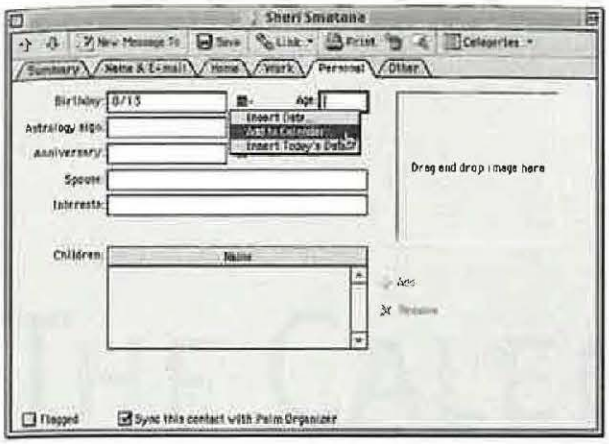


Figure 3.39 Click the calendar icon next to any date field in a contact record to reveal this pop-up menu.

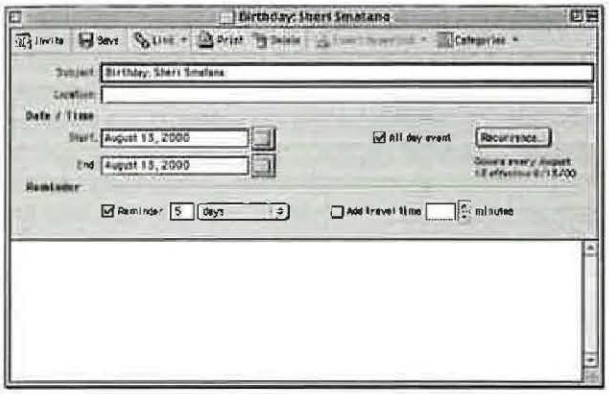


Figure 3.40 When you choose Add to Calendar from a date pop-up menu, Entourage creates an event for that date.

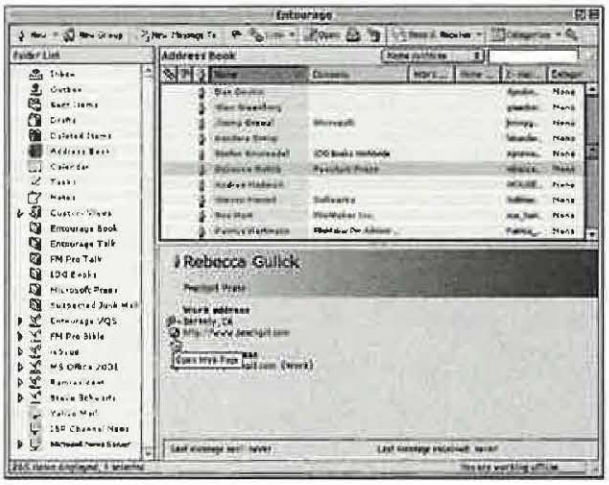


Figure 3.41 If you enter a URL for a contact's work or home Web site, you can visit the site whenever you like simply by clicking the globe icon in the person's record.

Adding dates from contact records to the Calendar

Any date entered into a contact record can be added to the Calendar as an event.

To add a contact date to the Calendar:

1. Open the contact record, and switch to the tab that contains the date you want to add to the Calendar (**Figure 3.39**).

   Date fields reside on the Personal and Other tabs.

2. Click the calendar icon next to the date field, and choose Add to Calendar from the pop-up menu that appears.

   A new event is created (**Figure 3.40**).

3. Edit the event as desired, click the Save button, and close the event window.

Visiting a contact's Web page

If you've entered the URL for a contact's Web page, you can visit the page by clicking the globe icon next to the URL (**Figure 3.41**). URLs can be entered in a contact record's Home or Work tab.

Viewing correspondence exchanged with a contact

You can view all messages exchanged with a given contact by opening his/her contact record and then clicking the Find Related button in the toolbar.

✔ Tip

- When you request Driving Directions from Home or Work, Entourage and Expedia.com refer to your personal contact record to obtain the address. So be sure to create a contact record for yourself and inform Entourage that this record is you by selecting it in the Address Book and choosing Contact > This Contact Is Me.

4

THE CALENDAR

You use the Calendar to record important scheduled activities known as *events*. Unlike a *task* (a to-do item, as explained in Chapter 5), an event must be assigned to a specific date and, optionally, a time. Appointments, meetings, and trips are all examples of events. Events can be designated as all-day occurrences, have a scheduled beginning and end time, and/or span multiple days.

Although most events (such as business meetings) are one-time occurrences, you can create *recurring events* that occur on a repeating schedule. Your computer club might meet every third Friday of the month at 7:30 p.m., for example.

To make it easy to remember and respond to an upcoming event, you can set a timed reminder for it. At the designated time or a period in advance of the event, a pop-up window appears. You can also invite others to attend your events and track whether they accept or decline.

✔ Tip

- As is the case with other Entourage components, you can customize the Calendar by setting preferences. For details, refer to Chapter 8. You'll also find instructions there for adding religious and country-specific holidays to the Calendar.

Opening and Viewing the Calendar

As will be explained later in this chapter, you can create events in any Entourage component or window—not just in the Calendar. To view or edit events, however, you must display the Calendar.

You can view the Calendar in the main window or open it in its own window. Regardless of the method used to display the Calendar, it works the same way, has the same toolbar buttons, and so on.

To view the Calendar:

- To view the Calendar in the main window (**Figure 4.1**), click the Calendar icon in the Folder list. (If the Folder list is hidden, choose View > Folder list.)
- To open the Calendar in its own window (**Figure 4.2**), choose Window > Calendar or press ⌘4. Alternatively, you can select the Calendar icon in the Folder list and then choose File > Open 'Calendar' or press ⌘O.

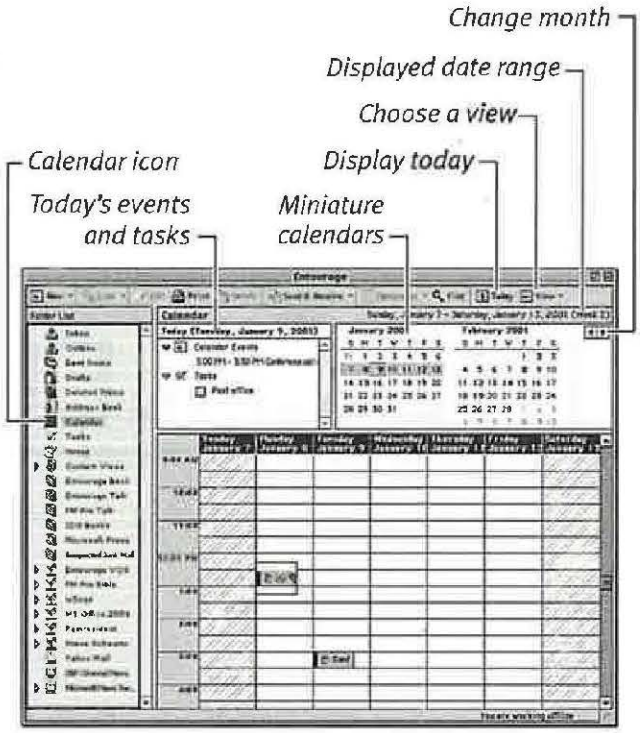


Figure 4.1 You can open the Calendar in the main window...

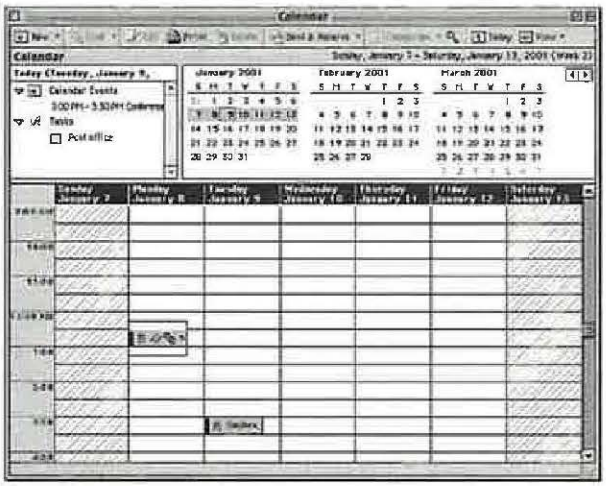


Figure 4.2 ...or in its own separate window.

Viewing events

You can view your scheduled events in two ways. The simplest is to choose a Calendar view (as explained in "Setting the Calendar view" later in this chapter), display the date in which you're interested, and read the event titles. Note that the boldface dates on the miniature calendars contain scheduled events (refer to Figures 4.1 and 4.2).

Unfortunately, some Calendar views—especially those that display multiple weeks—have limited space in which to list the events. Sometimes, only part of an event's text is visible (when one event is in close proximity to another, for example), or you may be able to see only the first of several events (when viewing a jam-packed date in

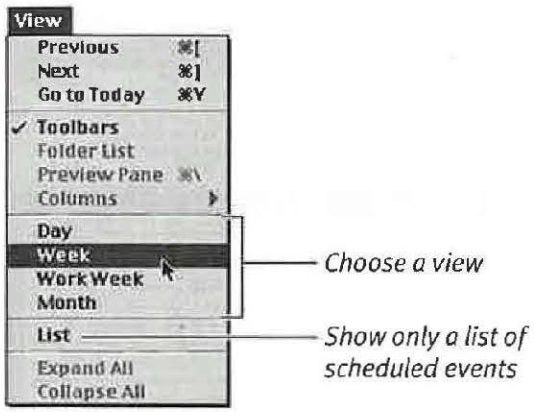


Figure 4.3 You can change the information shown in the Calendar by choosing a display option from the View menu or the View toolbar button.

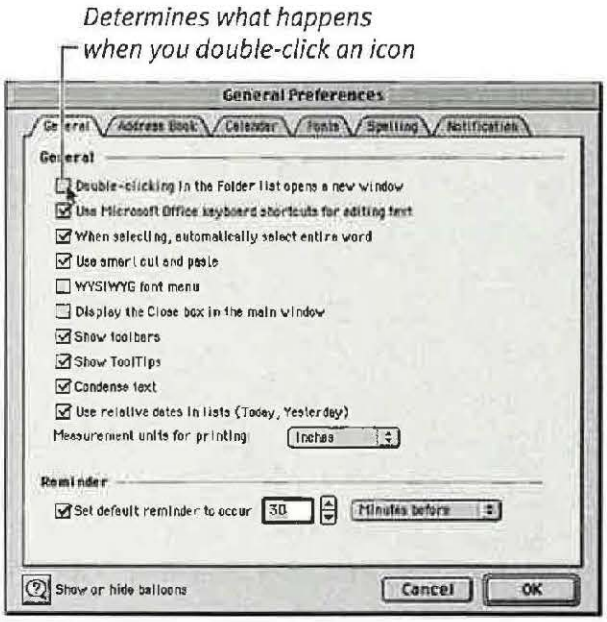


Figure 4.4 Depending on the setting of this option, double-clicking an icon in the Folder list opens the component or folder within the main window or in its own window.

Month view, for example.) In those instances, you can either change your view or open the event in its own window by double-clicking it.

Setting the Calendar view

Depending on the view you've chosen, the Calendar can display a date range that covers one day to six weeks. You can change the view at any time, whether you're hunting for a particular date or event or are currently viewing a date or event.

To set a Calendar view:

1. To specify a viewing layout, choose Day, Week, Work Week, Month, or List from the View menu (**Figure 4.3**) or the View toolbar button's menu.
2. Select a target date or time period by clicking one of the miniature calendars at the top of the window.
3. To view additional date ranges using the same viewing layout, select them by clicking the miniature calendars.

✔ Tips

- Depending on the setting of the first option in the General tab of the General Preferences dialog box (**Figure 4.4**), you may also be able to open the Calendar window by double-clicking the Calendar icon in the Folder list. When this option is *not* checked, the Calendar opens as part of the main window, just as though you'd single-clicked the Calendar icon.
- When the Calendar is displayed in its own window, there is more room to display dates and event text. You can accomplish the same effect in Entourage's main window by hiding the Folder list. (Choose View > Folder list to hide or show the Folder list.)

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- When you're creating links between other items and Calendar events (as explained in Chapter 7), you may find it more convenient to open the Calendar in its own window. That way, you can have the main item—an email message, for example—highlighted in the message list and then move or resize the Calendar window as needed to select the event you want to link.
- If you're interested in seeing a list of scheduled events for only the selected period, choose View > List.
- You can select a range of dates to view (up to six weeks) by dragging through a date range in the miniature calendars.
- To change to Month view quickly, click the month name above any miniature calendar.
- To return to a view that includes today's date, click the Today toolbar button, choose View > Go to Today, or press ⌘Y.
- Work days and work hours are shown on the Calendar as white. Nonwork days and the hours before and after the work day are shown as colored or patterned blocks (**Figure 4.5**).
- The vertical divider between the Today section of the Calendar and the miniature calendars is movable. You can drag the divider to the left to show multiple miniature calendars, for example.
- In List view, you can open any listed event by clicking its name. Regardless of the view, you can open any of today's scheduled events or tasks by clicking the event or task name in the Today section of the Calendar window.

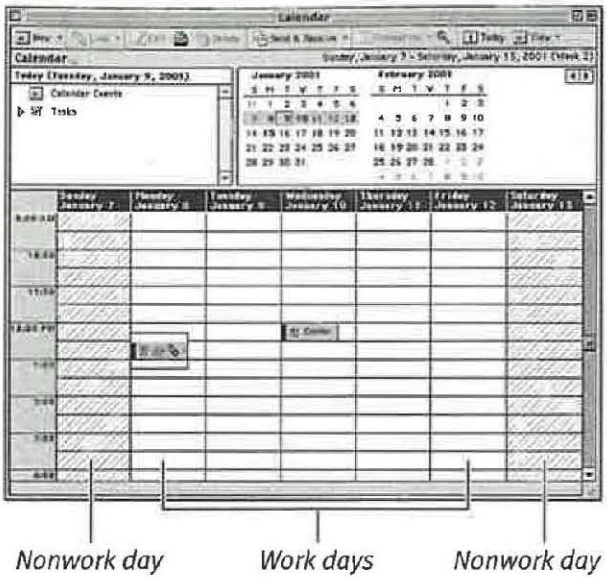


Figure 4.5 To make it easier to schedule appointments on the proper days and times, work days and work hours can be distinguished visually from nonwork days and nonwork hours.

Creating Calendar Events

The step lists in this section explain how to create a new Calendar event—whether it is a one-time event or one that recurs on a regular basis.

To create a new event:

1. If a window or display other than the Calendar is shown, choose File > New > Calendar Event, or click the down arrow beside the New toolbar button and choose Calendar Event.

   or

   If the Calendar is displayed, click the New button, press ⌘N, double-click a date on a miniature calendar or a date/time on the main calendar, or use one of the previously mentioned methods.

   An Untitled event window appears (**Figure 4.6**). If you've pre-selected a date and/or starting time, the selected dates and times are used. Otherwise, the current date and a time within the next hour are proposed.

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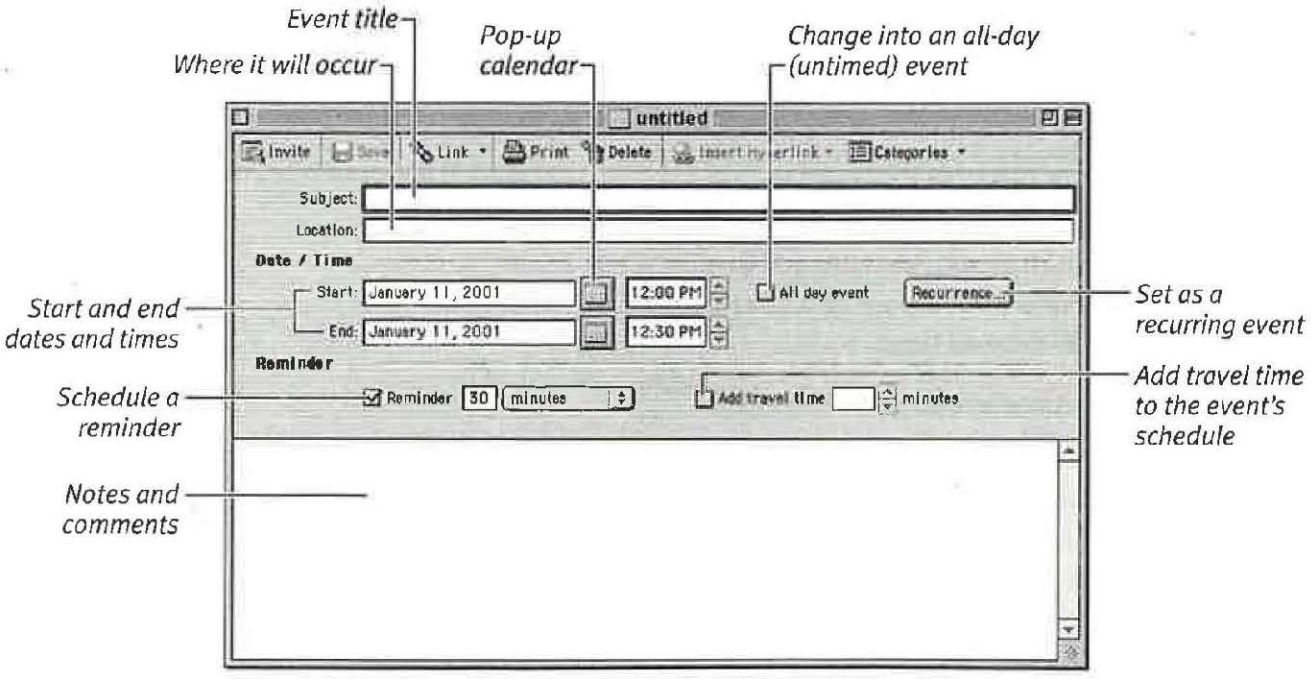


Figure 4.6 You create and edit events in this window.

2. Enter a brief description of the event in the Subject text box.
3. If the event will occur in a particular place, enter it in the Location text box.
4. For an all-day event, whether it runs one or several days, click the All Day Event checkbox and set Start and End dates. (Note that all-day events do not have starting or ending times.)

   or

   For a single or multiple-day event with a specific start and end time, remove the checkmark from the All Day Event checkbox and specify a Start and End date, as well as a starting and ending time.
5. If you wanted to be reminded of the event in advance, click the Reminder checkbox, and enter the number of minutes, hours, or days ahead of time that you want to be reminded.

   At the appointed time, a Reminders dialog box will appear. (Entourage, Word, Excel, or PowerPoint *must* be running. Otherwise, the Reminders dialog box will appear the next time any of these programs is launched.)
6. *Optional:* You can include travel time to an event by clicking the Add Travel Time checkbox and entering the approximate number of minutes for travel in one direction.

   When the event is saved, the time for the event is expanded both before and after by the amount of travel time.
7. If this is a one-time event, go to Step 12.

   or

   If this is a *recurring event* (an event with multiple, regular occurrences), click the Recurrence button. The Recurring Event dialog box appears (**Figure 4.7**).

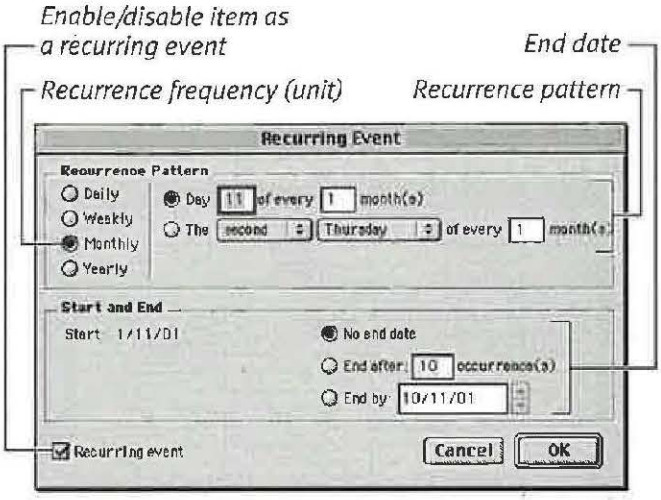


Figure 4.7 To schedule a repeating event, you set the recurrence details in the Recurring Event dialog box.

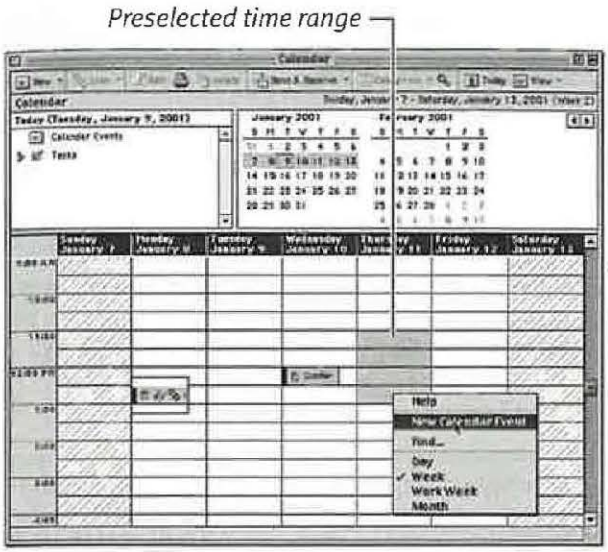


Figure 4.8 Rather than edit the time period for a new event, you can preselect it in the Calendar.

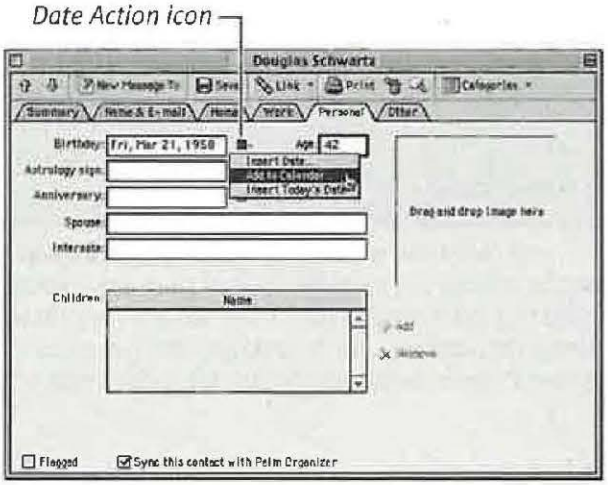


Figure 4.9 To create events from important dates in an Address Book contact record, click the Date Action icon next to the Date field and choose Add to Calendar.

8. On the left side of the Recurrence Pattern section, choose an option for the basic recurrence frequency: Daily, Weekly, Monthly, or Yearly.

   The right side of the Recurrence Pattern section changes to match your choice.

9. Choose a specific frequency on the right side of the Recurrence Pattern section.

10. In the Start and End section of the dialog box, set a date on which this task should stop recurring by choosing a specific date, setting a particular number of occurrences, or choosing No End Date.

11. Click OK to dismiss the Recurring Event dialog box.

12. Save the event (by clicking the Save button, choosing File > Save, or pressing ⌘S) and then close the event window.

    The event is added to your Calendar.

✔ Tips

- You can preselect a time period for an event by dragging in the Calendar window or display (in any view that shows times), Control-clicking the time period, and then choosing New Calendar Event from the pop-up menu (**Figure 4.8**).
- You can create an event from a Birthday, Anniversary, or Custom Date field in a person's contact card by clicking the Date Action icon and choosing Add to Calendar (**Figure 4.9**).

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- You can drag any Calendar event to the desktop to save a copy of it as a *clipping* file. The event Subject becomes the clipping's filename. Double-click the clipping icon to read about the event (**Figure 4.10**).
- Sometimes, it's difficult to drag an event—to a new position on the Calendar or to the desktop. When you move the pointer over an event, it changes to an open hand. When you click, the pointer changes to a grasping hand or a double-headed arrow. The grasping-hand pointer is for moving an event; the double-headed arrow is for changing the time period covered by the event. If you don't get the pointer you want, click the event again in a different spot.

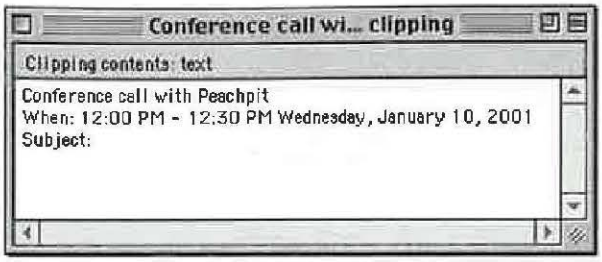


Figure 4.10 You can create a clipping file from any event by dragging the event to your desktop. You can view the contents of any clipping by double-clicking its icon.

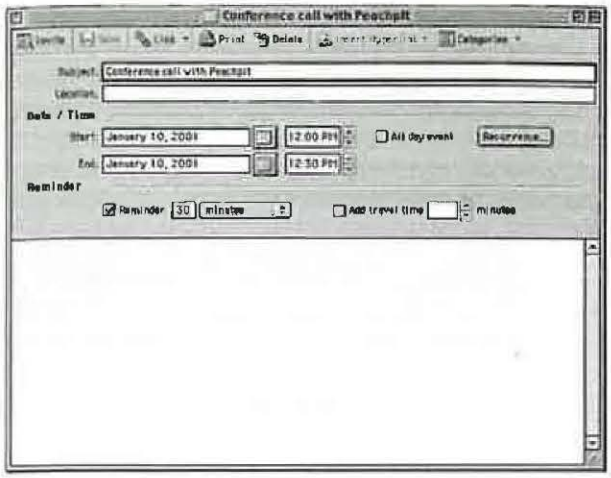


Figure 4.11 You edit an event in the same type of window that you used to create the event.

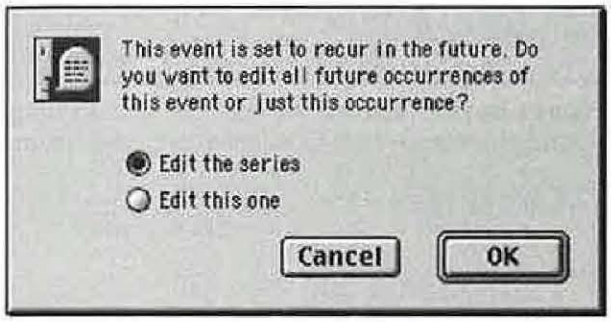


Figure 4.12 When you open a recurring event for editing, you must indicate whether you want to edit all occurrences of the event (Edit the Series) or just this occurrence (Edit This One). If you only want to *look* at the event, of course, the option chosen doesn't matter.

Editing Events

Even after you've created and saved an event, you can make changes. All elements of the event can be modified, such as whether you'll be reminded of it or *when* you'll be reminded, whether it is a one-time or a recurring event, and the date/time of the event.

To edit a one-time event:

1. Open the one-time event that you want to modify (**Figure 4.11**).

   You can open an event for editing by double-clicking the event in the Calendar. If you're responding to a reminder for the event, you can select it in the pop-up Reminders dialog box and then click the Open Item button.

2. Make any desired changes, click the Save button, and close the event window.

To edit a recurring event:

1. Open the recurring event that you want to modify (as described in the previous section).

   A dialog box appears (**Figure 4.12**).

2. Click a radio button to indicate whether you want to make changes in this and all future occurrences (Edit the Series) or just the current occurrence (Edit This One).

3. Click OK.

   The event opens in its own window.

4. Make any desired changes, click the Save button, and close the event window.

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✔ Tips

- You can change the scheduling of an event *without* opening it, as follows:
  - ▲ To move an event from one day to another (without changing its scheduled time), set the Calendar to Month view, and drag the event to a new day.
  - ▲ To move an event to a new date and/or time, set the Calendar to any view that shows the destination date/time, and drag the event to it.
  - ▲ To extend or shorten the time period for an event, click the event and—when the pointer changes to a double-headed arrow—drag up or down.
- To delete an event you no longer need, select the event in the Calendar and then click the Delete toolbar button, choose Edit > Delete Event, press ⌘ Delete, or press Delete. You can also delete any event that is open for editing by performing any of these actions except pressing Delete.

  If the event is a recurring event, you'll be given an option to delete only this occurrence or all occurrences (**Figure 4.13**).

  If the event is nonrecurring, you must click Delete in response to the confirmation dialog box that appears (**Figure 4.14**).
- When you edit one instance of a recurring event, you cannot change items in the Reminders section of the event dialog box—that is, the reminder time, travel time, and whether or not these options are enabled. To change the Reminder settings, you must elect to Edit the Series. If necessary, you can reset the Reminder options after this occurrence has passed.
- To change a one-time event to a recurring event (or vice versa), open the event for editing, click the Recurrence button, and then check or clear the Recurring Event checkbox (refer to Figure 4.7).

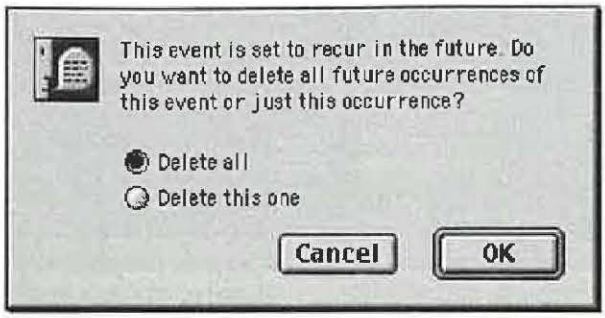


Figure 4.13 When deleting a recurring event, you must indicate whether you want to delete all occurrences of the event or only the current one.

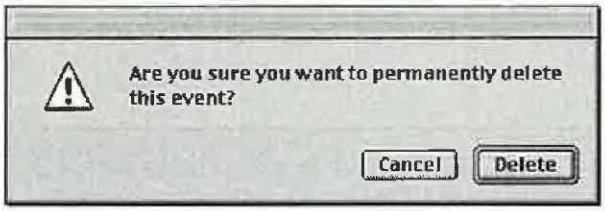


Figure 4.14 When you delete a one-time (nonrecurring) event, you must confirm the deletion by clicking Delete.

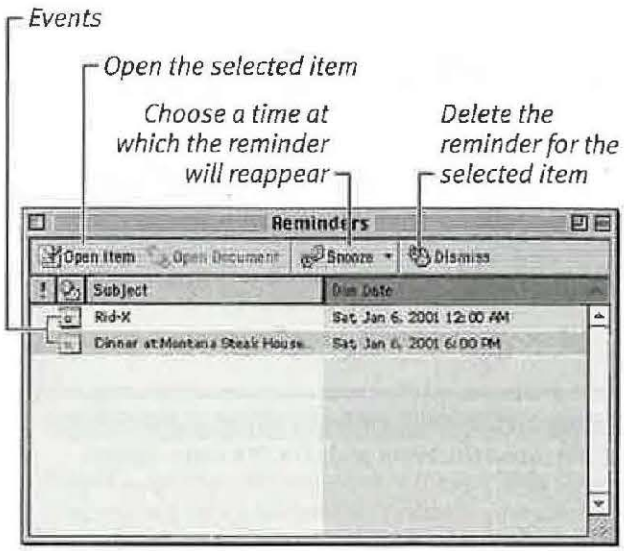


Figure 4.15 When it gets close to the time for a scheduled event or task for which you've set a reminder, this window pops on-screen.

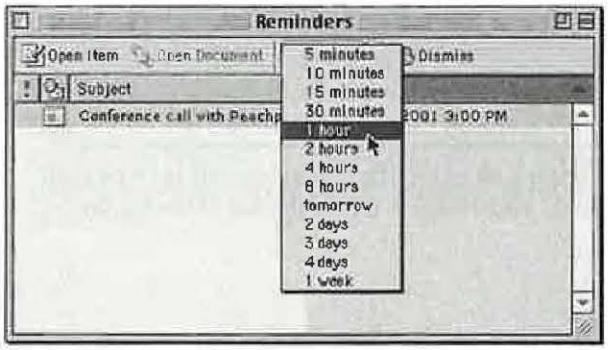


Figure 4.16 To make a reminder pop up again later, click the Snooze button and choose a time increment.

Setting Event Reminders

When you've set a reminder for an event or task, and you're running any Office application at the reminder time, a pop-up Reminders window appears onscreen (**Figure 4.15**). You can deal with the reminder(s) in any of the following ways:

- If you don't want additional reminders for an item, select the item in the list and click the Dismiss button.
- If you want to set a new time or day on which you'd like to be reminded again, select the item in the list and click the down arrow beside the Snooze button. Then choose a new time or day from the list that appears (**Figure 4.16**).
- If you want to change the reminder or modify the event for an item, select the event in the list and click the Open Item button. Make the necessary changes (such as removing the checkmark from the Reminder checkbox), save the event, and close its window.
- To dismiss the Reminders dialog box without responding to the reminders, click its close box.

✔ Tips

- The Open Document button does not apply to Entourage items, so it is often *grayed out* (unavailable). This button is for Word, PowerPoint, and Excel 2001 documents that you have flagged for followup.
- Tasks can also have reminders. Both events and tasks are listed in the Reminders dialog box. The handling methods described here for events can also be used with tasks.

Sending and Receiving Event Invitations

If you know other people who use Entourage or another email program that supports the Internet Calendaring (*iCalendar*) protocol, such as Outlook 2000, you can send and receive invitations to Calendar events, such as meetings and appointments. When a recipient accepts an invitation, the event is added to his or her email program's calendar automatically. Even if the recipient doesn't have a compatible program, you can set or change the person's acceptance status manually.

Sending invitations

Whenever you schedule an event that you'd like others to attend, you can use Entourage to email invitations to potential attendees.

To send an invitation:

1. Open or display the Calendar.
2. Display the event, changing the calendar view as needed.
3. Open the event by double-clicking it.
   The event opens for editing (**Figure 4.17**).
4. Click the Invite toolbar button.
   A modified email message window appears (**Figure 4.18**).
5. In the To box, choose or type the names (or email addresses) of the people you want to invite to the event.
   When you close this box, the specified contacts are listed in the Invite section of the window.
6. Fill in any necessary details for the event, such as the location and any notes or comments you'd like to add.
7. Click the Send Now button.

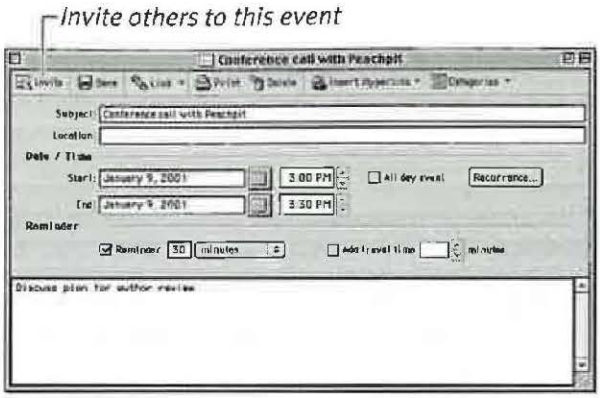


Figure 4.17 To invite others to attend a scheduled event, open the event and click the Invite button.

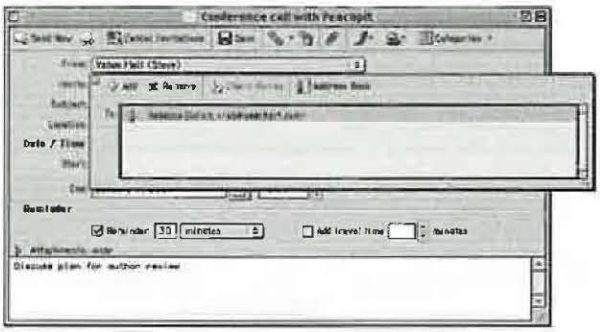


Figure 4.18 Select the contact people (or type their email addresses) in the To section of the invitation.

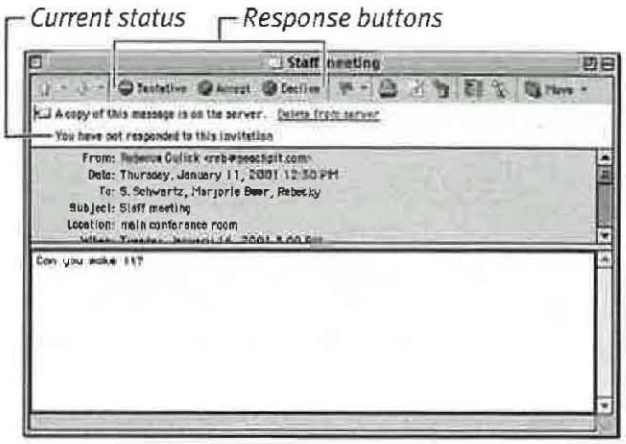


Figure 4.19 Open the invitation message in its own window, and click a button that indicates your response.

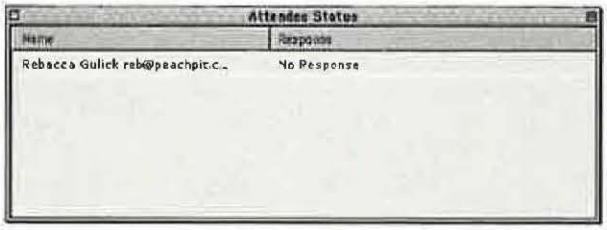


Figure 4.20 The name of each invited person is listed in the Attendee Status window with his or her current response: No Response, Tentative, Accepted, or Declined.

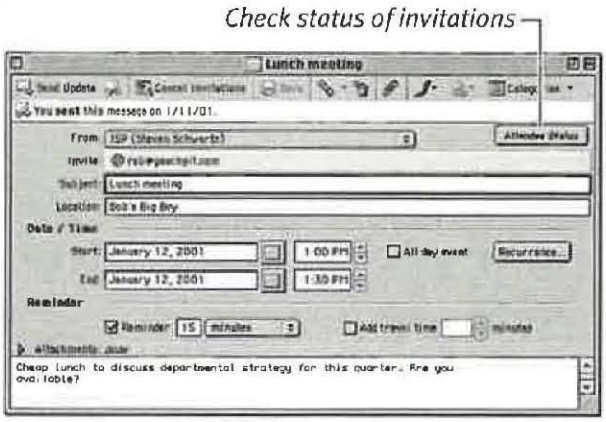


Figure 4.21 To check on the status of invitations to an event you are hosting, open the event and click the Attendee Status button.

When someone receives an invitation to a calendar event and opens it in Entourage (it *must* be opened in its own window), the message contains buttons that the recipient can click to respond to the invitation (**Figure 4.19**). Click Tentative, Accept, or Decline, as appropriate. A dialog box appears, notifying the person that his or her response will be emailed to the host.

If the invitation is accepted, the event is added to the recipient's calendar and the acceptance is noted in the host's calendar. If you're the host, you can check attendee responses by opening the event and clicking the Attendee Status button (**Figure 4.20**).

Checking and changing attendee status

As the invited people email their responses back to you, you can note their acceptance status in two ways:

- If a recipient uses Entourage and responds by clicking the Tentative, Accept, or Decline button, her acceptance status is noted in the event automatically. (If she later changes her mind, she can open the invitation message and click a different response button.)
- If the recipient uses another program and notifies you of his decision via email, phone, or so on, you can set his status manually.

To view, set, or change an attendee's status:

1. Display or open the Calendar and then open the event.
2. Click the Attendee Status button (**Figure 4.21**).

   The Attendee Status window appears (refer to Figure 4.20).

continues on next page

3. To change any person's acceptance status, click his or her response text.

   A pop-up menu with acceptance responses appears.

4. Choose a response.

5. Close the Attendee Status window.

Changing an invitation's details or the attendee list

Changes can occur before an event. You may want to modify the time of a meeting, its location, or the attendee list, for example.

To modify an invitational event:

1. Open the event for editing.

2. Make any desired changes: specifying a new time or modifying the attendee list in the To box, for example.

3. Click the Send Update toolbar button.

   If you remove a recipient's name from the To box, the deleted person is sent a message with the Subject line Cancelled: *event name*. All other attendees are sent a message with the Subject line Update: *event name*.

Canceling an event

If you decide to cancel an event, Entourage provides a way for you to notify the people who have already been issued invitations.

To cancel an event:

1. Open the event and click the Cancel Invitations toolbar button (**Figure 4.22**).

2. Click the Save button.

   A dialog box appears, offering you the option to notify the attendees.

3. Click the Send button to email a cancellation notice to everyone who was invited—regardless of whether they previously accepted or declined the invitation.

   Click Don't Send to cancel the event *without* notifying others.

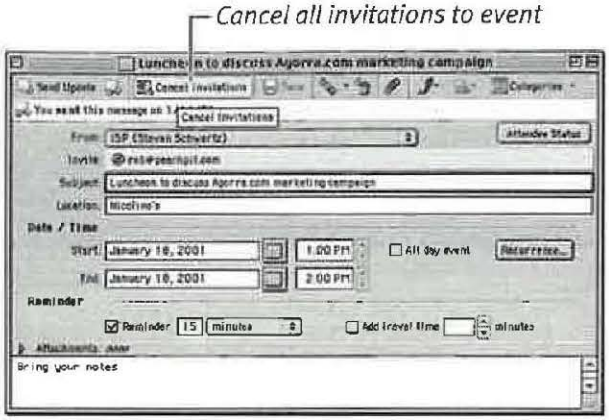


Figure 4.22 To cancel an event, open it and click Cancel Invitations.



Figure 4.23 If you've sent invitations to this event, choose one of these options and click OK. If you change your mind about deleting the event, click Cancel.

4. Canceling an event does *not* remove it from the host or attendees' calendars, so to eliminate the event, select or open it and then click the Delete toolbar button, choose Edit > Delete Event, or press ⌘Delete.

✔ Tips

- If you send an invitation to a person whose email client doesn't support iCalendar, the received message displays the event title as the subject and the start and end times as the message text. To indicate whether the person accepted or declined the invitation, you'll have to set his or her attendance status manually.
- You can also learn about acceptance status for events or open the events by viewing the related email messages in your Inbox and Sent Items folders. Click any event-related message. The yellow bar below the header displays appropriate explanatory text (such as *This is an invitation* or *You have accepted this invitation*), as well as a text link that you can click to open the event.
- If you edit an invitational event and then save or close it without notifying the attendees (by clicking Send Update), a dialog box automatically appears and offers you the option to email an update notice.
- As the host, you can cancel an event by simply deleting it. Click Delete in response to the confirmation dialog box. If you've already invited people to the event, a second dialog box appears (**Figure 4.23**) that enables you to cancel the event and delete it from your Calendar simultaneously.

Printing the Calendar

As in other parts of Entourage, when you print from the Calendar, a special Entourage-specific Print dialog box appears that enables you to print in a variety of layouts. If you want to print a calendar or schedule so that it fits in a particular brand of organizer, you can design a custom form that matches your organizer's page dimensions.

To print notes:

1. Switch to the Calendar by clicking its icon in the Folder list or opening the Calendar window (choose Window > Calendar or press ⌘4).
2. *Optional:* Display a view that shows the date range you want to print.

   As an alternative, you can select a date range by highlighting it in the miniature calendars. (Note that you can also specify a date or range *after* you issue the Print command, and it can be different from the date or range you are currently viewing.)
3. Click the Print toolbar button, choose File > Print, or press ⌘P.

   A special Print dialog box appears (**Figure 4.24**).

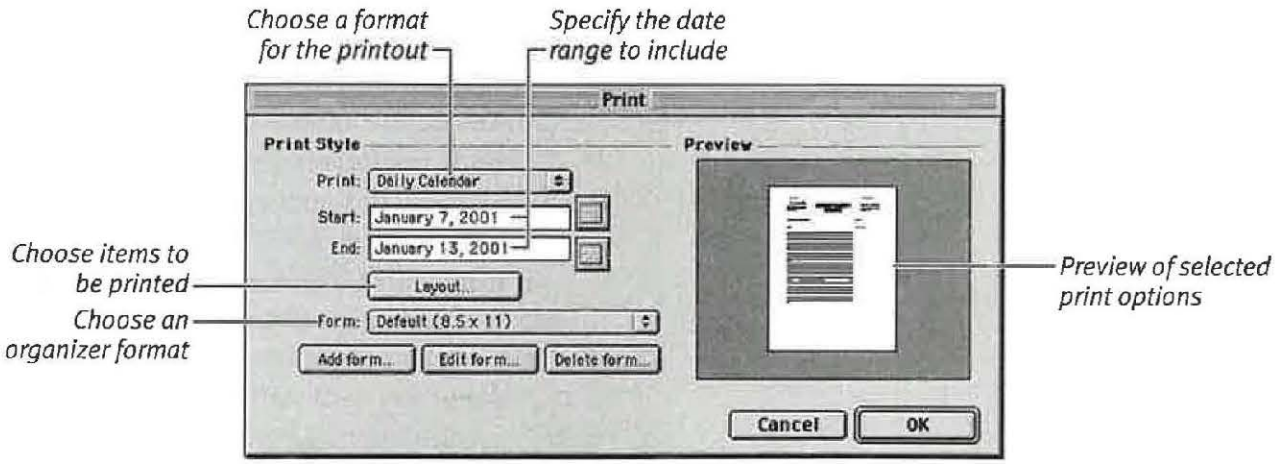


Figure 4.24 This Entourage-specific Print dialog box appears when you elect to print the Calendar.

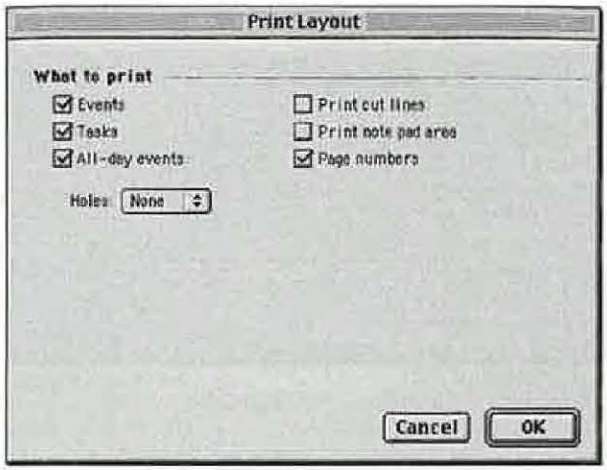


Figure 4.25 Choose items to be printed in the Print Layout dialog box.

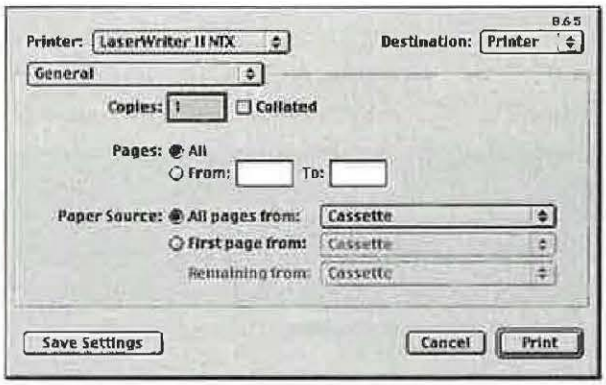


Figure 4.26 As the final step before printing, the Print dialog box for your chosen printer appears.

4. From the Print pop-up menu, choose the style of calendar you want to print: Daily, Weekly, Monthly, or Event List.
5. If the date range is incorrect, enter a different Start and/or End date.

   You can select dates by clicking the Calendar icons or by typing directly in the text boxes.
6. *Optional:* Click the Layout button to set layout options, such as the specific items to be printed and whether the paper will have to be punched.

   The Print Layout dialog box appears (**Figure 4.25**). Make your choices and click OK.
7. To print on standard printer paper, choose Default (8.5 x 11) from the Form pop-up menu.

   or

   To print to a custom planner page size (such as that used by a Day Runner, Day Timer, or Franklin organizer), select its name from the Form pop-up menu.
8. Click OK.

   A standard Print dialog box appears (**Figure 4.26**).
9. Click the Print button.

✔ Tips

- If the paper will have to be trimmed to fit your organizer, be sure to enable the Print Cut Lines option in the Print Layout dialog box in step 6. The output will include dotted lines that you can cut along with scissors or a paper cutter.
- If your paper-based organizer isn't listed in the Form pop-up menu, you can create your own by clicking the Add Form button. For instructions, see "To create a custom form" in Chapter 6.

Publishing Your Calendar on the Web or an Intranet

If you've ever needed to refer to your Entourage calendar from a different computer or location, you can use the Save As Web Page command to create a multiple-page copy of your calendar that can be published on the Web, stored on a company intranet, or copied onto disk. Then all you have to do to view the saved calendar is open it in a Web browser, such as Internet Explorer.

To save your calendar as a Web page:

1. Open or display the Calendar by clicking its icon in the Folder list or opening the Calendar window (choose Window > Calendar or press ⌘4).
2. Choose File > Save As Web Page.
   The Save As Web Page dialog box appears (**Figure 4.27**).
3. In the Duration section of the dialog box, choose a Start Date and an End Date by clicking the tiny calendars.
4. *Optional:* Check the Include Event Details checkbox if you want to include your event notes in the published calendar.
5. *Optional:* If you want to include a background image in the published calendar, check the Use Background Graphic checkbox; then click the Choose button to select a graphic file from your hard disk.
6. Enter a descriptive title for the Web page in the Web Page Title text box.
7. *Optional:* To view the published calendar immediately after it's created, check the Open Saved Web Page in Browser checkbox.
   If you don't check this option, you can still view the Calendar in your browser by opening or double-clicking the HTML file that the Save As Web Page command creates.

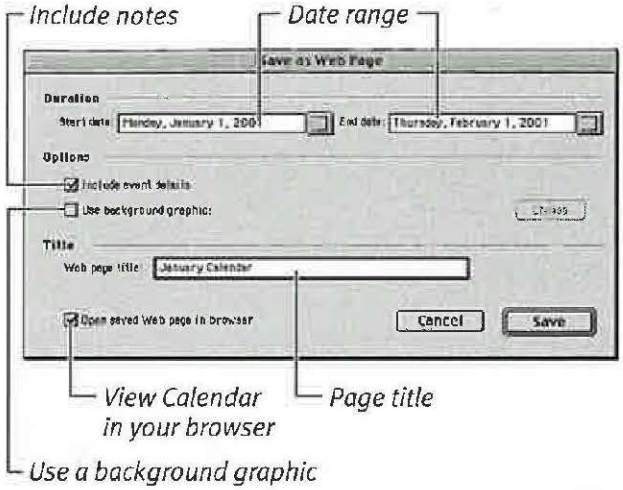


Figure 4.27 When saving your Calendar for viewing on the Web, an intranet, or another computer, you set all options in the Save As Web Page dialog box.

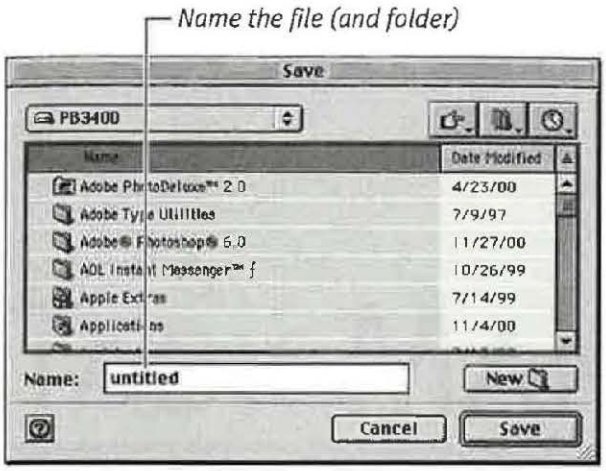


Figure 4.28 When saving your Calendar as a Web page, choose a location on disk and enter a filename. (When saving, Entourage automatically adds the .htm extension to the filename.)

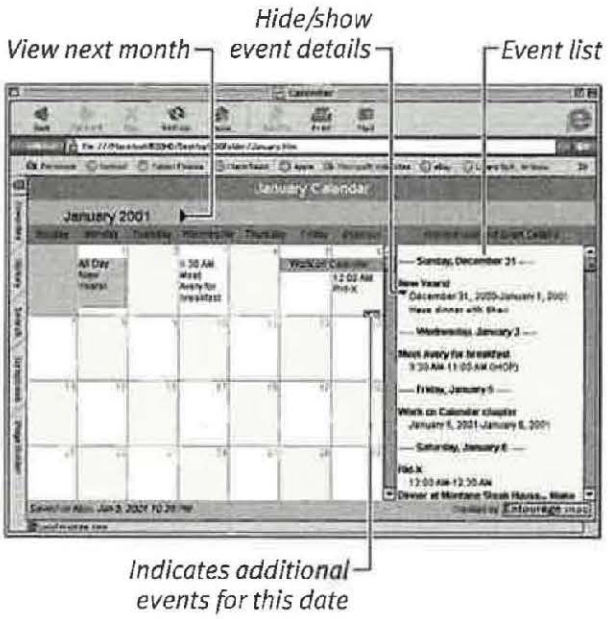


Figure 4.29 A calendar saved as a Web page shows all scheduled events for the specified period.

8. Click the Save button.

   A Save dialog box appears (**Figure 4.28**).

9. Name the calendar file, select a location on disk in which to save it and the supporting graphics and HTML files, and click the Save button.

   A file with an added .htm suffix or extension is created at the chosen location. A folder with the same name (but without the suffix) is also created at that location. If you named the calendar file Mycalendar, for example, a folder of support files with that name and a main file named Mycalendar.htm would be created at the specified location on disk.

10. If you checked the option in step 7, your default Web browser (Internet Explorer, for example) launches and displays the calendar as a Web page (**Figure 4.29**).

To view the calendar, double-click the main .htm file, or launch your browser and then open that file. To enable someone else to view the calendar (or if you'd like to view it on another computer), you can:

- Copy the .htm file and folder to another disk.
- Email the .htm file and folder to the desired recipient.

Be sure that the recipient understands that for the calendar to display correctly, the folder structure and locations of the .htm file and folder must not be changed.

If your company has an intranet, or if you have a personal Web site where you'd like to post your calendar, you can upload the .htm file and supporting folder, enabling you (and, optionally, others) to view your calendar. If you don't know how to access your personal Web or intranet file space, contact your ISP or network administrator for instructions.

To publish your Calendar on the Web or an intranet:

1. Using an FTP (*file transfer protocol*) program such as Fetch, log onto your ISP or company's Web server.
2. Switch to your main directory on the Web server or to another directory in which you want to store the calendar files.
3. Copy the calendar .htm file into the destination directory on the server.
4. Copy the folder of supporting graphic and HTML files onto the server.

   If your FTP program cannot copy a folder, you first may have to create a new folder on the server with the same name as that of the calendar folder on your hard drive. Then switch to that folder on the server and copy the support files into it.
5. Exit your FTP program.

To access the calendar on the Web or intranet, launch your Web browser and type the calendar's address.

✔ Tips

- A published calendar is a static entity. Even if your Entourage calendar changes, the published version changes only if you repeat the Save As Web Page procedure and then upload the changed data, replacing the original Web pages with the new ones. If you're familiar with AppleScript and have a scriptable FTP program, you may be able to create a script that will automate the update process.
- If some or all graphics are missing from your published calendar, open your Web site with an FTP program, and change the filenames of the GIF graphics to all uppercase letters. Then use the browser's Refresh or Reload command to see whether the graphics display properly.

5

Task Management

Everyone has things that that they need to accomplish. Whether it's painting the back porch, picking up cookies for a picnic, or completing a report for business or school, you can track all your to-do items in the Tasks component.

Here are a few important features of tasks:

- Tasks are listed in checklist form. A check in a checkbox indicates that the task has been completed; unchecked tasks are still pending.
- Tasks can be open-ended or have a specific due date.
- You can create reminders for some tasks and be notified of them in the same manner as Calendar events.
- You can assign a priority to any task to indicate its importance, as well as assign categories to tasks.
- A task can be a recurring event, such as mailing your mortgage payment or taking the trash cans out to the curb. All you have to do is tell Entourage how frequently the event will occur. You can also set reminders for recurring tasks.

Creating Tasks

Although they're all created in the same initial dialog box, tasks can be categorized as *normal* (one-time tasks) or *recurring* (repeated at regular intervals).

To create a new nonrecurring task:

1. Display the Tasks list (**Figure 5.1**) by clicking the Tasks icon in the Folder list, choosing Window > Tasks, or pressing ⌘5.
2. Click the New toolbar button, choose File > New > Task, or press ⌘N.

   An untitled task window appears (**Figure 5.2**).
3. Enter a descriptive name for the task in the Task box.

   All other information and settings are optional. If this is a normal task with no specific completion or due date, you can save the task by clicking the Save button and then closing the window. If you want to set options, continue to step 4.
4. *Optional:* Choose a priority for the task from the Priority pop-up menu (**Figure 5.3**).
5. *Optional:* If you are merely recording a completed task, click the Complete checkbox.
6. *Optional:* If the task must be completed on or by a specific date, click the Due Date checkbox and specify a date.

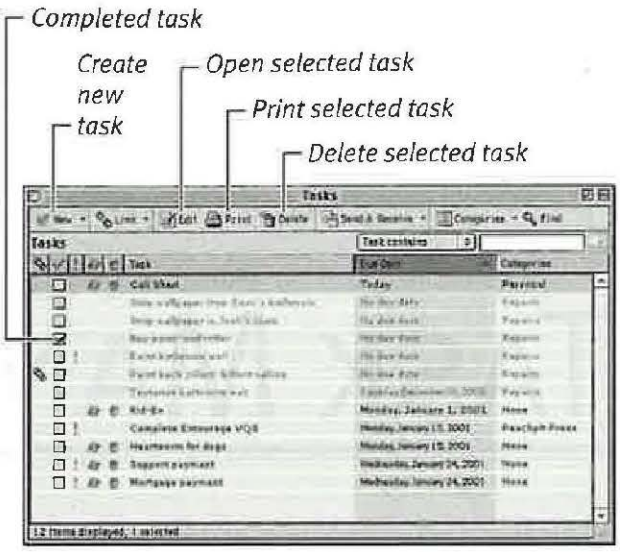


Figure 5.1 The task window (shown here) and the Tasks list work in much the same way as other Entourage components.

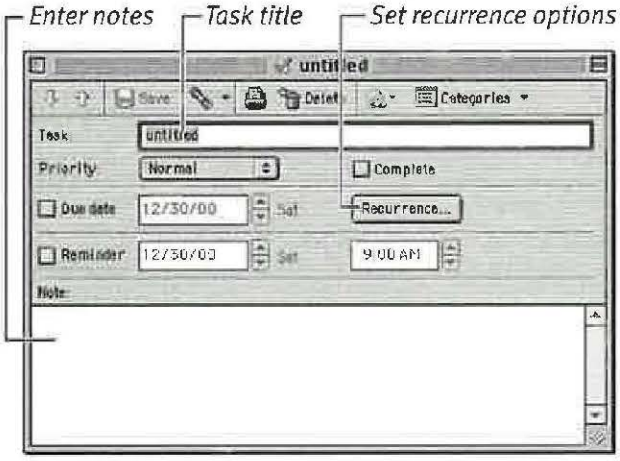


Figure 5.2 You create and edit tasks in this window.

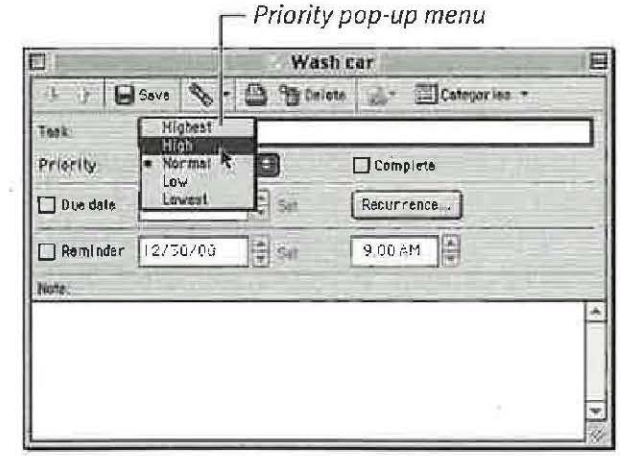


Figure 5.3 If you want to prioritize some of your tasks, you can choose a priority from this pop-up menu.

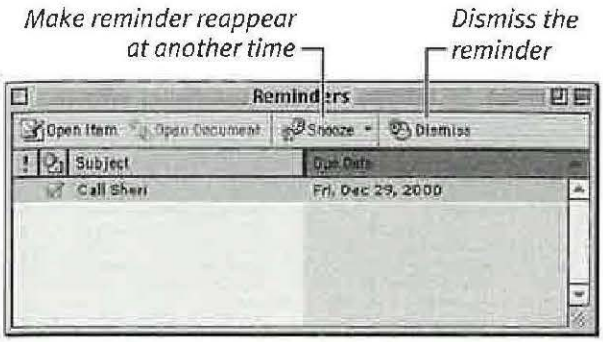


Figure 5.4 If you've set a reminder for a task (see Figure 5.2), one will pop on-screen at the appointed time if you're running any Office application.

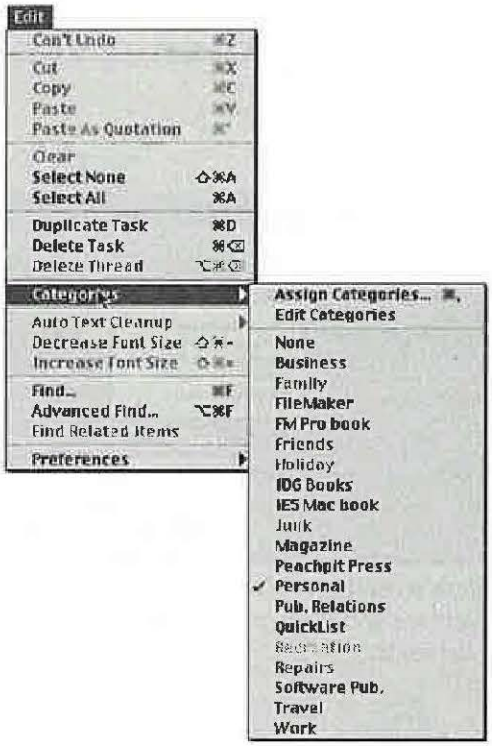


Figure 5.5 You can assign categories to your tasks by choosing them from this menu or from the Categories toolbar button.

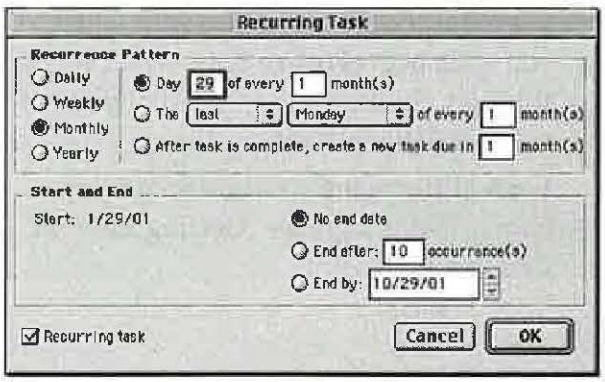


Figure 5.6 You can designate any task that repeats at regular intervals as a recurring task.

7. *Optional:* If you want to be reminded to complete this task via a pop-up window (**Figure 5.4**), click the Reminder checkbox and specify the date/time on which you want to be reminded.

8. *Optional:* Enter notes about the task in the Note pane. You can type, paste, or use drag-and-drop to enter your notes.

9. *Optional:* You can assign categories to help you classify the note by choosing them from the Categories toolbar button or the Edit > Categories submenu (**Figure 5.5**).

10. To save the task, click the Save toolbar button, choose File > Save, or press ⌘S.

11. Close the task window by clicking its close box, choosing File > Close, or pressing ⌘W.

A recurring task is one that repeats on a regular schedule: daily, weekly, monthly, or annually. You can set a simple recurrence schedule (such as "every Friday") or a complex one (such as "the second Friday of every month"). Recurring tasks can continue indefinitely, end after a specific number of occurrences, or end on a given date.

To create a new recurring task:

1. Perform steps 1–3 of "To create a new nonrecurring task," as well as any of steps 4–9 that apply to this task.

2. Click the Recurrence button.

   The Recurring Task dialog box appears (**Figure 5.6**).

3. On the left side of the Recurrence Pattern section, choose an option for the basic recurrence frequency: Daily, Weekly, Monthly, or Yearly.

   The right side of the Recurrence Pattern section changes to match your choice.

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4. Choose a specific frequency on the right side of the Recurrence Pattern section.
5. In the Start and End section of the dialog box, set a date on which this task should stop recurring by choosing a specific date, setting a particular number of occurrences, or choosing No End Date.
6. Click OK to dismiss the Recurring Task dialog box.
7. To save the task, click the Save toolbar button, choose File > Save, or press ⌘S.
8. Close the task window by clicking its close box, choosing File > Close, or pressing ⌘W.

✔ Tips

- You can create a new task even when a different Entourage list or window is active. Choose File > New > Task, or click the down-arrow beside the New toolbar button and then choose Task from the drop-down menu.
- When you create a series of new tasks, you *must* close each new task window after you save it. If you simply change the task's name and save again, Entourage assumes that you are renaming the preceding task rather than creating another one.
- Like all other Entourage items, tasks can be linked to other items or external files. You might link a household repair task to the repairperson's contact record, for example. See Chapter 7 for information about linking items.
- When you mark a recurring task as complete, Entourage automatically generates a new copy of it for the next occurrence (**Figure 5.7**).

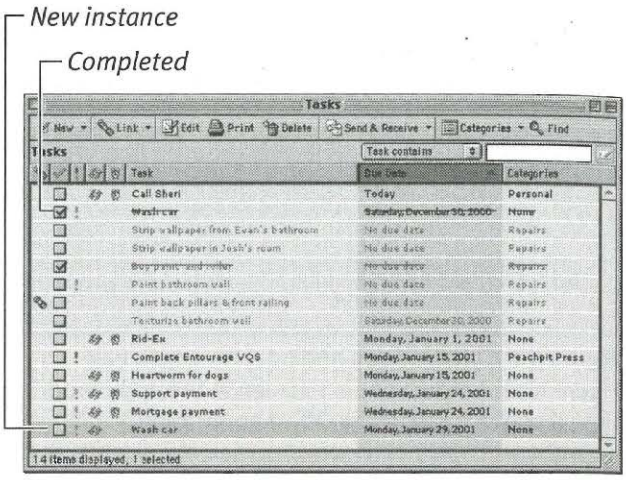


Figure 5.7 When a recurring task has been marked as complete, the next occurrence is added to the Tasks list automatically.

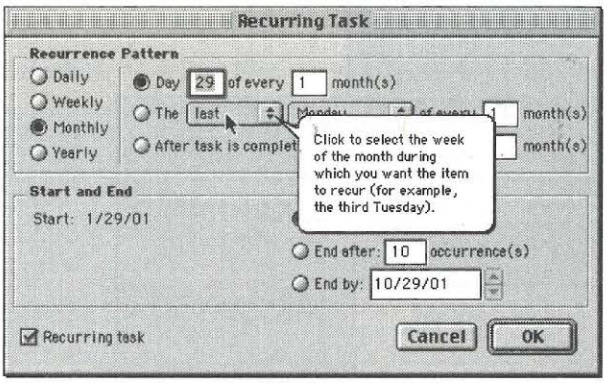


Figure 5.8 Turn on Balloon Help for an explanation of dialog-box options and to learn the purposes of other Entourage elements.

- To get additional information about options in the Recurring Task dialog box, choose Help > Show Balloons, and move the pointer over the option with which you need help (**Figure 5.8**). When you're through, choose Help > Hide Balloons to turn off Balloon Help.

  For additional information on getting help in Entourage, see "Getting Help" in Chapter 1.

Viewing and Modifying Tasks

You can view and modify a task in the Tasks list, or you can open the task in its own window.

Opening a task for viewing or editing

To view a task's details—such as the options chosen and any notes you may have entered—you must open the task. (Unlike email and newsgroup messages, tasks don't have a Preview pane.) While the task is open, of course, you're free to edit the options as you want.

To open a task for viewing or editing, double-click its title. Or you can select the task title and then click the Edit toolbar button, choose File > Open Task, press ⌘O, or press Return.

Changes that you can make while editing a task include:

- *Edit or change its title.* Edit or replace the text in the Task text box.
- *Change its status from incomplete to complete (or vice versa).* Add the checkmark to or remove the checkmark from the Complete checkbox. A completed task is also indicated by struck-through title text (refer to Figure 5.7).
- *Change or assign a priority.* Choose a different option from the Priority pop-up menu (refer to Figure 5.3). You can choose Normal to remove the priority setting.

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- *Change the categories assigned to the task.* Add more categories by choosing them from the Categories toolbar button or the Edit > Categories submenu (refer to Figure 5.5). To remove an assigned category, select that category again (removing its bullet or checkmark, respectively).
- *Change, remove, or add a due date or reminder.* To change a due date or reminder, specify a different date or date/time, respectively. To eliminate a due date or reminder, clear the Due Date and/or Reminder checkboxes. To add a due date or reminder, check the Due Date and/or Reminder checkboxes. Then specify a date or a date/time, respectively.
- *Altering the recurrence status.* Click the Recurrence button. The Recurring Task dialog box appears (refer to Figure 5.6). To change a recurring task to a normal, nonrecurring task, clear the Recurring Task checkbox at the bottom of the dialog box. To change a nonrecurring task to a recurring one or to edit options for an existing recurring task, set options as described in steps 2–6 of "To create a new recurring task."

As is the case when you create a task, you must save your changes by clicking the Save toolbar button, choosing File > Save, or pressing ⌘S.

Changing a task in the Tasks list

You can also make several types of changes to a task *without* opening it. Select the task in the Tasks list and then do any of the following:

- *Mark the task as complete or incomplete.* Click the checkbox to the left of the task's title in the Tasks list.
- *Rename the task.* After selecting the task, click its title in the Task column, make any desired changes, and press Return.

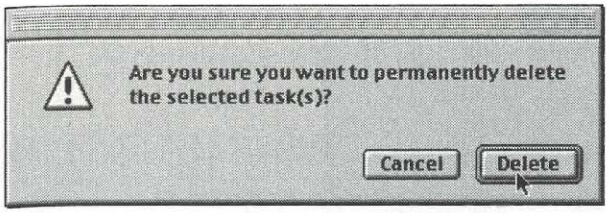


Figure 5.9 When deleting a task, you are asked to confirm the deletion.

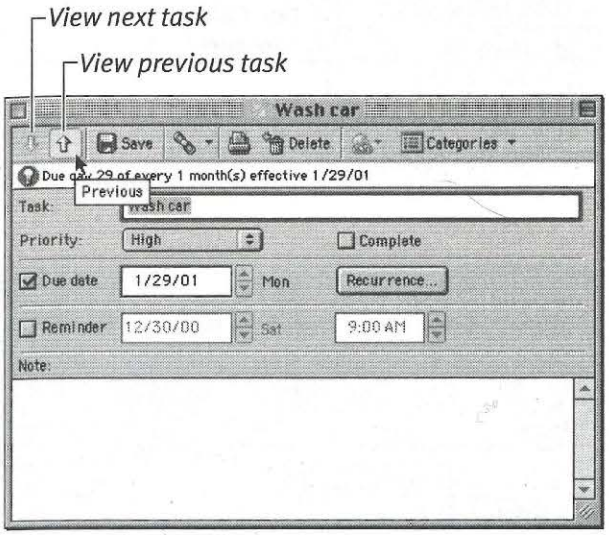


Figure 5.10 You can step through the Tasks list (in its current sort order) by clicking buttons at the top of the task window.

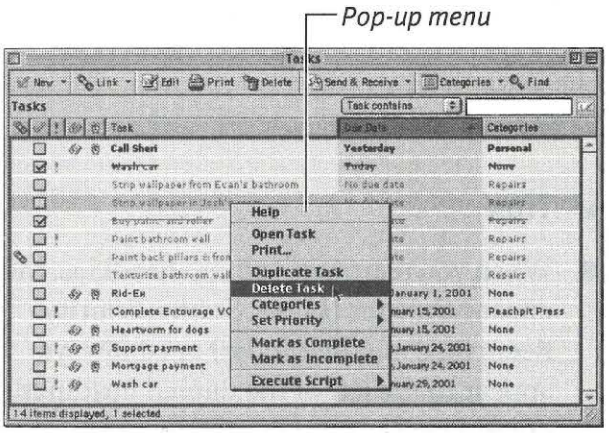


Figure 5.11 You can Control-click task titles and choose common commands from the pop-up menu that appears.

- *Change the task's priority.* Choose a new priority from the Message > Priority submenu.
- *Delete the task.* Click the Delete toolbar button, choose Edit > Delete Task, press ⌘Delete, or press Delete. Confirm the deletion by clicking Delete in the dialog box that appears (**Figure 5.9**).
- *Duplicate a task.* If you want to create a task that is very similar to an existing task, you can duplicate the original task and then rename and edit the duplicate. Select the task you want to duplicate, and choose Edit > Duplicate Task or press ⌘Delete.
- *Change the categories assigned to the task.* Add more categories by choosing them from the Categories toolbar button or the Edit > Categories submenu. To remove an assigned category, select that category again (removing its bullet or checkmark, respectively).

✔ Tips

- When a task window is open, you can view the next or previous task in the list by clicking the appropriate toolbar button (**Figure 5.10**).
- Marking a task as complete does *not* delete it. If you want to keep track of completed tasks, you can simply leave them in the Tasks list after marking them as complete. Reserve deletions for those tasks that you no longer want to track.
- You can also change task settings by Control-clicking the task in the Tasks list (**Figure 5.11**).

Organizing the Tasks List

You can customize the Tasks list, as well as change the arrangement of the tasks, in several ways.

- *Change the displayed column headings.* To change the column headings, choose column names from the View > Columns submenu (**Figure 5.12**). Checked columns are displayed; unchecked columns are not.
- *Rearrange and resize the column headings.* You can change the order in which column headings are displayed. You might prefer that Due Date be displayed to the left of Task, for example. To move a heading, drag it to the left or right. A vertical dotted line shows the column's new position. When the column is in the desired position, release the mouse button.

  To change the size of any of the labeled column headings (Task, Due Date, or Categories), click the right edge of the heading and drag to the left or right.
- *Change the sort order of the Tasks list.* You can sort the Tasks list by the contents of any column. Click the column heading by which you want to sort. To reverse the sort order from an ascending to a descending sort (or vice versa), click the same column heading again. The current sort column has a dark, indented heading. The sort direction is indicated by an up- or down-pointing triangle.
- *Choose a special view of the list.* By default, all tasks are displayed. To show only a subset of the tasks, choose an option from the View menu (refer to Figure 5.12). You can choose All Tasks, Incomplete Tasks, or Complete Tasks and/or display tasks that are Due Today or Due This Week. (These two sets of options can be combined.)

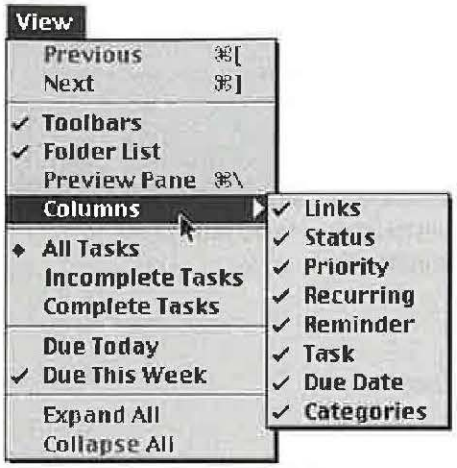


Figure 5.12 You can choose the column headings that appear above the Tasks list.

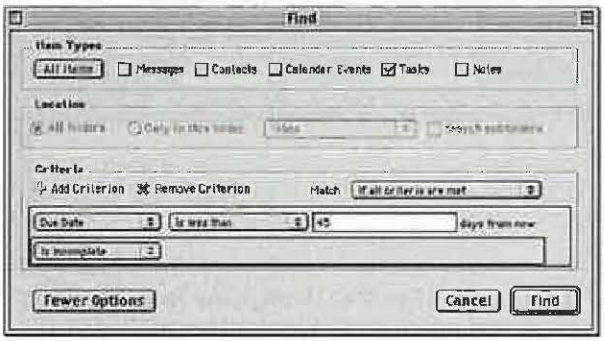


Figure 5.13 Use an Advanced Search to find tasks that meet complex criteria. This one shows only the tasks that are incomplete and are due within the next 45 days.

✔ Tips

- When you rearrange column headings, the ones with icons (Links, Status, Priority, Recurring, and Reminder) must always appear to the left of the named headings (Task, Due Date, and Categories).
- If your Tasks list is too large for a quick visual scan, you can filter or search it for particular tasks (**Figure 5.13**). For details, refer to "Filtering and Searching for Information" in Chapter 1.

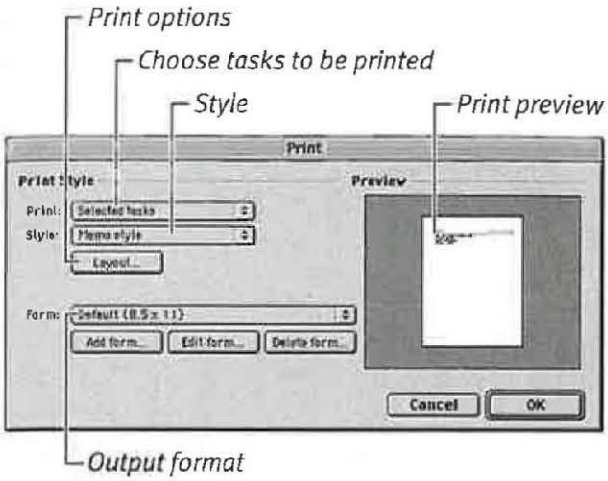


Figure 5.14 This Print dialog box appears when you print tasks.

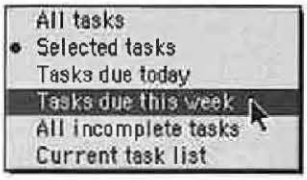


Figure 5.15 Specify which records will be printed by making a choice from the Print pop-up menu.

Printing Tasks

As is the case in most other parts of Entourage, when you elect to print tasks, you'll be greeted by *two* Print dialog boxes. The first one enables you to choose Entourage-specific print settings, such as a format for the printout and whether you want to print all tasks or only the selected ones. The second is the normal Print dialog box for your printer.

To print one or more tasks:

1. Switch to the Tasks list by clicking its icon in the Folder list or opening the task window (choose Window > Tasks or press ⌘5).

2. If you want to print only one task or a selected set of tasks, select the task(s) in the Tasks list.

   To select multiple contiguous tasks, Shift-click to select the first and last one. To select noncontiguous tasks, ⌘-click them. These selection techniques can be combined.

3. Click the Print toolbar button, choose File > Print, or press ⌘P.

   A special Print dialog box appears (**Figure 5.14**).

4. From the Print pop-up menu, specify the tasks you want to print by choosing All Tasks, Selected Tasks, or one of the other four options (**Figure 5.15**).

5. From the Style pop-up menu, choose Memo Style or Table Style.

   A thumbnail version of the chosen style appears in the Preview box.

continues on next page

6. *Optional:* Click the Layout button to set layout options, such as the task information to be printed and whether the paper will have to be punched or cut.

   The Print Layout dialog box appears (**Figure 5.16**). Make your choices, and click OK.

7. To print on standard printer paper, from the Form pop-up menu, choose Default (8.5 x 11).

   or

   To print to a custom planner page size (such as that used by a Day Runner, Day Timer, or Franklin organizer), select its name from the Form pop-up menu.

8. Click OK.

   A standard Print dialog box appears (**Figure 5.17**).

9. Click the Print button.

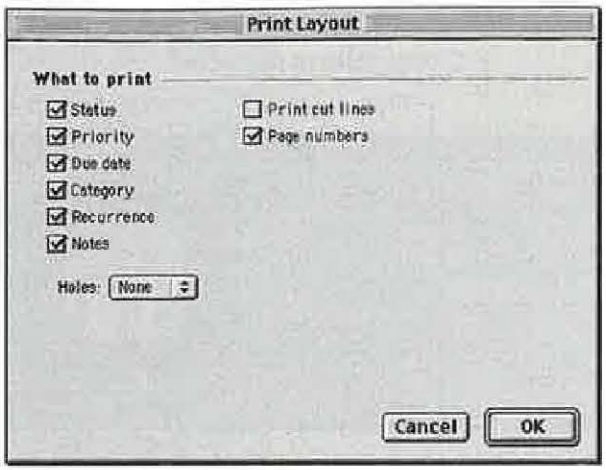


Figure 5.16 Click the Layout button to specify the task elements to be printed.

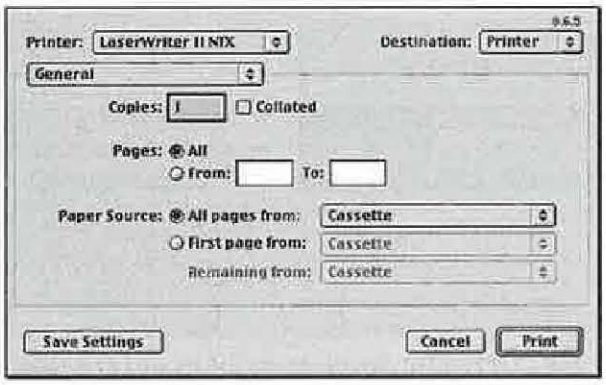


Figure 5.17 To complete the print job, specify options in your printer's Print dialog box, and click Print.

✔ Tip

- If you have an organizer that isn't listed in the Form pop-up menu, you can create a custom form and use it to print your Tasks list. For instructions, see "To create a custom form" in Chapter 6.

6

Working with Notes

Unlike events and tasks, notes aren't tied to a date or time, nor are they necessarily something that you intend to do. You can create Entourage notes to record thoughts and ideas, organize information (such as items that you intend to cover in a school paper or departmental budget), or jot down some piece of data that you'll need later (such as the direction the ceiling fan is supposed to turn in winter and in summer).

Notes can contain formatted text, such as multiple fonts, sizes, and styles, as well as basic paragraph formatting. As such, they can even form the basis for formatted word processing documents.

Creating Notes

Creating a note is just like using a word processing program. As you type and edit, the text automatically wraps to the size of the note window. You have to press Return only when you want to begin a new paragraph. You can add character and paragraph formatting to your note by choosing commands from the Format menu or from the formatting toolbar above the note text.

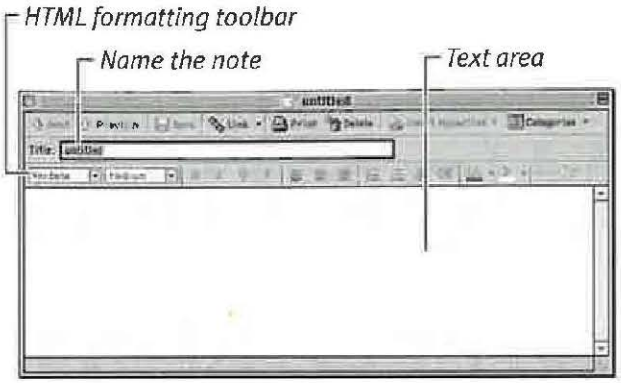


Figure 6.1 All notes are created and edited in a window like this.

To create a note:

1. If the Notes folder is selected in the Folder list, click the New button, choose File > New > Note, or press ⌘N.

   or

   If another folder is currently selected or you're in another part of Entourage (such as the Calendar window), choose File > New > Note, or click the down arrow beside the New button and choose Note.

   An untitled note window appears (**Figure 6.1**).

2. Enter a name for the note in the Title box.

3. Type or paste the text of your note into the large area at the bottom of the window.

4. When you are through composing the note, save it by clicking the Save button, choosing File > Save, or pressing ⌘S.

5. Close the note window by clicking its close box (in the top-left corner), choosing File > Close, or pressing ⌘W.



Figure 6.2 If you close a note without first saving it, this dialog box appears.

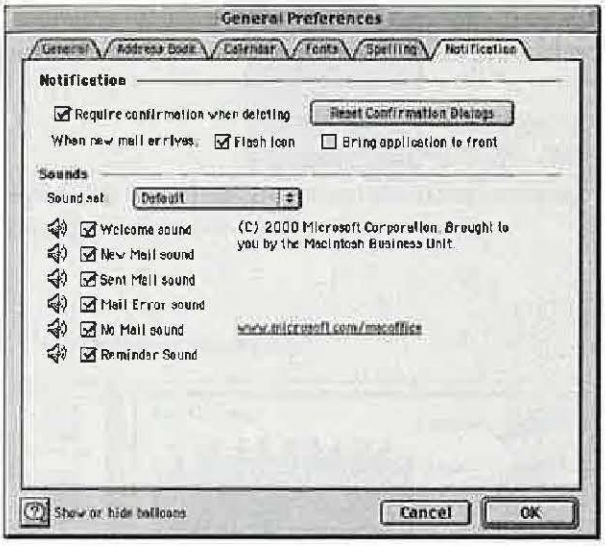


Figure 6.3 If you've elected to no longer show confirmation dialog boxes, you can re-enable them by clicking Reset Confirmation Dialogs.

✔ Tips

- If you close a note window without first saving it, a dialog box appears (**Figure 6.2**). Click Save to save the note, Don't Save to discard the note, or Cancel to resume editing the note.
- You can instruct Entourage to automatically save all notes, new messages, and the like whenever you close a window. Click the checkbox labeled Don't Show This Message Again (refer to Figure 6.2). If you later want to restore all such warning dialogs boxes, choose Edit > Preferences > General, click the Notification tab (**Figure 6.3**), and click the Reset Confirmation Dialogs button.
- Drag-and-drop capability is supported in note windows. You can drag formatted text that you've selected in Entourage, Word, Internet Explorer, and many other applications directly into the note window. Similarly, you can use drag and drop to reorganize the text *within* a note. Just select some text and then drag it to a new location in the note.
- Although all Entourage items (messages, tasks, notes, and contact records) have an area in which you can type comments and notes, you may find it useful to link these items to specific notes you've created and saved in the Notes list. You could create a note that has driving instructions to another city, for example, and link the note to all Calendar or Task appointments in that city. For information on creating and working with links, see Chapter 7.

Formatting Notes

Unlike email and newsgroup messages, all notes are created with HTML formatting. This means you can use multiple fonts, sizes, and styles; add paragraph formatting; insert horizontal rules and hyperlinks; and more.

To format a note:

- Choose font formatting commands from the Format > Font, Style, Font Size, and Font Color submenus (**Figure 6.4**) or from the HTML formatting toolbar. To apply formatting to existing text, select the text and then choose commands. To apply formatting to new text, choose formatting commands and then begin typing.
- You can set an alignment for the current paragraph by choosing it from the Format > Alignment submenu or by clicking an alignment button (left, centered, or right) in the HTML formatting toolbar.
- You can increase or decrease the indent for the current paragraph by choosing Format > Increase Indent, choosing Format > Decrease Indent, or clicking the appropriate buttons in the HTML formatting toolbar.
- To create a numbered or bulleted list (**Figure 6.5**), choose Format > Numbered List, choose Format > Bulleted List, or click the appropriate buttons in the HTML formatting toolbar.

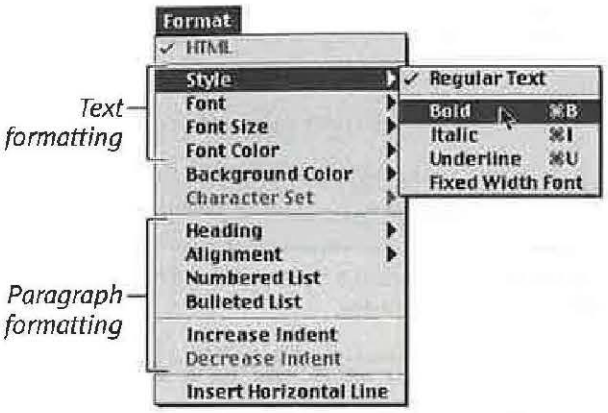


Figure 6.4 You can set text and paragraph formatting options by choosing commands from the Format menu.

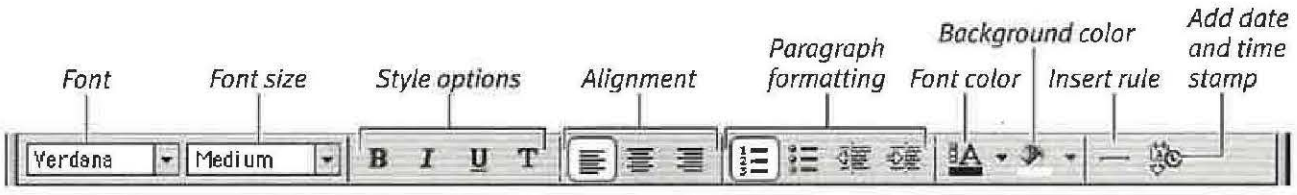


Figure 6.5 You can create bulleted or numbered lists by choosing the appropriate command.

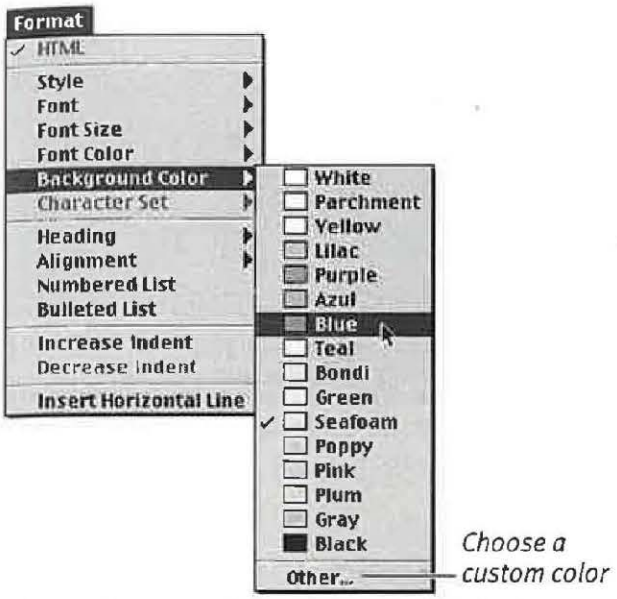


Figure 6.6 You can choose any of the listed colors as a background for the note.

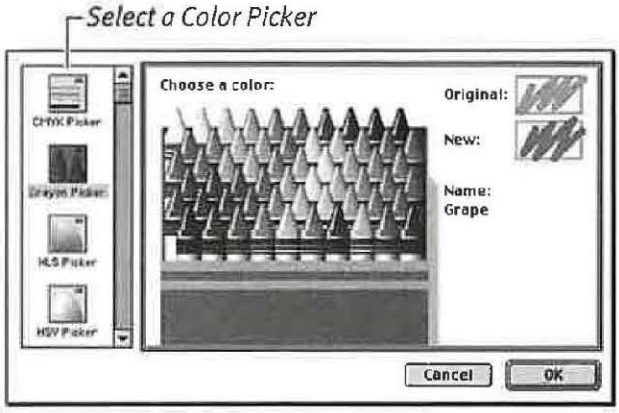


Figure 6.7 To choose an unlisted color, select a style of Color Picker from the list on the left side of this window and then choose a color.



Figure 6.8 You can add the current date and time to a note by positioning the insertion point and then clicking the Insert Date & Time button.

- You can set a background color for a note by choosing it from the Format > Background Color submenu (**Figure 6.6**) or by clicking the Background Color button in the HTML formatting toolbar. To use a color other than the ones listed, choose Other and then choose a color from the Color Picker (**Figure 6.7**).
- To insert a horizontal line into a note, choose Format > Insert Horizontal Line or click the corresponding button in the HTML formatting toolbar.
- To add a date/time stamp to a note (**Figure 6.8**), click in the note body where you want to insert the date/time stamp and then click the button at the right end of the HTML formatting toolbar.

✔ Tips

- Formatted text that you copy from other applications, such as a Word document, retains its formatting when pasted into an Entourage note.
- You can change the size of a note window by dragging its bottom-right corner.
- Although you can add hyperlinks to your notes by typing them or clicking the Insert Hyperlink button in the HTML formatting toolbar, they aren't functioning links—that is, you can't click them to launch your Web browser and view the desired page. The best you can do with an inserted hyperlink is copy it from the note and then paste it into the browser's Address box.

Viewing and Organizing Notes

Although the method used to view notes differs from that used to view messages (there is no Preview pane for notes), many of the same techniques that you use to organize tasks, contacts, and messages also work for notes.

Opening notes for viewing or editing

To view or edit an existing note, you must first open it. Unlike email and newsgroup messages, notes have no Preview pane.

To open a note:

1. Click the Notes icon in the Folder list, choose Window > Notes, or press ⌘6.

   The first option displays the note list in the main Entourage window; the latter options open a separate window for the note list.

2. Double-click the note title of interest.

   or

   Click to select the note of interest and then choose File > Open Note, click the Edit button in the toolbar, or press ⌘O.

   The note opens in its own window (**Figure 6.9**).

3. When you are through viewing and/or editing the note, click the Save button (if you've made changes) and then close the note window.

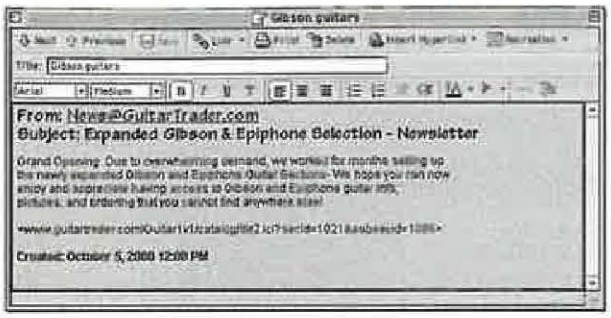


Figure 6.9 Whether you're creating, editing, or viewing a note, it must be opened in its own window.

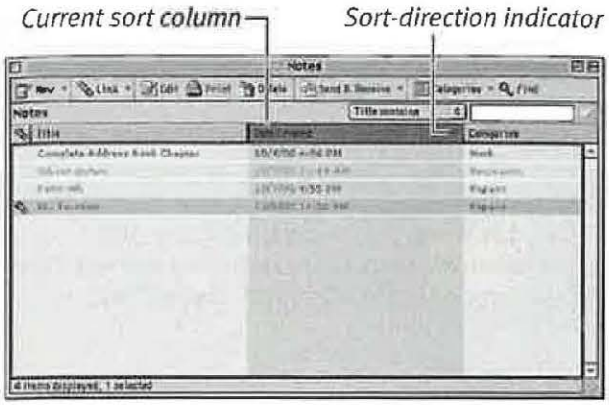


Figure 6.10 Click any column to sort the note list by that column.

Organizing notes

Entourage provides several methods of organizing your notes. You can:

- Change the display by deleting or moving columns
- Sort the note list
- Delete the notes you no longer need
- Assign categories to notes (see Chapter 1)
- Filter or search the note list to show only notes that meet specific criteria (see Chapter 1)

To change the note list display:

- You can change the order in which the column heads are displayed by dragging any head to the left or right.
- You can eliminate any column head by choosing its name from the View > Columns submenu (removing the checkmark that precedes the column name). You can also choose columns from the pop-up menu that appears when you Control-click a column head.

To sort the note list:

- You can sort the note list by the contents of any column. Click the column heading by which you want to sort. To reverse the sort order and change from an ascending sort to a descending sort (or vice versa), click the same column heading again.
- The current sort column has a dark, indented heading. The sort direction is indicated by an up- or down-pointing triangle (**Figure 6.10**).

To delete a note:

1. In the note list, select the note (or notes) you want to delete.
2. Click the Delete button in the toolbar, choose Edit > Delete Note, press ⌘Delete, or press Delete.

   A warning dialog box appears (**Figure 6.11**).
3. Click Delete.

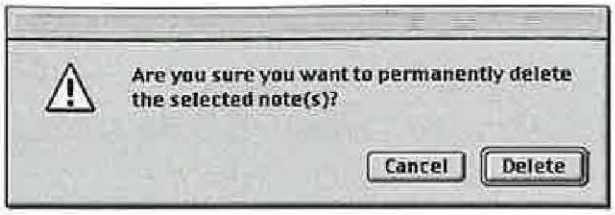


Figure 6.11 When you are deleting a note, this confirmation dialog box appears (unless you've turned off confirmations). Click Delete to confirm the deletion.

✔ Tips

- When viewing a note, you can view the next or previous note in the current sort order by clicking the Next or Previous button in the toolbar (**Figure 6.12**) or by choosing View > Next (⌘]) or View > Previous (⌘[).
- Note deletions are irreversible. There is no Undo command for a note deletion, and the notes are not moved to the Deleted Items folder.
- To rename a note, simply edit or replace the text in the Title box.

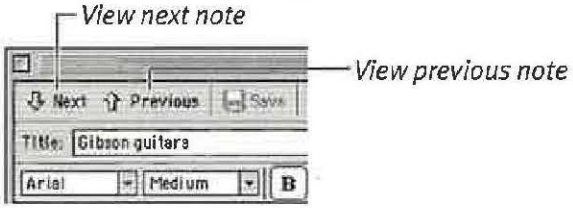


Figure 6.12 Rather than double-click the header for each note you want to read, you can display the next or previous note in the current window.

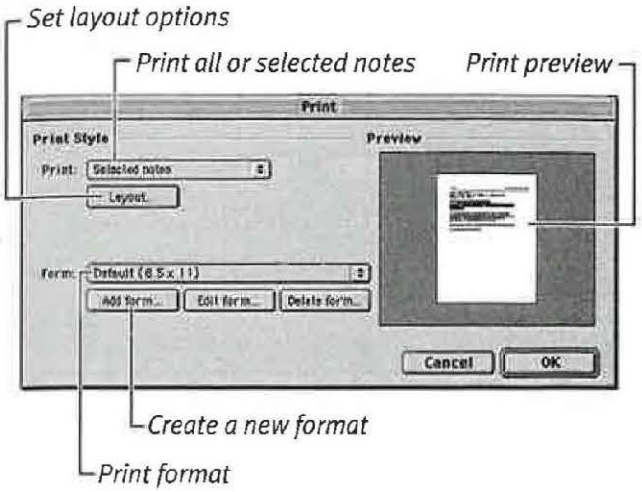


Figure 6.13 When you issue the Print command, this Entourage-specific Print dialog box appears.

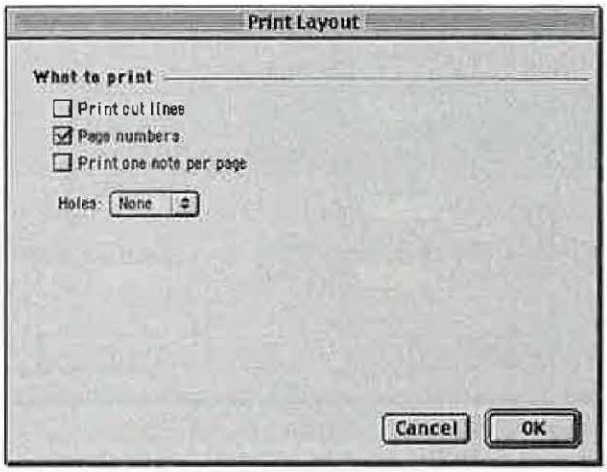


Figure 6.14 You can click the Layout button to set note layout options.

Printing Notes

As in other parts of Entourage, when you print from the Notes component, a special Entourage-specific Print dialog box appears, enabling you to print in a variety of layouts. If you want to print notes so that they fit in a particular brand of organizer, for example, you can design a custom form that matches your organizer's page dimensions.

To print notes:

1. Switch to the Notes list by clicking its icon in the Folder list or by opening the Notes window (choose Window > Notes or press ⌘6).
2. If you want to print only one note or a selected set of notes, select the note(s) in the Notes list.

   To select multiple contiguous notes, Shift-click to select the first and last note files. To select noncontiguous notes, ⌘-click them. These selection techniques can be combined.
3. Click the Print toolbar button, choose File > Print, or press ⌘P.

   A special Print dialog box appears (**Figure 6.13**).
4. From the Print pop-up menu, choose All Notes or Selected Notes.
5. *Optional:* Click the Layout button to set layout options, such as the number of notes per page and whether the paper will have to be punched.

   The Print Layout dialog box appears (**Figure 6.14**). Make your choices and click OK.

continues on next page

6. To print on standard printer paper, choose Default (8.5 x 11) from the Form pop-up menu.

   or

   To print to a custom planner page size (such as that used by a Day Runner, Day Timer, or Franklin organizer), choose its name from the Form pop-up menu.

7. Click OK.

   The standard Print dialog box appears (**Figure 6.15**).

8. Click the Print button.

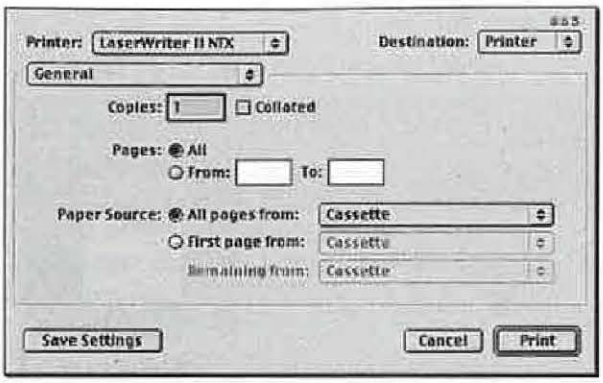


Figure 6.15 To complete the print job, a Print dialog box specific to your current printer appears.

To create a custom form:

1. Switch to the Notes list by clicking its icon in the Folder List or opening the Notes window (choose Window > Notes or press ⌘6).

2. Click the Print toolbar button, choose File > Print, or press ⌘P.

   A special Print dialog box appears (refer to Figure 6.13).

3. Click Add Form.

   The Edit Form dialog box appears (**Figure 6.16**).

4. Name the form, enter its margins and dimensions, and click OK.

   The new form is added to the Form pop-up menu.

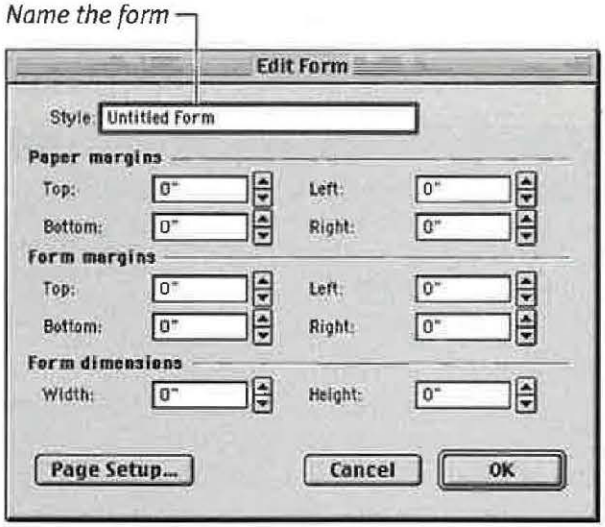


Figure 6.16 To create a custom layout—for an unsupported organizer, for example—enter the paper and form dimensions in this dialog box.

✔ Tips

- You can also print a single note by opening it in its own window and then issuing the Print (⌘P) or Print One Copy (Option⌘P) command.
- You can edit or delete any note form by choosing the form's name from the Form pop-up menu and then clicking Edit Form or Delete Form.

7

LINKING ITEMS

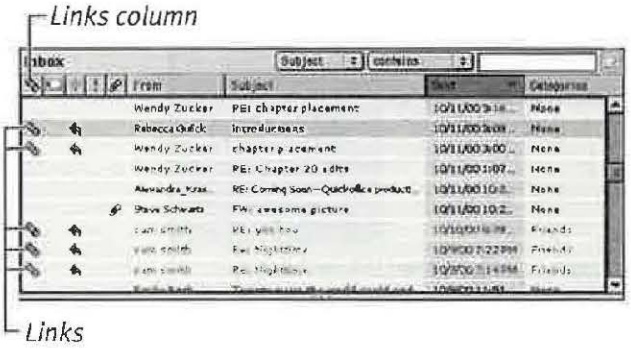


Figure 7.1 The presence of links to an item is indicated by an icon in the Links column.



Figure 7.2 Clicking a link icon in any Entourage list causes this pop-up menu to appear.

In most PIMs (personal information management programs), every data item stands alone. Entourage puts an end to that. Any Entourage item—whether it's an email message, newsgroup article, task, note, or contact record—can be linked to any other item. In addition, you can link any item to an external file, such as a Word or Photoshop document. For example, if you receive an email message confirming an upcoming business meeting, you could create links between the message and the person's contact card, the scheduled appointment in the Calendar, a note containing driving directions, and the proposal (PowerPoint document) you intend to pitch at the meeting.

If you look in any Entourage list, such as your Inbox or Address Book, a link icon in the Links column indicates that one or more items are linked to that item (**Figure 7.1**). You can click the link icon to reveal—and, optionally, open—the linked items (**Figure 7.2**).

✔ Tip

- Links are two-way connections. That is, if you link an email message to an Address Book record, for example, you can open the other linked item from either the message *or* from the contact record. Both items are marked with a link icon.

Creating Links

You can create three types of links: a link to a new Entourage item (which you will create), a link to an existing Entourage item, or a link to an external file (such as a word processing document, spreadsheet, or graphic image).

To create a link to a new item:

1. Select or open the item that you want to link to a new item.
2. Click the down arrow beside the Link toolbar button, and choose an item type from the Link to New menu (**Figure 7.3**).

   A window or dialog box appears in which you can create the new item.
3. Create the item, save it, and close its window.

   The link is created to the new item.

To create a link to an existing item:

1. Select or open the item that you want to link to an existing item.
2. Click the down arrow beside the Link toolbar button, and choose an item type from the Link to Existing menu (**Figure 7.4**).

   An Entourage window—such as the Notes or Tasks window—opens, if necessary, and the Link Maker window appears (**Figure 7.5**).
3. Drag the item or items to which you want to create links into the Link To box.
4. Click the Create Links button.
5. Close the Link Maker window.

   Entourage creates the link to the item(s).



Figure 7.3 Open the Link to New submenu when you want to link to an Entourage item that you're about to create, such as a new note or Calendar event.



Figure 7.4 Open the Link to Existing submenu when you want to link the current item to an Entourage item or disk file that already exists.

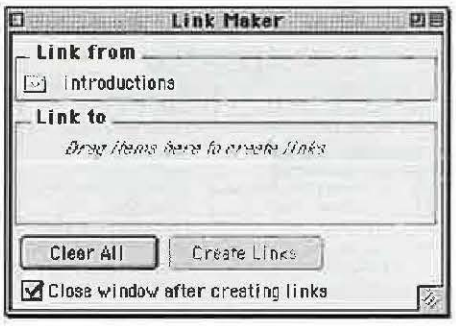


Figure 7.5 To link to existing Entourage items, drag the item headers into the Link Maker window.

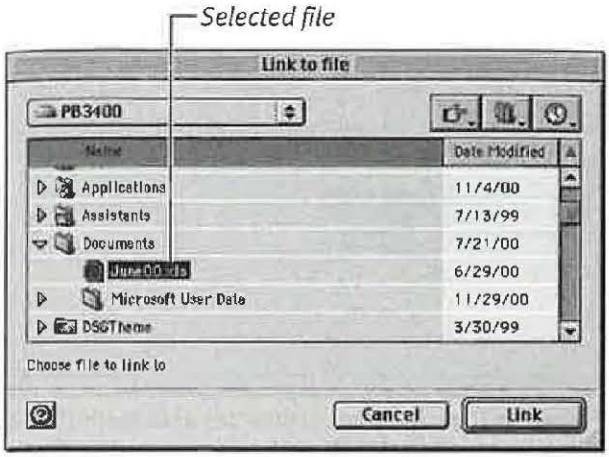


Figure 7.6 Choose a document file from disk to link to the current item and then click Link.

To create a link to a file:

1. Select or open the item that you want to link to a file.
2. Click the down arrow beside the Link toolbar button, and choose Link to Existing > File.

   The Link to File dialog box appears (**Figure 7.6**).
3. Navigate to the drive and folder that contains the file to which you want to link.
4. Select the file, and click the Link button.

✔ Tips

- Another way to create links is to click in the Links column of any list and hold down the mouse button until a pop-up menu appears (refer to Figure 7.2). You can also find these link-creation commands (Link to New and Link to Existing) in the Tools menu.
- When you link to a file, it can be *any* type of file—not just an Office 2001 document.
- You can instruct Entourage to create links automatically between a person's contact record and any messages sent to or received from that person. Choose Edit > Preferences > General, click the Address Book tab, and check the checkbox labeled Automatically Link Contacts with the Messages I Send to Them.

  If you then click a link icon in a message list, you can summon the person's contact record quickly. If you click the person's link in the Address Book, you can view all messages sent to or received from the person.

  Note that these automatic links are made only for messages received *after* you set the Preferences option. Previously sent or received messages are not linked to a contact record unless you link them manually.
- You can also create links by clicking buttons in the Links To window that appears whenever you issue the Open Links command. See the next section ("Opening and Viewing Linked Items").

Opening and Viewing Linked Items

You can open and view links to an item in either of two ways:

- You can see all items that are linked to a given item by clicking the link icon. Linked items are grouped by type, such as Messages, Contacts, and Tasks. Open any of the submenus (**Figure 7.7**), and choose the linked item you want to open.

  When you open a linked Entourage item, such as a note, task, message, or contact record, Entourage displays it in its own window. When you open a linked external file, the program in which the file was created launches, and the selected document opens.

- To open a window containing a list of all links for a given item (**Figure 7.8**), click the link icon and choose Open Links.

  You can double-click any of the linked items in the Links To window to open them.

Submenus for defined links

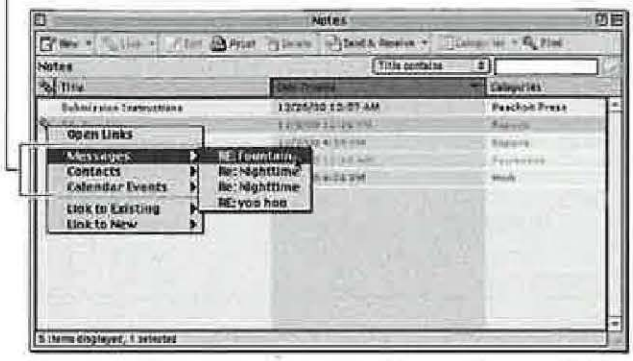


Figure 7.7 The pop-up menu provides a submenu/folder for every type of link that you've established for the current item. This example shows message links, Calendar event links, and a linked contact record.

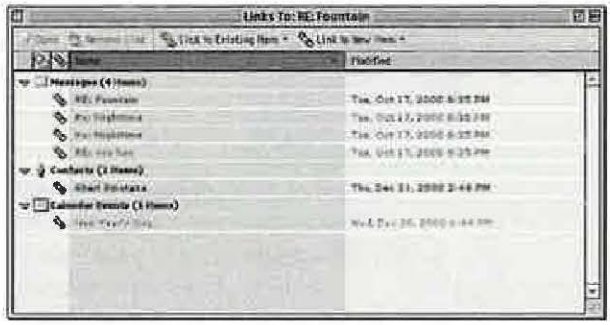


Figure 7.8 The Links To window lists all defined links for the current item.

✔ Tips

- You can also open the Links To window by selecting an item and then choosing Tools > Open Links or by choosing this command from the Links toolbar button.
- You can create links via drag and drop. Drag any item into an open Links To window to establish a link to it.
- You can also create new links in the Links To window by clicking the Link to Existing Item and Link to New Item buttons in the toolbar.

Removing Links

If you link two items by mistake or no longer want them linked, you can break the link between them.

To remove a link:

1. Select or open either of the linked items.
2. Do one of the following:
   - ▲ Choose Tools > Open Links.
   - ▲ Click the link icon, and choose Open Links.
   - ▲ Click the Link toolbar button.
   - ▲ Click the down arrow beside the Link toolbar button, and choose Open Links.

   The Links To window appears (refer to Figure 7.8).
3. Select the header of the link you want to break.
4. Click the Remove Link button.

   The link is removed. Note that you cannot undo this action. If you remove a link by mistake, you will have to re-create the link.

8 Customizing Entourage for General Use

In this chapter, you'll learn the meanings of and how to change the settings for the options in the General Preferences dialog box. To view the General Preferences dialog box, choose Edit > Preferences > General or press ⌘;.

General preferences apply to all Entourage components. Be sure to check chapters 12 and 17 for information on setting the options in the Mail & News Preferences dialog box, as well as for other ways you can customize Entourage.

✔ Tips

- The General Preferences dialog box automatically opens to the tab on which you most recently changed a preferences setting.
- As an alternative to clicking to switch tabs in the General Preferences dialog box, you can press Control Tab or Shift Control Tab.

General Preferences

You can specify general program behaviors and a standard warning period for reminders in the General tab of the General Preferences dialog box (**Figure 8.1**).

General

- *Double-Clicking in the Folder list Opens a New Window.* When this option is checked, single-clicking an icon in the Folder list displays its contents in the main window; double-clicking an icon displays its contents in a separate window. When the option is unchecked, single- or double-clicking an icon displays the item's contents in the main window.
- *Use Microsoft Office Keyboard Shortcuts for Editing Text.* When this option is checked, it enables Microsoft Office navigation shortcuts, such as using Home and End to go to the start and end of a line rather than to the start and end of the document. When the option is unchecked, standard Macintosh shortcuts are enabled.
- *When Selecting, Automatically Select Entire Word.* When you select the space before or after a word and then begin to drag into the word, this option causes Entourage to select the entire word automatically.
- *Use Smart Cut and Paste.* Enabling this option causes Entourage to strip extra space from around words when you delete text and to insert space around words when you paste text.
- *WYSIWYG Font Menu.* When this option is checked, the Font menus (in the menu bar and in the message composition window) list the font names in their respective fonts (**Figure 8.2**) rather than in plain text.

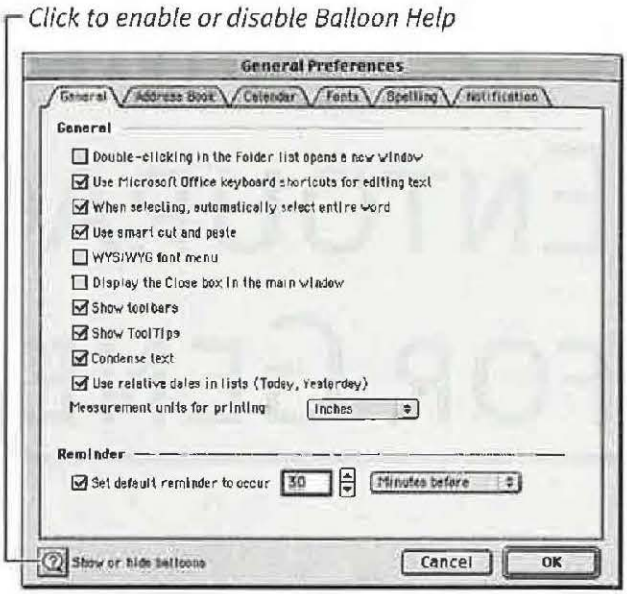


Figure 8.1 The General tab of the General Preferences dialog box.

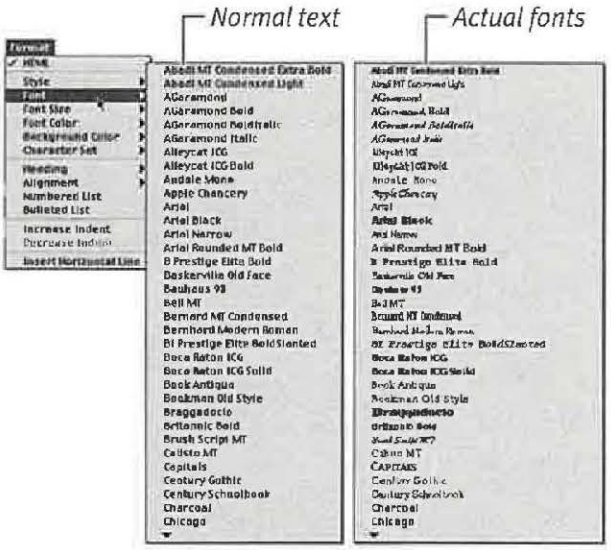


Figure 8.2 Font names can be displayed in normal text (left) or in the actual fonts (right).

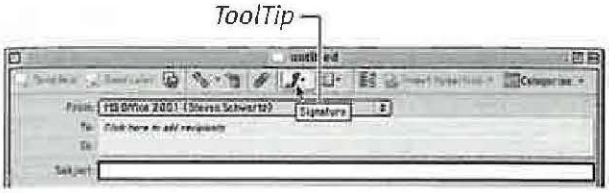


Figure 8.3 ToolTips help you quickly determine the purpose of any toolbar button.

- *Display the Close Box in the Main Window.* Normally, you cannot close the main window. Enable this option to add a close box to the Entourage window.
- *Show Toolbars.* When this option is checked, toolbars are displayed above Entourage windows.
- *Show ToolTips.* ToolTips (**Figure 8.3**) are brief help text strings that pop up when you move the pointer over active toolbar icons.
- *Condense Text.* When enabled, this option causes text in lists (such as the message list or Address Book) to be displayed in a smaller, more condensed font, allowing additional characters to be displayed.
- *Use Relative Dates in Lists (Today, Yesterday).* Recent dates in the message list can be displayed as the actual date (such as 4/12/01) or as words (Today and Yesterday). The latter approach is also used in the Finder.

Reminder

- *Set Default Reminder to Occur.* When you create a new reminder, the amount of time specified here is offered as the default warning time.

✔ Tips

- Another way to set the Show Toolbars preference is to choose View > Toolbars. When this option is checked, toolbars are displayed; when the option is unchecked, they are removed.
- Toolbars are meant to give you quick access to common commands that are relevant to the current window. If you find that you prefer using Entourage's menus and keyboard shortcuts to perform commands (or if you just need some extra screen space), you may want to hide the toolbars.

Address Book Preferences

In the Address Book tab of the General Preferences dialog box (**Figure 8.4**), you can set phone number-related preferences and message linking options.

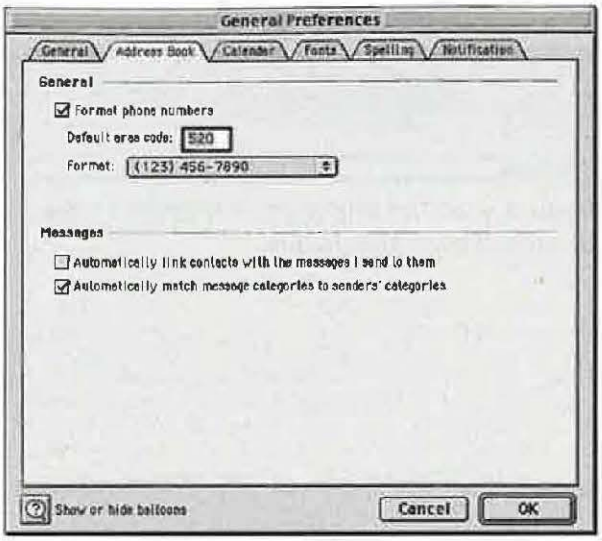


Figure 8.4 Address Book preferences.

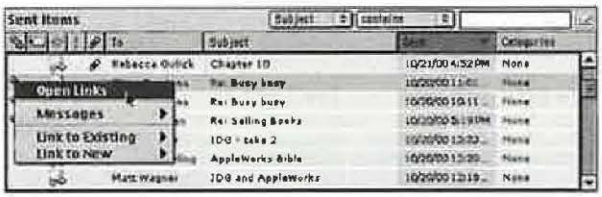


Figure 8.5 Outgoing messages can be linked to contact records in your Address Book. To view items linked to a particular message, click the link icon in the message header and choose Open Links from the pop-up menu that appears.

General

- *Format Phone Numbers.* When this option is checked, you can choose a phone number format that automatically applies to all new numbers that you enter in the Address Book, ensuring a uniform appearance for all entries. Choose the desired format from the Format pop-up menu.
- *Default Area Code.* If you enter a default area code, it is automatically applied to all seven-digit phone numbers that you enter in contact records (i.e., numbers that are entered *without* an area code). Although it's customary to enter your *own* area code here, you are free to enter any area code with which many of your contacts' numbers are associated.

Messages

- *Automatically Link Contacts with the Messages I Send to them.* Enabling this option automatically links outgoing messages addressed to anyone in your Address Book with that person's contact record (**Figure 8.5**).
- *Automatically Match Message Categories to Senders' Categories.* If you've assigned categories to some contacts in the Address Book, any messages received from those contacts are assigned to the same categories.

✔ Tip

- Phone number formatting is applied only to *new* contacts and phone numbers. Existing contacts—whether imported or entered by hand—retain their original formatting. The only way to correct the old records is to edit each of the phone numbers (removing a dash, for example) and then resave the contact record.

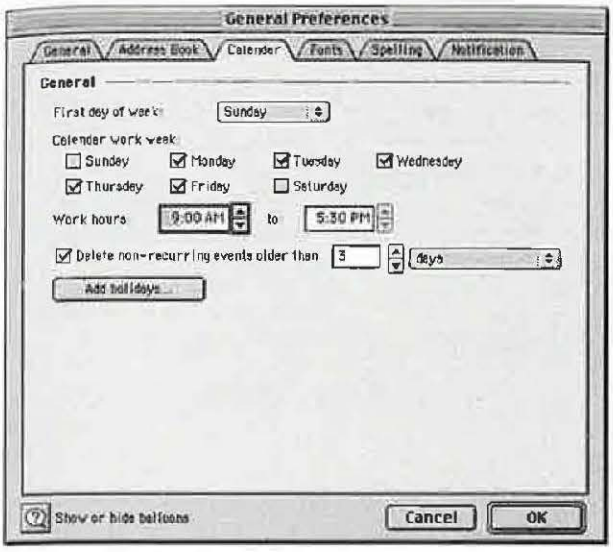


Figure 8.6 Calendar preferences.

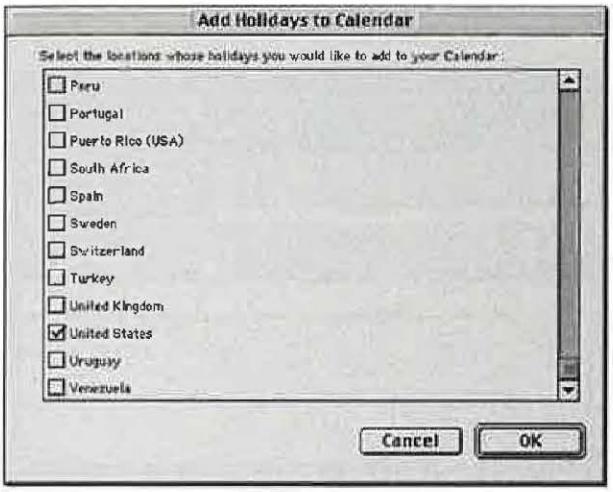


Figure 8.7 Holiday groups can be based on religion or country. Choose one or more holiday groups to add notations for those days on the calendar.

Calendar Preferences

You can set Calendar display options—such as the starting day of the week and the days that are considered to be part of your work week—in the Calendar tab of the General Preferences dialog box (**Figure 8.6**). Workdays and work hours in the various Calendar views are displayed in white; non-work hours and days are indicated by a pattern of diagonal lines.

- *First Day of Week.* Choose the day that you want to be displayed as the first day of the week. (Although a traditional calendar displays Sunday as the first day of every week, you may want to set the Entourage calendar to your first workday of the week, for example.)
- *Calendar Work Week.* Add a checkmark for every day of the week that you generally work.
- *Work Hours.* Specify the starting and ending hours for your workday.
- *Delete Non-Recurring Events Older Than...* By using this option, you can instruct Entourage to automatically delete expired events after a set number of days. If you prefer to manage expired events manually, remove the checkmark.
- *Add Holidays.* Click the Add Holidays button to add country-specific or religious holidays to your calendar.

  An Open dialog box appears, with the Holidays file selected. Click Open. Click checkboxes to select the desired holiday group or groups (**Figure 8.7**); then click OK.

✔ Tip

- To remove all or only selected holidays from your calendar, conduct an Advanced Find, using the criterion Category Is Holiday. In the Search Results window, select the holidays you want to remove, and click the Delete button (or press the Delete key).

Fonts Preferences

You can specify the default fonts and font sizes to use when you compose and print messages and display lists (**Figure 8.8**). You can select a different font and size for each of the following items:

- *HTML Messages (Proportional).* The chosen font and size are used as defaults when you compose formatted (HTML) messages.
- *Plain Text messages (Fixed-Width).* The chosen font and size are used as defaults when you compose unformatted (plain text) messages.
- *List Items.* The chosen font and size are used to display lists within Entourage, such as the message headers, the Folder list, and contact records.
- *Printed Items.* The chosen font and size are used when you print unformatted (plain text) messages.

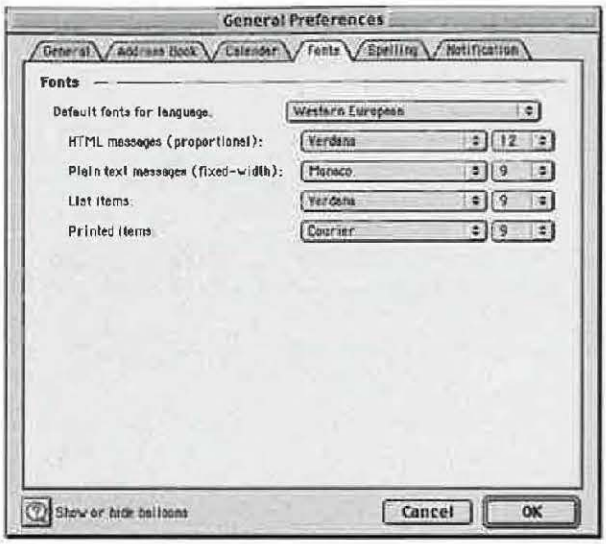


Figure 8.8 Fonts preferences.

✔ Tip

- The latter three font settings affect only the appearance of messages on your system. When you create a plain-text message, it doesn't matter which font or size you've chosen; the message is delivered as a single-font text file. On the other hand, when you compose an HTML message, the default proportional font is used—unless you override it by choosing other fonts, sizes, styles, and colors.

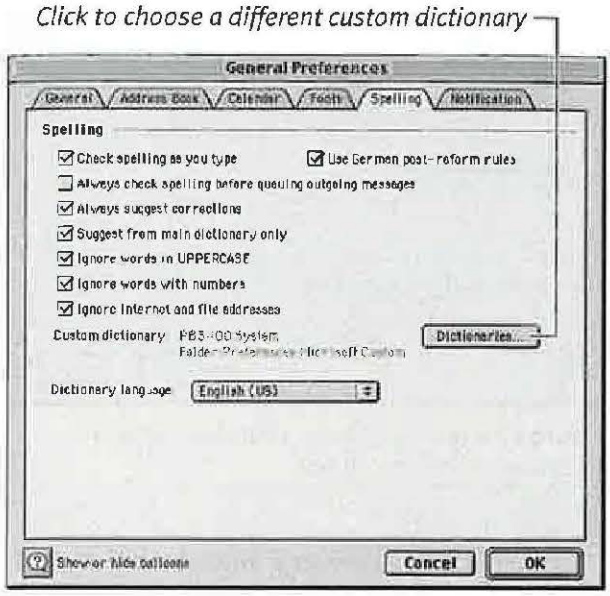


Figure 8.9 Spelling preferences.

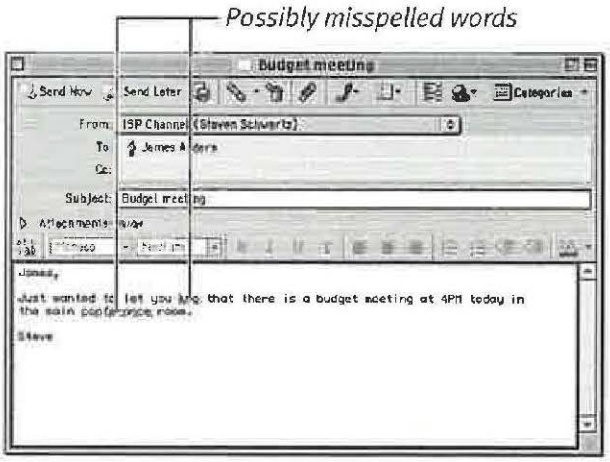


Figure 8.10 The spelling checker can flag misspelled words as you type.

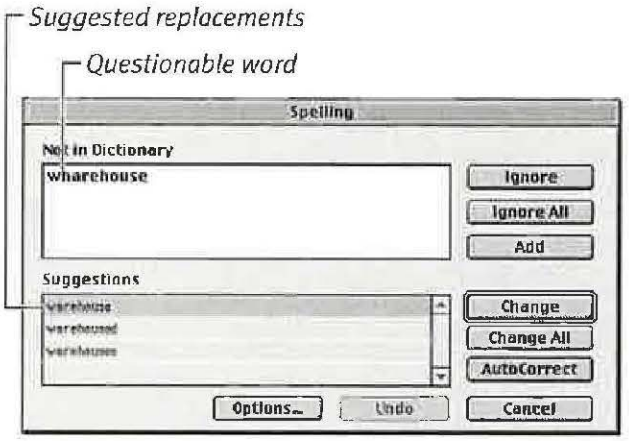


Figure 8.11 When performing a spelling check, Entourage can suggest replacements for words that it doesn't find in its main or custom dictionaries.

Spelling Preferences

You set spell-checking options in the Spelling tab of the General Preferences dialog box (**Figure 8.9**). If you don't have the Office 2001 proofing tools installed on your computer, the Spelling preferences are dimmed out.

- *Check Spelling As You Type.* When this option is enabled, Entourage flags all suspect words by displaying them with a colored, squiggly underline (**Figure 8.10**).
- *Always Check Spelling Before Queuing Outgoing Messages.* When this option enabled, Entourage automatically initiates a spelling check when you send a message. If this option is disabled, you have to choose Tools > Spelling or press Option ⌘ L.
- *Always Suggest Corrections.* When this option is enabled and you perform a spelling check, Entourage lists one or more possible replacements for each suspect word (**Figure 8.11**). Unless you want to make all changes manually, leave this option checked.
- *Suggest from Main Dictionary Only.* Enable this option if you want replacement words to be drawn only from the main dictionary. Leave the option unchecked to draw replacements from the main dictionary and a custom (user-created) dictionary.
- *Ignore Words in UPPERCASE.* Enable this option to ignore all words that are entirely in uppercase. Acronyms, such as IBM, for example, frequently appear in uppercase.

continues on next page

- *Ignore Words with Numbers.* Enable this option to ignore all words that contain numbers, such as 7Office.
- *Ignore Internet and File Addresses.* Because Web URLs, email addresses, and file paths seldom contain real words, enable this option to ignore them during spell checks.
- *Custom Dictionary.* You may have a custom dictionary (one created during Word spelling checks, for instance) that stores the spellings of words not listed in the standard dictionary, such as proper names and industry-specific terms. Click the Dictionaries button to select or change your custom dictionary (**Figure 8.12**).
- *Dictionary Language.* Select a language to use when conducting a spelling check. For most users, the only choices are English dictionaries: Australia, Great Britain, and the United States.

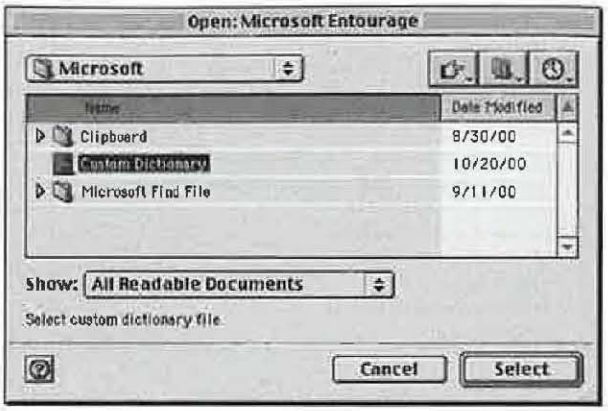


Figure 8.12 You can choose a different custom dictionary in this dialog box.

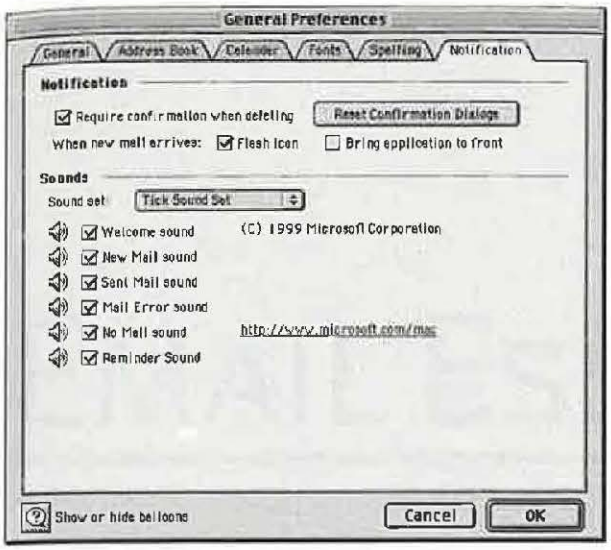


Figure 8.13 Notification preferences.



Figure 8.14 When confirmation for deletions is enabled, this dialog box appears when you attempt to delete an item.

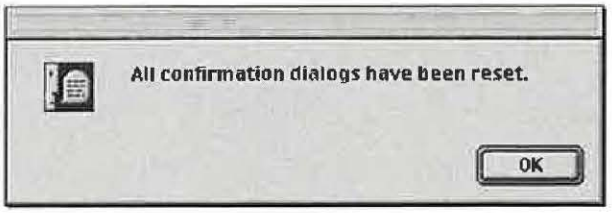


Figure 8.15 This dialog box appears to confirm that formerly disabled dialog boxes now appear.

Notification Preferences

Use the Notification tab of the Preferences dialog box (**Figure 8.13**) to specify sound effects for mail actions, choose a notification method for announcing new mail, and reset confirmation dialog boxes.

Notification

- *Require Confirmation When Deleting.* When this option is checked and you attempt to delete an Address Book contact or a message in the Deleted Items folder, a dialog box (**Figure 8.14**) asks whether you're sure you want to delete the item(s). Otherwise, the item is deleted automatically.
- *Reset Confirmation Dialogs.* If you've disabled one or more confirmation dialog boxes, you can restore them all by clicking this button (**Figure 8.15**).
- *When New Mail Arrives.* To let you know that new mail has been received, Entourage can flash the Entourage icon in the Application menu (the top-right corner of the Macintosh menu bar) and/or bring Entourage to the front automatically. Note that the selected action(s) occur only if Entourage is hidden or isn't the frontmost application.

Sounds

Use this section of the dialog box to specify mail events that will be accompanied by a sound effect.

- *Sound Set.* Choose a sound set from the drop-down list. Each set normally contains six sounds: Welcome (played at Entourage startup), New Mail, Sent Mail, Mail Error, No Mail, and Reminder. Checked sounds are played; unchecked sounds are not played. You can listen to a checked sound by clicking its speaker icon.

✔ Tips

- Disable the option to Require Confirmation When Deleting at your own risk. If you accidentally delete a contact record, for example, there is no way to undo the deletion.
- Deleted contact records are, in fact, deleted. Deleted email, on the other hand, is simply moved to the Deleted Items folder. To complete the deletion of mail, open the Deleted Items folder and select the items that you want to permanently delete. Then click the Delete button in the toolbar, choose Edit > Delete Message, press ⌘Delete, or press Delete.
- You can download additional sound sets, as well as learn how to create your own, at `www.soundsetcentral.com`.
- To be included in the Sound Set pop-up menu, a sound set must be stored in the Entourage Sound Sets folder (which you locate by opening the Documents folder and then the Microsoft User Data folder).
- Outlook Express 5 sound sets contain five sounds rather than six; they are missing the Reminder sound.

9

EMAIL ESSENTIALS

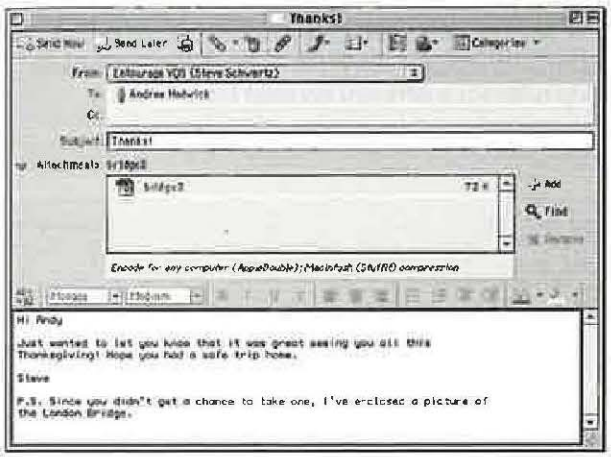


Figure 9.1 Addressing and composing email messages is simple in Entourage.

Even if this is the first time you've had an Internet account, you've probably heard the term *email* bandied about. Email (short for *electronic mail*) is a text message or note sent from one person's Internet account to another's. With most Internet accounts, you must have a computer program known as an *email client* to compose and send messages (**Figure 9.1**), as well as to receive and read messages from others. Because Entourage is capable of sending and receiving email, as well as tracking newsgroups, it can serve as your email client *and* your newsgroup reader.

This chapter offers some background information regarding email. You'll learn about these topics in detail in the other chapters in Part II.

Types of Email Accounts

There are three main types of Internet mail accounts that you might have: *POP* (Post Office Protocol), *IMAP* (Internet Message Access Protocol), and *Web-based* (such as Hotmail and Yahoo! Mail). Entourage can send and retrieve email from all three types of accounts (as explained in Chapter 2), and you can create mail rules for each account type (**Figure 9.2**). Your ISP (*Internet Service Provider*) will let you know whether it provides POP or IMAP support so that you can configure Entourage correctly. Regardless of the account type that your ISP provides, you can have one or several Web-based email accounts, too.

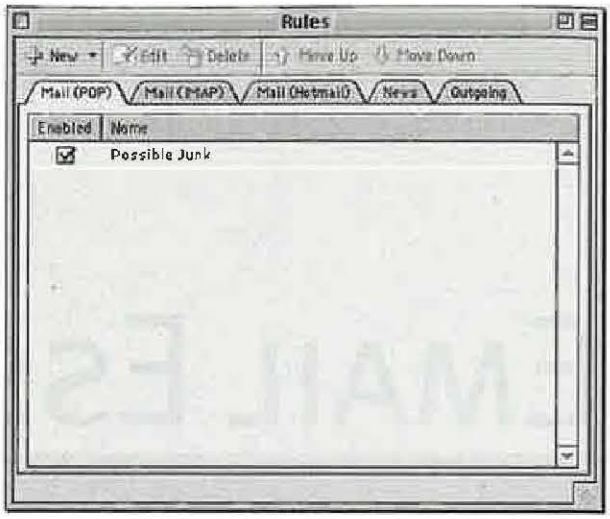


Figure 9.2 In Entourage, you can create separate message rules for handling incoming POP, IMAP, and Hotmail messages. Each tab of the Rules dialog box lists rules for a different account type.

POP accounts

POP accounts are by far the most common type of email account. In fact, unless your ISP tells you otherwise, you can assume that your email account uses POP. When your email client (presumably, Entourage) connects with your ISP's mail server to check for new mail, it is sent to your Mac from a POP server. After you've received the new mail, it is automatically deleted from the server. Thus, the mail server acts only as a temporary repository for both outgoing and incoming email.

IMAP accounts

Unlike POP accounts, an IMAP account is *not* a temporary repository for email. In fact, the email never actually leaves the IMAP server—until you specifically send instructions to delete it. Instead, the IMAP server acts like a node on a network to which you can connect. Thus, rather than downloading your new mail, you're simply *viewing* it on the IMAP server.

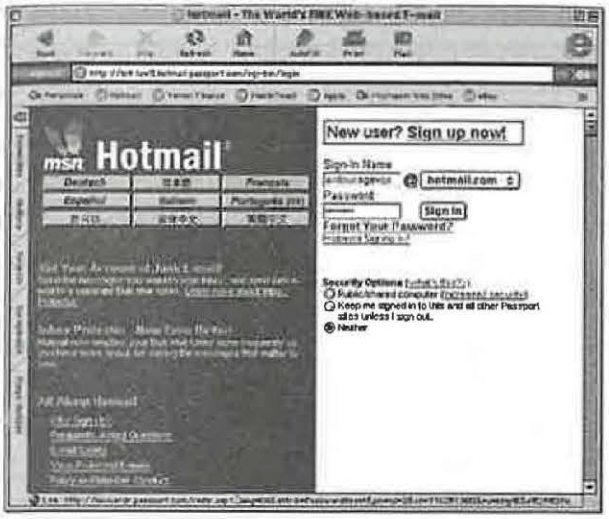


Figure 9.3 Hotmail (`www.hotmail.com`) is a widely used Web-based email service. You can create an unlimited number of free Hotmail accounts, if you like.

Web-based accounts

Web-based email accounts rely on a Web browser to send and retrieve email, rather than require you to use an email program. Their advantages include the fact that the accounts are often free and that you can connect to them from any computer at any location in the world. All you need is a Web browser and Internet access (**Figure 9.3**).

Because Microsoft owns Hotmail (a popular provider of Web-based email), Entourage is designed to handle such accounts. You can use Entourage to send and receive email from one or multiple Hotmail accounts. Entourage can also handle other Web-based accounts as long as they offer POP support. Yahoo! Mail is an example of a popular Web-based email provider that has POP support.

✔ Tips

- How can you tell whether your ISP uses POP or IMAP for mail handling? Don't guess. That information should be provided when you sign up with an ISP. Although the provider may not specifically state which of the two protocols it supports, you can generally tell from the mail servers' names. For a POP account, for example, the incoming mail server's name typically starts with POP, POP3, or mail.
- Some Internet Service Providers (such as America Online and many of the advertisement-supported, free Internet providers) require that you use their proprietary software to send and retrieve email. You cannot use Entourage to manage these email accounts.

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- Why bother with Web-based accounts if you already have a regular ISP-provided or company-provided email account? There are two *great* reasons. First, if you travel regularly, you can access a Web-based account from anywhere in the world, using any Mac or PC. All you need is a browser; you don't need Entourage. Second, because Web-based accounts are often free, you can use them to send and receive email that you'd rather not have cluttering up your regular email account. To register at a Web site, for example, you are generally asked to provide an email address. To avoid receiving volumes of unwanted advertising email (called *spam*) at your regular email account, you can have it all addressed to a Hotmail account.
- To learn how to sign up for a Hotmail account and access it from Entourage, see Chapter 2. To determine whether another Web-based email provider also offers POP support, refer to its online help pages (**Figure 9.4**).

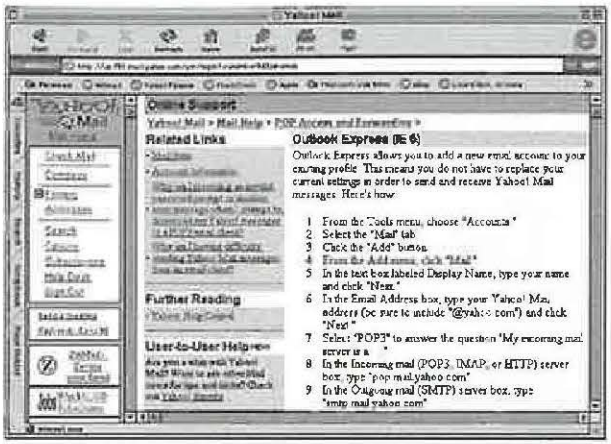


Figure 9.4 To configure Entourage to send and receive email from a Yahoo! Mail account, refer to Yahoo's Help Desk instructions for Outlook Express 5.

username@domain

Figure 9.5 Every email address contains a user name, the @ symbol, and the domain name of the Internet service provider. Email addresses contain no spaces; capitalization is unimportant.

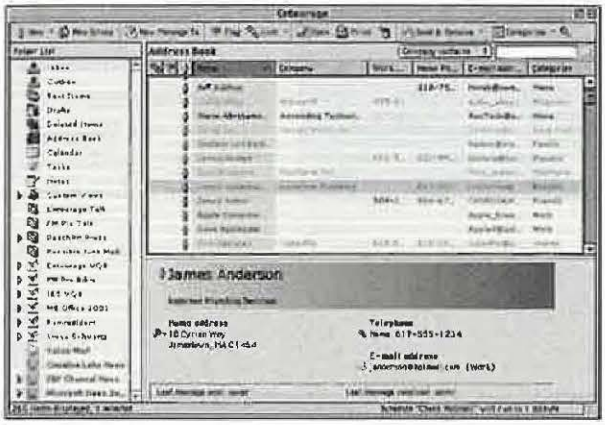


Figure 9.6 Entourage's Address Book rivals that of most personal information management (PIM) programs.

Email Addresses

Regardless of whether you are using a POP, IMAP, or Web-based email account (or have some combination of accounts using any of these three approaches), each email account is identified by a unique *address*, such as `jpt417@microsoft.com` or `bobp@linetop.net`. The address consists of three parts: a user name, the @ symbol, and a domain name (**Figure 9.5**). When you create the account, you normally get to choose your own user name. The domain name is simply the name of the company that is providing access to the Internet.

When people want to send you an email message, they address it to your email address, and when you want to send someone else a message, you send it to that person's email address. Because you may know dozens or even hundreds of people, there's little point in trying to memorize email addresses. Programs such as Entourage generally include an Address Book (**Figure 9.6**), in which you can easily record important email addresses. When you want to create a new message, you can select addresses from the Address Book rather than type them from memory.

See Chapter 10 for more information on email addresses and Chapter 3 for instructions on using the Address Book.

Working Online and Offline

In addition to working with Entourage interactively by reading and replying to news articles and email messages while you are online, you can work while you are *offline* (not connected to the Internet).

Why would you want to work offline? Here are a few common reasons:

- If your Internet account doesn't provide for unlimited access, you can save on time-based connect charges by doing much of your work offline.
- If you're traveling and have a portable computer, you can read previously received email messages as well as compose new messages that will be sent the next time you connect to the Internet.
- If you use your phone line for both voice calls and Internet access, you can work offline to free up the phone line.

In a nutshell, here's how it works. To go offline in Entourage, choose File > Work Offline (**Figure 9.7**). The status bar changes to read: "You are working offline" (**Figure 9.8**).

Note that going offline does *not* disconnect you from the Internet. To do that and free up your phone line, you'll have to use Remote Access (or whatever program you're using as a dialer) to disconnect.

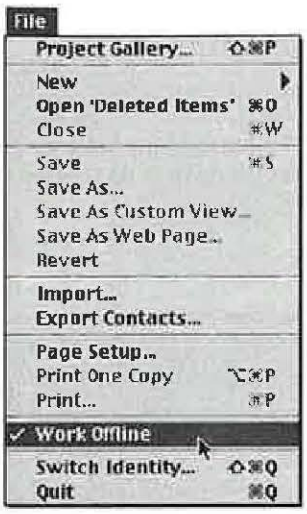


Figure 9.7 When checked, the Work Offline command shows that you are in offline mode. When there is no checkmark, you are in online mode.

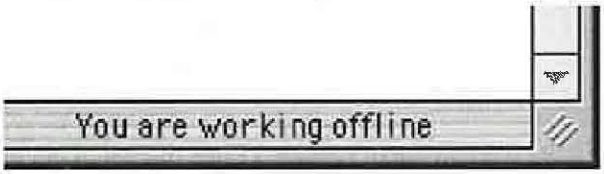


Figure 9.8 When you are working offline, this message is displayed in the status bar (in the bottom-right corner of the Entourage window).

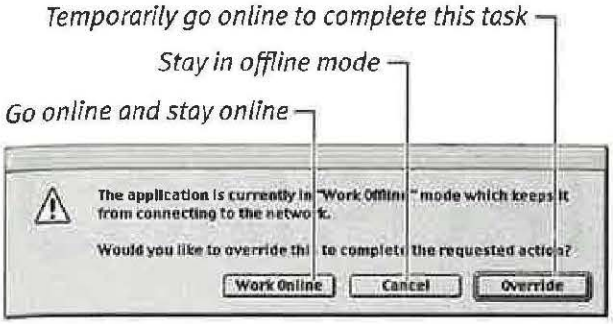


Figure 9.9 If you're in offline mode, this dialog box appears whenever you perform an action in Entourage that would require you to be online.

While offline, you can read previously downloaded email messages. You can also compose new email messages and newsgroup articles and store them in your Outbox (using the Send Later and Post Later commands, respectively) until you're ready to go online and send them.

If you perform any action that would require you to be online, you are given an opportunity to go back online (**Figure 9.9**). Actions that cause this dialog box to appear include issuing a Send Now or Post Now command, running a mail send or retrieval schedule, or clicking a newsgroup article header (which is the command to download the selected message).

To switch back to online mode, choose File > Work Offline again (to remove the checkmark). If you've also disconnected from the Internet, you may have to use Remote Access or your other dialer program to reconnect.

10 COMPOSING AND SENDING EMAIL

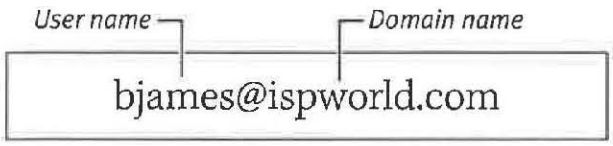


Figure 10.1 Every email address consists of a user name, the @ character, and a domain name.

When you send a message, you indicate the intended recipient by specifying his or her email address. Every email address is unique.

Every email address has two parts: a *user name* and a *domain name* (the service with which the person has an account), as shown in **Figure 10.1**. The domain might be an Internet service provider (earthlink.net), a company (microsoft.com), an information service (aol.com), or an educational institution (hnrc.tufts.edu), for example.

Every domain name is represented by a suffix (also called a *zone*) that indicates what kind of organization it is. Common suffixes include:

- *.com* (commercial)
- *.net* (network)
- *.org* (organization)
- *.edu* (educational)
- *.gov* (government)

User names are either created by the individual or assigned by his or her service or institution. User names can include letters, numbers, and special characters, such as underscores and periods. Spaces, however, are not allowed. Although hundreds of people on the Internet may have the same user name, there can be only one person with a given user name in a domain.

The user and domain names are separated by an @ character. Here are a few typical email addresses:

- `spatterson@aol.com`
  (an America Online address)
- `kandykorn@postoffice.ptd.net`
  (an ISP address)
- `dave73@eng.uchicago.edu`
  (an educational address)

As you can see, you may or may not be able to determine a person's name from an email address.

To make it easy to deal with complex, lengthy addresses, most email programs provide an *address book* in which to record addresses (see Chapter 3). Every address is linked to the person's full name, company, and other identifying data (**Figure 10.2**). When addressing email, you can choose the recipient's name from the Address Book (**Figure 10.3**). Thus, after recording an address, you'll never have to type it again.

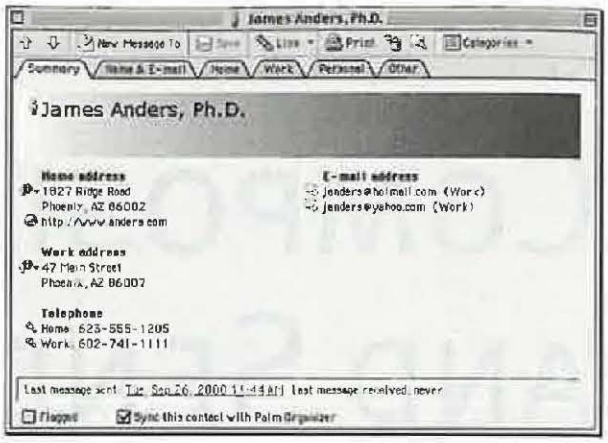


Figure 10.2 A contact record in the Entourage Address Book lists a person's name, email address, and other contact information.

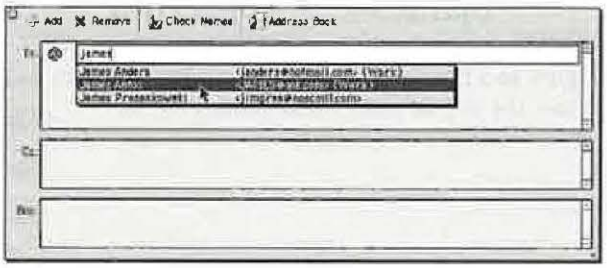


Figure 10.3 When you type a message recipient's name, Entourage's Address AutoComplete automatically presents a pop-up list of all possible matches.

✔ Tips

- If you are allowed to create your user name, choose one that readily identifies you. Unless you want to remain anonymous, `sschwartz` and `steveschwartz` are better choices than `roadhog` or `dude1`.
- Although letter case doesn't matter when addressing email, the convention is to type email addresses in all lowercase.
- Include your email address on letterhead, business cards, and fax forms. When making new business contacts, it's important to provide as many convenient contact methods as possible.
- If you change ISPs, inform everyone in your address book of your new email address. (Your address changes when you switch providers.)
- If you have multiple email addresses—whether with a single or multiple service providers—Entourage treats each as a separate *account*. Refer to Chapter 2 for information on creating additional accounts.

Composing Email

You can create three types of messages in Entourage:

- *New messages.* Messages that you compose from scratch.
- *Replies.* Responses to received messages.
- *Forwarded or redirected messages.* Received messages that you are sending to someone else.

All messages are composed in a separate message window (**Figure 10.4**). The message window has three sections: the message header (the To, Cc, Bcc, and Subject lines), the attachments list, and the message body (the text of the message). Note that the window title differs for each message type, showing *Untitled* for an original message, *Re:* for a reply, *Fw:* for a forwarded message, and the original subject for a redirected message.

The first step in creating a message is opening a message window. The procedure you use depends on the type of message you are creating.

To create a new message:

- With a message folder selected in the Folder list, click the New button in the toolbar, click the down arrow beside the New button and choose Mail Message from the drop-down list; choose File > New > Mail Message; or press ⌘N.
- With a non-message folder (such as the Calendar) selected in the Folder list, click the down arrow next to the New button and choose Mail Message from the drop-down list; choose File > New > Mail Message; or press Option⌘N.
- Select a name in the Address Book, and click the New Message To button.
- Control-click a name in the Address Book and choose New Message To (**Figure 10.5**).

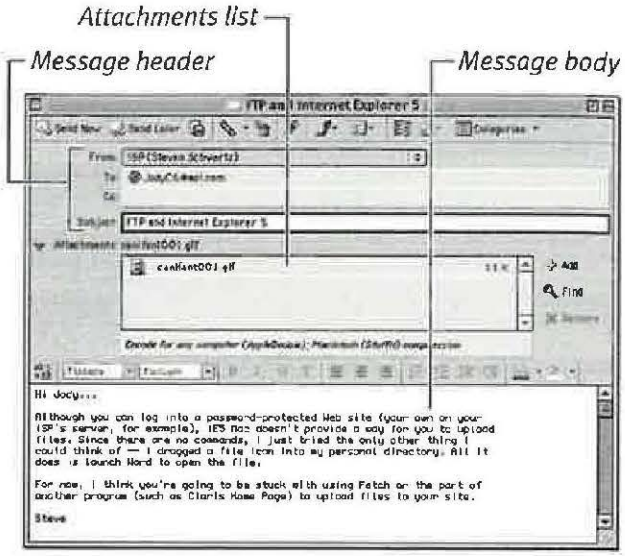


Figure 10.4 All messages are composed in a separate window like this one. The Subject text automatically becomes the window's title.



Figure 10.5 You can Control-click a contact name in the Address Book to address a new message to that person.

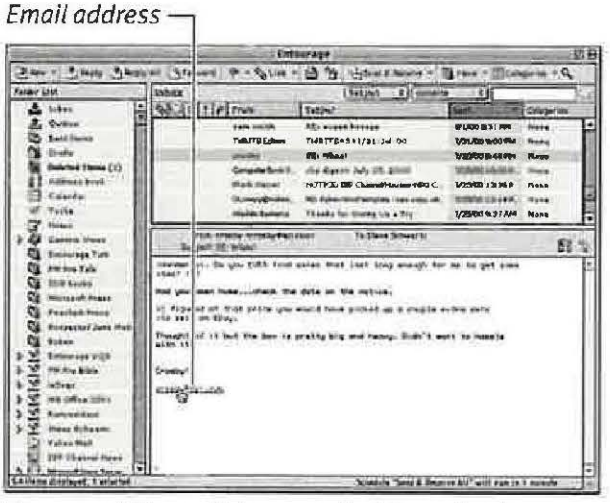


Figure 10.6 If you click an email address that is embedded in the body of a message, Entourage creates a new message addressed to that person.



Figure 10.7
You can email the URL (address) of a Web page that you're viewing in Internet Explorer 5.

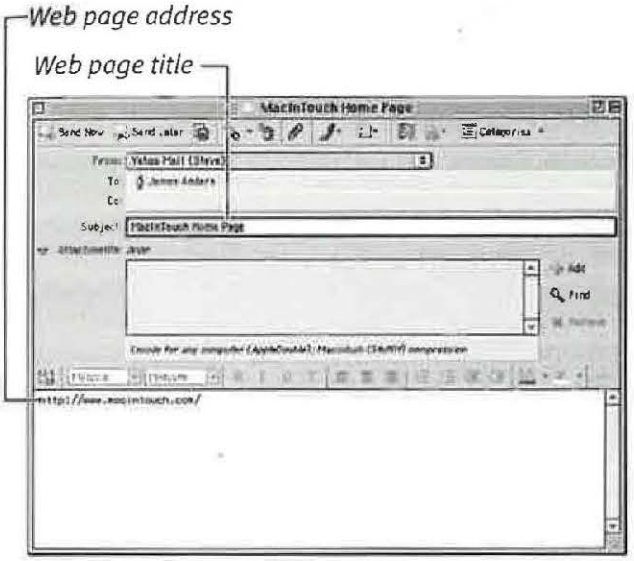


Figure 10.8 When you choose IE5's Send Link command, the current Web page's URL becomes the first line of the message. The Web page's title becomes the message Subject.

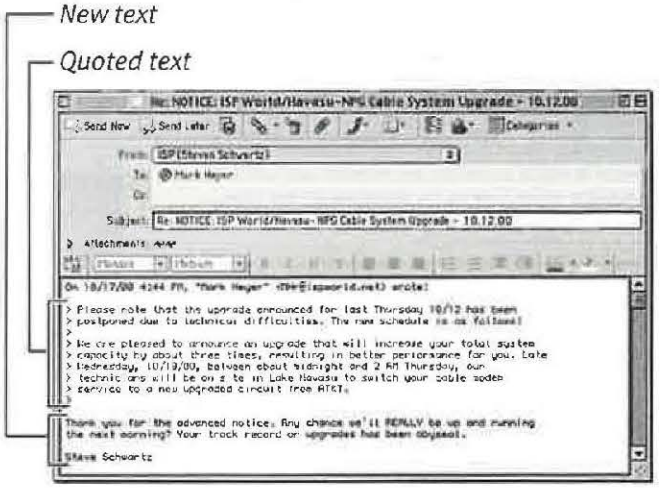


Figure 10.9 When you reply to a message, the original author's text is marked with > characters.

- Click an email address of a received message or on a Web page (**Figure 10.6**).
- Click the Mail button in Microsoft Internet Explorer 5, and choose Send Link from the pop-up menu that appears (**Figures 10.7** and **10.8**).

To create a reply:

1. Select the header of the message to which you are replying, or open the message in its own window.
2. Click the Reply button, choose Message > Reply, or press ⌘R.

   It is customary to quote relevant parts of the message to which you are replying (**Figure 10.9**). To automatically insert a copy of the original message into your reply, choose Include Entire Message in Reply in the Reply & Forward section of the Mail & News Preferences dialog box (see Chapter 12). You can edit the quoted text as needed.

To forward a received message:

1. Select the header of the message you want to forward or open the message in its own window.
2. Click the Forward button, choose Message > Forward, or press ⌘J.

To redirect a received message:

1. Select the header of the message you want to redirect or open the message in its own window.
2. Choose Message > Redirect or press Option⌘J.

✔ Tip

- Another way to open a window for a reply, forward, or redirect is to Control-click the message header and choose the appropriate command from the pop-up menu.

The Three Reply Commands

There are three Reply commands in the Message menu (Reply, Reply to All, and Reply to Sender), as well as two Reply buttons (Reply and Reply All).

- To reply only to the person from whom you've received the message, use Reply. This is the command you will use for most replies.
- To send a reply to a message's author, as well as to all other people listed in the To and Cc lines, use Reply to All.
- If you're replying to a newsgroup message, choosing Reply to All sends two copies of your message: one to the author's email address and another to the newsgroup from which the message originated.
- To reply to the author of a message you've received from a mailing list, use Reply to Sender.

More About Forwarding and Redirecting Messages

Forwarded (**Figure 10.10**) and redirected (**Figure 10.11**) messages differ in the manner in which the original message text is displayed. Forwarded message text is quoted—that is, each line is preceded by a > symbol. Redirected text is not quoted; it appears exactly as it was in the original message.

You can edit any message you are forwarding by adding, deleting, or changing the text. Redirected message text, however, cannot be edited. A redirected message is a duplicate of the original.

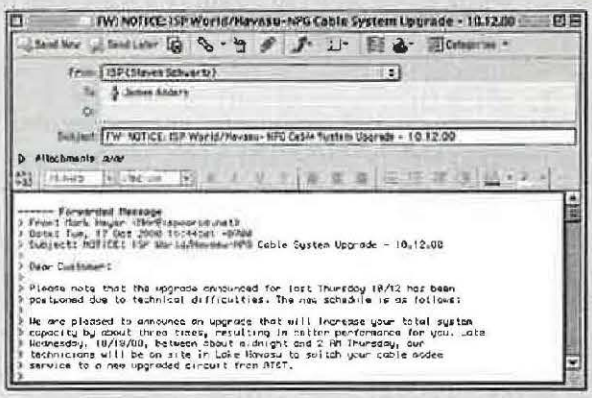


Figure 10.10 The original text in a forwarded message is generally marked with > characters.

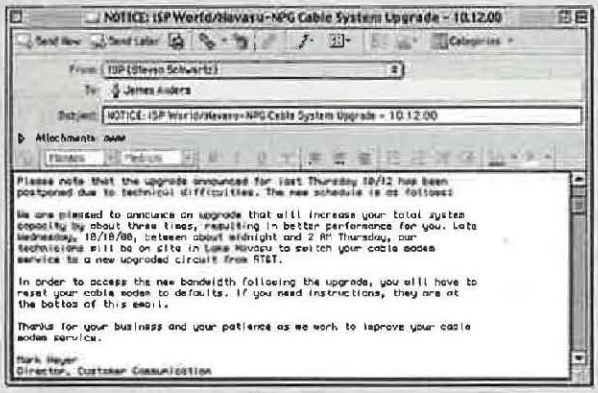


Figure 10.11 A redirected message is identical to the original message.

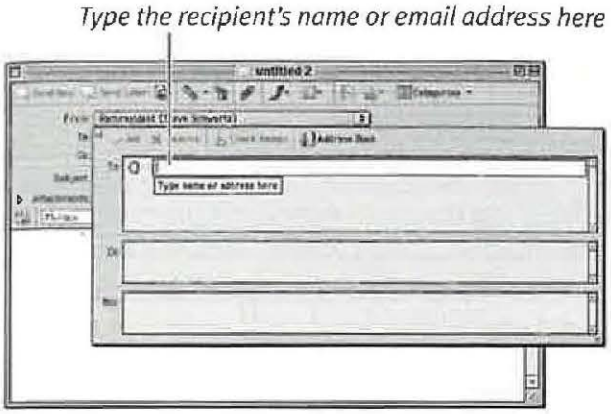


Figure 10.12 Enter recipients' names in this pop-up window.

The Message Header

Every message must contain some basic information in the header (refer to Figure 10.4) that indicates who the recipients are and the message subject. The message header contains five lines: To, From, Cc, Bcc, and Subject.

Addressing the message

The names or addresses of the primary recipients are entered in the To line. Use the Cc line to specify recipients of a "carbon copy" of the message. Names in the Bcc line receive a blind carbon copy of the message—that is, their names will be invisible to the other recipients. Enter a short title or explanation of the message subject matter in the Subject line.

Entourage provides several ways for you to select message recipients, as described in the following sections.

To address a message:

1. If you are creating a new message, forwarding a received message, or redirecting a received message, the address pop-up window appears automatically (**Figure 10.12**), with the To box selected.

   or

   If you are replying to a received message and want to add or modify the list of recipients, click the To, Cc, or Bcc line in the header. A pop-up window appears, as shown in Figure 10.12. (*Note*: If the recipient list is already correct, you don't need to do anything.)

continues on next page

2. Begin typing any part of the recipient's name or the beginning of his/her email address in the To box. As you type, all matching contacts from the Address Book are presented in a pop-up list (refer to Figure 10.3). Click to select the desired name.

3. The insertion point jumps to the next line automatically, enabling you to add the next recipient (if desired).

   You can also add more recipients to this section of the message header by clicking the Add button or by pressing Tab.

4. To add recipients to other sections of the message header (Cc or Bcc), click that section of the pop-up window and add them as you did in the To section.

5. To remove a recipient, select his/her name and then click Remove.

6. To accept the recipient list, click the close box in the top-left corner of the pop-up window.

   The chosen name(s) appear in the message header (**Figure 10.13**).

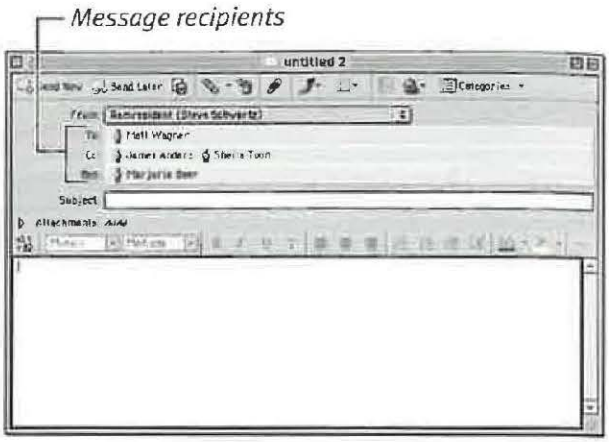


Figure 10.13 When you close the pop-up window, the recipients' names are displayed in the message header. (If a recipient is not listed in the Address Book, his/her email address is listed instead.)

Addressing a message from the Address Book

You can create a new message addressed to any recorded contact by selecting the person's name in the Address Book window or pane and clicking the New Message To toolbar button. A new message window appears, addressed to the chosen contact.

If you have a large enough screen to display both the Address Book and the message window, you can also address messages by using drag-and-drop. Drag the contact's address from the Address Book into the message header.

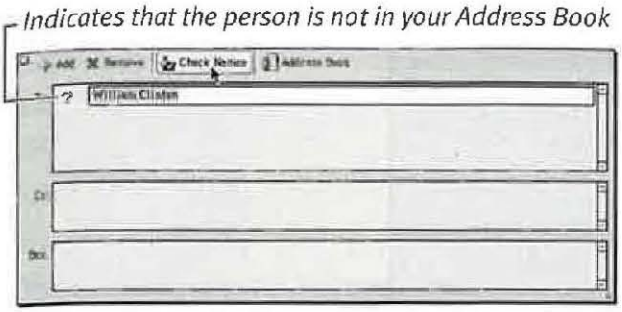


Figure 10.14 Click the Check Names button if you know a person's name but not his or her email address.

Entering a recipient manually

You can also type or paste an email address into the To, Cc, or Bcc line of the message header.

- If the contact isn't in the Address Book, type or paste the email address into the To, Cc, or Bcc line.
- If the recipient isn't in the Address Book and you don't know the email address, type the person or company's name and then click the Check Names button (**Figure 10.14**). The default directory service (BigFoot, Infospace, WhoWhere, or Yahoo! People Search, for example) is consulted for possible matches. Note that you must be online to use this feature.

✔ Tips

- Web pages often contain *mailto* links that—when clicked—instruct your default email program to address a letter to the person or company specified by the link.
- Like Web pages, email messages can contain mailto links. It's not unusual for people to use their email address as a line in their signature, for example. To create a new message addressed to the email address specified in the link, click the link.
- You can drag addresses among the To, Cc, and Bcc lines of the message header.
- If you don't want any of the recipients to know about the other recipients, enter them all in the Bcc section of the message header. There is no requirement that a message have *any* visible recipients.
- Although you aren't required to enter a Subject for every message, it's always a good idea to include one. A Subject line makes it easier for you and the recipients to find the message in the message list later.

Writing the Message

When you're writing messages, Entourage works like a word processing program. Words automatically wrap from one line to the next. You have to press Return only when you want to start a new paragraph.

Similarly, the standard text-editing commands are available. You can choose the following commands from the Edit menu (**Figure 10.15**) or use their keyboard shortcuts:

- *Undo* or ⌘Z. Undoes the most recent edit or command.
- *Cut* or ⌘X. Deletes the selected text and places a copy of it on the Clipboard, making it available for pasting.
- *Clear*. Deletes the selected text without saving it to the Clipboard.
- *Copy* or ⌘C. Copies the selected text to the Clipboard, making it available for pasting.
- *Paste* or ⌘V. Pastes text from the Clipboard at the cursor location.
- *Paste As Quotation* or ⌘'. Pastes text from the Clipboard as quoted (>) text.
- *Select All* or ⌘A. Selects all text in the document.
- *Find* or ⌘F. Searches for text in the message body (**Figure 10.16**) when you click the Current Item radio button in the Find dialog box. Press ⌘G to find additional instances of the search text.



Figure 10.15 The Edit menu contains many commands that help you compose and edit outgoing messages.

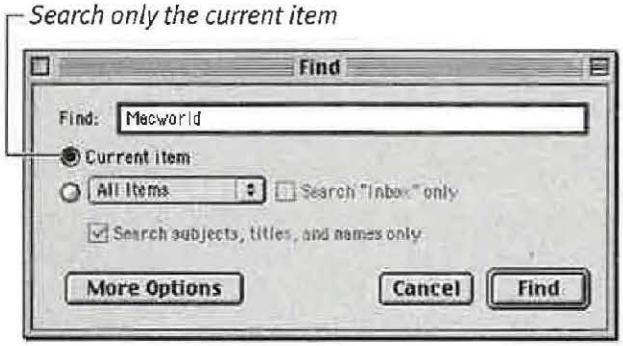


Figure 10.16 You can use the Find command to locate a particular text string in the current message.

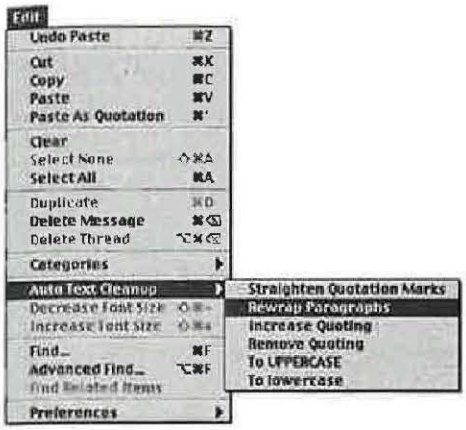


Figure 10.17 The Edit > Auto Text Cleanup submenu.

Table 10.1

Auto Text Cleanup Commands

COMMAND	DESCRIPTION
Straighten Quotation Marks	Replaces curly quotes with straight quotes
Rewrap Paragraphs	Removes hard carriage returns
Increase Quoting	Adds one level of quoting (>) to selected text
Remove Quoting	Eliminates all quoting (>) from selected text
To UPPERCASE	Changes selected text to all capital letters
To lowercase	Changes selected text to all lowercase letters

✔ Tips

- You can select a word by double-clicking anywhere within the word. Triple-click to select an entire line of text.
- Normally, when you reply to or forward a message, the entire text of the original message is quoted automatically. To restrict the quoted text to a portion of the original message, highlight that text before issuing the Reply or Forward command.
- The Edit > Auto Text Cleanup submenu (**Figure 10.17**) contains useful commands for cleaning up plain-text messages, especially if you're pasting text from other documents or forwarding or replying to a message. To clean up only a portion of the message, select the message text before choosing a command. If no text is selected, the entire message is cleaned. See **Table 10.1** for details.

Formatting a Message

You can create plain-text and formatted (HTML) messages in Entourage. Options for the two formats differ significantly.

You specify a default message format in the Compose section of the Mail & News Preferences dialog box (**Figure 10.18**).

Regardless of this setting, you can select a format for each new message. When the Format > HTML command is not checked, the message will be plain text. When HTML *is* checked, the message will be formatted text.

Plain-text formatting

Plain-text messages are formatted with a single font and point size. The messages have no style support (such as boldface and italic) and no paragraph alignment commands. Tabs can be included but are treated as strings of spaces. For compatibility with other mail programs and computer systems, most messages that you send and receive probably will be plain text.

HTML formatting

HTML messages can contain multiple fonts, sizes, styles, and colors. You can set paragraph alignments (left, right, and centered), create bulleted or numbered lists, and choose a background color for the message.

To set formatting for selected text or for the current paragraph, you can choose options from the formatting toolbar (**Figure 10.19**) or the Format menu (**Figure 10.20**).

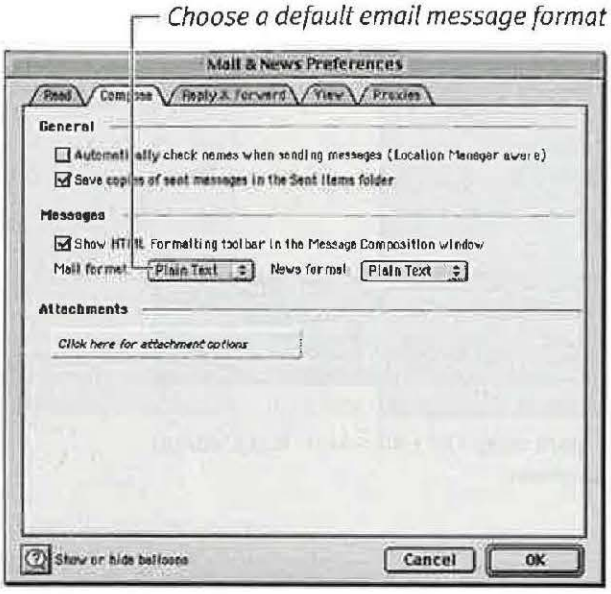


Figure 10.18 The Compose section of the Preferences dialog box.

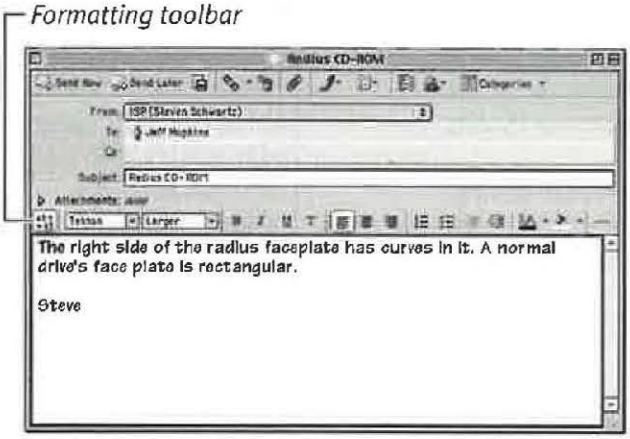


Figure 10.19 When you create an HTML message, Entourage displays a special toolbar with formatting commands.

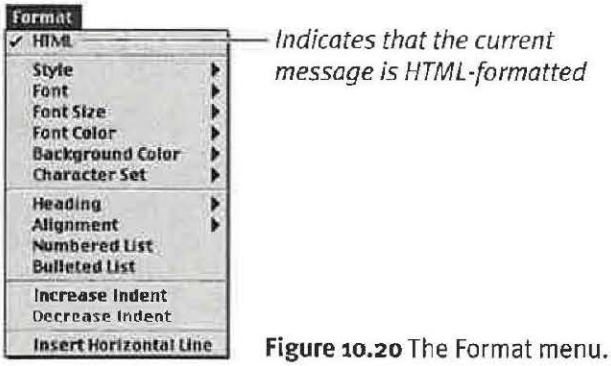


Figure 10.20 The Format menu.

You can insert separator lines (rules) and headings into HTML-formatted messages. To add a rule, choose Format > Insert Horizontal Line or click the Horizontal Line button at the right end of the formatting toolbar. To insert a heading, choose Format > Heading and choose a heading level (1 to 6).

✔ Tip

- HTML formatting is visible only in HTML-capable email programs and browsers. If you don't know which email program the recipient uses, stick to plain-text messages.

Inserting a text file

There are two ways to insert text from other documents into a message. One way is to Copy (⌘C) the text and then Paste (⌘V) it into the message. The second method is to insert the text by selecting it in the other application and then dragging it into the Entourage message window. For the latter method to work, the application in which you've selected text must support *drag-and-drop*.

✔ Tips

- When you are inserting text into a message by pasting or dragging and dropping, formatting (fonts, styles, and so on) is copied only when you are creating an HTML message. To ensure that formatting is retained, choose Format > HTML *before* dragging or pasting the text into the message. (When formatting is enabled, the HTML command is preceded by a checkmark.)
- Entourage extensively supports drag and drop. You can also drag selected text from other messages and other Entourage components (such as notes and tasks) into the message you're composing.

Adding hypertext links

Hypertext links (or *hyperlinks*), such as Web-page URLs and email addresses, can be added to the body of any message. If the recipient has Entourage, Outlook Express, Microsoft Outlook, Eudora, or a similar email program, the embedded links are clickable. When the link is clicked, the user's browser launches and fetches the designated Web page; the email program launches and creates a blank message addressed to the email hypertext link; and so on.

One way to add hypertext links is to type or paste them directly into the body of the message (**Figure 10.21**). Although a link shows no special formatting as you type it, it displays in the recipient's email program as a link (**Figure 10.22**) as long as the syntax is correct (for example, `http://www.cnet.com` or `entouragevqs@hotmail.com`).

Another way to add URLs is to choose them from open pages in Internet Explorer 5; from your stored Favorites; or from the contents of the History list, as explained in the following section.

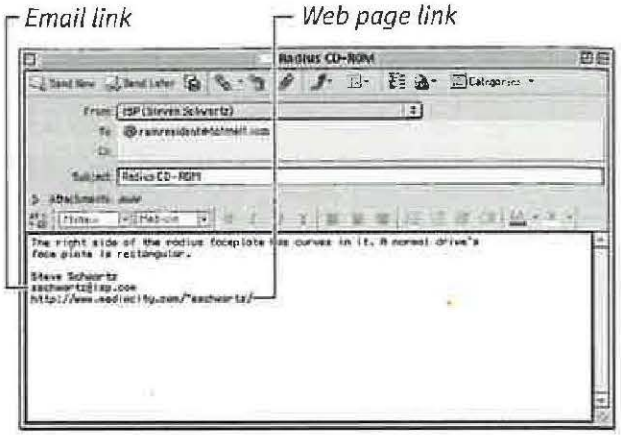


Figure 10.21 Email messages can contain links to Web pages, email links, and links to FTP sites where you can download software, for example.

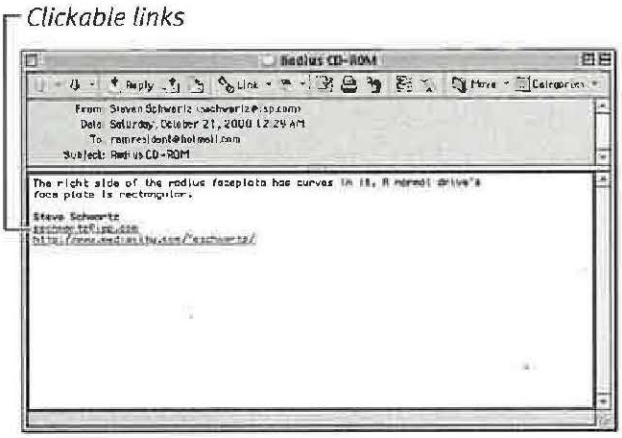


Figure 10.22 Links embedded in email messages are clickable when viewed in current email programs, such as Entourage.

To insert a URL from Internet Explorer:

1. Choose Message > Insert Hyperlink, followed by From IE Window, From IE Favorites, or From IE History.

   (These same options are also available from the Insert Hyperlink toolbar button.)

   A window appears, enabling you to choose a URL (**Figure 10.23**).

2. Select a URL.

3. Click Choose.

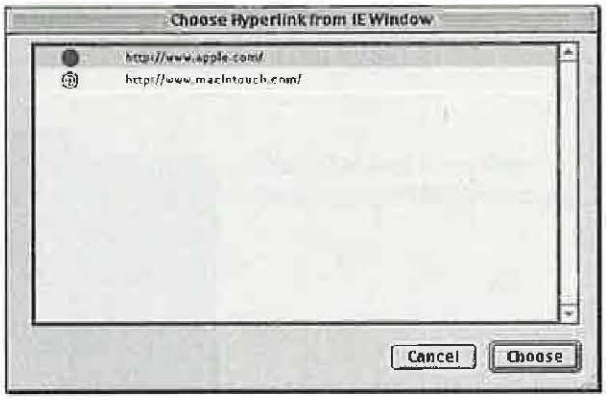


Figure 10.23 Choose a URL to insert into the message. (If you're making choices from the IE5 Favorites or History list, you may have to expand folders to choose the URL.)

✔ Tip

- The From IE Window command is available only when Internet Explorer is running.

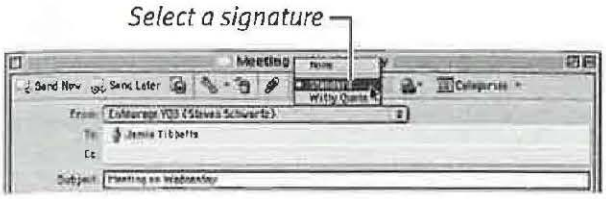


Figure 10.24 To add a signature to an outgoing message manually, click the Signature button.

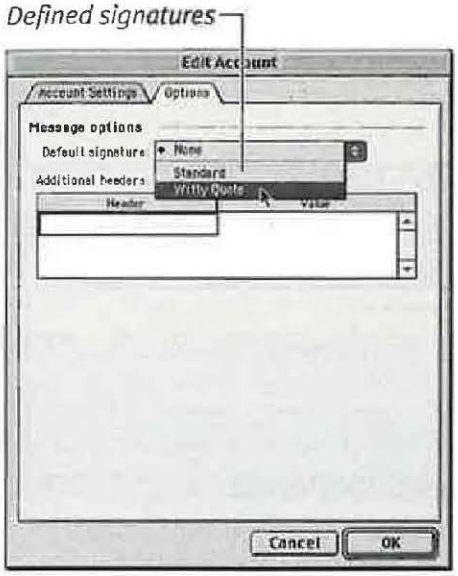


Figure 10.25 Choose a default signature for the current account.

Adding a signature

Optionally, a message can end with a *signature*: one or more lines that provide your name and postal address, a Web-site URL, a phone number, a witty quote, or a brief note.

To add a signature to a message, do one of the following:

- Choose Message > Signature, followed by the signature you want to use.
- Click the Signature button on the toolbar and choose a signature (**Figure 10.24**).

You can add your signature to *every* outgoing message by specifying a default signature. Each email account can have a different default signature.

To specify a default signature for an email account:

1. Choose Tools > Accounts.
   The Accounts window appears, open to the Mail tab.
2. Select an email account and click the Edit button.
   The Edit Account dialog box appears.
3. Click the Options tab.
4. Choose a default signature from the pop-up menu (**Figure 10.25**).
   If you don't want to set a default signature, choose None.
5. Click OK.

You create additional signatures and edit existing ones in the Signature window, as described in the following section.