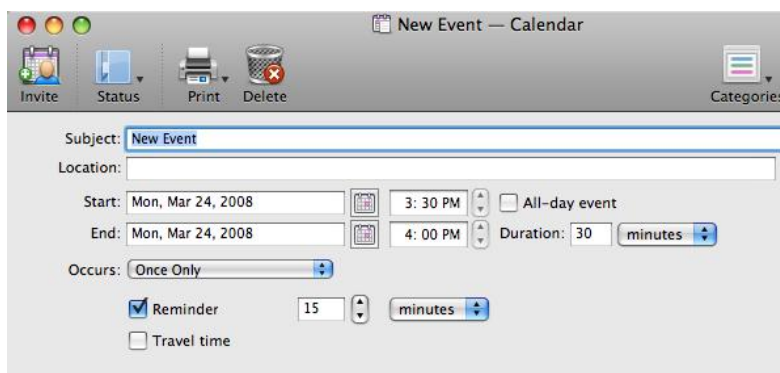
Reoccurring Appointments

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** to 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. Upon opening a recurring appointment, you will be prompted to open a single occurrence or the series.
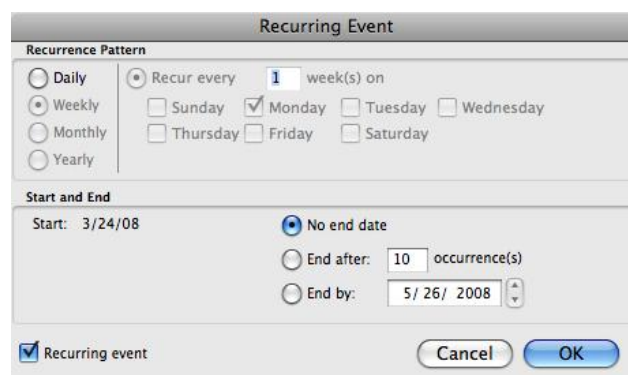
Changing/Deleting Appointments

To edit an existing appointment, double click to open the information. When finished editing, click the **Red** button. 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 click the delete button.

Mark an Appointment as Private

1. Open the calendar item you wish to make private.
2. Go to **Event → Private**.

Show you are Free/Busy During an Appointment

1. Open the appointment/meeting you wish to change and click on **Status.**
2. Change the pull down menu 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. 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.
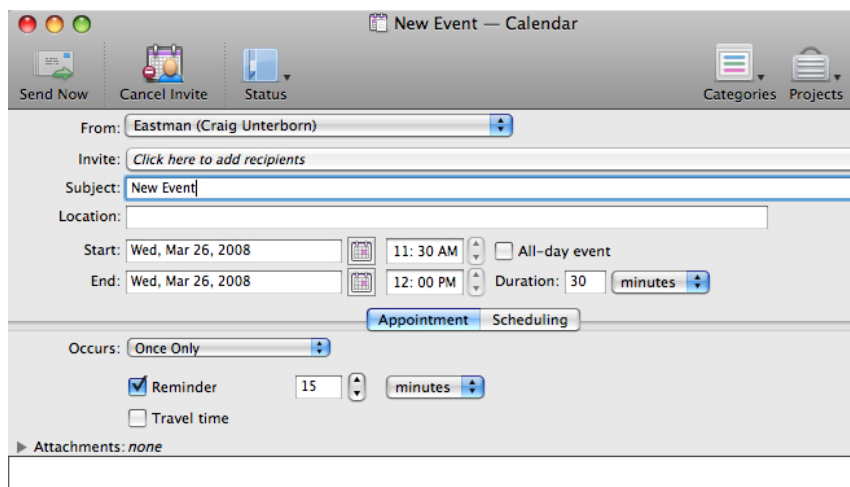
Availability of Meeting Attendees

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 and then invite the desired attendees. Then click on the tab that says **Scheduling** (next to the Appointment tab). Enter in any additional 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 and click **Cancel Invitations**. This will send a cancellation notice to everyone you invited. If you (organizer) are canceling one meeting out of a reoccurring series, make sure you open the one event and then click 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 the new email message. Opening the message will display who has been invited to the meeting along with the subject, location, and date/time 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, click 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. 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**.
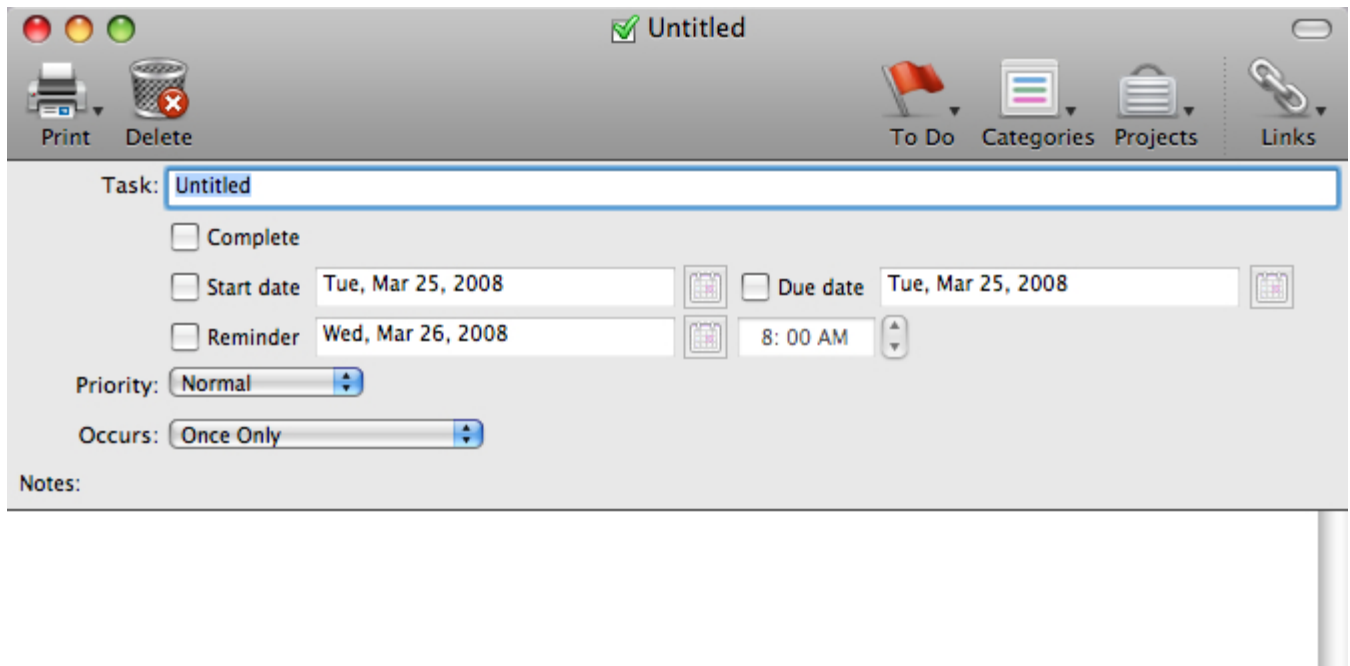
Completing a Task

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