Entourage 2008: Intro to Entourage
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# Table of Contents

About this Brown Bag Demonstration........................................................................................................... iv
Resources........................................................................................................................................................ iv

## Entourage 2008........................................................................................................................................ 1

### Introduction to Entourage 2008............................................................................................................... 1
  What is Entourage 2008? ............................................................................................................................ 1
  Logging into Entourage using Microsoft Online Services .......................................................................... 1
  Entourage Interface ..................................................................................................................................... 2
  Preview Pane ................................................................................................................................................ 2
  Creating and Sending a Message Using the GAL ...................................................................................... 3
  Deleting an Email ......................................................................................................................................... 4
  Creating a Contact using the Address Book .............................................................................................. 4
  Setting up Vacation Message ..................................................................................................................... 4
  Creating a Rule ............................................................................................................................................ 5
Training Guide
Introduction to Entourage EWS

About this Brown Bag Demonstration

This UAConnect brown bag demonstration is designed to help you become familiar with how to use Entourage 2008.

This demonstration is generic by necessity and will provide you with the information needed to navigate, set up a preview pane, create messages using the GAL (Global Address List), delete messages, create contacts, set up a vacation message, and create rules.

For information on workshops in which you can learn about Entourage 2008, as well as other brown bag demonstrations, please go to the Workshops and Training Team website at http://uits.arizona.edu/workshops.

Resources

UAConnect Services
For information about UAConnect and the services being offered please visit http://uits.arizona.edu/services/uaconnect.

UAConnect Project Site
UAConnect is the new faculty/staff email and calendaring service, to be implemented across campus 2010-2011. To view information pertaining to UAConnect, please visit http://uits.arizona.edu/uaconnect.

The 24/7 IT Support Center
The 24/7 is the first point of contact for many IT applications and services at the University of Arizona. They use the Remedy Action Request System to track Support Requests and to route issues to the appropriate IT support groups within UITS when necessary. For information refer to the website at http://247.arizona.edu.
Entourage 2008

Introduction to Entourage 2008

What is Entourage 2008?
Microsoft Entourage 2008 offers an integrated solution, with email, calendar, address book, directory, tasks, and notes – all rolled into one program. Microsoft also offers a web interface called Outlook Web Access Light (OWA) when using Safari and Firefox browsers. OWA Light has the same basic look and feel as the desktop version of Outlook.

Outlook is really a combined email and calendar client – similar to the separate clients of Eudora and MeetingMaker. UAConnect is the mail and calendar server, where the messages and appointments are stored.

Some examples of things you can do with Entourage are:

- Send, receive, and store email 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 email
- Receive a reminder before a meeting
- Store, organize, and share names, addresses and other information about your business and personal contacts

Logging into Entourage using Microsoft Online Services
Accessing your email is easy when using Microsoft Online Services. By using a single sign on ID and password you have access to your email and instant messenger features.

Procedure

1. Click the Microsoft Online Services icon from your Desktop.

2. Enter your Username and Password.

3. Click the Sign In button.

4. Click the E-Mail and Calendaring button from the Microsoft Online Services window.

5. If you get the message that says Unable to establish a secure connection to email.arizona.edu because the server name or IP address does not match the name or IP address on the server’s certificate click OK to continue.
**Entourage Interface**

The Entourage interface displays four main areas: Tool Bar, Navigation Buttons, Folder List, and Preview Pane.

1. **Tool Bar**: The Tool Bar at the top of the screen contains features that allow you to perform basic functions such as new message, reply to, forward, delete, and send/receive emails.

2. **Navigation Buttons**: Click on any of the Navigation Buttons (*Mail, Address Book, Calendar, etc.*) at the top left hand side of the screen to switch between Entourage features.

3. **Folder List**: The Folder list is sorted into files found on your hard drive and files found on the email server. If you have not saved any email files to your hard drive, you may wish to collapse that part of the list by clicking on the down arrow next to *On My Computer*.

4. **Preview Pane**: The Preview pane displays the content found in the email without opening the email.

*Note*: On the UAConnect server emails are sorted into four default folders: Inbox, Sent Items, Deleted Items, and Junk Email. You can also add additional folders to this area. To create additional folders choose *File > New > Folder*. Once a folder has been created, you can drag and drop messages into the folder from the Message List or create a rule to automatically send messages to that folder as they are received.

**Preview Pane**

Entourage allows you to split your message screen between your Inbox and a preview of a full message in the Preview Pane. Messages viewed in the Preview Pane display the same information as messages opened in their own windows.

**Procedure**

1. Open Entourage and from the menu options along the top select *View*. The drop down menu window will appear.

2. Using your mouse, click on the item labeled *Preview Pane*. A menu will appear.

3. Choose the preferred option.
   a) **On Right**: The preview pane will display to the right of the Message List
   b) **Below list**: The Preview Pane will display below the Message List
   c) **None**: No Preview Pane will be displayed and the Message List will be expanded.
Creating and Sending a Message Using the GAL

The Global Address List (GAL) contains global distribution lists and public folder email addresses. 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.

GAL is not enabled by default in the Entourage 2008 configuration from the Microsoft Online Services Sign-In client. There is an AppleScript that can be installed, from the far right within the toolbar.

Procedure

1. Open up Entourage, and click on the Mail button at the top left hand side of the Navigation Pane.
2. Once in the Mail pane, start a new message by doing one of the following:
   a) On the standard toolbar click the New button
   b) Press Command + N
   c) From the File menu choose New then select Mail Message
3. Type an email address in the To: field, if known. However, if you do not know the email address of the recipient, type the name you want to search for.
4. Click on Check Names.
5. Click the User name to select it from the list.
6. Click Add.
7. Type the subject of the email onto the Subject field.
8. Type your message.
9. Click the Send button

Note: You can type multiple addresses in the To:, CC:, or Bcc: field, as long as you separate them with semicolons.
Deleting an Email
In Entourage there are many ways to delete a message or messages. Be sure you are selecting the message and not the folder itself.

Procedure
- Select the message(s) you want to delete in the folder list. Select the Delete icon.
- Select the message(s) you want to delete in the folder list. Right click, and select Delete Message from the drop down list.
- Open the message you want to delete in the folder list. From the drop down list select Move to and click Choose folder, then select Delete Items folder.

Note: All deleted messages are moved to the Deleted Items folder. To move deleted items back into the Inbox, choose the folder where the deleted message was sent > right click on the message > select Move To > choose the correct folder.

Creating a Contact using the Address Book
The Entourage Address Book is created automatically and contains the contacts in your Contacts folder that have a contact entry in the Email or Fax boxes. You can also add contacts using OWA Light.

Procedure
1. Start Entourage. Click the Address Book button from the Ribbon at the top left of the screen.
2. Click the New button.
3. Enter the basic contact information.
4. Click More to enter more detailed information.
5. Click File >Save, or Press command s.

Note: To move your Apple Address book Entries into Entourage go to preferences > sync services and check the synchronize contacts with Address Book option.

Setting up Vacation Message
There is no option in Entourage 2008 to turn on the Vacation Message on the UAConnect server. To set your message, use OWA Light.

Procedure
1. Log in to OWA Light (https://uaconnect.arizona.edu).
2. Click the **Options** button.
3. Select **Set Automatic Replies**.
4. Compose your automated reply.
5. Check the **Don't send automatic replies** or **Send automatic replies** radio buttons (which activate/deactivate the feature).
6. Change the **Start time** and **End time** fields.

   **Note:** Automated replies will turn off automatically at the end date and time specified.

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**Creating a Rule**

Entourage 2008 offers a rules engine that is both powerful and easy to use. Rules can be established for numerous criteria such as senders, recipients and subjects, and you can perform a number of tasks such as deleting messages, moving them to specific folders, and creating alerts. By using rules, Entourage 2008 can help make email management more efficient process.

**Procedure**

1. In the Navigation Pane click **Mail**.
2. On the **Tools** menu, click **Rules**.
3. If you have more than one email account, in the **Apply changes to this folder** list, click the **Inbox** you want.
4. Click **New**.
5. Enter **Rule** by specifying your own conditions, actions, and exceptions.
6. Click **OK**
7. To apply Rules to emails already in the Inbox, right click on the **Inbox** folder select **Apply Rule > Apply Rules**

   **Note:** The Entourage rules are not global – they only apply when using Entourage. That means if you access the OWA Light client, the rules you set up in Entourage will not be applied to incoming mail.