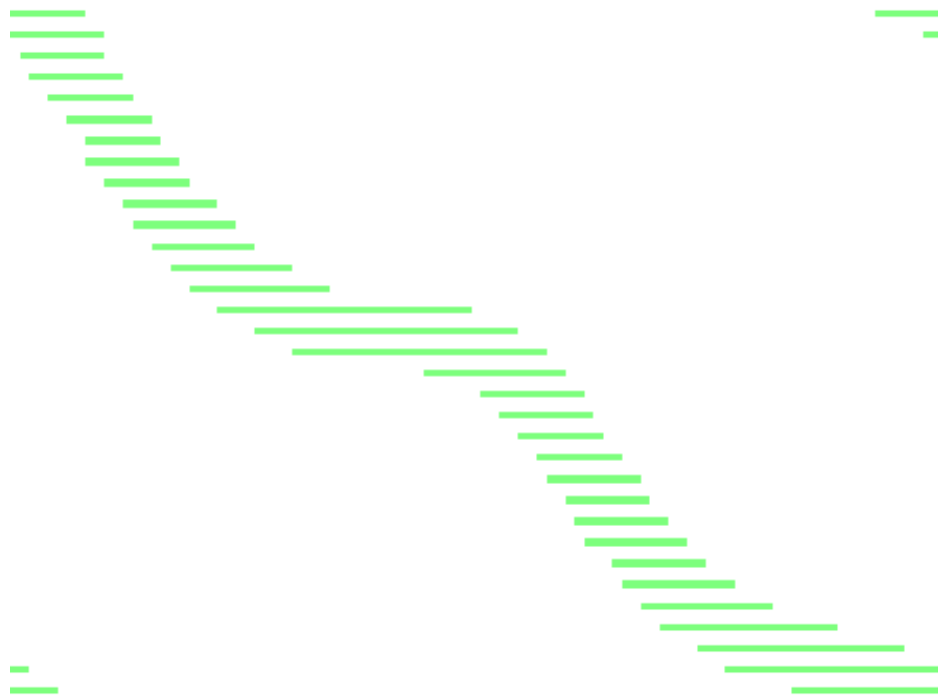




- Education and Development



**Getting Started with Entourage
Version 2008**

Information Technology Services
The University of Texas at Austin
<http://www.utexas.edu/its/training>

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Information Technology Services

The University of Texas at Austin

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What is Entourage?

Entourage is Microsoft's e-mail, task and calendar manager for Mac OS X that is packaged with Office 2008. There are other programs officially supported at UT Austin that can also be used to read mail on the Exchange server, including Microsoft Outlook and Outlook Web Access. When working from the office from a Mac or at home from a Mac, Entourage provides a great way to access and work with your e-mail.

Entourage 2008 boasts many convenient features which work in conjunction with Mac OS X to provide a convenient, productive and friendly work environment. Entourage is a great program for individual productivity, while providing the security of storing e-mail and critical information on a central server that is regularly maintained by professional staff. Since your e-mail is on a server, you can work with your e-mail and calendars from anywhere, including on the web through Outlook Web Access, which is very convenient should there be a problem with your Mac, or you have to work outside the office. Moreover, when traveling, or having to check your e-mail from a computer you cannot trust, you can use Outlook Web Access at <https://wmail.austin.utexas.edu>.

For intense collaboration or working with other people's calendars, especially those in executive roles, Outlook 2007 is a much more suitable package. Fortunately, you do not need a Windows PC on your desk to access Outlook. Rather, this can be done through a remote terminal session, or through a Virtual PC on your desktop!

This handout will focus on the use of Entourage 2008 used with UT Austin's Microsoft Exchange Server 2007.

Setting Up Entourage Profiles

Hopefully, Entourage 2008 is already set up on your machine. If that is the case, then you can skip on to the next section.

For instructions on setting up Entourage to access your Exchange account on the Austin Exchange Messaging Service (AEMS) please visit <http://www.utexas.edu/its/messaging/answers/entourage2008.php>.

If you are using more than one Entourage profile, you will need to follow the instructions at http://www.utexas.edu/its/messaging/answers/entourage_multiple.php.

Moving from Entourage 2004 to Entourage 2008

There are many differences between Entourage 2004 and Entourage 2008. The following list summarizes these changes:

- Improved User Interface—Entourage now has a “Mac” look and feel and a more logical layout of menu items.
- Help Feature—Use the new “Help” search box to find information you are looking for with online content and training available.

- New Security Features—Entourage blocks bad attachments and “junk mail” better. A real bonus in conjunction with Austin Exchange spam blockers and your local anti-virus program.
- Out of Office Assistant—This flexible feature now lets people know you’re away.
- Super Fast “Advanced Find”—let you find messages quickly, just like Spotlight.
- Improved HTML Display of E-mails—Now, you can read messages as they were sent by users.
- Flagging Messages—You can put a message on your “To Do” list with an expiration date.

Overall, Entourage 2008 is a more reliable and pleasing product to use than Entourage 2004, with considerable gains in features and functions. Microsoft is continually updating this product to add more tasks that it can perform. Expect Entourage 2008 to get even better than it is today.

Using Entourage 2008 In A Server Environment

Your local IT personnel have configured Entourage to work with Exchange 2007 in order to bring you a number of convenient features. These features are a departure from downloading and managing e-mail using applications such as Eudora because it is possible now to work with your e-mail from anywhere, including off of the web using such programs as Safari or Firefox. (ITS provides Outlook Web Access for that purpose at www.austin.utexas.edu.)

One of the most important changes to using Entourage with ITS’s Exchange 2007 services is that your e-mail and calendaring information are stored automatically in folders on the Exchange server. Using mail rules, which are active while you are logged into Entourage, it is possible to automatically sort e-mail into folders, or even take additional actions when a specific e-mail is received. (Behind the scenes e-mail rules that work whether or not you are using Entourage can be set up using Outlook 2007.)

With the use of the Exchange server, you can also save your address book on the server, and you have access to the e-mail addresses of every person who is on the Austin Exchange server. Since the Austin Exchange service is now offered free of charge by ITS, this will eventually mean that most staff and many faculty will now be using this e-mail system. If you want to schedule a meeting with someone, you need to only find their e-mail on the Exchange Global Address list and then schedule a meeting.

Starting Entourage

To start Entourage, simply click on the Entourage icon that should be placed on your desktop:



Figure 1: Entourage Icon

When you start Entourage, you should see the Entourage banner within a moment:



Figure 2: Entourage Start-Up Screen

Entourage Navigation And Terminology

Entourage opens to display your e-mail messages with two main viewing areas: the Message and Preview Panes. In addition, Entourage provides navigation features through View Buttons and the Folder List. There are two search functions, one through OS X called “Spotlight” and one built-in, called Quick Filter. For control and access to Entourage features, Entourage provides the top menu bar and also the Toolbar. Finally, there is a quick access list called “My List”.

When you open up Entourage, a number of Windows open automatically. These include the top-level Entourage menu, the main Entourage Window and optionally, the My Day window.

The top-level menu is always available while you are working with Entourage, as is typical for OSX, but will disappear if you are working with another program.

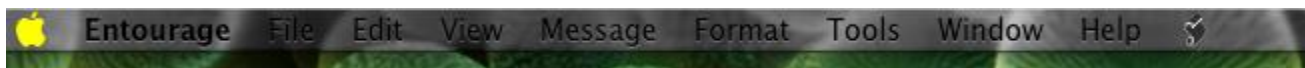


Figure 3a: Main Entourage Menu

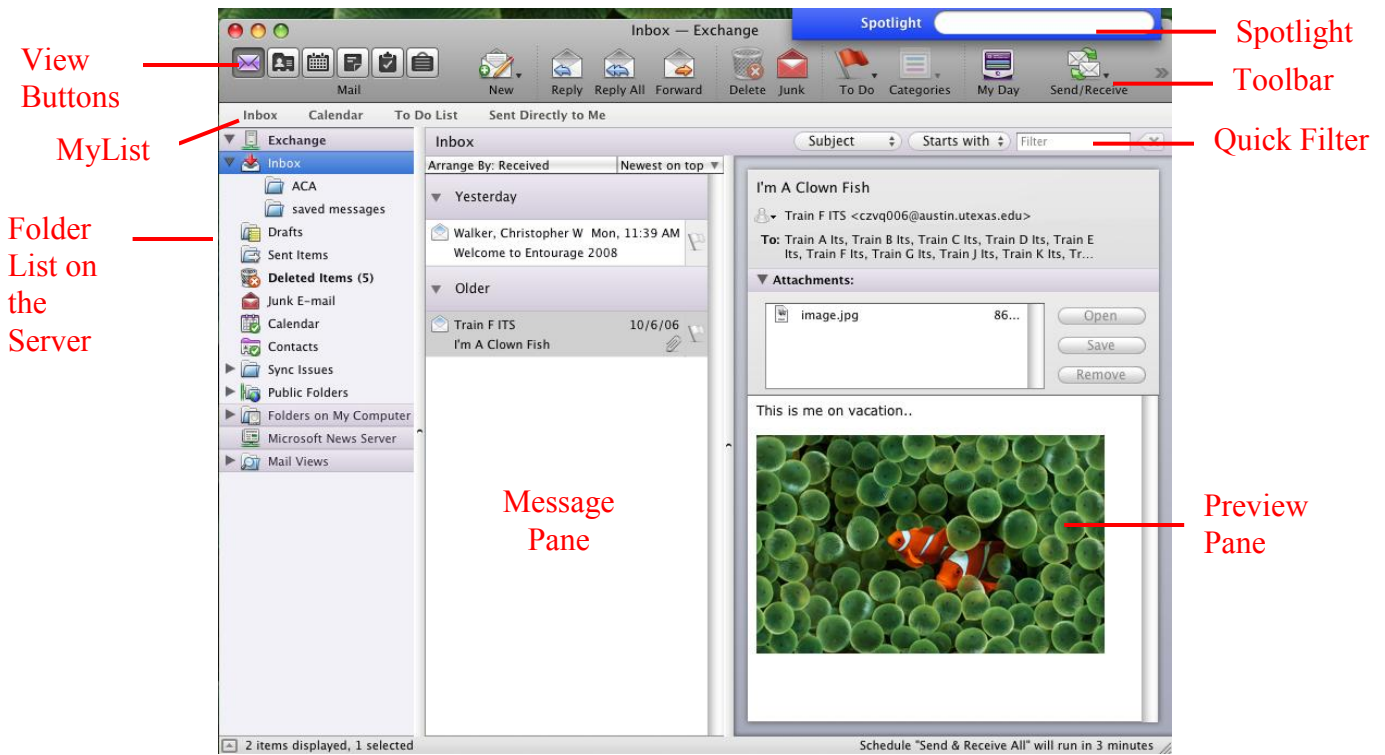


Figure 3b: Main Entourage E-mail Screen

The main Entourage screen pops up automatically when you start Entourage, but can be closed at any time, while continuing to run Entourage in the background. If you accidentally close this Window, you can restart this screen by running **View→Go To→Mail**.

My Day Window

Entourage provides the My Day window that allows you to see a summary view of the Event and To Do items that are due within the next few days. This is a great productivity tool that integrates Tasks and Calendars into one convenient view. To invoke My Day, simply click on the My Day icon wherever it appears on Entourage:



Figure 4a: My Day Icon

Once My Day is started, a PDA-shaped Window will appear on your screen that summarized “Events” and “To Do” items. For exactly what appears on the “To Do” items and “Events”, read the sections on Tasks and Calendars respectively in this document.

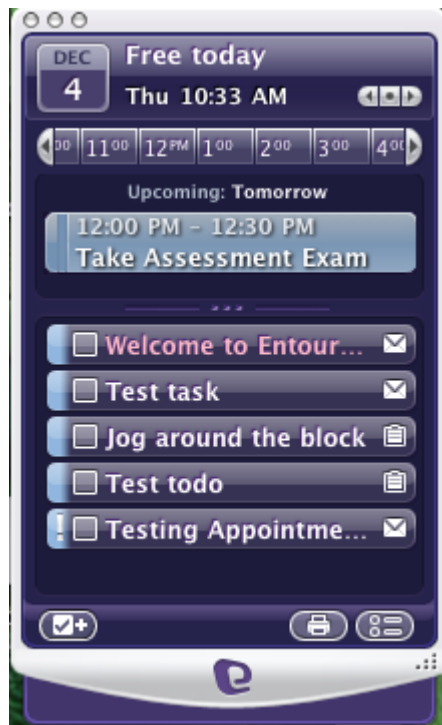



Figure 4b: My Day Display Showing Events and To Do Items

View Buttons

Click on any of the **View** buttons to switch between Entourage features, including Mail, Address Book, Calendar, Notes, Tasks and Projects. Keep in mind that only three items are currently synchronized with the Austin Exchange service: E-mail, Calendars and Address Books. All other features are stored locally in Entourage 2008.

Note that if you flag  an e-mail as a “to do” item, the task with a “to do” flag is also stored on the Exchange server. Use the “To Do” Toolbar icon to manage flagged e-mail messages, and sort using View→Flagged Only.



Figures 5a, 5b, 5c: Navigation Buttons

Folder List

Your Folder list is sorted into Entourage files stored on your hard drive and files stored on the Austin Exchange server. If you have not saved any e-mail files to your hard drive, you may wish to *collapse* that part of the list by clicking on the down arrow next to **Folders on My Computer**. That way, you can more easily see the folders stored on the Exchange server.



Figure 6: Collapsed Folders List in Entourage

E-mail, Address Books and Calendars are stored under the Exchange Folder:

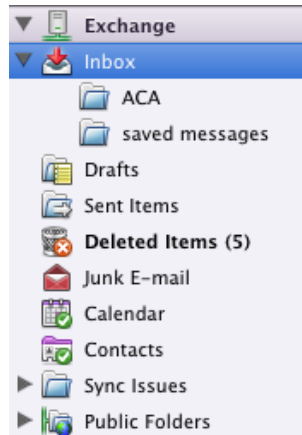


Figure 7: Folders and Entourage 2008 Features Stored on the Exchange Server

The e-mail files on the e-mail server are sorted into four default folders: **Inbox**, **Sent Items**, **Deleted Items**, and **Junk E-Mail**. Any additional folders you have on your e-mail server will also appear. If you are on an Exchange server, you will also see a link to the **Public Folders** that are visible by all users on the server.

While you can have additional folders anywhere under **Exchange** folders on the server, the best arrangement is to store additional *e-mail* folders under **Exchange→Inbox**, additional calendars under **Exchange→Calendar**, etc. To create additional folders choose *File -> New -> Folder*. A dialogue will pop up allowing you to select where to place the folder. To place the folder under the **Exchange→Inbox** as recommended, you will highlight the **Inbox** and then click on OK.

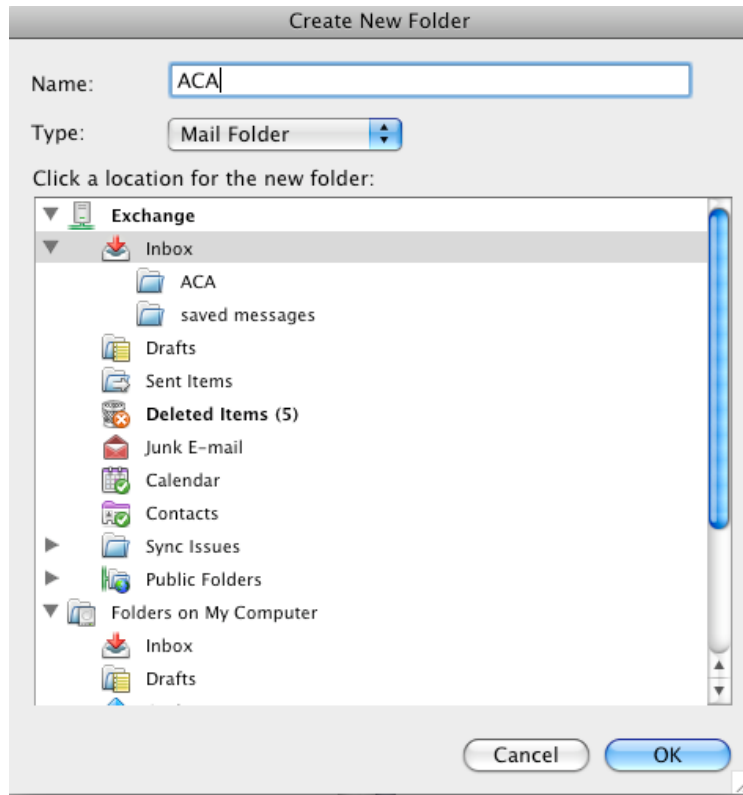


Figure 8: Creating A New Folder

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. Rules are discussed later in this document.

Reading and Sorting Messages

To read a message in Entourage, simply double-click the message on the message list. Once you do that, you have several options:

- Reply to the message sender
- Reply to all message recipients
- Forwarding A Message
- Flagging a message for follow-up

Except for flagging a message for follow-up, all **Reply** and **Forwarding** functions are similar to those of composing a message in the next section, **Composing New Messages**.

The rest of this section will focus on sorting messages so they are easier to find. By default, the Entourage **Message List** displays messages in the order of **Date Received**, but can use any order you choose.

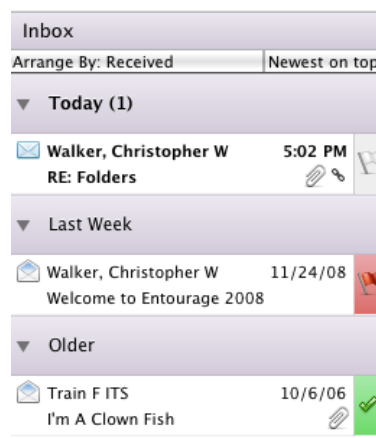


Figure 9: Message List

The message list can be sorted in many different convenient ways to allow you to find a specific message quickly. These include the following and more:

- Received (default)
- Priority
- Attachment
- From
- Subject
- Sent
- To
- Size
- Folder

To sort messages in an order other than date (Received), for instance, click the **Arrange by** drop down list and choose how you would like the messages to be sorted. You can also specify whether the messages should be sorted in ascending or descending order by date by selecting “Newest on Top” or “Oldest on Top”. By default, Entourage will also display messages by checking “Show in Groups”, which will attempt to subcategorize messages by Date, Name or other applicable name.

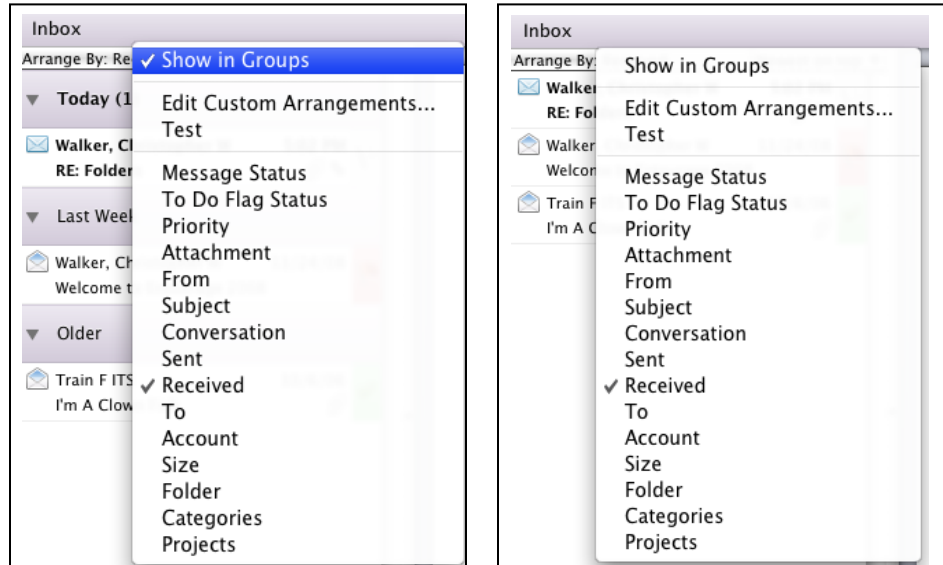


Figure 10: Sorting Messages

Left Figure uses “Show in Groups”, Right Figure has “Show in Groups” unchecked

Deleting Messages

To delete a message using the **Message List** click once on the message to select it then click the delete button from the toolbar. You can also delete a message from the **Message List** by selecting the message and pressing the Delete key on your keyboard. Once you have deleted a message it will be moved to your **Deleted Items** folder on your e-mail server. To permanently delete a message you must also delete it from your **Deleted Items** folder.

Previewing A Message in the Preview Pane

To view a message in the **Preview Pane** click once on the message in the **Message List**. To open a message in a new window, double-click on the message in the **Message List**.

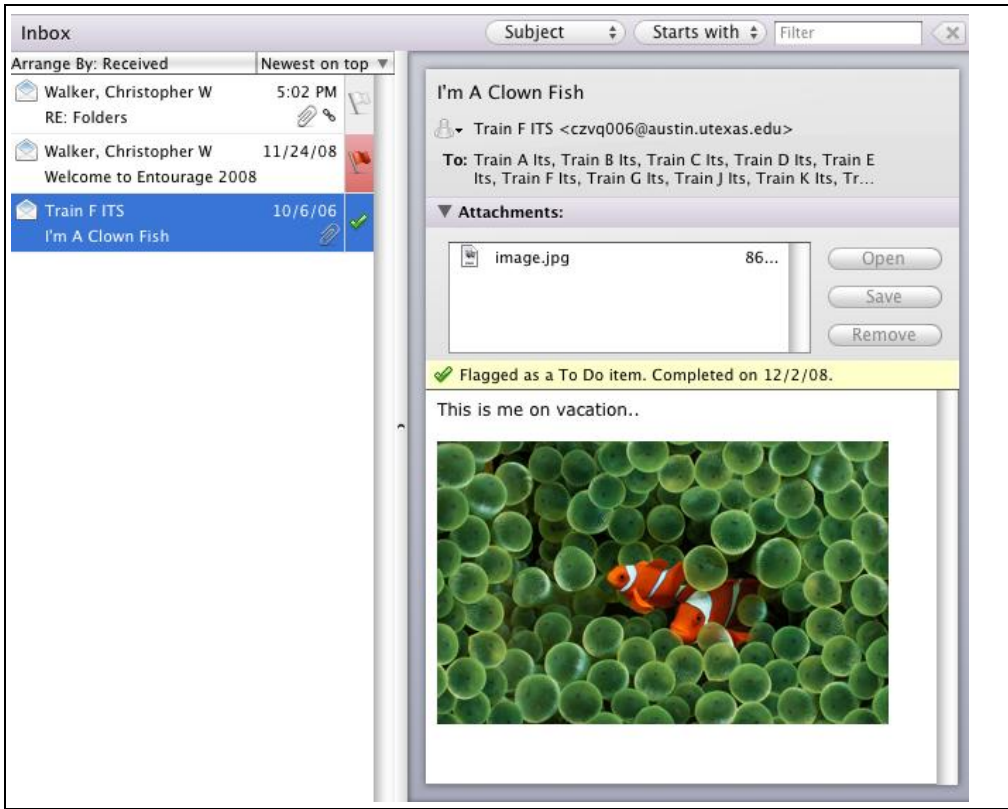


Figure 11: Mail Message Preview Pane

Entourage Sending and Receiving E-mail

Composing New Messages

Entourage allows you to send e-mail to one or multiple people with a wide variety of attachments. This section will cover finding the right e-mail address, composing the message and adding attachments. Then, it will quickly review receiving messages.

To compose a new message, click the **New** button in the main Entourage **Mail** toolbar. Also note the **Reply**, **Reply All**, and **Forward** buttons located in the toolbar.

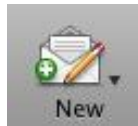


Figure 12: Creating A New Message

A new mail window will pop up immediately as illustrated below.

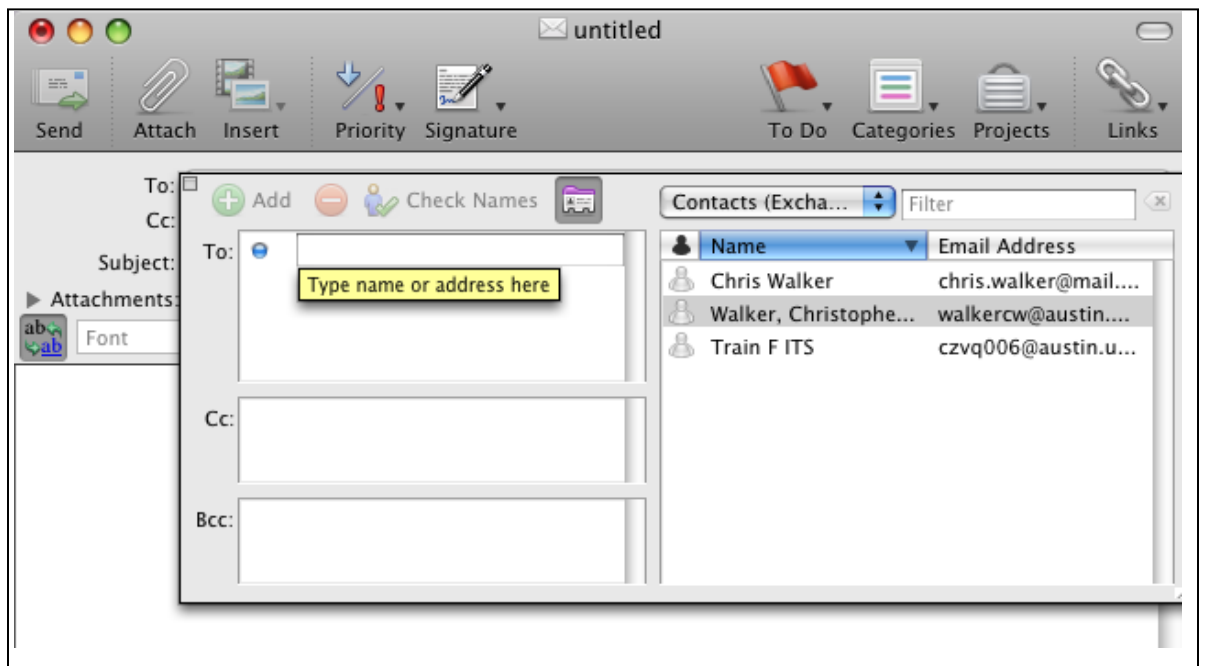


Figure 13: New Mail Messages Dialogue

First, type in the **Name** or **Address** to send the e-mail to by clicking within the **To**, **Cc** or **Bcc** fields and then selecting the appropriate e-mail addresses. After you

select your e-mail address, then, you will click on the message body itself and type in the subject and the message into the message entry area on the window. When ready to send the message, click on **Send**.

Entourage provides many options to finding and selecting e-mail addresses, these include:

- “Cached” e-mail addresses
- Your “Contacts” stored on Exchange (Address Book)
- Your Address Book on your computer
- Default Global Address List stored on Exchange
- Directory (LDAP)

Entourage stores previously used E-mail addresses that you can see immediately when you click on the To, Cc and Bcc fields in your e-mail. If you type a part of a name, the address appears as an aid to quickly select e-mail addresses. These e-mail addresses that appear may or may not be correct, so use caution when selecting e-mail addresses this way (including **Calendar** contacts). This “caching” feature can be turned off by going to the top Entourage menu and selecting **Entourage→Preferences→Mail and News Preferences→Compose→Recent Addresses** and unselecting “Display a list of recently used addresses when addressing messages”. If you select “Automatically check names when sending messages”, most errors in sending e-mail messages will be eliminated.

Your “Contacts” are e-mail addresses stored on the Exchange server in your Address Book. This is where you can store supplemental information for people whom you e-mail all the time, including people you invite to meetings.

You can likewise, keep a local address book in Entourage. This is important, because this is the only way to store information about Groups.

The most important lists for finding the e-mail addresses of coworkers are the **Default Global Address List (GAL)** and the **Directory (LDAP)**. The Default Global Address List has the e-mail address of everyone at UT Austin who is also using the Exchange server. You can not only send e-mail to these people, but you can include these people directly into scheduled meetings, a function to be addressed in a later section. The remaining e-mail addresses for everyone affiliated with UT Austin will appear on the **Directory (LDAP)**. If cannot find a subscriber on the “**GAL**”, use the Directory. If someone appears on both, use the **GAL** first.

These other options for selecting e-mail addresses are selected by clicking on the appropriate address book as illustrated below:

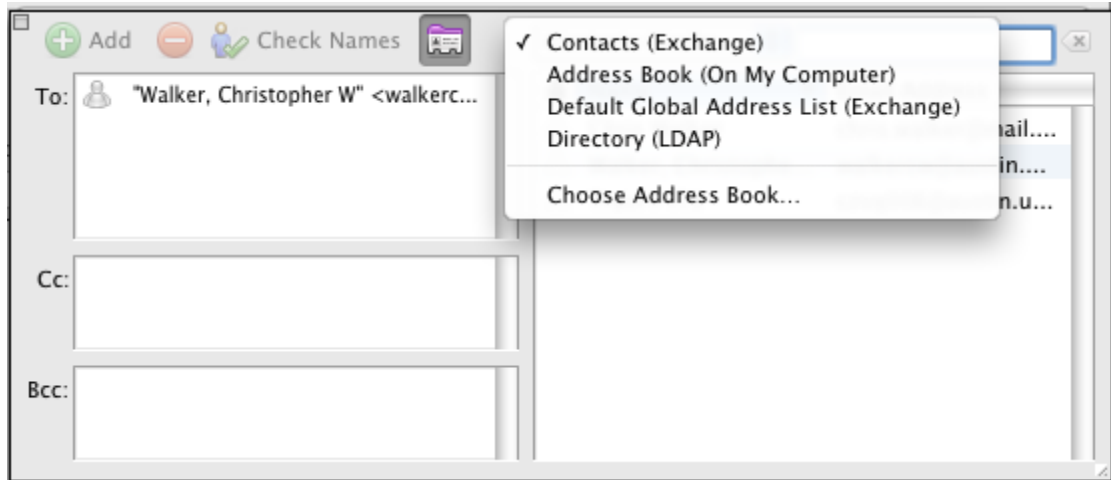


Figure 14: Selecting The Appropriate Address Book

After you select your e-mail address, then, you will click on the message body itself and type in the subject and the message into the message entry area on the window.

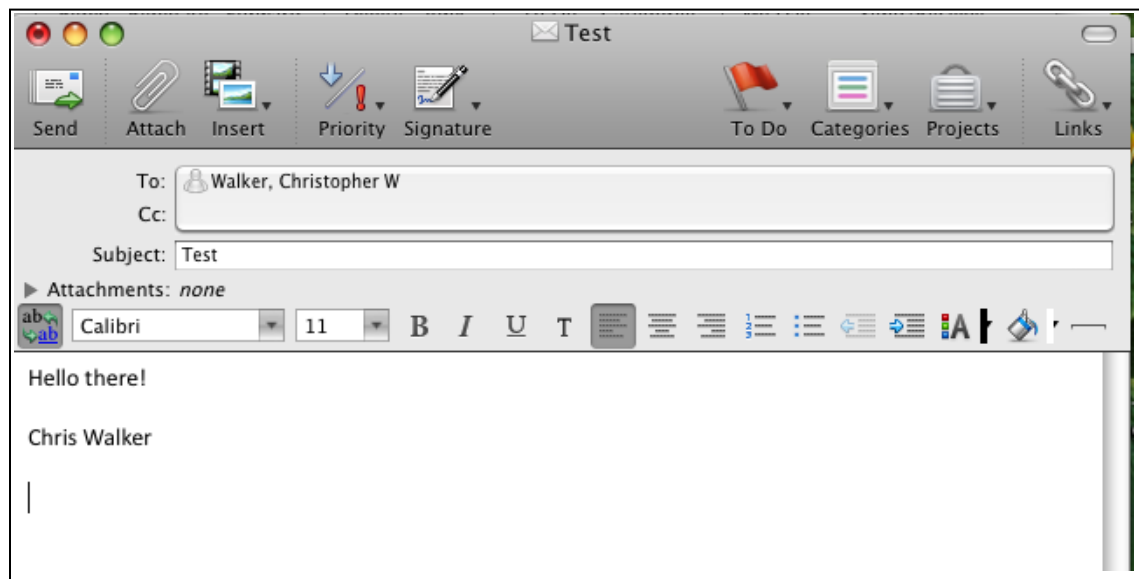


Figure 15: Composing a Message

If you would like to attach a file to the message, click on **Attach**. To insert an audio clip, photo or movie into a message, click on **Insert**.

In both cases, you will be presented with a dialogue that allows you select a file, or you can simply “Drag and Drop” your file into your e-mail.

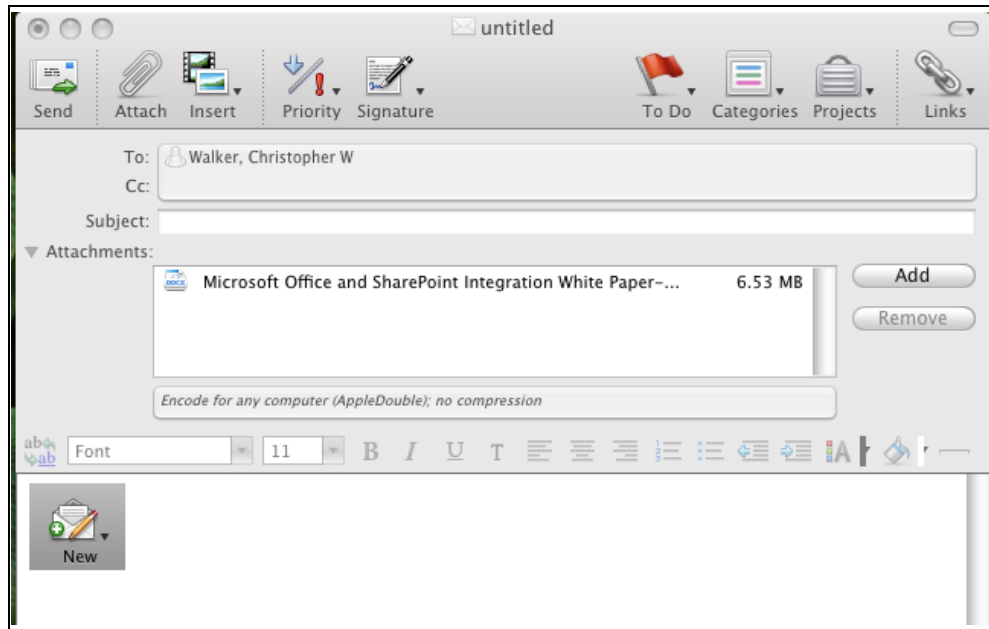


Figure 16: E-Mail with Attachments and Photo

When ready to send the message, click on **Send**.

To receive a message, click on the Send/Receive icon.



Figure 17: E-mail Send/Receive Button

Any e-mail that is waiting to be sent to you will be delivered to your Inbox for reading, unless it has been filtered using **Mail Rules** to another folder.

E-mail Signature

You can create your own e-mail signature to be included on all new messages when you select the signature tab. Under **Entourage Tools**→**Signatures**, you can create an E-mail signature that can be attached to every message you send. Click on *New* and type in your signature, or simply “Drag and Drop” it from previously chosen text. Then, close the window. You will then be prompted to *Save* or *Don’t Save* the signature. .

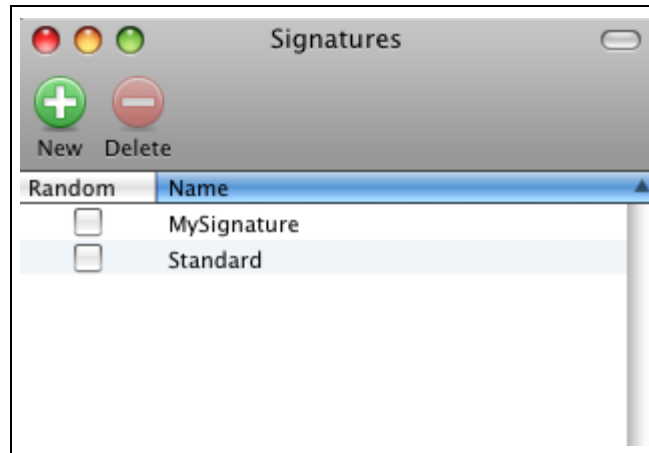


Figure 18: Creating E-mail Signatures

When you compose your message, there is a signature icon that will provide you a list of signatures to choose from.

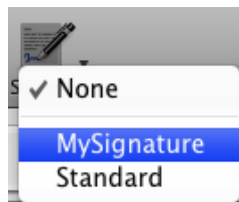


Figure 19: Selecting an E-mail Signature

Please note that signatures are not automatically included in Entourage e-mail. You have to perform additional steps for this to happen.

1. Go to **Tools**→**Accounts** on the main **Entourage** menu
2. Under Accounts, double-click on the account to edit. This is usually your EID, but could be something else, such as “Exchange”.
3. Select the “Options” Tab and under **Message Options**, select the signature you wish to use by default. The default signature is “none”.
4. When done, click on the **OK** button (not shown).

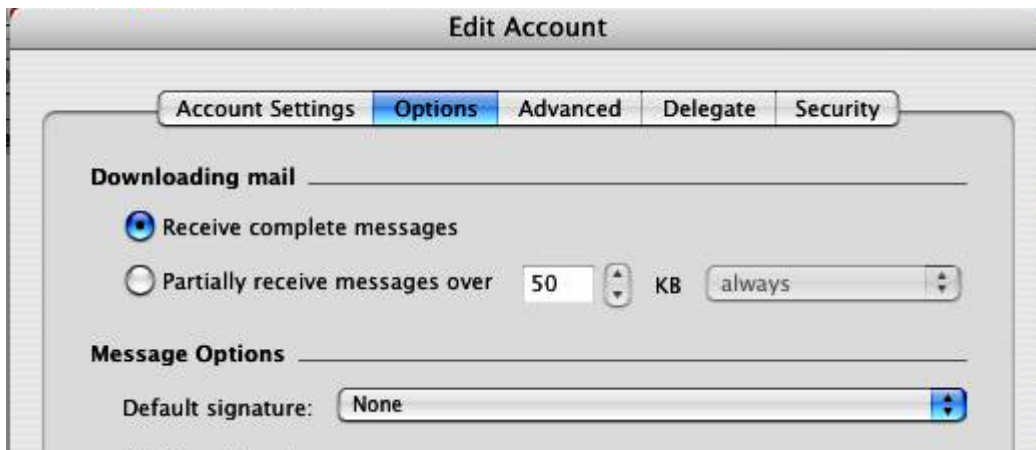


Figure 20: Selecting a Default E-Mail Signature

Finding and Managing E-mail

Organizing Messages through Folders

The best way to organize and manage e-mail messages is through folders listed under the Inbox stored on the Exchange server. Organizing messages in this manner also facilitates automatic sorting of messages according to a wide variety of rules, which will be covered in the next section. A folder can have any name you choose and can be rearranged by “Drag and Drop” in any manner that is suitable to the kinds of messages you receive. I could, for instance, move the folders and “Event Planning” to fall under “Professional Activities”.

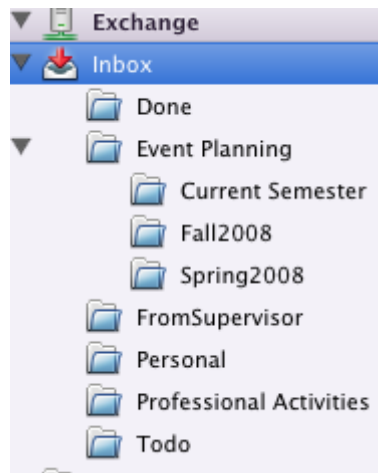


Figure 22: Messages Can Be Organized Into Folders

Any message that you wish to move from your **Exchange Inbox** to a folder will be moved automatically to the folder you select when you “Drag and Drop” the message. The best steps to follow are listed below:

1. Create categories under which messages will be organized, i.e., Todo, Done, Personal, Professional, etc.
2. Create folders with these names under Inbox.
3. Manually move messages under each category by using “Drag and Drop”. It is possible to use message sorting and searching to organize messages in groupings that can be more conveniently moved.

Remember, dragging and dropping messages only work if you drop messages into folders on the server. If you “Drag and Drop” the message to “Folders on My Computer”, the message is copied, not moved.

A good arrangement of handling and managing e-mail messages is to immediately and proactively sort e-mail messages into folders using **Mail Rules**, which are discussed in the next section.

Managing Messages through Rules

You can set up rules in Entourage to sort your mail for you as it is received. You may want all mail from a certain sender to be delivered to a certain folder. This feature can be used to store certain types of messages on your local machine to save server disk space.

Mail Rules work in two steps:

- Matching A Message that meets one or more **Criteria**
- Taking an **Action** on the message

Messages can be matched on any of the criteria listed in this screen shot:

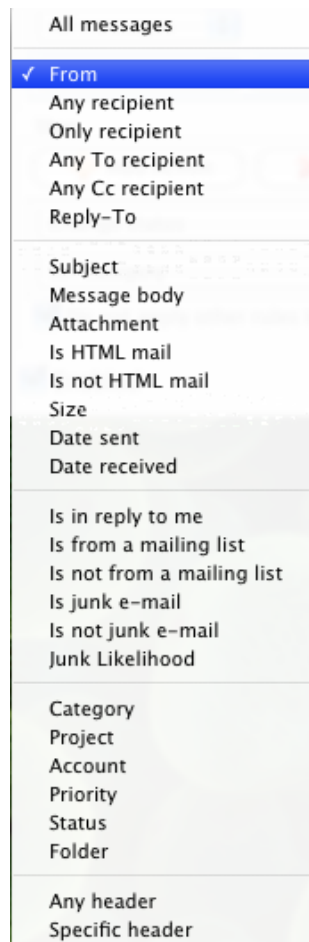


Figure 23: Message Rules Criteria

Message actions can include any of the actions listed in this figure:

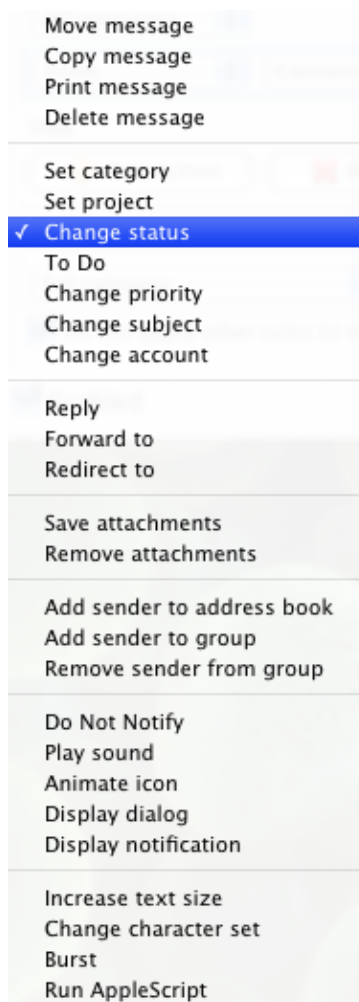


Figure 24: Message Rule Actions

To set up message rules to automatically sort or handle messages:

1. Decide on the message categories and actions to take, for instance, the folders that will have to be created to automatically file messages and the criteria that will move a message to a folder.
2. From the **Tools** menu choose **Rules**.
3. Click the tab for the type of e-mail account you are using. In the case of Exchange server users, click on **Mail (Exchange)**. (You must set up separate rules for each e-mail account you access through Entourage.)

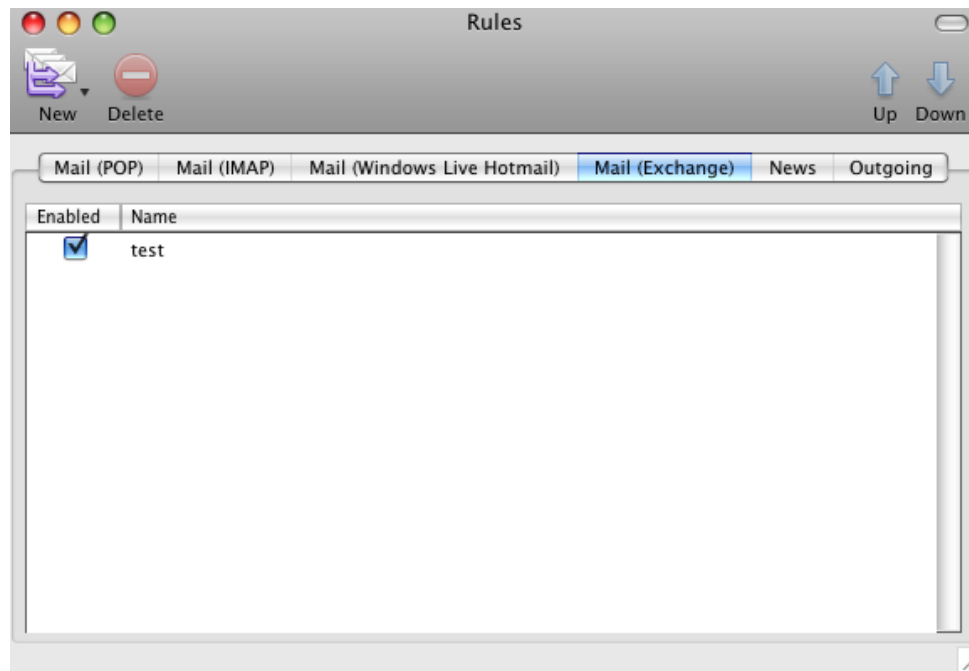


Figure 25: Setting Up Mail Rules

4. Click **New** in the **Rules** window.
5. Name your rule and specify the criteria that a message should meet in order for the rule to be executed.
6. In the **Then** section, specify what actions should be performed on the messages that meet the criteria.
This example has all E-mail from Bill Gates marked as not being junk e-mail and then is moved into a folder called “FromSupervisor”.

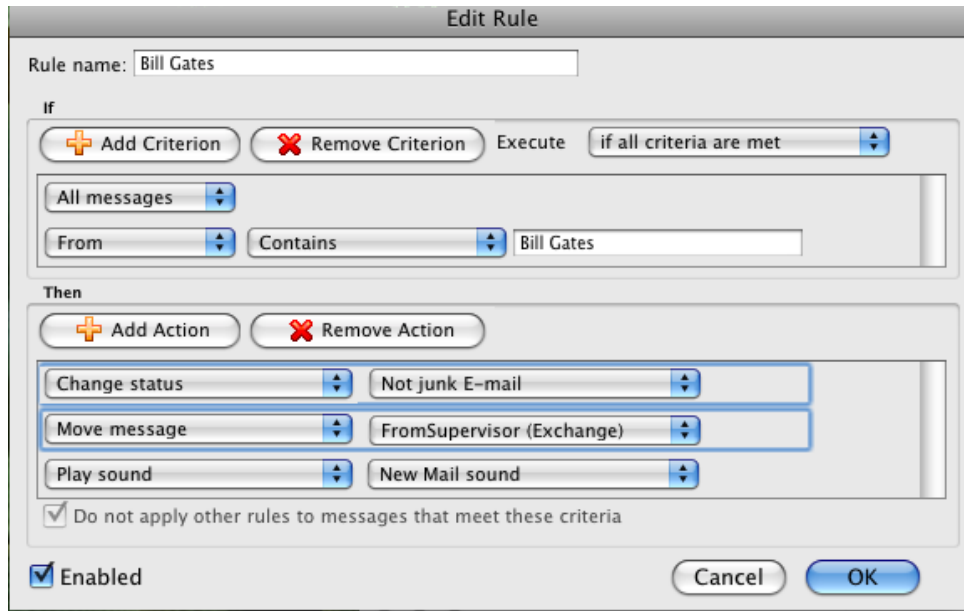


Figure 26: Configuring Mail Rules

7. Click OK.

Remember, in order for message rules to work, you must be logged into Exchange from Entourage. Message rules do not work when you are logged out of your computer, including if your computer is turned off. All messages otherwise will go to your Inbox.

Finally, to apply rules to your e-mails received before starting up Entourage, use **Message→Apply Rule**.

Best Practices Managing E-Mail With Entourage

There are some important things to do in managing E-mail that will help you in the long-term.

- Avoid crowding your inbox with informational messages; categorize them in separate folders. Keep your inbox clean.
- Unless your job relates directly to technical support or customer support, schedule your e-mail reading for specific times of the day to get other things done first.
- Never keep a message unless you are required to keep it, or it involves a repeating event, such as start of fiscal year activities.
- There is no need to CC yourself because all messages you create will be in the Sent-Items folder anyway on the server.
- Move all messages that require action to a “Todo” folder and scan it daily.
- Keep all e-mail messages you write on a professional level.
- Use Junk Mail Protection from **Tools→Junk E-mail Protection**, but check your **Junk E-mail** box often for legitimate messages.

Spotlight, Filters, Searches

Entourage and OSX on the Mac provide many different ways to locate e-mail messages and events. These include Filters, Spotlights and Searches. Finding a message by sorting using “Arrange By” has already been discussed.

Entourage **Quick Filter** provides an instant search capability on the following items:

- Subject
- From
- To
- Category is
- Project is

Your filtering is based on matching a message’s “Subject” or other items that “Starts With” or “Contains” text you type in. If you vaguely remember a message with the subject “musical instruments”, for instance, you can first see if the subject “starts with” that phrase, and then you can see if the words appear in the middle of the subject.

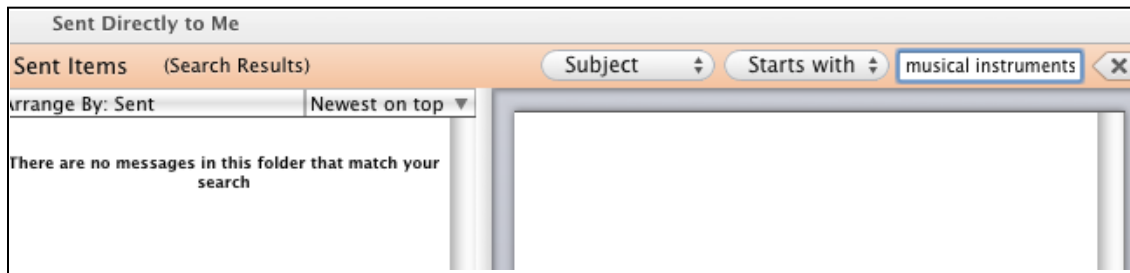


Figure 27: Quick Filter

The Spotlight search, a capability built into OSX, enables you to search any content in your e-mail or on your computer. To find a message, simply type some words that are likely to be in the message you’re looking for. Your options will almost instantly appear if you have a smaller mailbox.

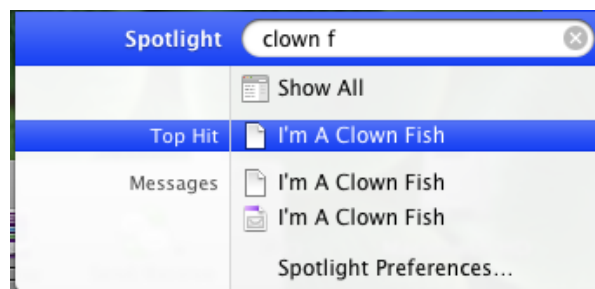


Figure 28: Spotlight

Out of Office

An often-requested feature for Entourage 2008, the Out of Office assistant works for you when you are not available to answer your e-mail messages in a timely manner. Go to Tools→Out of Office Assistant to bring up the program. All e-mails received will be automatically responded to even if you are logged out of Entourage. However, Exchange will respond only once to each e-mail sender with the “Out of Office Message”.

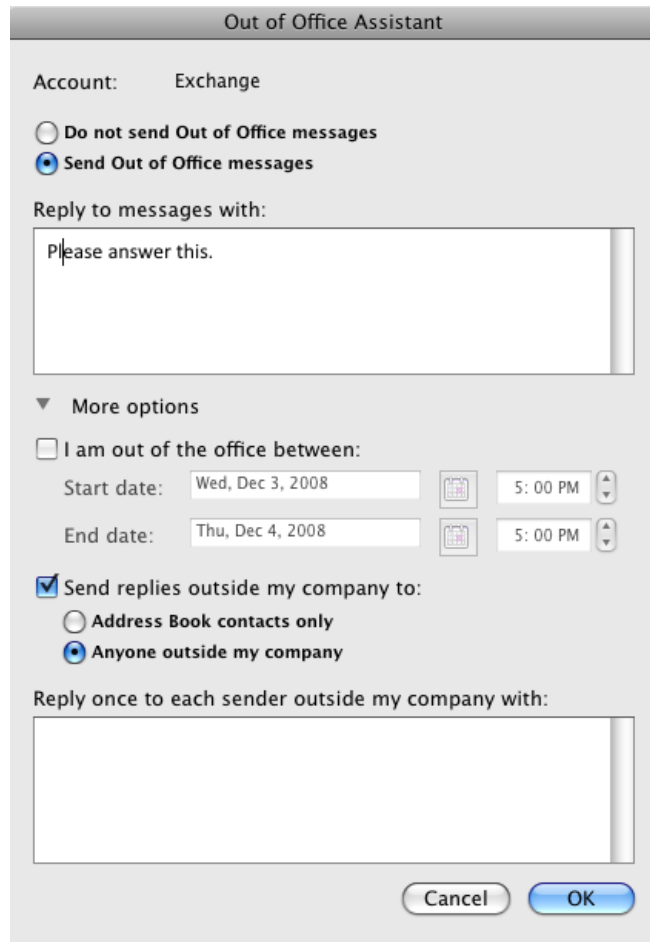


Figure 29: Out Of Office Assistant

If you are in need of a wider variety of responses, you can use Entourage Tools→Rules to set up responses other than simply replying to e-mail messages, such as forwarding e-mail messages from specific individuals as well as performing “Out of Office” activities. Entourage must be running on your workstation for this to work correctly. The best source of this sort of information is to do a “Google” search for “out of office” rules for Entourage.

Creating and Restoring Archives

Entourage has a built-in archiving capability. Select **File**→**Export** to activate the Export menu. You can export **Mail, Tasks, Local Contacts, Notes** and **Local Calendar** events. Note that you can archive items by category, such as all e-mail associated with a project. However, you cannot archive items by date. You cannot export group information directly. Then, click on **Next**. After that, you have the choice to keep items in Entourage after they are archived.

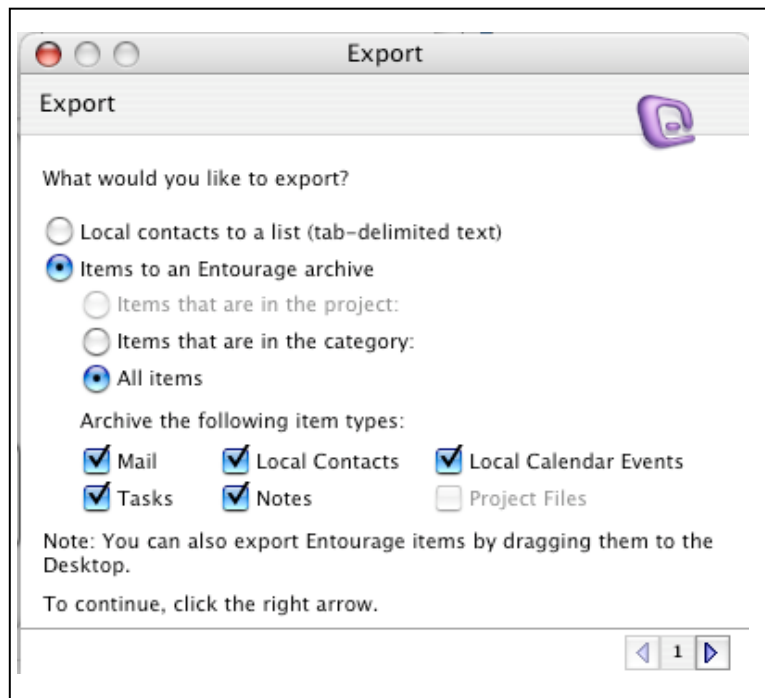


Figure 30: Exporting Message Archives

You will then get a choice in which file to archive your Entourage content. The default file extension is “RGE”. Please choose an appropriate filename to ensure proper identification and retrieval of the archive later.

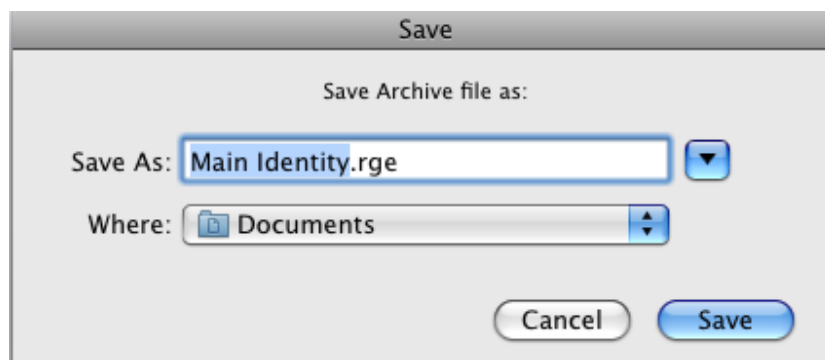


Figure 31: Saving Entourage Archives

Restoring Entourage content requires going to **File→Import** and loading the appropriate “RGE” file. Here are a couple of tips from the UCSF information retrieving and examining Entourage archives:

- If you need to refer to information stored in an archive temporarily. Create a new identity and import the information into it. Then, when you are finished, you can simply delete the new identity.
- If you want to explore the contents of an archive, CONTROL+click the .rge folder and then click **Show Package Contents**.

Junk Mail

Entourage automatically can handled messages flagged as Junk Mail by the Exchange server. You have a choice as to the level of Junk Mail filtering by going to Tools→Junk E-mail Protection, including none, low, high and exclusive. In addition, you can identify “Safe Domains” and designate “Blocked Users”. The screenshot of **Junk E-mail Protection** is self-explanatory.

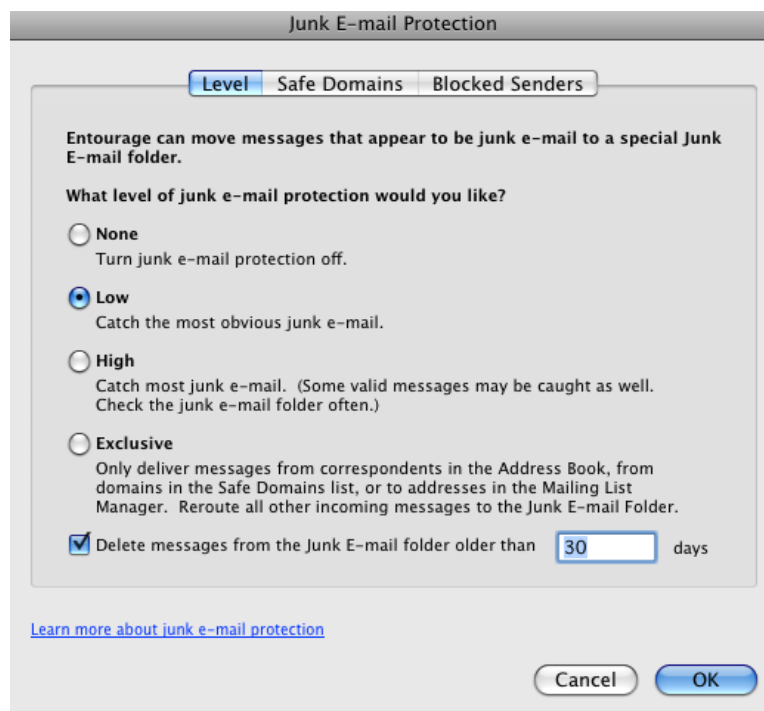


Figure 32: Junk E-mail Protection

Flagging Messages as “To Do” list

Flagging a message as a To Do list item is very easy. While Entourage does **not** archive tasks, it does archive “To Do” list items that have been flagged through E-mail. On a message, simply click on the flag field. Set the due date by going to **Edit→To Do** and specifying today, tomorrow, this week, next week or choose a date. You can add reminders or mark the item as complete.

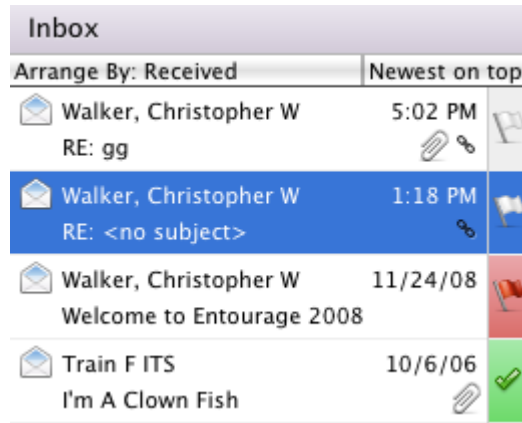


Figure 33: To Do Item

Empty Deleted Items Folder

You can empty the **Deleted Items** folder manually or automatically. To empty it manually, simply type CTRL-Click on the **Deleted Items** folder and it will be emptied after you select **Empty Deleted Items**. To delete the contents of **Deleted Items** on the Exchange Server automatically, go to **Run Schedule** at **Tools→Run Schedule→Empty Deleted Items Folder** and select **Edit Schedule**. You must select the **Deleted Items (Exchange)** folder on the Exchange server. By default, Entourage just cleans up the **Deleted Items** folder on the local computer.

Tasks

Entourage provides two different ways to keep up with daily “to do” items or goals. One is **Tasks**; the other is the **To Do List**. To distinguish between them, Entourage **Tasks** includes all items assigned to yourself that have been created through **Tasks**. The **To Do List** includes all tasks created for yourself, plus e-mails that you have flagged.

To start tasks, simply click on the **Task View Button**. The **Tasks** window has interesting and useful features that are worth noting:

- Toolbar functions: New (Task), Status and Due Date filters, To Do, Categories
- Folder: View Tasks, To Do List, or Task Views
- Filter: Can filter on name of task, task category or project.

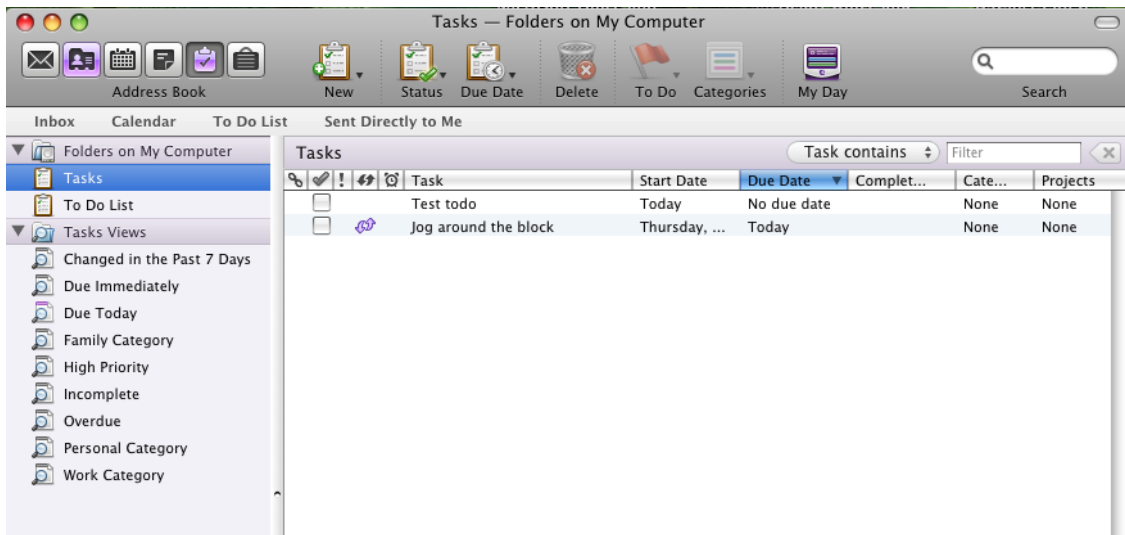


Figure 34: Tasks

Creating an Entourage task is very easy. Simply click on the **New Entourage** toolbar icon, name the task, set a start date, a reminder date, a priority and whether or not this task occurs once or repeatedly. You can add task notes. The screenshot illustrates this best.

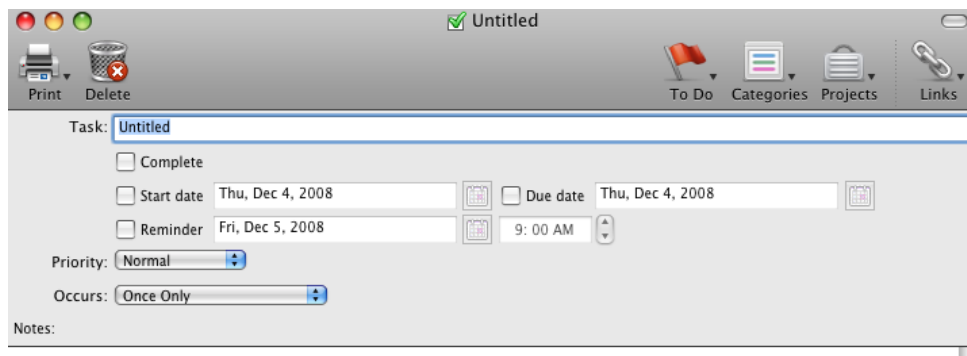


Figure 35: Task Creation

Once tasks are created, click on the **Status** or **Due Date** toolbar icons to see whether or not tasks are complete, or if they are due today or next week. Use the “To Do” toolbar icon to set a due date, and use the “Categories” icon to assign a category to a task for sorting purposes. You can sort tasks easily by clicking on **Task Views** based on a number of categories, including priority, “Incomplete”, “due today”, etc.

The steps for **To Do List** items are identical, except there will be an additional column displayed called **Folder**. If the folder says “Inbox”, the task is tracked on the server and can be accessed by Entourage, Outlook or Outlook Web Access anywhere on or off-campus. Likewise, the **To Do List** items will appear on the **My Day** window,

providing a convenient summary of your priorities, even when you are currently working on something else, such as E-mail.

While **Tasks** and **To Do List** items are not stored on the server, flagged e-mails are, and you can set and/or change due dates. (If you strongly rely upon the task manager for your daily work, as opposed to using the Exchange Calendar through Entourage, it is important to make sure that your computer is regularly backed up in case your computer breaks or information is accidentally deleted from your workstation.)

Address Book

Entourage in the Exchange environment provides access to several different Address Books from which you can obtain valid e-mail addresses for your organizations

- Personal Address Book (Stored Locally)
- Contacts (on Austin Exchange)
- Global Address List or GAL (from Austin Exchange Server)
- UT Austin LDAP directory

This means that you have access to four different sources of E-mail address information, all of which are available when configured correctly for composing a message. When Entourage is configured to work with Austin Exchange servers, you will have access to the **Global Address List** and the **Contacts** list. If the item, Directory (LDAP), does not appear on your list of available address lists, your technical support staff will need to follow additional instructions for accessing the **UT Austin LDAP** server which can be found on the ITS Messaging Answers page at <http://www.utexas.edu/its/messaging/answers/index.php>.

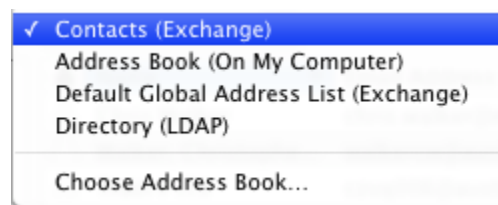


Figure 36: Selecting Your Address Book When Composing a Message

Normally, on AEMS, you will use Entourage **Contacts (Address Book)** to store contact information for your friends, family, and business associates. Access the **Contacts** console in Entourage by clicking on the **Address Book** icon which is one of the Entourage **View Buttons**. The **Address Book** window displays a list of contacts in the upper portion of the window and has a preview pane in the lower portion by default. (Restore this by going to View→Preview Pane if this option disappears.) You can sort

the list by clicking column headings, and you can double-click a row to open the details for a contact.

Creating a Contact

Name & E-mail

First:

Last:

Title: Suffix:

Company:

Department:

Job title:

Work E-mail:

Home e-mail:

Phone Numbers

Work phone:

Home phone:

Mobile:

Address

Work:

City:

State/Province:

ZIP/Postal code:

Country/Region:

Private

1. Click **Address Book**.
2. Click **New**.
3. In the **Create Contact** dialog box, enter the information you want for the contact.
4. To save this contact and close the **Create Contact** dialog box, click **Save & Close**.
5. To enter more information about this contact, click **More** and then enter any additional information you want and save the information entered.

Remember, if the person whose contact information you are entering is an Austin Exchange subscriber, you need to make sure that you are using the correct e-mail address, or you will have difficulty inviting this person to a meeting since you will not be able to see his/her “Free/Busy” information.

Figure 36: Address Book Contact Creation

Creating a Group In Your Address Book

In Entourage, you can create groups of contacts so that you can address an e-mail message to multiple people by group name. However, group information is not stored on the Austin Exchange server. Groups are stored in your Address Book [On My Computer].

1. In the Address Book, click on **Address Book**.
2. Click on **New→Group** by clicking on the **New Icon** on the Entourage Toolbar.
3. Name the group.
4. Click in the “+” sign add e-mail addresses to the group.
5. Close the window to save the group. You will be prompted to save group information.

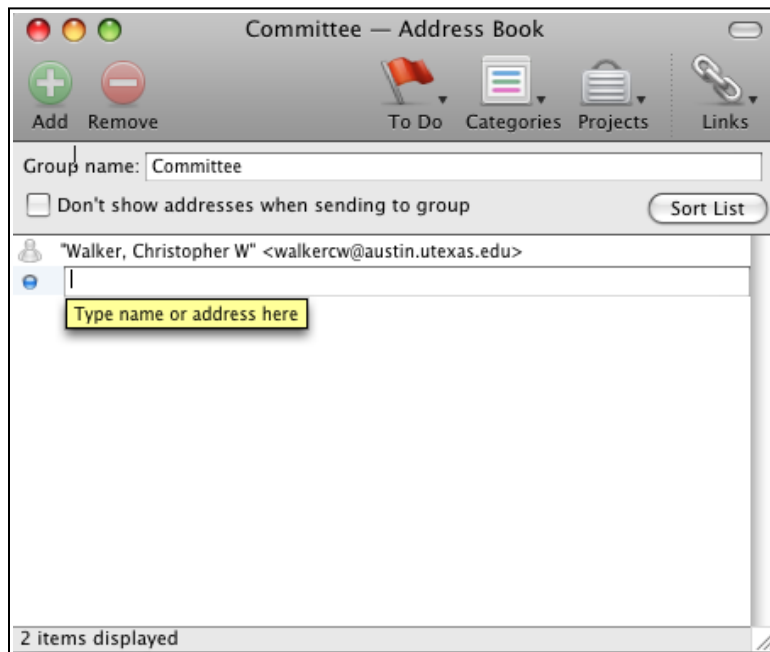


Figure 37: E-Mail Group Creation

The group name will appear in your **Address Book** on your computer and on your contact list, will have a “Double-Person” icon. Remember, Entourage 2008 cannot (yet) save groups on the Austin Exchange server. Keep checking, since this is a highly requested feature.

Using the Address Book

When composing a message you can retrieve previously used E-mail addresses from Entourage automatically. When you begin typing in a name or address, Entourage will automatically suggest any matches from your address book or from previously entered e-mail addresses that you may not have ever entered into the book. If you see the address you are looking for, click on it with your mouse and it will be added to the field.

You can also display your address book while composing a message by clicking on the **Contacts** icon when adding addresses to the To, CC, or BCC fields. All addresses stored in your **Contacts** on Austin Exchange will be listed. You can type in portions of names in order to find the name you are looking for. Add addresses by clicking and dragging them into the appropriate field or by doubling clicking on an address.

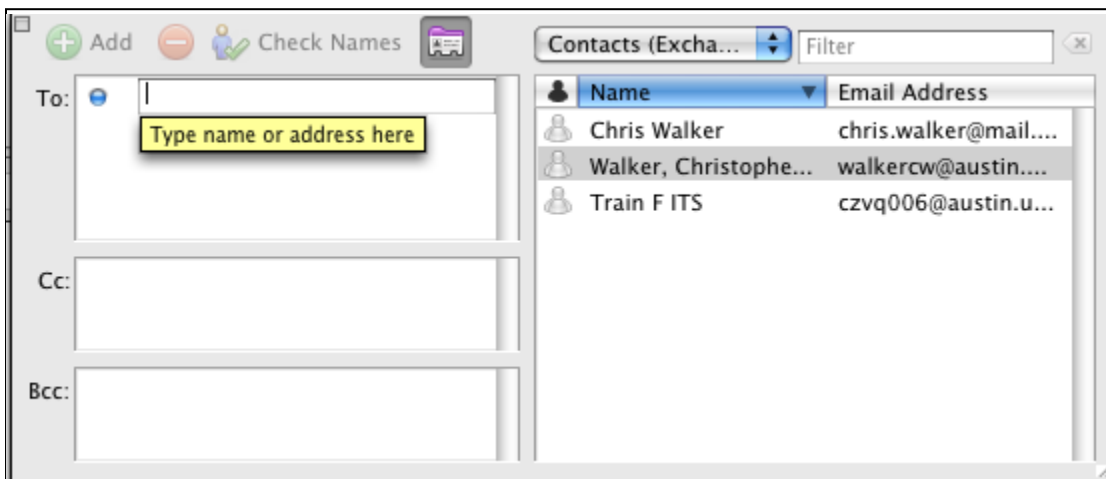


Figure 38: Entourage Local Address Book

Please remember to select **Contacts** when using your address book stored on the server. If you need to communicate with someone not on your address book who is a member of the UT Austin community, select **Default Global Address List** or the **Directory (LDAP)**. To use e-mail Groups in Entourage, you must select **Address Book (On My Computer)** to see them.

Appendix A

Checking Your Quota on Austin Exchange Services (AEMS)

Everyone on the Austin Exchange Email System has a disk storage quota assigned to their account. Departments normally use TRAC to change the disk quotas for specific individuals. In order to check your quota, do the following steps:

1. Click on the Exchange folder stored on the Exchange server. That is the one just above the Exchange **Inbox** in the folder list.
2. Now, right-click or enter Control→Click to get an Entourage submenu that can be used to work with quotas.

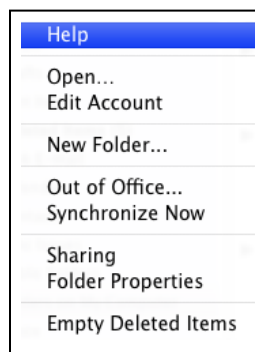


Figure: Right-Click on Exchange Server Folder

3. In **Folder Properties**, click on the **Storage** tab and you will see the disk space taken up by each folder on the server. You can identify the folders that have excessive disk space and can be removed after making copies of the contents. Alternatively, you can save files onto the local “My Computer” folders in Entourage and then Archive them to external files using Entourage Archiving.

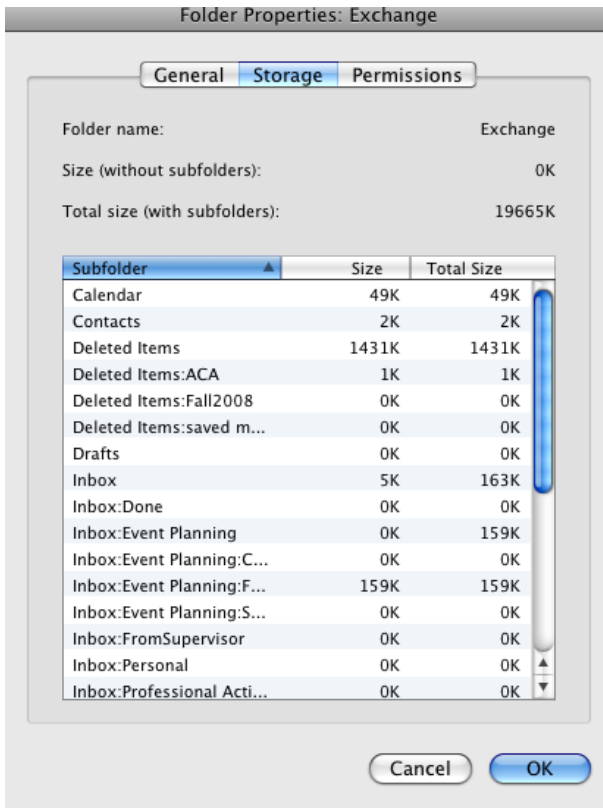


Figure: Folder Properties And Disk Space Usage