To create or edit a signature:

1. Choose Tools > Signatures.

   The Signatures window appears (**Figure 10.26**).

2. To edit an existing signature, select it and click the Edit button.

   or

   To create a new signature, click the New button and enter a name for the signature (**Figure 10.27**).

3. Create or edit the signature, as desired.

   Signatures can consist of multiple lines and can be formatted as plain text or formatted text. To create a formatted text signature, click the Use HTML button in the toolbar.

4. To save the signature, choose File > Save, press ⌘S, or close the dialog box and click Save in the dialog box that appears (**Figure 10.28**).

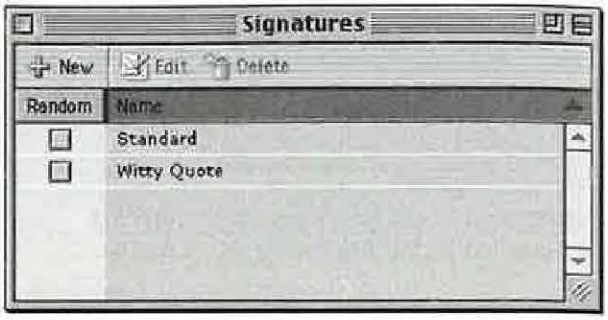


Figure 10.26 The Signatures window lists all defined signatures.

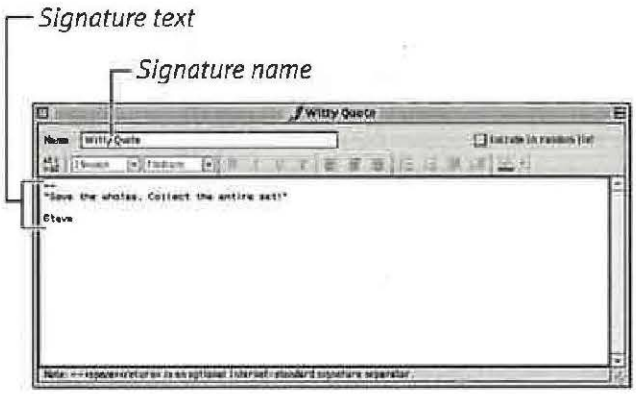


Figure 10.27 Defining a signature.



Figure 10.28 Click Save to save the new or edited signature.

✔ Tip

- If you create a formatted HTML signature and append it to a plain-text message, a plain-text version of the signature is used automatically. If the plain-text signature suffers from formatting problems, consider making two versions of the signature: one designed for HTML and another for plain-text messages.

Random Signatures

In addition to creating unlimited signatures, you can choose a random signature for each new message. In the Signatures dialog box (refer to Figure 10.26), click the checkbox for each signature you'd like to include in the Random list. To append a random signature to every message from a particular email account, choose Random in step 4 of "To specify a default signature for an email account" earlier in this chapter. To append a random signature manually to the current message only, choose Random from the Signatures pop-up menu in the message toolbar.

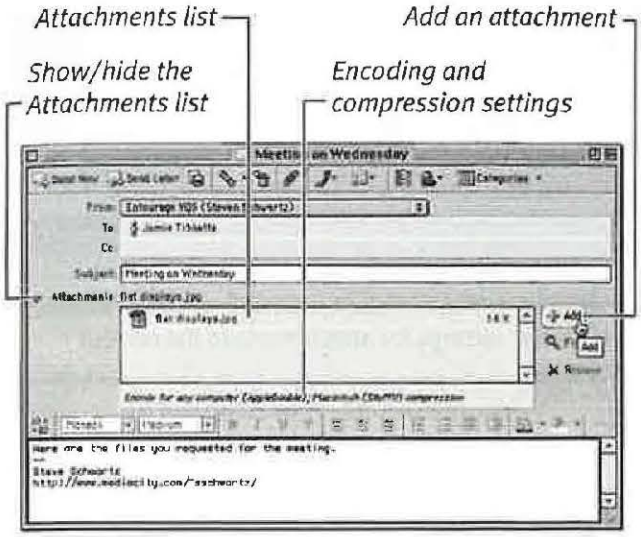


Figure 10.29 Click the Add button to add attachments to the current message.

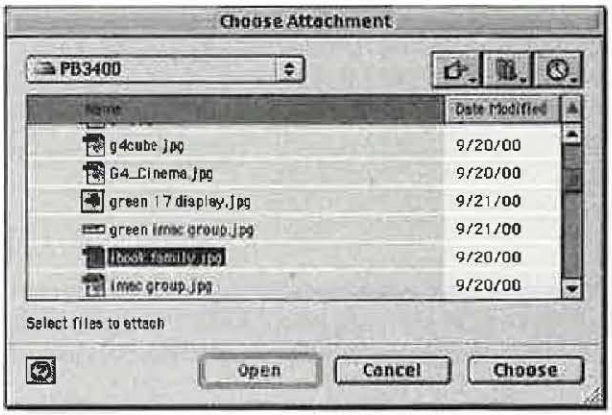


Figure 10.30 Choose attachments from the Choose Attachment dialog box.

Adding Attachments

One popular use of email is to transmit formatted documents, graphic images, and programs along with your message. Such files are called *attachments*.

To add an attachment:

1. Choose Message > Add Attachments, click the Add Attachments button on the message toolbar, press ⌘E, or expand the Attachments area of the message window and click the Add button (**Figure 10.29**).

   The Choose Attachment dialog box appears (**Figure 10.30**).

2. Select a file and click Choose.

   (You can select multiple attachments by Shift-clicking them.)

   The filename is added to the Attachments list.

You can select additional attachments by repeating these steps.

To remove an attachment, select it in the Attachments list; then press Delete or click the Remove button. To remove all attachments simultaneously, choose Message > Remove All Attachments.

Note: If you have an early version of the Mac system software (before Mac OS 8.5), the Choose Attachment dialog box is replaced by an ordinary File dialog box. The buttons may have different labels, too.

✔ Tips

- You can also add attachments by dragging their file icons into the Attachments box.
- Attachments are encoded and compressed by the methods specified in the Compose section of the Mail & News Preferences dialog box. To open the attachments, the recipient must have an email program or utility that can interpret the encoding and compression, such as StuffIt Deluxe or StuffIt Expander. For information on setting attachment-handling preferences, see Chapter 12.
- Unless you have StuffIt Deluxe, Entourage will not be able to compress any outgoing attachments; the option will be grayed out. However, if you have the proper utilities, you can compress files manually and add the compressed files as attachments. One such compression utility is DropStuff (`http://www.aladdinsys.com/dropstuff/`).
- To change attachment options for this message only, click the long gray button below the Attachments list (refer to Figure 10.29). Make the changes in the small window that appears (**Figure 10.31**), and click the close box.
- When sending messages to Windows users, set Compression to None—unless you know that they have StuffIt Extractor for Windows, a free utility available from `http://www.aladdinsys.com`. Choose AppleDouble or Windows (MIME/Base64) as the encoding method. Enable the option to Append Windows extensions to filenames.

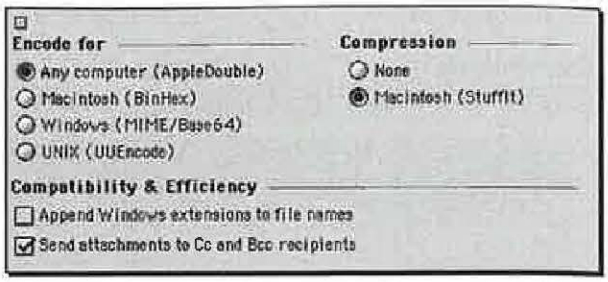


Figure 10.31 You can change encoding, compression, and other settings for attachments to the current message.

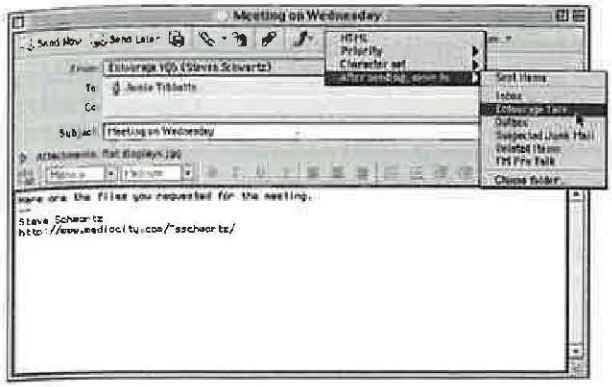


Figure 10.32 You can elect to store a copy of the current outgoing message in any folder.

Message will be stored in the chosen folder



Figure 10.33 This line appears when the outgoing message is stored in any folder other than Sent Items.

Other Message Options

You may sometimes want to use other message options, as described in the following sections.

Sending to a group

Messages and attachments can be sent to a *group*. Rather than pick individual recipient names from the Address Book, you can select the name of their group. See Chapter 3 for help with creating groups.

Sending a web page

You can email a link to a Web page from within Microsoft Internet Explorer 5 (IE5). IE5 uses your default email program (Entourage) to mail the link to others.

To email a link to a Web page:

1. Visit the page in Internet Explorer 5.
2. In IE5, click the Mail button and choose Send a Link (refer to Figure 10.7).

   An email message window appears, containing a hypertext link to the page.
3. Address the message, enter any additional text you want, and click Send Now.

Storing a sent message

By default, a copy of every message that you send is stored in the Sent Items folder, but you can store any sent message in a *different* folder. You may want to store all homework or business project messages in special folders that you've created for those purposes, for example. Before sending any message, click the Options toolbar button in the message window; choose After Sending, Move To; and choose the appropriate folder (Figure 10.32). You can also issue this command by choosing Message > After Sending, Move To. If the folder isn't listed, choose Choose Folder. A line is added to the message header that indicates where the message will be stored after sending (**Figure 10.33**).

Setting a message priority

You can set a priority for an outgoing message to indicate its level of importance. Setting a priority, however, has no impact on the manner in which it is delivered, and many email programs do not recognize or use priorities.

To set a priority for a message:

1. Create the message.
2. Choose Message > Priority, followed by a priority level, or click the Options button in the message toolbar and choose a priority level from the pop-up menu that appears (**Figure 10.34**).

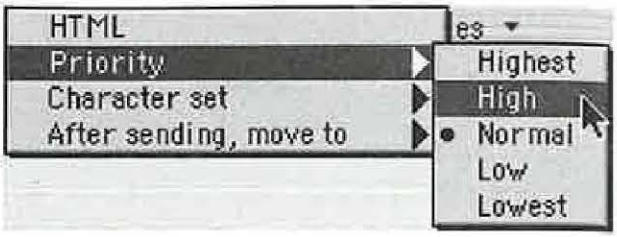


Figure 10.34 You can specify a priority for an outgoing message by clicking the Options button in the toolbar.

✔ Tips

- By default, all outgoing messages are sent Normal priority. Unless you want to set a different priority, you do not need to use the Priority command.
- If the recipient's email program recognizes priorities, a prioritized message will be marked as you designated. Entourage denotes a highest-priority message with a red exclamation point, a high-priority message with an orange exclamation point, a low-priority message with a light blue down arrow, and a lowest-priority message with a dark blue down arrow.

Provide Balloon Help for the preference items

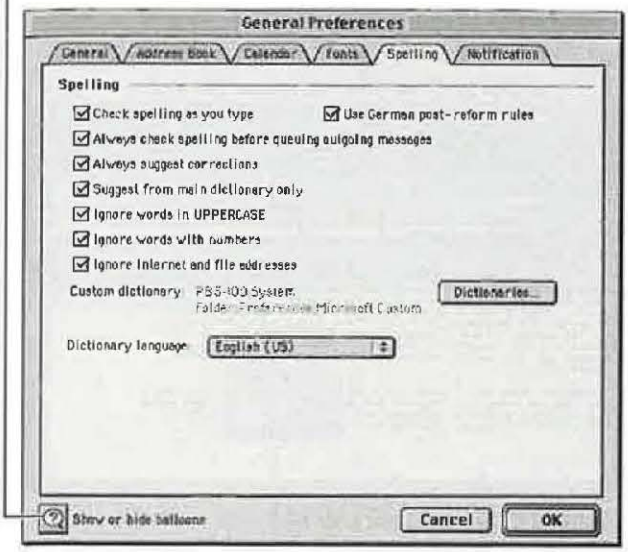


Figure 10.35 Set Entourage's spelling preferences in this dialog box.

Change the Spelling preferences

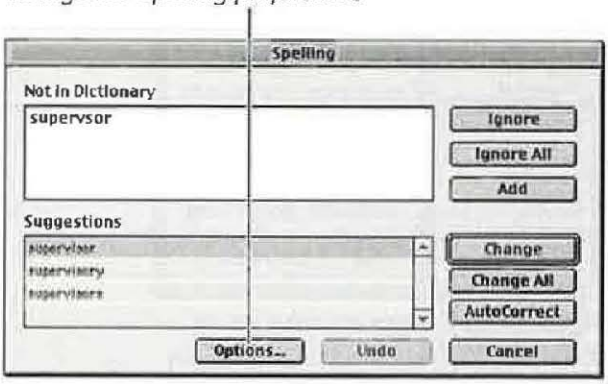


Figure 10.36 You can pick the correct spelling of words in the Spelling dialog box.

Checking spelling

Before sending a message, it's usually a good idea to check your spelling. Because Entourage uses the same spelling checker as Word, you're probably already familiar with it.

Start by setting your Spelling preferences in the General Preferences dialog box. (Choose Edit > Preferences > General or press ⌘;.) Then click the Spelling tab (**Figure 10.35**). Enable the Check Spelling As You Type checkbox if you want Entourage to flag suspect words by placing a wavy line below them. Enable the Always Check Spelling Before Queuing Outgoing Messages checkbox if you want Entourage to conduct a formal spell check automatically whenever you click the Send Now or Send Later button for an outgoing message. If you disable this option, you can still initiate a spell check by choosing Tools > Spelling or pressing Option⌘L.

When you perform a spell check (whether automatically or manually), the Spelling dialog box appears with the first suspect word flagged (**Figure 10.36**). Respond to each word by clicking one of the buttons, as follows:

- *Ignore.* Ignores this instance of the word.
- *Ignore All.* Ignores this and all other instances of the word wherever they are found in this message.
- *Add.* Accepts the word as correct and adds it to your custom dictionary (so that it will be known in future spell checking sessions).
- *Change.* Replaces the suspect word with the choice you've selected.

continues on next page

- *Change All.* Replaces the suspect word—and any other instances of it found in this message—with the choice you've selected.
- *AutoCorrect.* Adds the misspelling to Office's AutoCorrect list. In later sessions, Office applications will correct this misspelling automatically by substituting the word you've selected in the Suggestions list.

✔ Tips

- When a manual spell check is requested and no text is selected, the check starts at the beginning of the message and covers the entire message. If you've preselected some text, only the selected text is examined.
- You can check any suspect word by Control-clicking it. From the pop-up menu that appears (**Figure 10.37**), choose the correct spelling of the word. If you've enabled the Check Spelling As You Type option, all suspect words are flagged with wavy underlines, enabling you to make short work of catching and correcting the errors.
- You can use Office's built-in dictionary from within Entourage. If you aren't sure whether you're using a word correctly, Control-click it and choose Define (or select it and choose Tools > Dictionary) (**Figure 10.38**).

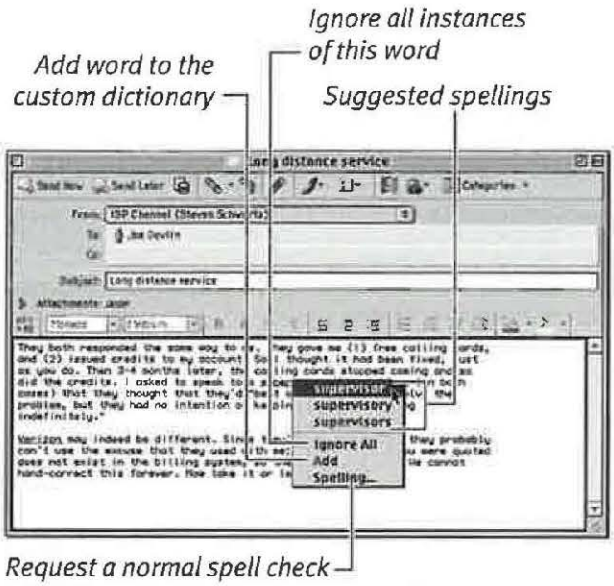


Figure 10.37 To correct a suspect word quickly, you can Control-click it and choose the correct spelling.

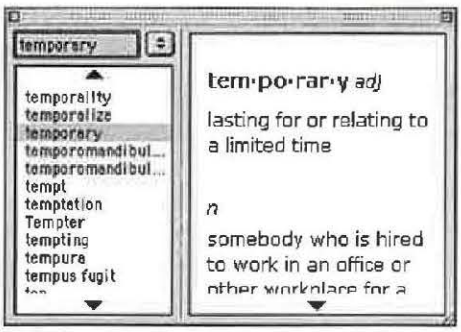


Figure 10.38 You can use the built-in dictionary to check the definition of any word in the current message.

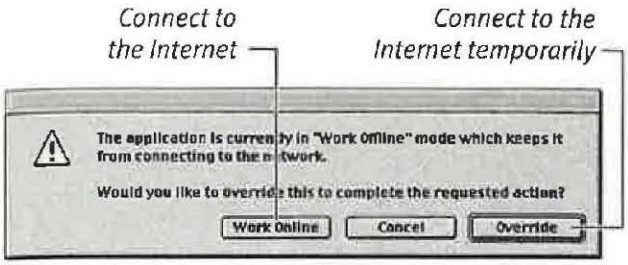


Figure 10.39 If you are offline when you attempt to send a message, you can instruct Entourage to open a connection to the Internet.

Sending Messages

To send an individual message, click the Send Now toolbar button in the message window, choose Message > Send Message Now, or press ⌘K. If you are working online, the message is immediately transmitted to your mail server. (Note, however, that if you've enabled the Always Check Spelling Before Queuing Outgoing Messages, and there are one or more suspect words, a spell check precedes the message transmission. See the "Checking Spelling" section earlier in this chapter for details.)

If you are working offline, a dialog box appears (**Figure 10.39**):

- Choose Work Online to connect to the Internet and remain connected after the message is sent.
- Choose Override to connect and then disconnect after the message has been sent.
- Choose Cancel to store the message in the Outbox. It will be sent the next time that mail is exchanged with the server.

To send and receive *all* waiting messages, click the Send & Receive button (in the main mail window), choose Tools > Send & Receive > Send & Receive All, or press ⌘M.

If you've defined multiple email accounts, you can send and receive from any single account by choosing the account name from the Tools > Send & Receive submenu or from the Send & Receive button's menu.

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✔ Tips

- To force an outgoing message to be stored in the Outbox temporarily (rather than being sent immediately), click the Send Later button in the toolbar, choose Message > Send Message Later, or press Option ⌘ K. The message will be transmitted the next time mail is exchanged with the mail server.
- If you change your mind about sending a message, click its close box and then click Don't Save in the dialog box that appears.
- If you're interrupted while creating a message, you can store it in the Drafts folder by choosing File > Save, clicking the Save as Draft button, or pressing ⌘ S. Then close the message window. When you are ready to finish the message, open the Drafts folder and then open the message. You can also use this technique to store completed messages that you don't want to send immediately.
- When you are sending a message to a newsgroup, the buttons and menu commands use the word Post rather than Send—that is, Post Now and Post Later. These commands work exactly the same way as the Send commands and also have the same keyboard shortcuts.
- After you've sent a message, you can read your copy of it whenever you like by selecting its header in the Sent Items folder. (This assumes that you've accepted the default preference setting that instructs Entourage to save a copy of every outgoing message in the Sent Items folder, as shown previously in Figure 10.18.)

Resending Messages

Entourage allows you to resend a previously sent message, as long as you were the message author and the message was sent from a POP account. (In most email programs, you either have to copy and paste the message text into a new message or forward the message.) Resending is extremely useful when you're not sure whether the recipient received the original or if you want to send it to a different email address, for example.

To resend a message, highlight its header in the message list and choose Message > Resend. The message opens in its own window, where you can edit the text and change the recipient list as needed. Click the Send Now or Send Later button to resend the message.

11

RECEIVING EMAIL

There's more to receiving incoming email than simply opening and reading it. In this chapter, you'll also learn how to:

- Check for new email
- Manually mark messages as read or unread
- Open and save attachments
- Search for messages and text within messages
- Use the Junk Mail Filter and the Mailing List Manager
- Create message rules to classify and handle certain types of incoming messages
- Print and save messages
- Use folders to organize your email
- Create send and receive schedules

Checking for New Email

You can check for new email manually or automatically, as described in the following sections.

To check for new email manually:

- Click the Send & Receive button to send and receive for all email accounts that you've associated with the Send & Receive All schedule.
- Click and hold the down arrow beside the Send & Receive button. From the drop-down menu, choose Send & Receive All or the name of a specific email account (**Figure 11.1**). If you choose an account, the send/receive operation is limited to that account.
- Choose Tools > Send & Receive > Send & Receive All or the name of a specific email account.
- Press ⌘M to perform a send/receive for all email accounts that you've associated with the Send & Receive All schedule.

Note that whenever you check for email by choosing Send & Receive All, messages in the Outbox are also sent.



Figure 11.1 When you click the down arrow beside the Send & Receive button, you can select a specific email account.

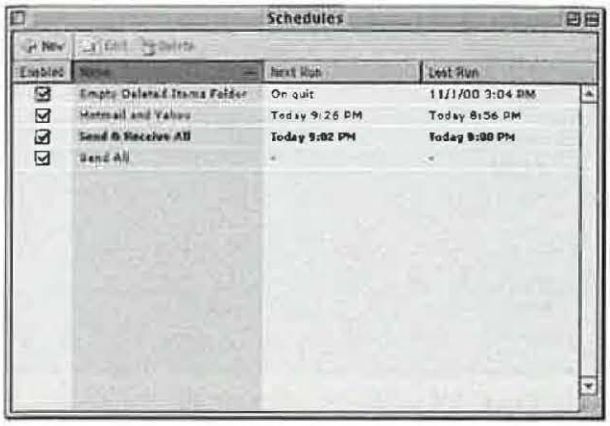


Figure 11.2 The Schedules dialog box lists all the schedules you've defined. If a schedule is repeating, timed, or recurring, the times of the most recent and next scheduled runs are also shown.

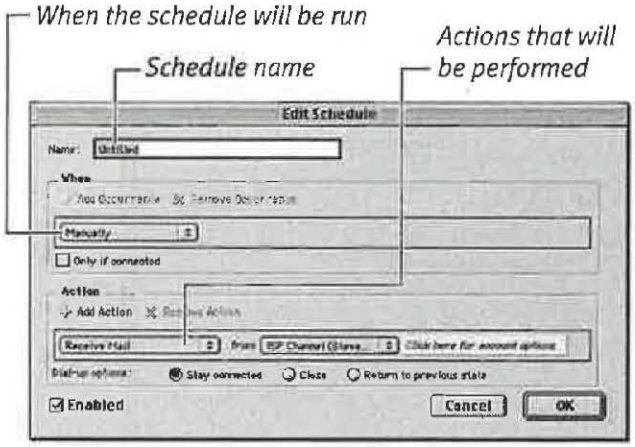


Figure 11.3 The Edit Schedule dialog box.

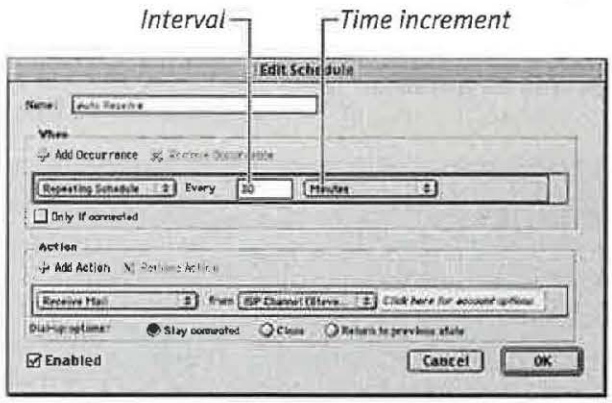


Figure 11.4 When creating a repeating schedule, you must choose a time interval and an increment (Minutes, Hours, or Days).

To check for email automatically on a repeating schedule (every 15 minutes, for example), you must define one or more *schedules*, as described in the following steps.

To check for email automatically:

1. Choose Tools > Schedules.
   The Schedules dialog box appears (**Figure 11.2**).
2. Click the New button.
   The Edit Schedule dialog box appears (**Figure 11.3**).
3. Enter a name for this schedule.
4. Choose Repeating Schedule from the pop-up menu in the When section, and specify a time interval and increment unit (**Figure 11.4**).
5. If you want this schedule to run only when you're connected to the Internet, click the Only If Connected checkbox.
6. Choose Receive Mail from the pop-up menu in the Action section, and choose an email account from the other pop-up menu.
7. If you have additional email accounts that you'd like to check on the same schedule, click Add Action, and set this action to Receive Mail, as you did for the email account specified in step 6.

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8. In the Dial-Up Options section, choose Stay Connected.
9. Be sure that Enabled is checked, and then click OK.

   The Schedules dialog box reappears and includes the new schedule you just created. **Figure 11.5** shows the completed schedule.

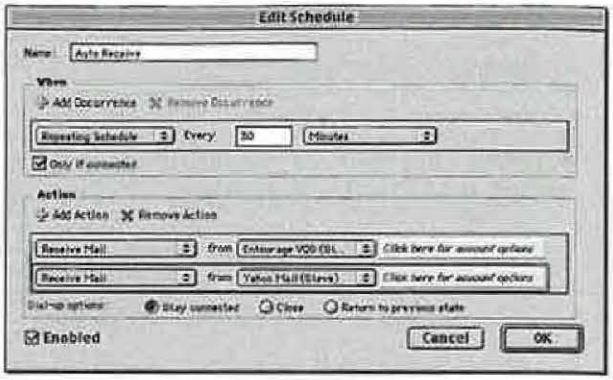


Figure 11.5 This schedule automatically checks two different accounts for email every 30 minutes and runs only when the user is working in online mode.

Whenever Entourage is running, it now checks for and receives messages for all specified email accounts at the designated interval. (Note that you can still do manual send/receives.)

For additional information on creating email schedules, see "Creating Schedules" later in this chapter.

✔ Tip

- To prevent email for an account from being retrieved when you choose Send & Receive All, choose Tools > Accounts, select the email account, click Edit, and remove the checkmark from the checkbox labeled Include this account in my "Send & Receive All" schedule (**Figure 11.6**).

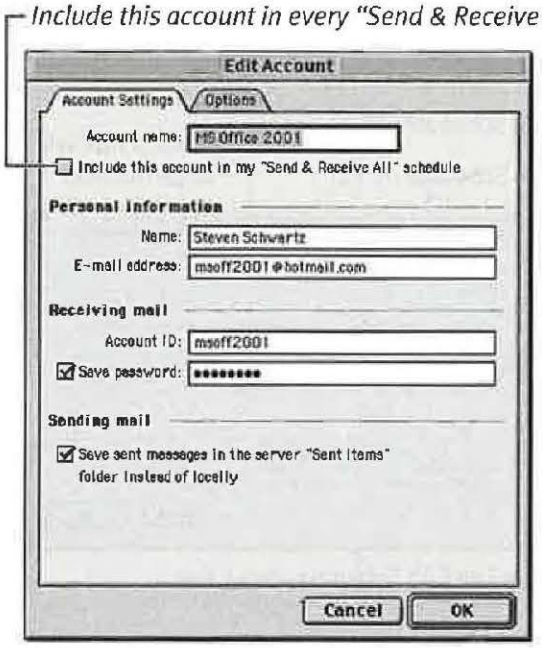


Figure 11.6 This setting in the Edit Account dialog box determines whether the account is included in or excluded from a Send & Receive All operation.

What About Identities?

As explained in Chapter 2, you can create multiple identities so you can share Entourage with other users while keeping your email separate from theirs. You can create additional identities for other family members or to distinguish business and home email activities, for example.

As long as each user remembers to switch to his or her identity at the start of every Entourage session (by choosing the File > Switch Identity command) and has a separate email account, only that user's new email will be retrieved by the Send & Receive All command.

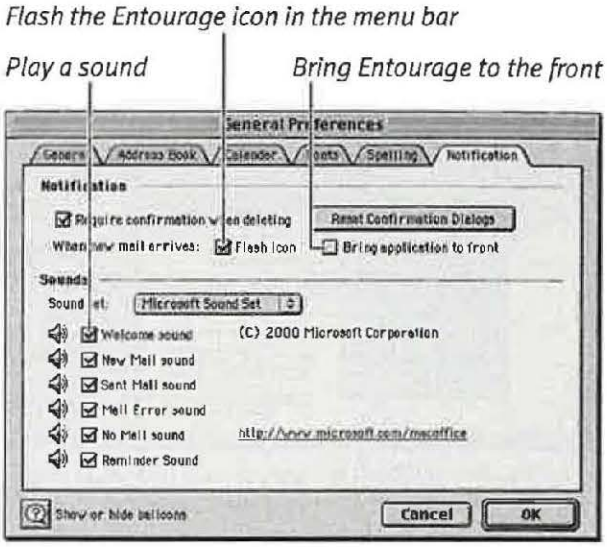


Figure 11.7 When new email is received, you can be notified via any (or all) of these methods. If you don't want to be notified, remove the checkmarks from all three notification checkboxes.

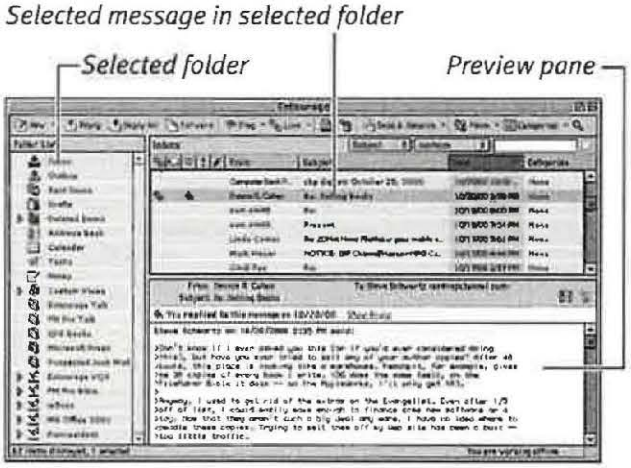


Figure 11.8 The simplest way to read messages is to select a folder, click a message of interest, and then read it in the preview pane.

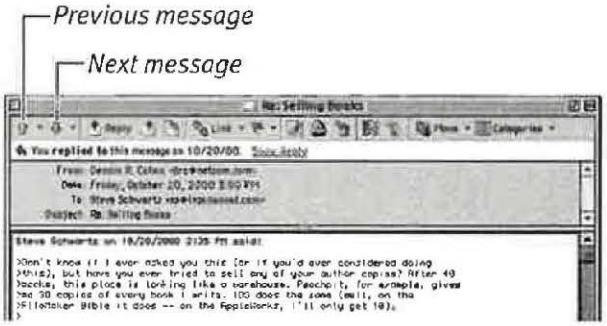


Figure 11.9 Some people find it easier to read messages in their own windows.

Reading Messages

When email arrives, it is announced in the manner you've specified in the Notification section of the General Preferences dialog box (**Figure 11.7**). You can read email in the preview pane or in individual message windows.

To read a message:

1. In the Folder list, click to select the folder in which the message is stored, such as the Inbox folder.
2. Select a message header.

   The message text appears in the preview pane at the bottom of the window (**Figure 11.8**).
3. Read the message in the preview pane, scrolling as required.

   or

   To read a message in its own window (**Figure 11.9**), double-click its header in the message list. As an alternative, select the message header and then choose File > Open Message or press ⌘O.

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✔ Tips

- If the preview pane isn't visible, choose View > Preview Pane or press ⌘\. You can change the size of the preview pane by dragging the dividing line that separates it from the message list.
- If you prefer to read each message in its own window, you can close the preview pane by using the command in the preceding tip. Follow the instructions in "To read a message" to open a message in its own window. You can read the next or previous message by clicking buttons at the top of the message window.
- In addition to using the preview pane's scroll bar to move through the text of a message, you can press Spacebar.
- As long as a message is stored in one of the email folders, you can read it—regardless of whether the message is new or old. This includes email in the Deleted Items folder.
- If you've created message rules to handle incoming email automatically (see "Creating Message Rules" later in this chapter), some messages may be routed to folders other than the Inbox. If so, you should periodically check for unread messages in other folders. Entourage indicates new messages by displaying the folder name in boldface, followed by the number of unread messages, such as `Friends (2)`.

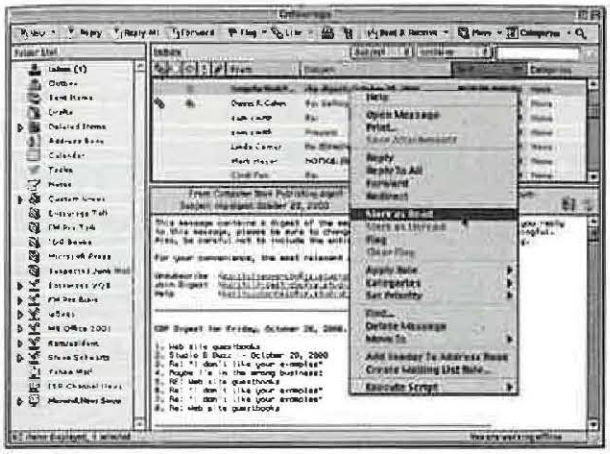


Figure 11.10 You can change the read/unread status of one or more messages by selecting their headers and then Control-clicking to reveal this pop-up menu.

Read/unread message display options

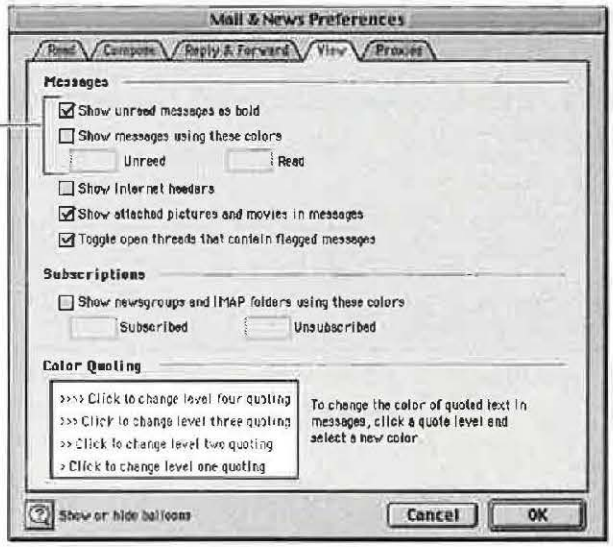


Figure 11.11 To specify the manner in which read and unread message headers are displayed, open the View section of the Mail & News Preferences dialog box.

Marking Messages as Read or Unread

When a message arrives, its header in the message list is shown in boldface—indicating that it has not been read. After selecting the header, the boldface is removed—indicating that the message has been read.

To change the read/unread status of a message manually:

1. Select one or more messages from the message list.

   To choose additional messages, ⌘-click them. You can also Shift-click to select contiguous message headers.

2. Choose Message > Mark as Read, Control-click the message and choose Mark As Read (**Figure 11.10**), or press ⌘T.

   or

   Choose Message > Mark As Unread, Control-click the message and choose Mark As Unread, or press Shift⌘T.

✔ Tips

- The manner in which the headers of read and unread messages are displayed is determined by Preferences settings (**Figure 11.11**).
- Marking messages as read or unread is a convenience option; it does not affect the handling of the messages. Read messages aren't moved to the Deleted Items folder automatically, for example.
- One reason to mark an unread message as having been read is so you can ignore it, as you might do with junk email.
- Sometimes, it's useful to mark an entire folder as having been read. Select any message header in the folder, press ⌘A (for Select All), and then choose Message > Mark As Read.

Working with Attachments

Messages can contain additional files called *attachments*. An attachment can be any type of file, such as a graphic image, word processing document, spreadsheet, or even a program. When you receive a message with one or more attachments, you can open the attachments, view them in Entourage (if they are JPEG or GIF images), and optionally save them to disk.

To open an attachment:

1. In the message list, select the message that contains the attachment (normally indicated by a paper-clip icon to the left of the message header).
2. In the preview pane, click the triangle icon to the left of Attachments.

   A list of all attached files appears (**Figure 11.12**).
3. Select the filename of the attachment, and click Open.

   If you have a program that is associated with the chosen attachment, the file opens in that program (Word, Excel, or Photoshop, for example). Repeat this step for additional attachments, as desired.

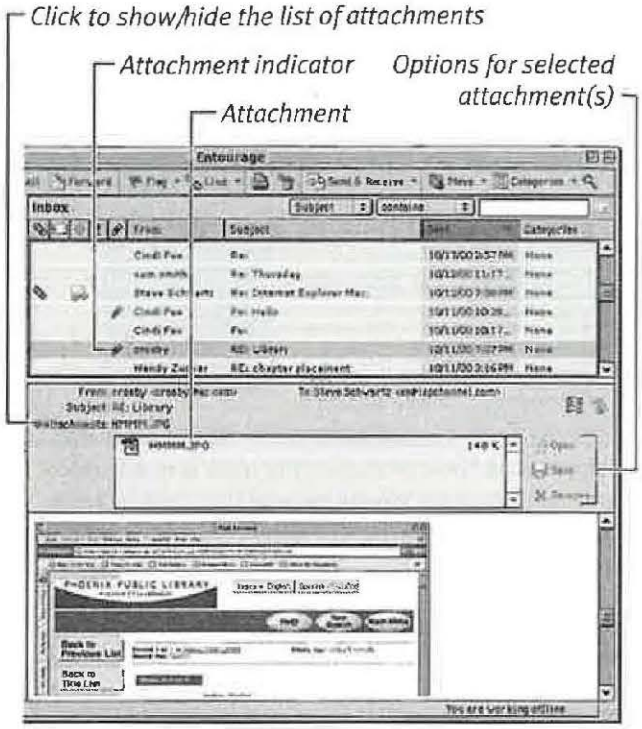


Figure 11.12 To open, save, or remove files that are attached to the current message, click the Attachments triangle.



Figure 11.13 Some types of files (such as programs and Microsoft Office documents) may contain viruses. Click Cancel if you aren't sure whether the attachment is virus-free. Otherwise, click Save to store the file on your hard disk in the chosen location.

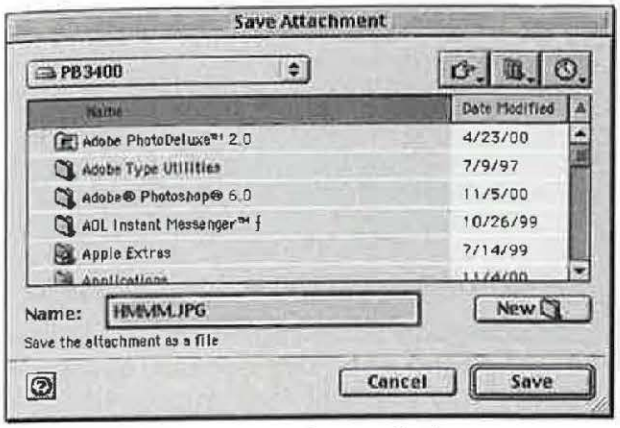


Figure 11.14 You save attachments in the same way that you save any other type of file.

To save an attachment:

1. In the message list, select the message with the attachment.
2. In the preview pane, click the triangle icon to the left of Attachments.

   A list of all attached files appears.
3. Select the attachments you want to save (messages can contain multiple attachments), and click the Save button.

   A warning dialog box appears (**Figure 11.13**).
4. If you're certain that the attachment doesn't contain a computer virus, click Save.

   The Save Attachment dialog box appears (**Figure 11.14**). Note that the name and appearance of the dialog box will be different if you have a version of the Mac OS before 8.5.
5. Select a location on disk in which to save the file, and click Save.

   If you selected multiple attachments in step 3, you will be given an opportunity to save each attachment one by one.

JPEG and GIF graphic attachments are displayed automatically at the bottom of the message (refer to the bottom of Figure 11.12). You can view these attachments in the preview pane or in a separate message window (by opening the message).

continues on next page

✔ Tips

- If no program on your hard disk is associated with the attachment's file type, you will not be able to open the attachment by selecting it and clicking Open. Obtain the necessary program and use it to open the attachment.
- If an attachment is a Windows file, your Mac may not know which program to run when you attempt to open it. Save the attachment to disk and then open it from within the correct Mac program.
- Opening an attachment does *not* save it. Although you can always open the attachment again by following the procedures in this section, you'll probably find it simpler to save it to disk.
- Another way to save attachments is to choose Message > Save All Attachments. Select a folder in which the attachments are to be saved, and click Choose. All attachments are automatically saved—under their original filenames—in the selected folder.
- Another way to save an attachment is to drag its file icon onto your desktop or into a folder of your choice.
- You can also *delete* attachments, whether you've elected to open or save them. If you suspect that an attachment contains a computer virus, for example, this is a prudent practice. Select the file's name in the attachments list, and click Remove.

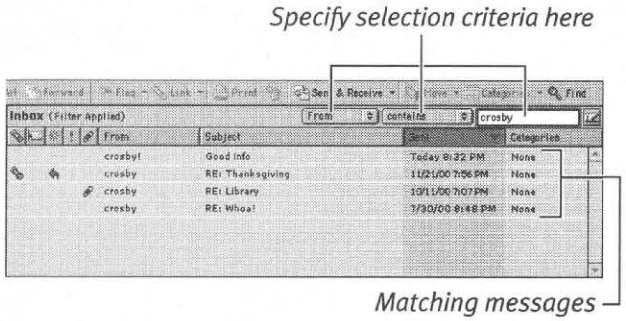


Figure 11.15 To locate messages quickly based on Subject, From, To, or Category information, you can enter selection criteria above the message list.

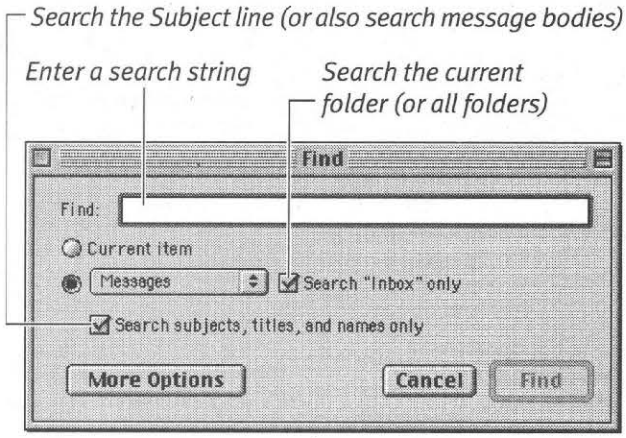


Figure 11.16 One use of the Find command is to search for messages that contain a given text string in their Subject line. You can search in the current folder or in all folders.

Finding Messages and Text within Messages

If you're looking for a particular message in a folder that contains many messages, or if you don't even know which folder the message is in, you can filter the message list, issue a Find command, or perform an Advanced Find operation.

To filter the message list:

1. Select a folder in the Folder list.
2. Click the leftmost pop-up menu above the message list, and choose Subject, From, To, or Category.
3. If you chose Category in step 2, choose a specific category or All from the second pop-up menu.

   The message list is filtered to show only the messages that have been assigned the chosen category.

   or

   If you chose Subject, From, or To in step 2, choose Contains or Starts With from the middle pop-up menu. Type a search string in the text box. Matching headers are displayed in the message list (**Figure 11.15**). To see all message headers again, delete the search string by clicking the eraser button.

To search for messages with the Find command:

1. Choose Edit > Find or press ⌘F.

   The Find dialog box appears (**Figure 11.16**).
2. Enter the search text in the Find box.
3. Be sure that the second radio button is selected and that Messages is chosen from the pop-up menu.

continues on next page

4. By default, Entourage proposes to search only the currently selected folder, but you can specify the following:

   - ▲ To limit the search to the current folder, be sure that Search *Folder Name* Only is checked.
   - ▲ To search all Entourage folders simultaneously, remove the checkmark mentioned above.
   - ▲ To limit your search to a different folder, click Cancel, select the desired folder in the Folder list, and return to step 1.

5. When checked, the Search Subjects, Titles, and Names Only option restricts the search to words in the message Subject. If you also want to search the body of each message, remove the checkmark.

6. Click the Find button.

   The headers of all matching messages are displayed in a Search Results window (**Figure 11.17**).

To search for messages with Advanced Find:

1. Choose Edit > Advanced Find or press Option ⌘ F.

   A modified version of the Find dialog box appears (**Figure 11.18**).

2. In the Item Types section of the dialog box, click the Messages checkbox.

3. In the Location section of the dialog box, click the All Folders radio button or choose a specific folder in which to search from the pop-up menu.

   By default, the current folder is proposed. To select a folder that isn't listed, choose Choose Folder from the pop-up menu.

4. Create the first criterion by choosing options from the pop-up menus and typing a search string in the text box.

Found messages

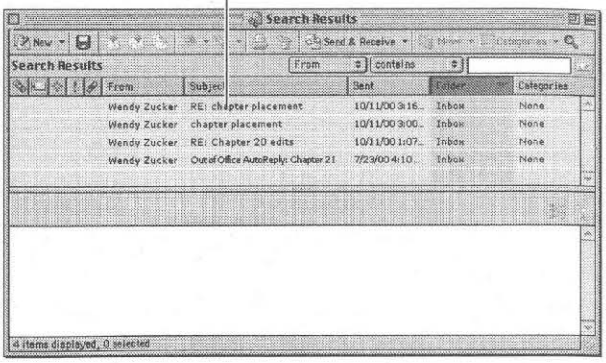


Figure 11.17 Search results are displayed in a new window. To examine any of the matches, click its header and read the message in the preview pane.

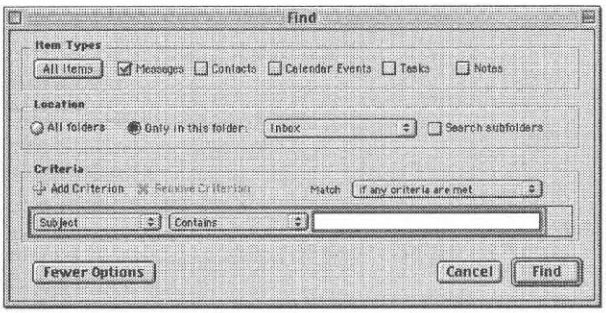


Figure 11.18 To perform a more complex search (such as one that uses multiple criteria), choose the Advanced Find command. You can find only unread messages, messages that contain attachments, or messages that have been identified as junk email, for example.

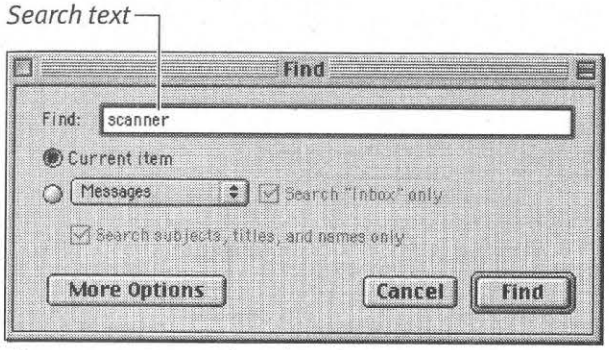


Figure 11.19 To search within the body of the current message for a particular text string, click the Current item radio button in the Find dialog box. All other options are disabled.

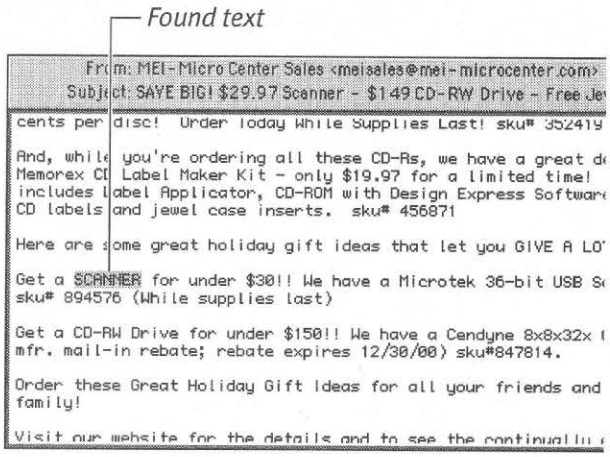


Figure 11.20 The first instance of the found text—if there is one—is highlighted for you.

5. *Optional:* To add a criterion, click Add Criterion and specify options as you did in step 4; repeat this step for each additional criterion.
6. Choose one of the following options from the Match pop-up menu:
   - ▲ *If Any Criteria Are Met:* A message is considered to be a match if at least one criterion is satisfied.
   - ▲ *If All Criteria Are Met:* A message is considered to be a match only if all criteria are satisfied.
   - ▲ *Unless Any Criteria Are Met:* A message is considered to be a match only if no criteria are satisfied.
   - ▲ *Unless All Criteria Are Met:* A message is considered to be a match as long as all criteria are not satisfied.
7. Click the Find button.

   As was the case with Find, the headers of all matching messages are displayed in a Search Results window (refer to Figure 11.17).

To search the current message for a text string:

1. Select the message header in the message list or open the message in its own window.
2. Choose Edit > Find or press ⌘F.

   The Find dialog box appears.
3. Enter the search text in the Find box.
4. Click the Current Item radio button (**Figure 11.19**).
5. Click the Find button.

   The first instance of the text string (if there is one) is highlighted (**Figure 11.20**). To search for additional instances, press ⌘G.

continues on next page

✔ Tips

- You can switch between the Find and Advanced Find commands by clicking the More Options and Fewer Options buttons in the Find dialog box (refer to Figures 11.16 and 11.18).
- You can use the Advanced Find command to find email that you want to delete. You could search for all messages from a particular person, for example, or ones that have been classified as junk mail. Then select all those messages in the Search Results window and delete them.
- You can use the same technique to organize your messages. You could create a new folder for company-related email, search for messages that contain your company's domain name in the email address (such as *microsoft.com*), and then move all the found messages into the new folder.
- If you think that you'll need to frequently repeat a particular search, the Search Results can form the basis for a custom view. See "Custom Views" in Chapter 1 for more information.

Sorting the Message List

Another way to make it easier to find a particular message or several related messages is to sort the message list. To sort the message list by the contents of any column (such as From or Subject), click the column heading. 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 is shown with a dark, indented heading. (The default sort column is Sent.) The direction of the sort is indicated by an up- or down-pointing triangle in the sort-column heading.



Figure 11.21 When deleting messages in the Deleted Items folder, you must confirm the deletions.

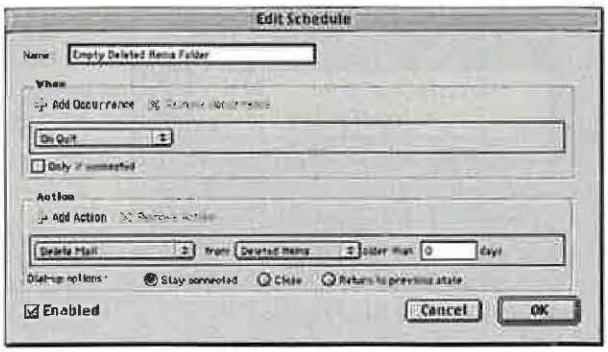


Figure 11.22 This schedule deletes all messages in the Deleted Items folder automatically each time you quit Entourage.

Managing Mail

Entourage offers many features to help you organize and manage your messages.

Deleting messages

Perhaps the simplest way to manage received email is to delete messages you don't want to save. Select one or more messages in the message list and do one of the following:

- Click the Delete toolbar button (Trash Can).
- Choose Edit > Delete Message.
- Press ⌘Delete or Delete.

The selected messages are moved to the Deleted Items folder, where they remain until they are permanently deleted (manually or by a schedule). To delete these messages, open the Deleted Items folder and select the messages to delete. Then click the Delete button, choose Edit > Delete Message, or press ⌘Delete or Delete. Click Delete in response to the dialog box that appears (**Figure 11.21**).

✔ Tips

- Until a message has been deleted from the Deleted Items folder, it can be read or moved to another folder.
- For the sake of your privacy and security, you should delete the messages in the Deleted Items folder regularly. You may find it simpler to create a schedule that empties the Deleted Items folder automatically each time you quit Entourage (**Figure 11.22**).
- Deleting messages does not reclaim the disk space used to store those messages. You must *compact* the database. For instructions, see "Cleaning up the Message Database" in Chapter 14.

Handling Junk Mail

If you post messages to newsgroups or frequently give out your email address to Web sites, it's not unusual to find your Inbox filled with junk email (commonly referred to as *spam*). To help identify and handle such email, Entourage provides the Junk Mail Filter.

To set up the Junk Mail Filter:

1. Choose Tools > Junk Mail Filter.
   The Junk Mail Filter dialog box appears.
2. Click the Enable Junk Mail Filter checkbox, as shown in **Figure 11.23**.
3. Move the Sensitivity slider to the desired position.
4. If there are specific email domains from which received email should never be classified as junk, type them in the text box, separating each pair with a comma.
5. Specify the actions that will be performed on suspected junk email by clicking checkboxes at the bottom of the dialog box.
6. Click OK to dismiss the dialog box.
   If this is the first time that you've enabled the Junk Mail Filter, or if you've altered the Sensitivity setting or changed the actions to be applied to junk messages, the dialog box shown in **Figure 11.24** appears.
7. Click Apply to apply the new setting to all messages in the Inbox, or click Don't Apply to leave the messages as they are.

When potential junk email is received, Entourage marks it and deals with it as specified in step 5. When you select the header of such a message in the message list, a yellow bar appears beneath the message header (**Figure 11.25**). To reclassify the message as normal email, click the *This is not junk mail* text. A dialog box

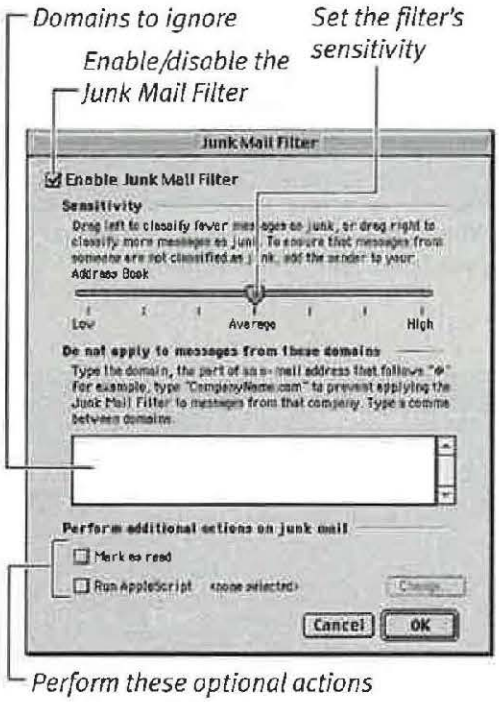


Figure 11.23 You enable and configure the Junk Mail Filter in this dialog box.



Figure 11.24 If you've changed settings for the Junk Mail Filter, you can apply them to existing messages, if you want.

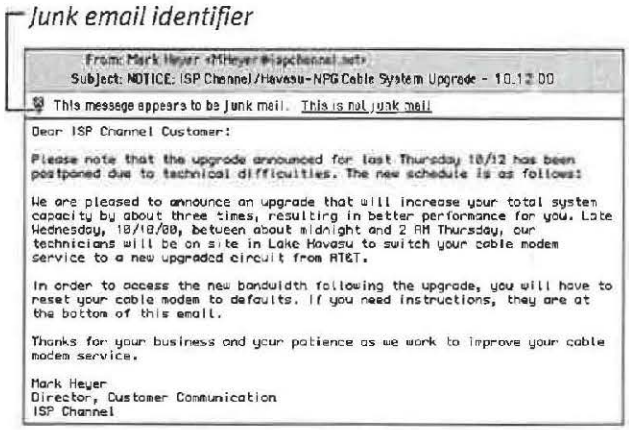


Figure 11.25 Any message that the filter identifies as possible junk email is marked with a yellow band beneath the message header.

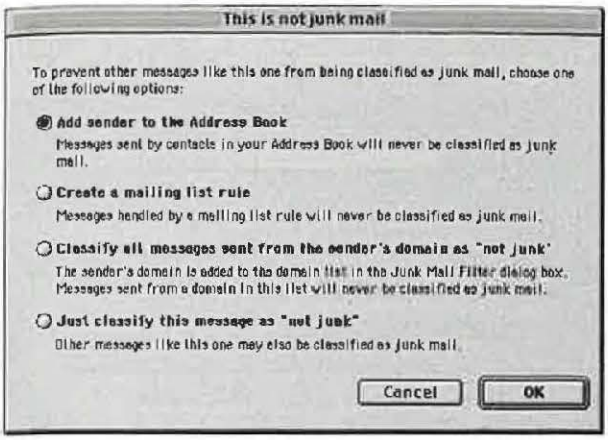


Figure 11.26 To prevent future messages from this person or company from being flagged as junk, you can select any of these actions.

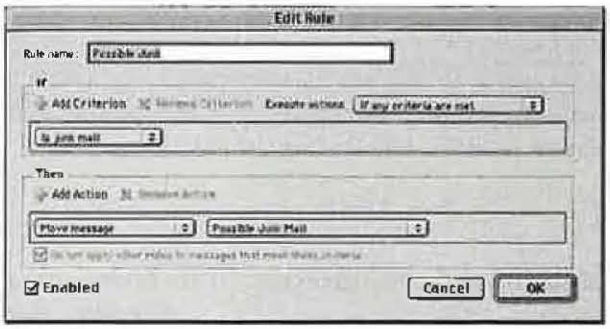


Figure 11.27 This message rule automatically moves all incoming junk email to a special folder I created called Possible Junk Mail.

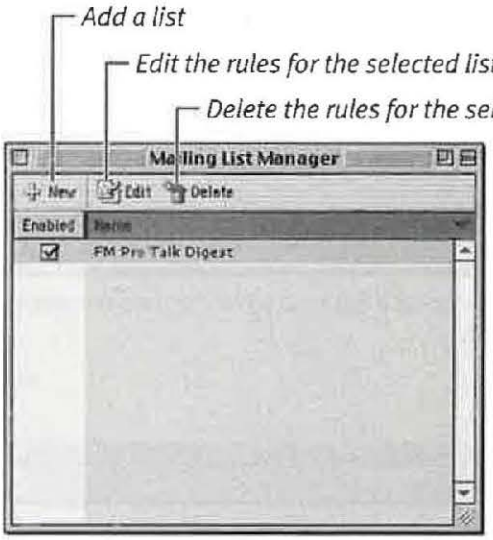


Figure 11.28 You use the Mailing List Manager dialog box to add, edit, or remove instructions for handling mailing lists to which you subscribe. Each mailing list must be entered separately.

appears (**Figure 11.26**), offering several options for handling this and subsequent messages from the same person, company, or domain.

✔ Tips

- Try different settings on the Sensitivity slider and wait a few days to see whether new email is classified correctly.
- My preferred approach for dealing with junk email is to separate it from other incoming messages—that is, I have Entourage move it to a different folder. You can automate this process by creating a message rule, such as the one shown in **Figure 11.27**.

Using the Mailing List Manager

If you subscribe to any email mailing lists, you can use the Mailing List Manager to specify handling instructions for incoming messages from the list and to record important information about the list. You must do this separately for each mailing list to which you subscribe.

To enable the Mailing List Manager for a mailing list:

1. In the Inbox or another folder, select any recent message that you've received from the mailing list.
2. Choose Tools > Mailing List Manager. The Mailing List Manager dialog box appears (**Figure 11.28**).

continues on next page

3. Click the New button.

   The Edit Mailing List Rule dialog box appears (**Figure 11.29**).

4. In the Name box, enter a name for the mailing list.

5. In the List Address box, enter the email address for the mailing list—if it isn't already filled in for you.

   The Mailing List Manager uses this address to determine which incoming messages are from the list.

6. Click the Move Messages to Folder pop-up menu to choose a destination folder for incoming messages from the list.

   Choose Inbox if you don't want to store these messages in a special folder.

   If an appropriate folder isn't listed, you can create one by choosing Choose Folder. The Choose Folder dialog box appears (**Figure 11.30**). Click New to create a new folder. In the New Folder dialog box (**Figure 11.31**), name the new folder, and click Create. Then select the new folder, and click Choose.

7. *Optional:* Click the checkbox labeled Also Move Messages That I Send to the List in This Folder.

   If you don't choose this option, your messages to the list will be stored in the Sent Items folder.

8. *Optional:* To assign an Entourage category automatically to incoming messages from the list, click the Set Category checkbox and then choose a category from the pop-up menu.

   For more information about categories, see "Using Categories" in Chapter 1.

9. Type or paste comments into the Notes box, if desired.

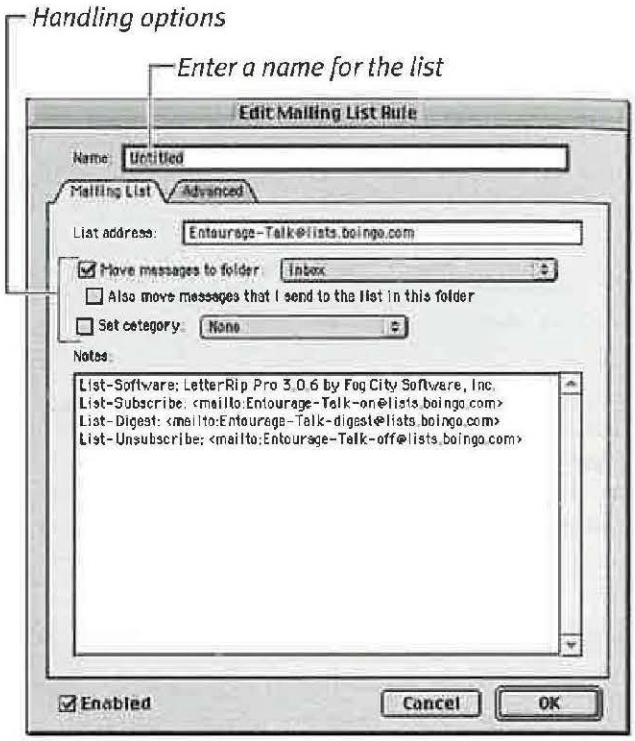


Figure 11.29 The Edit Mailing List Rule dialog box.

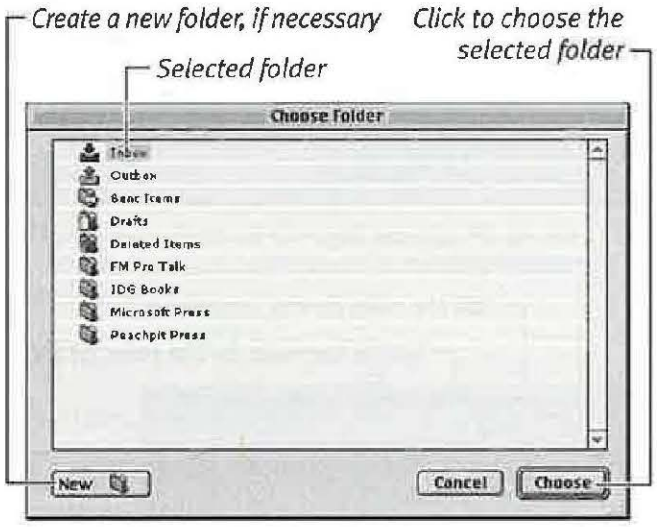


Figure 11.30 Select a folder in which to store messages from the list.



Figure 11.31 Name the new folder, and click Create.

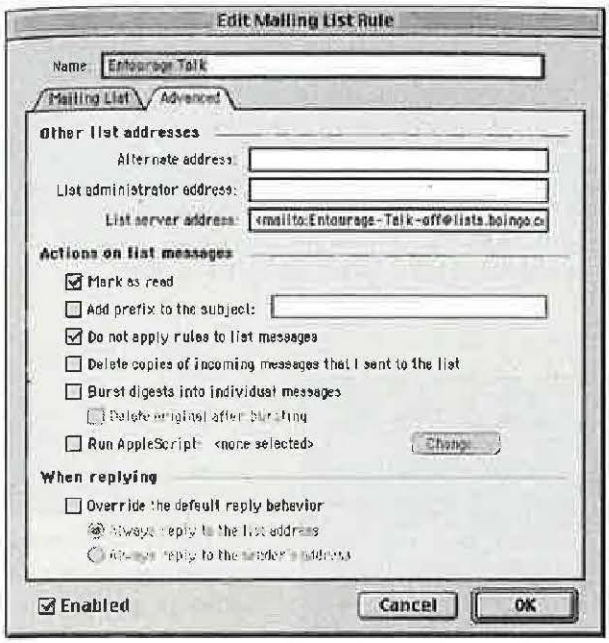


Figure 11.32 You can specify actions to be applied to list messages in the Advanced section of the Edit Mailing List Rule dialog box.

10. Click the Advanced tab (**Figure 11.32**) at the top of the dialog box to set additional options for this mailing list.

11. In the Other List Addresses section, enter an alternative email address for the list (if the list provides one).

    You can also enter email addresses for the list administrator and the list server, if you like.

12. You may want to set some of the Actions on List Messages options, which can be very useful:

    - Check Mark As Read to mark all incoming messages from the list as having been read.
    - If you want to make it simple to distinguish incoming list messages from other email, click the checkbox labeled Add Prefix to the Subject and enter a text string, such as *[Evangelist]*. Adding a prefix also enables list messages to be grouped together when sorted by Subject.
    - If you don't want normal email rules to be applied to messages from this mailing list, check Do Not Apply Rules to List Messages.
    - If you don't want to save copies of the messages that you send to the list, click the checkbox labeled Delete Copies of Incoming Messages That I Sent to the List. This option can be useful when you've also elected to store copies of your messages to the list in the same folder as other list messages (per step 7).
    - If you subscribe to a list in *digest mode* (in which daily list messages are combined into a single message, for example), you can have the digests separated into individual messages and optionally delete the digest.

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- If the list owner set up the list so that replies are sent to all members or only to the member to whom you're responding, you can override this action by checking the Override the Default Reply Behavior checkbox and then choosing Always Reply to the List Address or Always Reply to the Sender's Address.

13. Make sure that the Enabled checkbox is checked, and then click OK to save the list settings.

14. If the mailing-list address isn't already recorded in your Address Book, you are given a chance to add it (**Figure 11.33**).



Figure 11.33 You can add the email address of the mailing list to the Address Book, if you want.

✔ Tips

- Another way to create a rule for a mailing list quickly is to Control-click the header of a message from the list and then choose Create Mailing List Rule (**Figure 11.34**).
- To change settings for a mailing list, choose Tools > Mailing List Manager, select the list name in the Mailing List Manager, and click Edit.



Figure 11.34 Another way to add a mailing-list rule is to Control-click a mailing-list message header and then choose Create Mailing List Rule.

Creating message rules

By defining message rules, you can instruct Entourage to perform certain actions automatically on some types of incoming or outgoing email. A message rule could store all email from Peachpit.com in a Peachpit folder rather than in the Inbox, for example.

To create a message rule:

1. Choose Tools > Rules.
   The Rules dialog box appears (**Figure 11.35**).

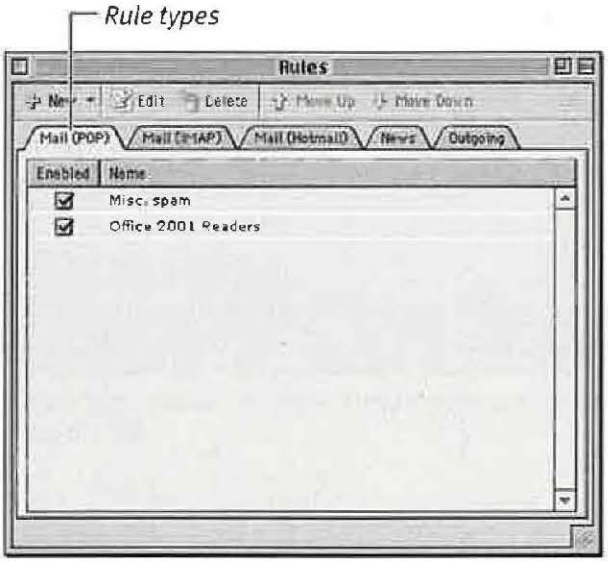


Figure 11.35 Rules are organized by type, according to the tabs at the top of the Rules dialog box.

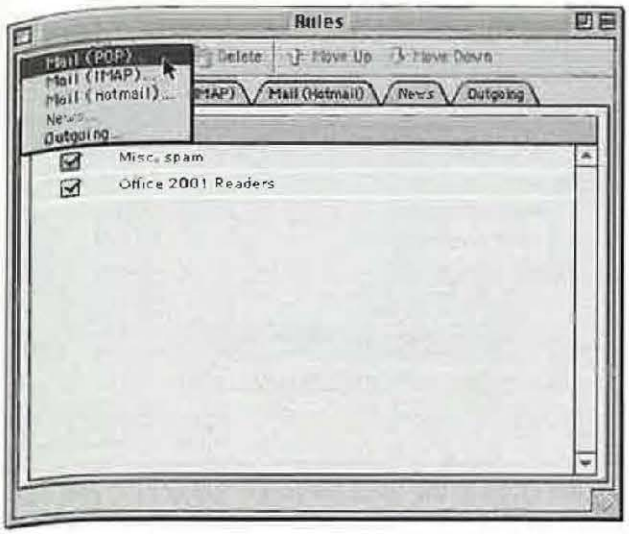


Figure 11.36 Rather than switch to the correct type, you can choose the type of rule you want to create from this pop-up menu.



Figure 11.37 All rules are created in the Edit Rule dialog box.

2. Click the tab that represents the type of rule you want to create and then click the New button, or click the New button and then choose the type of rule you want to create from the pop-up menu that appears (**Figure 11.36**).

   The Edit Rule dialog box appears (**Figure 11.37**).

3. Name the rule.

4. In the If section, specify the types of messages to examine and the criteria under which the actions (set in the Then section of the dialog box) will be executed.

   You can add more criteria by clicking the Add Criterion button.

5. In the Then section, specify one or more actions that will be taken when the criteria in the If section are met for a message.

   You can add more actions by clicking the Add Action button.

6. If the checkbox labeled Do Not Apply Other Rules to Messages That Meet These Criteria is checked, and if a message meets the rule's criteria, no additional rules will be applied to the message.

   If the checkbox is not checked, additional rules may be applied to the message.

7. To enable the rule, make sure that Enabled is checked.

8. Click OK to save the rule.

continues on next page

✔ Tips

- Message rules for IMAP and Hotmail email accounts must be created separately from rules for the more common POP accounts.
- You can disable a message rule temporarily by removing its checkmark in the Rules dialog box (refer to Figure 11.35).
- The usefulness of your rules is limited only by your creativity. With little effort, you can create a rule to deal with junk email (messages with the word "Sex" or "$$" in the Subject line, for example), another to ignore or delete messages from certain senders, and one to flag all messages from family members or route them to a given folder.

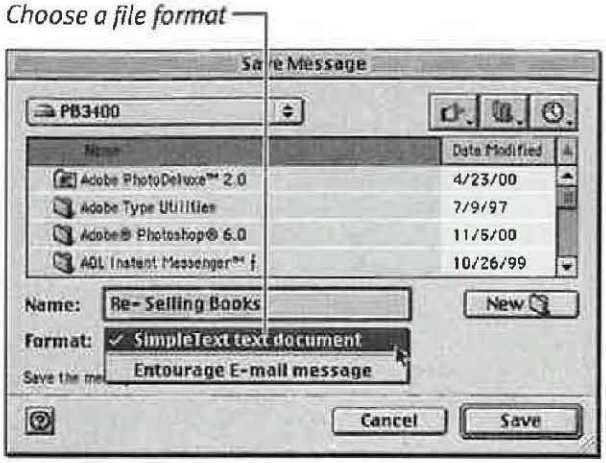


Figure 11.38 In the Save Message dialog box, you can choose a format for the message, as well as a location on disk in which to store it.

Saving messages as files

You may want to save some messages to disk, enabling you to read them with SimpleText or transfer them to another Mac that has Entourage.

To save a message as a file:

1. Select the message header in the message list or open the message in its own window, and choose File > Save As.

   The Save Message dialog box appears (**Figure 11.38**).
2. *Optional:* Rename the message.
3. Select a format for the message.

   Choose SimpleText Text Document to save it as a text file that can be opened with SimpleText, a program included with the Mac OS. Or choose Entourage E-Mail Message to save it as a file that can be opened with Entourage.
4. Select a drive and folder in which to save the message.
5. Click Save.

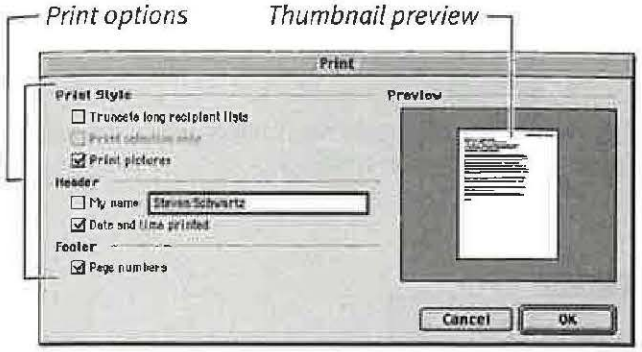


Figure 11.39 When you print a message from Entourage, this proprietary Print dialog box appears (rather than the one you usually see for your printer).



Figure 11.40 A new folder is initially named Untitled Folder.

Printing messages

You can print any message. Select its header in the message list or open the message in its own window. Then choose File > Print, click the Print button, or press ⌘P. A special Print dialog box appears (**Figure 11.39**), allowing you to specify print options. Click checkboxes to set or disable options and then click OK.

To print the message using the current print settings (bypassing the Print dialog box), choose File > Print One Copy or press Option⌘P.

Working with folders

Entourage has five default folders in the Folder list: *Inbox* (received messages), *Outbox* (outgoing messages), *Deleted Items* (messages marked for deletion), *Sent Items* (messages moved to this folder after having been sent), and *Drafts* (messages that have been partially or completely composed but not sent).

To further organize your email, you can create new folders and subfolders; move or copy messages between folders; and compact, move, and delete folders.

You can create as many message folders as you like. With separate folders, you can organize messages by project or subject, for example. You can also create folders within folders (called *subfolders*).

To create a message folder:

1. Choose File > New > Folder or press Shift⌘N.

   A new folder—temporarily named Untitled Folder—appears in the Folder list (**Figure 11.40**).

2. Rename the folder by typing over the temporary name.

To create a message subfolder:

1. In the Folder list, select the folder that will be the *parent* (containing) folder.
2. Choose File > New > Subfolder.
   A new folder named Untitled Folder appears in the Folder list immediately below the parent folder.
3. Rename the subfolder by typing over the temporary name.

Figure 11.41 shows a series of folders created to organize my Peachpit-related email.

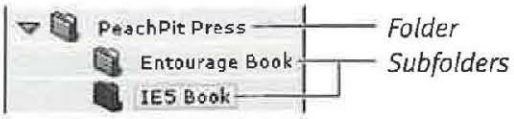


Figure 11.41 You can create new folders and subfolders to better organize your email.

Moving messages to other folders

Rather than keep all your messages in the Inbox, you can move them freely to other folders, as desired.

To move a message to another folder:

1. Open the folder where the messages are stored.
2. To select multiple messages, ⌘-click each one.
3. Drag them onto the destination folder in the Folder list.
   As an alternative, you can choose Message > Move To, followed by the name of the destination folder (**Figure 11.42**).
4. If the desired folder isn't listed, choose Message > Move To > Move To Folder (or press Shift⌘M).
   The Move dialog box appears (**Figure 11.43**).
5. Select a destination folder, and click Move.



Figure 11.42 Using the Message > Move To command, you can move any message to a folder of your choosing.



Figure 11.43 If the desired folder isn't listed in the Move To submenu, you can choose it from the Move dialog box.

✔ Tip

- You can move certain incoming messages to folders automatically by creating message rules.

Moving folders

Because Entourage is fully drag-and-drop-enabled, the easiest way to reorganize your folders is simply to drag them within the Folder list. To move a folder into another folder, for example, just drag the folder onto the destination folder.

Deleting folders

Any folder that you create for storing messages can be deleted. (But you cannot delete the default folders.) Deleting a folder is one of the fastest ways to delete many messages at the same time. You can then re-create the folder, if desired.

To delete a folder, select it in the Folder list and then choose Edit > Delete Folder, click the Delete toolbar button, or press ⌘Delete or Delete. If a confirmation dialog box appears, click Delete.

✔ Tip

- Although a deleted folder is removed from the Folder list instantly, it is *not* deleted. Like a deleted message, the entire folder is simply moved to the Deleted Items folder. If you change your mind about deleting the folder (or if you deleted it by mistake), you can restore its contents by dragging its messages into a new folder.

Creating Schedules

In addition to sending outgoing email and retrieving incoming email manually, you can instruct Entourage to perform these actions automatically, as well as many other useful tasks. To accomplish this, you create *schedules*.

To create a schedule:

1. Choose Tools > Schedules.

   The Schedules dialog box appears (refer to Figure 11.2).

2. Click the New button.

   The Edit Schedule dialog box appears (**Figure 11.44**).

3. Enter a name for the schedule.

4. In the When section, specify when the schedule will run, as follows:

   Manually. You will run the schedule by choosing its name from the Tools > Run Schedule submenu.

   At Startup or *On Quit.* The schedule will run automatically each time you start Entourage or quit.

   Timed Schedule. The schedule will run only on specific days at preset times (**Figure 11.45**).

   Repeating Schedule. The schedule will run automatically at the designated time intervals (**Figure 11.46**).

   Recurring Schedule. The schedule will repeat based on simple or complex date patterns (**Figure 11.47**), such as daily, weekly, or every second Tuesday of the month for the next three months.

5. To specify additional times when the schedule runs, click Add Occurrence and repeat step 4.

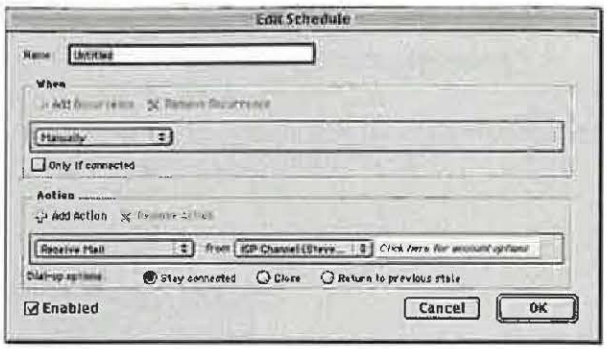


Figure 11.44 The Edit Schedule dialog box.

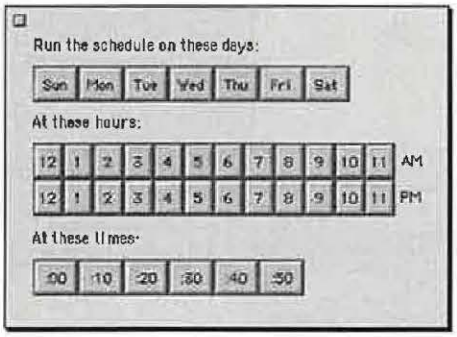


Figure 11.45 When you create a timed schedule, click the button marked Click Here for Timed Schedule Options. Then click to choose the days and times when the schedule will run.



Figure 11.46 When you create a repeating schedule, you must specify the time interval between runs.

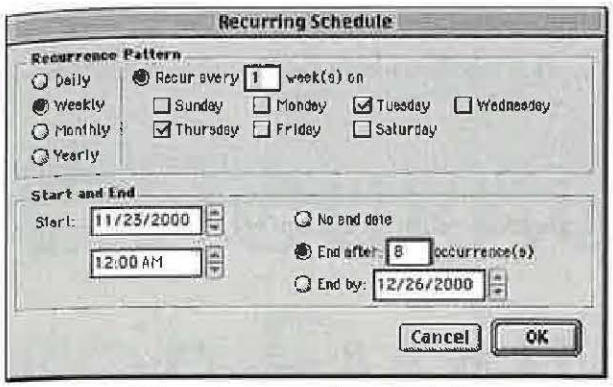


Figure 11.47 If you have complex scheduling requirements (such as a schedule that will be run infrequently or only for a specific number of occurrences), a recurring schedule may meet your needs.

6. If this schedule should run only when you are connected to the Internet, click the Only If Connected checkbox.

7. In the Action section, specify what event(s) will occur when the schedule is executed, as follows:

   Receive Mail. Retrieve all incoming email from the specified account.

   Receive News. Retrieve new article headers from the selected newsgroups for a particular news server.

   Send All. Send all email that is currently in the Outbox.

   Run AppleScript. Run the chosen AppleScript.

   Delete Mail. Delete messages from the Deleted Items folder (or any other selected folder), based on message age.

   Launch Alias. Launch a particular program or open a particular document.

8. To specify more actions to be executed when the schedule runs, click Add Action and repeat step 7.

9. In the Dial-Up Options section of the dialog box, indicate what should be done after the schedule has executed:

   Stay Connected. Remain connected to the Internet.

   Close. Disconnect from the Internet.

   Return to Previous State. Return to the connection state that was present immediately before the schedule was run.

10. To make this schedule active, make sure that the Enabled checkbox is checked.

    To disable the schedule, remove the checkmark.

11. Click OK to save the new schedule.

    The Schedules dialog box reappears, displaying the newly created schedule.

To modify, disable, or delete a schedule:

1. Choose Tools > Schedules.
   The Schedules dialog box appears (refer to Figure 11.2).
2. To edit an existing schedule, select its name and click the Edit button.
3. To disable or enable a schedule, click the Enabled checkbox to the left of the schedule name.
4. To delete a schedule, select its name and click the Delete button. Confirm the deletion by clicking Delete in the dialog box that appears (**Figure 11.48**).

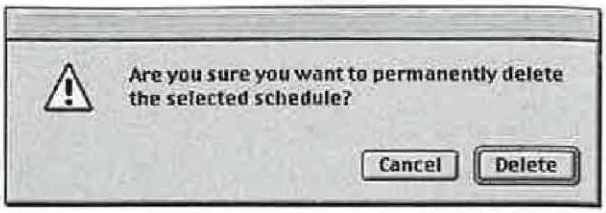


Figure 11.48 You must confirm each schedule deletion.

✔ Tips

- If you have to connect to your Internet service provider via long distance, you could create a schedule that retrieves new email when rates are inexpensive.
- If you have defined a schedule of any type other than Manually, there is no need to add a Manually occurrence. You can run any schedule manually by choosing its name from the Tools > Run Schedule submenu.
- If you think that you may want to use a defined schedule at some later date, don't delete it; disable it.

12 Customizing Entourage for Email

Although the standard way that Entourage email features work will suffice for many users, you can customize the program in several ways:

- You can set email preferences in the Mail & News Preferences dialog box.
- You can customize the display by changing the size of the Folder list, message list, and preview pane; rearrange, resize, and choose different column headings; sort the message list; and show or hide parts of the display.
- If you're a programmer, you can add new capabilities to Entourage by using AppleScript, an English-like programming language that is part of the Mac OS.

Additional customization options are discussed in Chapter 8.

Setting Email Preferences

To set preferences, choose Edit > Preferences > Mail & News or press Shift ⌘ ;. The Mail & News Preferences dialog box appears (**Figure 12.1**). The tabs at the top of the dialog box represent the following categories:

- *Read.* Specify the circumstances under which messages are automatically marked as read, whether to display deleted IMAP messages, and whether to display complex HTML in received messages.
- *Compose.* Specify whether to use a directory service to automatically check addresses in outgoing messages, whether to save copies of sent messages automatically, choose a default message format (plain text or HTML), and set options for enclosing file attachments.
- *Reply & Forward.* Set options for text quoting, and specify message format, a default account when forwarding or replying to a message, and a message attribution prefix.
- *View.* Set display options for message headers and messages.
- *Proxies.* If all or part of your Internet access must go through proxy servers, specify them here.

Click to enable or disable Balloon Help

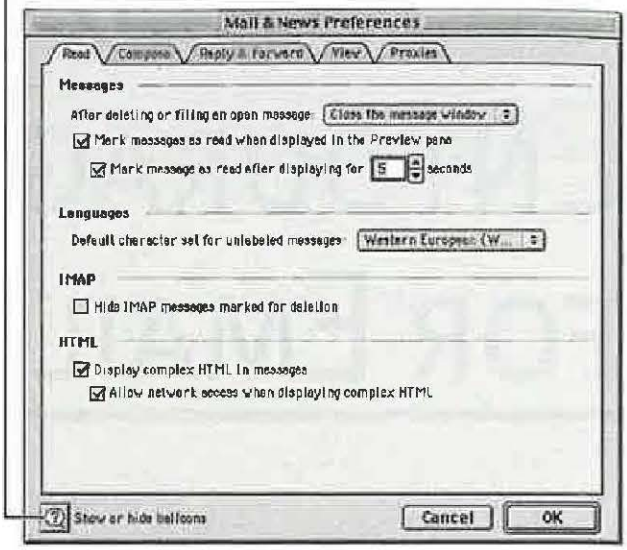


Figure 12.1 The Mail & News Preferences dialog box (open to the Read tab).

✔ Tip

- If you aren't sure what a Preferences setting or option does, turn on Balloon Help by clicking the question mark (?) button in the Mail & News Preferences dialog box (refer to Figure 12.1) or by choosing Help > Show Balloons. To turn Balloon Help off, choose Help > Hide Balloons.

Two Functions, One Dialog Box

Email and newsgroup preferences are both set in the Mail & News Preferences dialog box. Only preferences that are relevant to email are discussed in this chapter. Refer to Chapter 17 for information about setting newsgroup-specific preferences and to Chapter 8 for general assistance in customizing Entourage.

Read preferences

Read preferences (refer to Figure 12.1) apply to reading and displaying incoming mail.

Messages

After Deleting or Filing an Open Message. This setting governs Entourage's behavior when viewing messages in their own windows. If you delete the current message or move it to another folder, Entourage will either close the message window or open the next message.

Mark Messages As Read When Displayed in the Preview Pane. This and the following option determine whether a message is automatically marked as read if you select its header in the message list and then view it in the preview pane. If you remove the checkmark, a message is marked as read only if you open it or choose Message > Mark As Read (or press ⌘T).

Mark Message As Read After Displaying for xx *Seconds.* If a message is selected in the message list for longer than the specified time, it is automatically marked as read. (To enable this option, you also must enable the preceding option.)

Languages

Default Character Set for Unlabeled Messages. Choose a default character set/language to be used to display received messages that do not indicate a character set.

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IMAP

Hide IMAP Messages Marked for Deletion. This option applies only if your ISP uses an IMAP mail server. (POP mail servers are more common.) If you enable this option, all incoming messages that you have marked for deletion are removed from your message folders, regardless of whether you have purged the messages from the IMAP server. When this option is unchecked, all IMAP messages are listed until they have been purged from the server.

HTML

Display Complex HTML in Messages. When this option is enabled, email messages that contain complex HTML (such as images and tables) are fully displayed. When the option is disabled, the message is formatted as though the tables and images were not included. (Disabling this option speeds the display of such messages.)

Allow Network Access When Displaying Complex HTML. When this and the preceding HTML option are enabled, Entourage fetches from the Internet any referenced files (such as linked images) that are necessary to fully display a complex HTML message.

✔ Tips

- You can also mark a message as read by Control-clicking its header in the message list and choosing Mark As Read (**Figure 12.2**).
- The manner in which unread and read messages are distinguished is determined by settings in the View section of the Mail & News Preferences dialog box. You can distinguish read and unread message based on the font style (boldface versus plain text), color, or both.

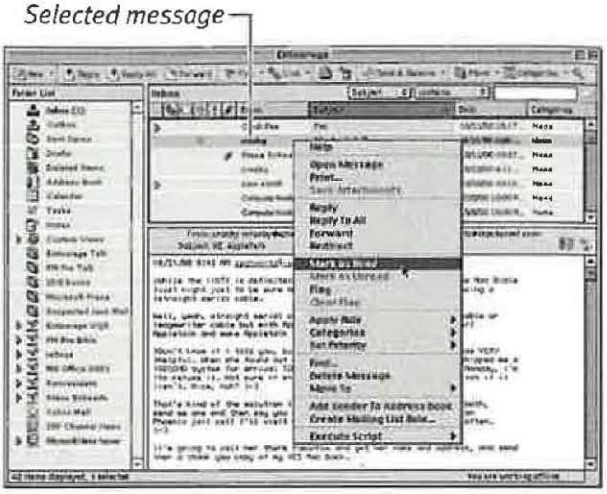


Figure 12.2 You can mark a message as read or unread by Control-clicking its header.

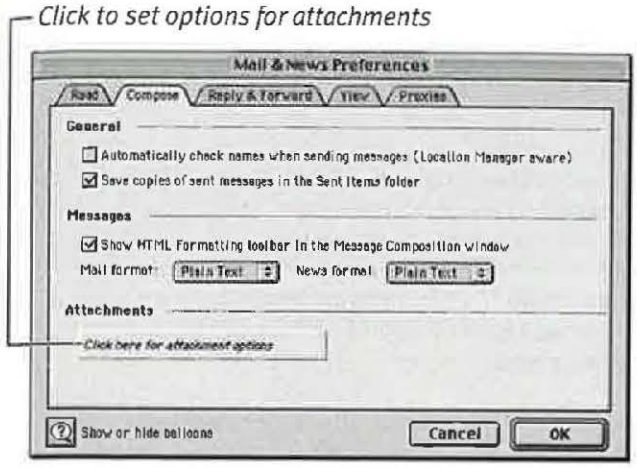


Figure 12.3 The Compose tab of the Mail & News Preferences dialog box.

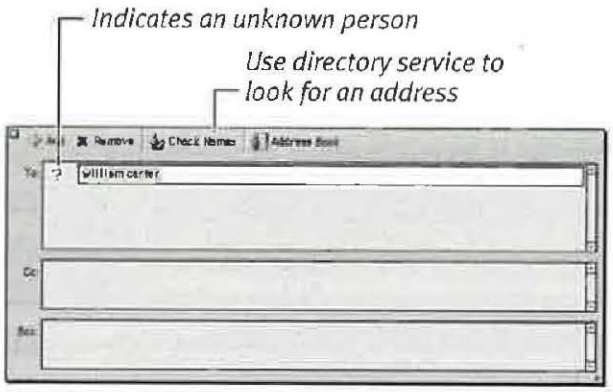


Figure 12.4 If you enter the name of a person who isn't in your Address Book, you can use a directory service to attempt to find that person's email address.

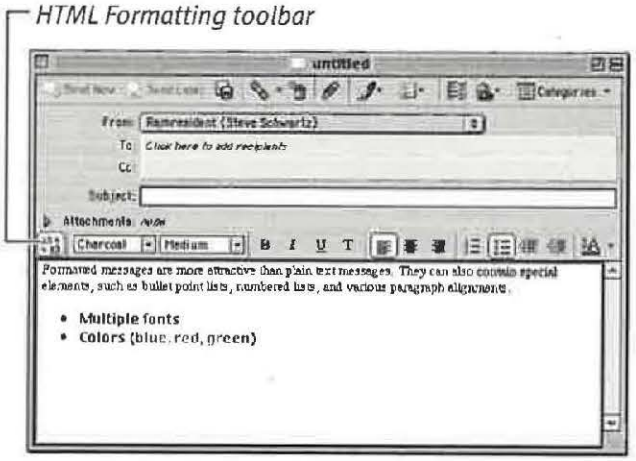


Figure 12.5 You can add paragraph and text formatting to your HTML messages by choosing options from the HTML Formatting toolbar.

Compose preferences

Compose options (**Figure 12.3**) are related to creating messages.

General

Automatically Check Names When Sending Messages. When this option is enabled and you address a message to a name that isn't in your Address Book, Entourage consults your default directory service (such as WhoWhere) to help you find the email address.

Normally, you will not check this option. When you don't know the email address of a recipient, you can click the Check Names button in the message window (**Figure 12.4**).

Save Copies of Sent Messages in the Sent Items Folder. Check this option to automatically store copies of outgoing messages in the Sent Items folder.

Messages

Show HTML Formatting Toolbar in the Message Composition Window. When this option is enabled, the HTML toolbar (**Figure 12.5**) is always visible when you are composing messages, even if the formatting is plain text. When the option is unchecked, the HTML toolbar appears only when you are composing formatted (HTML) messages.

Mail Format. Choose Plain Text or HTML as the default format for outgoing messages. You can still override this setting on a message-by-message basis.

- *HTML.* Messages formatted with HTML (Hypertext Markup Language) can contain paragraph alignments, fonts, sizes, styles, and colors. Such formatting, however, is visible only to users who use HTML-capable mail programs or when the message is viewed in a Web browser.

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- *Plain Text.* Currently, most messages are still plain, unformatted text. Choosing this option assures you of compatibility with all mail systems and computer platforms.

Attachments

The selected options (**Figure 12.6**) are automatically used every time you send a message that contains one or more attachments. These settings can be overridden on a message-by-message basis, however.

- *Encode For.* Specify an encoding method for attachments. AppleDouble is platform-independent and is the safest choice when you don't know the computing platform used by the recipient. If you typically send attachments only to Mac or Windows users, you can choose Macintosh (BinHex) or Windows (MIME/Base64), respectively.
- *Compatibility & Efficiency.* Enable the option labeled Append Windows Extensions to File Names if you regularly send files to Windows users. Without an appropriate three-character file extension, such as .DOC, .TXT, or .JPG, Windows cannot determine a file's type.

  To prevent attachments from being sent to Cc (Carbon Copy) and Bcc (Blind Carbon Copy) recipients, remove the checkmark from the second checkbox. When this option is unchecked, attachments are sent only to people listed in the To line of messages.
- *Compression.* If you have StuffIt Deluxe (Aladdin Systems) installed on your Mac, you can send all attachments as StuffIt archives. (Sending attachments as archives rather than as uncompressed files saves upload and download time.)

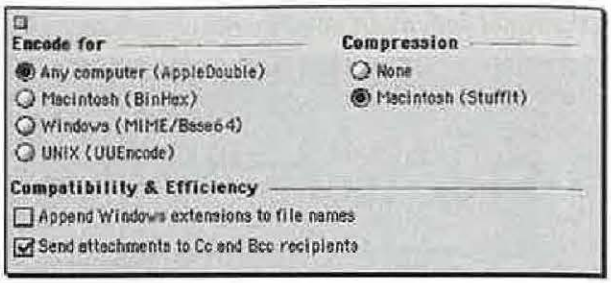


Figure 12.6 The settings you choose here are used by default for all outgoing messages that contain attachments.

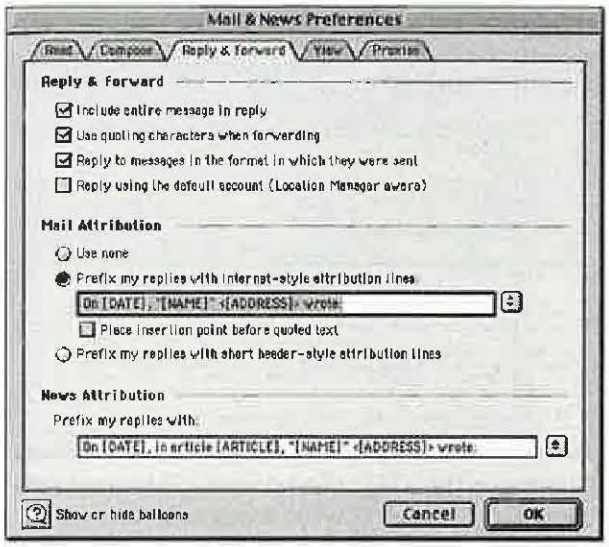


Figure 12.7 The Reply & Forward tab of the Mail & News Preferences dialog box.

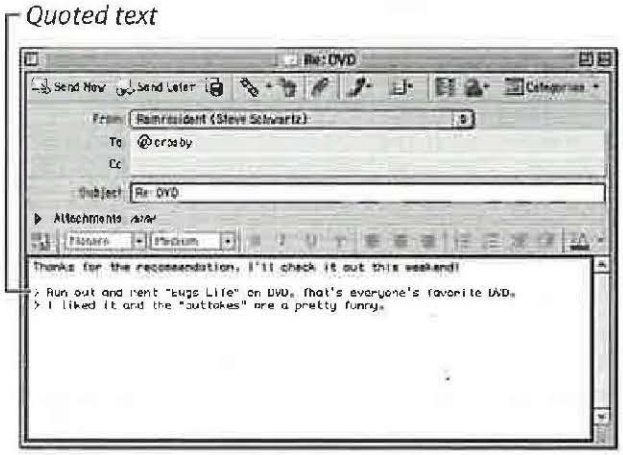


Figure 12.8 When sending a reply, it is an accepted convention to quote the original message. If only portions of the original message are relevant, you can delete the extraneous material.

✔ Tips

- You can also create copies of outgoing messages by including your own mail address in the To or Cc line.
- If you elect to save copies of sent messages, you may need to think about wasted disk space. Periodically, you can open the Sent Items folder and delete any messages that you don't want to keep.
- If a Windows user is having trouble opening an attachment, set the encoding method to Windows (MIME/Base64), set compression to None, and enable the option labeled Append Windows Extensions to File Names.
- If you frequently exchange attachments with Windows users, you might suggest that they obtain a copy of StuffIt Extractor for Windows, available free from Aladdin Systems (`www.aladdinsys.com`). This utility enables them to open StuffIt archives. Otherwise, be sure to set compression to None.

Reply & Forward

Options in the Reply & Forward tab (**Figure 12.7**) govern the formatting and the email account used for replying to or forwarding messages.

Reply & Forward

Include Entire Message in Reply. When this option is checked, a copy of the message to which you are replying is automatically inserted into the message (**Figure 12.8**).

Use Quoting Characters When Forwarding. When this option is enabled, forwarded messages use the quoting symbol (>) to distinguish each line of forwarded text from new text that you've added.

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Reply to Messages in the Format in Which They Were Sent. When this option is checked, your replies use the format (HTML or plain text) that the sender used. To ensure compatibility, you will probably want to check this item. (You can still override this setting on a message-by-message basis.)

Reply Using the Default Account. If you have multiple email accounts, you will normally leave this checkbox unchecked. You automatically respond from the account to which the message was addressed. Check this option if you want all responses to come from your default email account. (You specify a default email account by choosing Tools > Accounts.)

Mail attribution

Prefix My Replies with Internet-Style Attribution Lines. To make it easier for recipients to determine what you are replying to, you can preface your replies with an optional text string that contains the person's name, email address, and/or date of their original message (**Figure 12.9**).

Although attribution text can contain only the three information placeholders (date, name, and address), you can arrange them in any order that you like; include all, some, or none of them; and change the surrounding text. To insert a placeholder, position the insertion point at the desired spot in the text string and choose the placeholder name from the pop-up menu.

Place Insertion Point Before Quoted Text. When formatting a reply, Entourage positions the insertion point as directed by this option. If you prefer that your reply text come before the text of the message to which you're replying, check this option. If you prefer that your reply text follow the text of the message to which you're replying, leave this option unchecked.

To prefix the quoted text with a short Internet header (**Figure 12.10**) that indicates the name

Attribution text

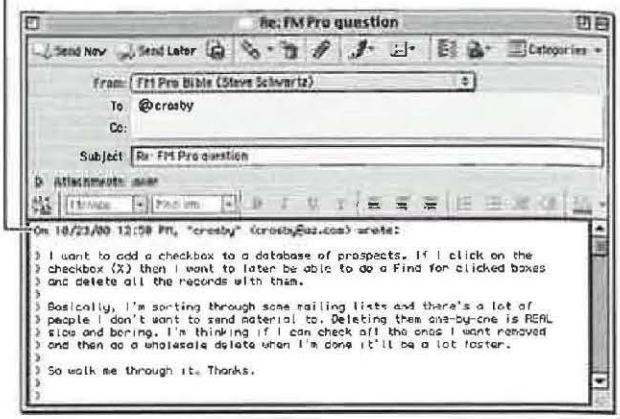


Figure 12.9 The attribution text shows who wrote the quoted text, as well as when it was written.

Original header of quoted text

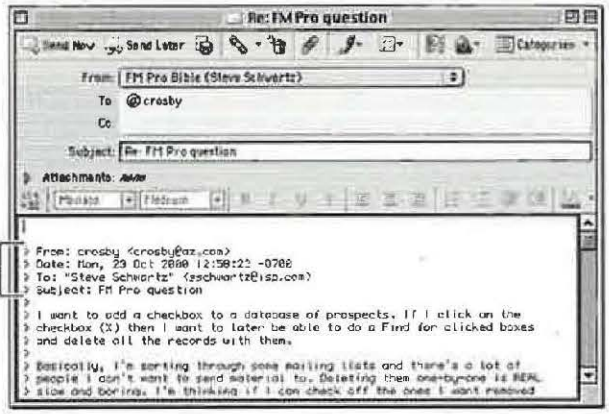


Figure 12.10 Another common way to show the origin of quoted text is to display a standard Internet header.



Figure 12.11 The View tab of the Mail & News Preferences dialog box.

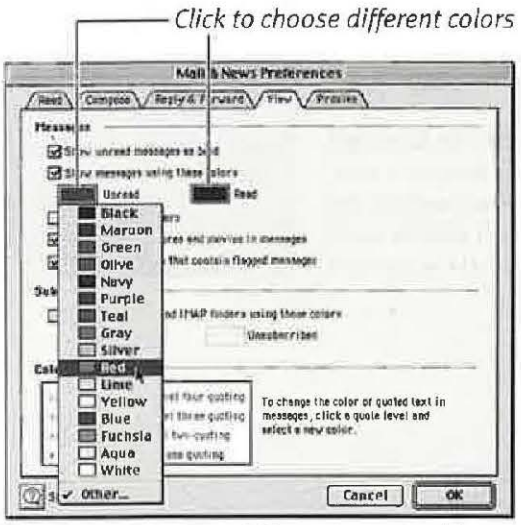


Figure 12.12 You can differentiate a read from an unread message by the color of its header in the message list.

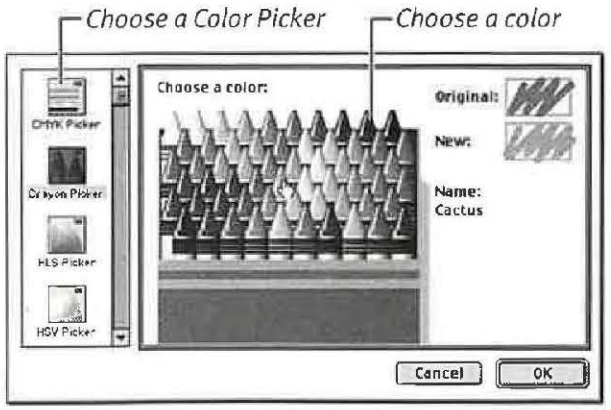


Figure 12.13 You can choose other colors in the Color Picker dialog box. (If you have Mac OS 8 or later, there are several styles of Color Picker dialog boxes.)

of the original sender and the message date, choose Prefix My Replies with Short Header-Style Attribution Lines. To create replies without attribution text, choose Use None.

✔ Tip

- When prefixing quoted text in replies, you can specify any text string. It could just as easily read: "In a Herculean effort on [DATE], [NAME] scrawled:" Just edit the text in the box.

View preferences

View preferences (**Figure 12.11**) govern the appearance of message headers in the message list.

Messages

Show Unread Messages As Bold. When this option is enabled, you can distinguish unread messages from read ones, because unread message headers are shown in boldface.

Show Messages Using These Colors. By enabling this option, you can distinguish unread messages from read ones by their color. To choose colors, click the Unread or Read color box (**Figure 12.12**). To choose a color other than the listed ones, choose Other and then select a color from the Color Picker (**Figure 12.13**).

Show Internet Headers. When this option is enabled and you open a message in its own window, the header shows additional detail, such as the servers that handled the message.

Show Attached Pictures and Movies in Messages. In addition to opening picture attachments in a graphics program (such as Photoshop or PictureViewer), you can view attached pictures and movies in the body of the message by enabling this option.

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Toggle Open Threads That Contain Flagged Messages. When this option is enabled, if any message thread contains at least one flagged message, the entire thread is expanded automatically, so you'll see that it contains a flagged message.

Note that unless you've created mail rules that automatically flag messages of interest or have manually flagged important messages, this option has no effect.

Color Quoting

When a message is forwarded through multiple users before it reaches you, the number of quote characters that precede each line is increased by one for each person it was forwarded through. You can assign different colors to each quote level by clicking the level indicators in the Color Quoting box.

Proxies preferences

If your ISP or network connection requires you to use proxy servers, you can specify the server settings and exceptions in this section of the Mail & News Preferences dialog box (**Figure 12.14**). Contact your ISP or network administrator for the necessary settings and instructions.

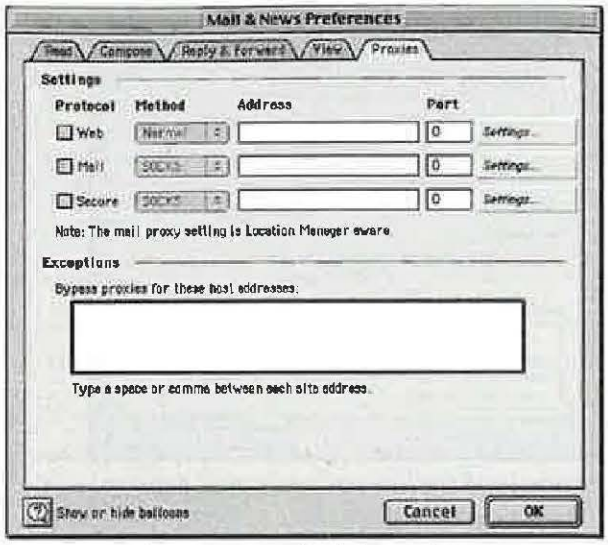


Figure 12.14 The Proxies tab of the Mail & News Preferences dialog box.

✔ Tip

- Few ISPs provide or require users to work through a proxy server. If your ISP didn't mention proxy servers in its sign-up information, you can assume that this section of Mail & News Preferences doesn't apply to you.

  On the other hand, if you connect through a company network or hear the phrase "We're behind a firewall," it's likely that this section does apply to you.

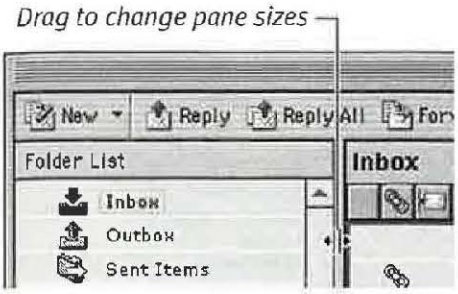


Figure 12.15 Click the dividing line between any pair of panes and then drag to change the sizes of the panes.

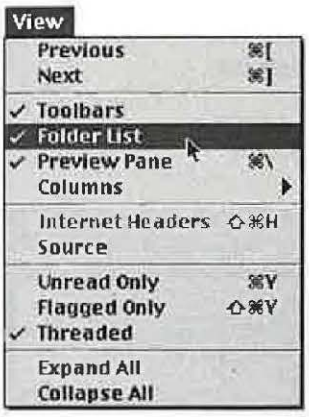


Figure 12.16 Choose View > Toolbars, Folder list, or Preview Pane to show or hide these Entourage elements.

Customizing the Display

You can change the Folder list, message list, and preview pane in several ways by dragging, clicking, and choosing menu commands.

Modifying the Folder list, message list, and preview pane

The Folder list, message list, and preview pane can be modified in the following ways:

- You can change pane widths or heights by dragging the vertical or horizontal bar that separates any two panes (**Figure 12.15**). Drag up and down or left and right, depending on whether the panes are split horizontally or vertically. One area increases in size as the other decreases.
- To hide the Folder list, choose View > Folder list (**Figure 12.16**) to remove the checkmark preceding the Folder list command.
- To hide the preview pane, choose View > Preview Pane (refer to Figure 12.16) or press ⌘\ to remove the checkmark preceding the Preview Pane command. After doing so, you will have to read messages by opening them in their own windows. (Double-click a message header, or select the message header and choose File > Open Message.)

Modifying column headings

You can choose commands from the View > Columns submenu to add or remove column headings above the message list. You can also change the size and order of the headings.

To add or remove headings:

- Choose View > Columns, followed by the column heading you want to add or remove (**Figure 12.17**).

  or

- Control-click any column heading and then choose the heading you want to add or remove (**Figure 12.18**).

To resize column headings:

1. Move the pointer over the right edge of a column heading.

   The pointer changes to a double arrow (**Figure 12.19**).

2. Click and then drag to the left or right to reduce or widen the column.

3. Release the mouse button when the column is the desired width.

To rearrange column headings:

1. Click to select a column heading.

   The selected heading is darker than the other headings.

2. Drag the heading left or right to its new position.

3. Release the mouse button.

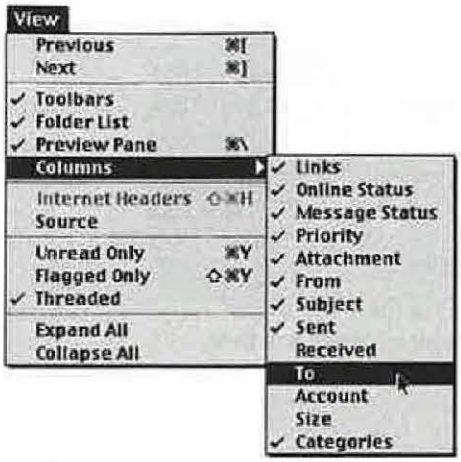


Figure 12.17 Choose elements from the View > Columns submenu to add or remove column headers above the message list.

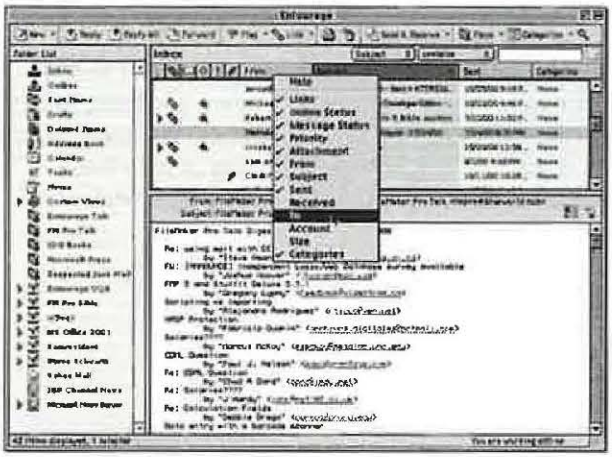


Figure 12.18 You can also Control-click a column heading and choose headings to show or hide.

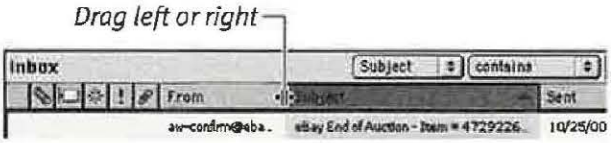


Figure 12.19 To change a column width, move the pointer over the right edge of the column and drag to the left or right.

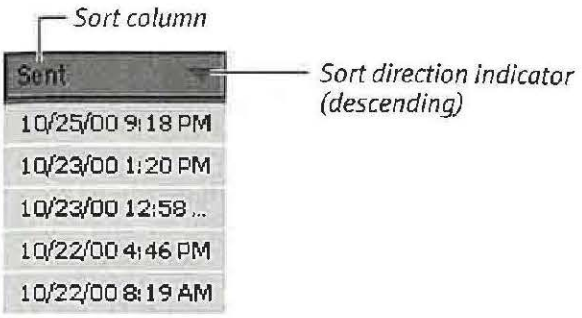


Figure 12.20 Click any column heading to sort the message list by the contents of that column. The heading for the current sort column is darker than the other headings.

Sorting the message list

You can sort the message list by any column heading, such as Sent, From, or Subject. The order you set remains until it is next modified.

Click a column heading to sort the message list by the contents of that column. To switch between ascending and descending sorts, click the same heading again. The direction of the sort—ascending or descending—is indicated by an up- or down-pointing triangle in the heading, respectively (**Figure 12.20**).

Showing or hiding display parts

You can selectively show or hide display parts by choosing commands from the View menu. To hide or show a part, click the View menu and choose the part: Toolbars, Folder list, or Preview Pane (refer to Figure 12.16). Visible parts are preceded by a checkmark in the View menu.

✔ Tips

- You can set different column headings, orders, and widths for *every* instance of the message list. Thus, the Inbox, Outbox, Sent Items, Drafts, and Deleted Items folders can each be different in this regard.
- Temporarily hiding the Folder list can be useful when you are working on a small screen or when you need to display a large graphic within an email message. Similarly, if you prefer to read all messages in their own windows, you can hide the preview pane.

Adding Commands with AppleScript

If AppleScript—part of the Mac OS—is installed and active on your Macintosh, you'll see a Scripts menu icon **(Figure 12.21)** to the left of Entourage's Help menu. All AppleScripts inside the Entourage Script Menu Items folder **(Figure 12.22)** are listed as commands in the Scripts menu. (To find this folder, open the Documents folder and then the Microsoft User Data folder.).

Microsoft supplies several sample scripts with Entourage that enable you to do the following:

- *About This Menu.* Displays a text message that explains how to add scripts to this menu.
- *Create Event from Message.* Opens a new Calendar event window, in which the message subject becomes the event subject and the message text is the descriptive text.
- *Create Note from Message.* Opens a new Note window in which the message subject becomes the note title and the message text is the note text.
- *Create Task from Message.* Opens a new Task window in which the message subject becomes the task title and the message text is the descriptive text.
- *Insert Text File.* Inserts a SimpleText or text-only file into the email message you're creating in Entourage.
- *Save Selection.* Saves the currently selected message text as a named file that can be read or edited with SimpleText, a text editor, or a word processing program.

It is well beyond the scope of this book to attempt to explain AppleScript programming. To get started, the following tips may be helpful to you.

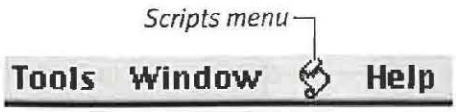


Figure 12.21 The Scripts menu lists all AppleScripts located in the Entourage Script Menu Items folder. Such scripts extend the capabilities of Entourage.

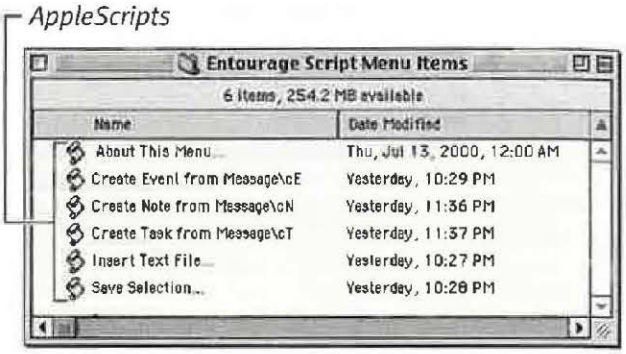


Figure 12.22 To modify the Scripts menu, add or remove compiled AppleScripts in the Entourage Script Menu Items folder.

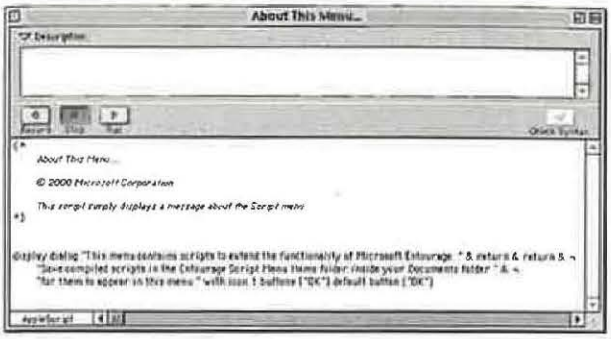


Figure 12.23 You can create, edit, and view AppleScripts in Script Editor.

✔ Tips

- To enable AppleScript, open the Apple menu, choose Control Panels > Extensions Manager, and make sure that every AppleScript extension is checked.
- Double-click any of the sample scripts to open it in Script Editor (**Figure 12.23**), a free utility included with the Mac OS. (You usually can find Script Editor by opening the Apple Extras folder and then the AppleScript folder.)
- Microsoft has several Entourage scripts (called Value-Add Scripts) that you can download for free from this address: `www.microsoft.com/mac/download/`
- Rather than create your own AppleScripts, you're free to use ones written by others. Simply place the compiled scripts in the Entourage Script Menu Items folder, and they will appear in the scripts menu.
- To learn about AppleScript, you might check out *AppleScript for the Internet: Visual QuickStart Guide* (Ethan Wilde, Peachpit Press). Microsoft's documentation for scripting Entourage can be downloaded from: `http://www.microsoft.com/mac/products/office/2001/usingoffice/office_extras.asp`. If you're new to AppleScript, you may also want to download the following documents from Apple's Web site: AppleScript Language Guide, AppleScript Finder Guide, and AppleScript Scripting Additions Guide.
- Another source of information about Entourage-related AppleScripts (and other advanced material) is the Entourage-Talk mailing list. To subscribe to the list in *digest mode* (list messages are sent to you in large batches rather than one by one), send an email message to `Entourage-Talk-digest@lists.boingo.com`.

13 NEWSGROUP ESSENTIALS

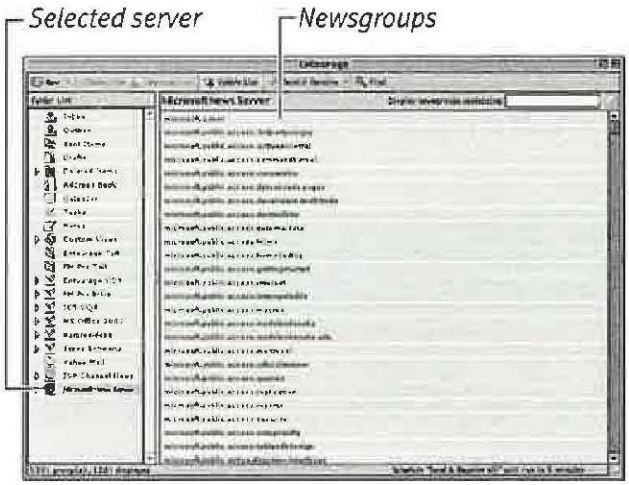


Figure 13.1 The Microsoft news server manages dozens of newsgroups concerning Microsoft products.

Usenet newsgroups are collections of messages from people who share an interest in a topic, such as games, celebrities, or investing. Most news servers carry messages (called *articles* or *posts*) from thousands of newsgroups (**Figure 13.1**).

Newsgroup topics can be extremely broad (such as *rec.crafts*), narrowly focused (such as *alt.games.duke3d*), or anything in between. You're free to select, read, and post to every newsgroup that interests you. On some of the most popular newsgroups, hundreds of new messages are generated every day.

As mentioned elsewhere in this book, Entourage serves as both your email program and your newsgroup reader. You can use Entourage to read the posts of others, as well as to compose your own posts and replies.

About News Servers

A *news server* is responsible for tracking the newsgroups it carries. As new articles arrive from around the world, the news server makes them available to you.

Many news servers track thousands of newsgroups; some handle only a small set of newsgroups. Microsoft and Intel, for example, have their own news servers that cover company business and discussions about new hardware and software. In fact, when you install Entourage, you'll notice that it is already configured to use the Microsoft news server (refer to Figure 13.1).

Your primary news server typically is the one provided by your ISP. In addition, you can use many public news servers to gain access to newsgroups that are not carried by your ISP.

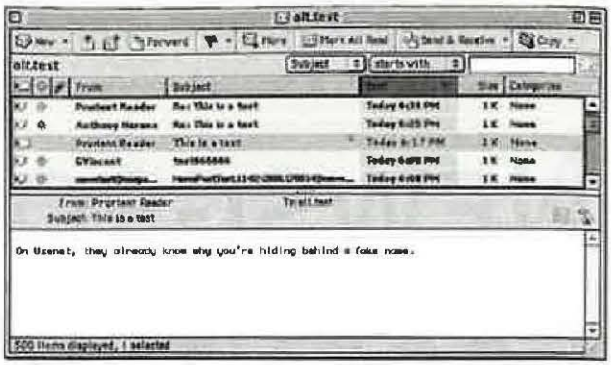


Figure 13.2 Don't post test articles to normal newsgroups. You can find many newsgroups that are intended for test posts, such as *alt.test*.

✔ Tips

- If your news server doesn't carry the newsgroups you want (or you don't have a news server), visit Deja.com (`www.deja.com/usenet`). Or you can use one of the Internet search sites to look for other public news servers, such as the list available from Yahoo! at: `dir.yahoo.com/Computers_and_Internet/Internet/Usenet/Public_Access_Usenet_Sites/`
- All public news servers allow you to read articles, but not all let you post.
- When you're learning about newsgroups, you may want to make some test posts. Look for a newsgroup with *test* in its name. Such newsgroups are created specifically for testing (**Figure 13.2**).

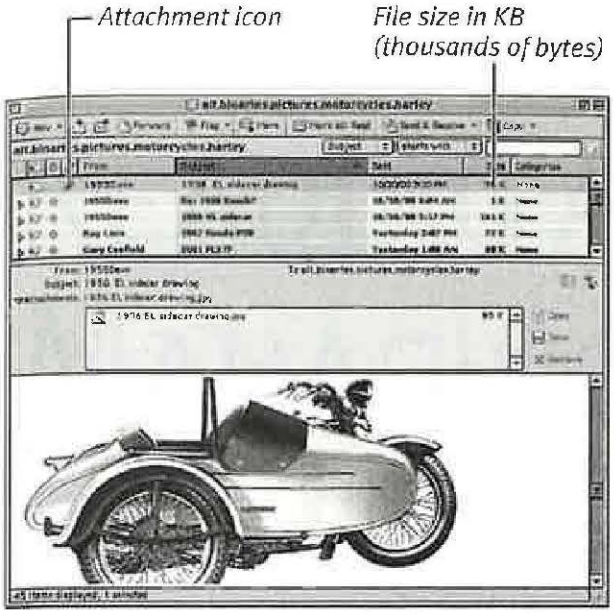


Figure 13.3 Articles larger than a few KB frequently contain binary-encoded attachments, such as this photo.

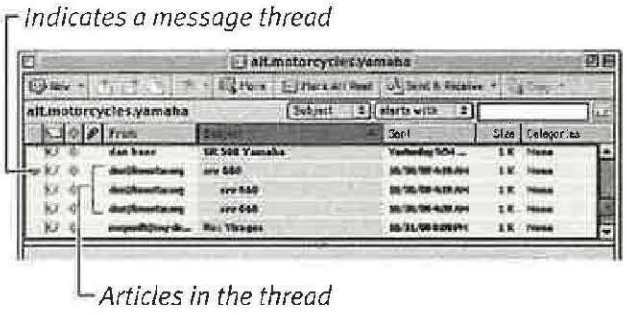


Figure 13.4 To make it easy to follow an ongoing conversation, articles can be grouped into threads. In Entourage, articles in a thread are marked with a triangle. You click the triangle to expand and view the thread.



Figure 13.5 Composing an article or a reply to an article is the same as composing an email message. You can address it to one or more newsgroups or to an individual in response to a post.

About Newsgroups

Following are some important general facts about newsgroups.

Subscribing to newsgroups

If you find a newsgroup that you want to read and participate in, you can *subscribe* to it. When you subscribe to a newsgroup, you are instructing Entourage (your newsreader) to keep track of new posts in that newsgroup.

Article types

Although most articles are text messages, they also can contain attachments (**Figure 13.3**). Many graphics newsgroups, for example, are filled with image files such as photographs and drawings. When you post an article with an attachment, Entourage automatically encodes it before sending it to the news server.

Article threads

Articles for a newsgroup are grouped in *threads*—a series of messages in response to a post. Every new article can conceivably be the start of a new thread (**Figure 13.4**). I might send a message named "My Golden Retriever." Responses with the title "Re: My Golden Retriever" would be part of the message thread. You can configure Entourage to group articles by thread, so that you can easily find all the articles on a topic that interests you. (Some programs, such as Outlook Express 5 for Windows, refer to threads as *conversations*.)

Posting to a newsgroup

You can actively participate in newsgroups by posting new articles and responding to others. An article (**Figure 13.5**) can be sent to the newsgroup (where it can be viewed by everyone), or you can reply privately to an article's author.

About Entourage and Newsgroups

Entourage provides all the capabilities that most users will ever need to read and participate in newsgroups. Following are some of the major features and where you can learn about them:

- Add news servers (Chapter 14)
- Subscribe to newsgroups on multiple news servers (Chapter 14)
- Search for newsgroups by keyword (Chapter 14)
- View all articles, only unread articles, or only flagged articles (Chapter 14)
- Search for articles of interest (Chapter 14)
- Sort the articles by the contents of any column in the article list (Chapter 14)
- View and save attachments (Chapter 14)
- Post replies to the newsgroup, the author, or both (Chapter 15)
- Work offline, marking articles for downloading from multiple newsgroups (Chapter 16)
- Customize the message display and other components of Entourage (Chapter 17)
- Automate the handling of new articles (Chapter 12)

14 READING AND MANAGING ARTICLES

If you're like most people, you'll spend much of your time in the news section of Entourage in an endless cycle of clicking headers, waiting for the message text to download to your Mac, and reading. But you must take a few preparatory steps before launching into this routine. You must create an account for each news server you want to use and then subscribe to newsgroups carried by the server or servers.

After you've created accounts for one or more news servers and picked some newsgroups to which you want to subscribe (as explained in the next several pages), find out later in this chapter how to select and manage articles.

Adding a News Server

Entourage can accommodate multiple news servers and subscribed-to newsgroups. To help you get started, Entourage is preconfigured so that you can follow Microsoft's newsgroups via its news server at *msnews.microsoft.com*. The Microsoft news server carries newsgroups that are of interest to users of Microsoft products (such as Office, Word, Excel, Internet Explorer, and Entourage), Microsoft software testers, and programmers.

You're probably interested in following other types of newsgroups, too, such as hobby-related ones or newsgroups devoted to your favorite TV programs. To follow those newsgroups, you'll need to add news servers, such as the one typically offered by your Internet service provider.

To add a news server:

1. Choose Tools > Accounts.
   The Accounts dialog box appears.
2. Click the News tab (**Figure 14.1**).
3. Click the New button.
   The Account Setup Assistant appears, as shown in **Figure 14.2**. (If the Edit Account windows appears instead, click the Assist Me button.)
4. From the pop-up menu, select the email account you want people to use when replying to you about your posts.
   If you want to be identified with an organization, type its name in the text box.
5. Click the right arrow to continue.
6. Enter the name of the news server (**Figure 14.3**).
   News server names are frequently in the form `news.domain`, such as *news.networx.net*.

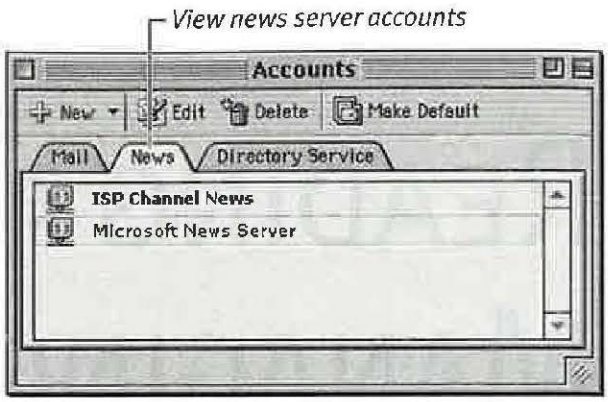


Figure 14.1 The Accounts dialog box lists all your recorded email, newsgroup, and directory service providers.

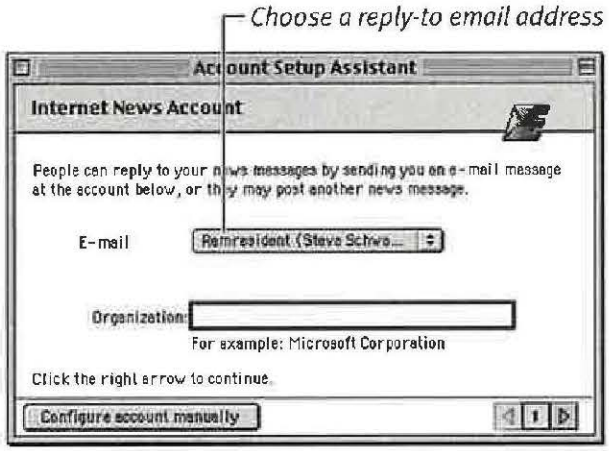


Figure 14.2 The Account Setup Assistant presents a series of dialog boxes in which you'll designate a new news server.

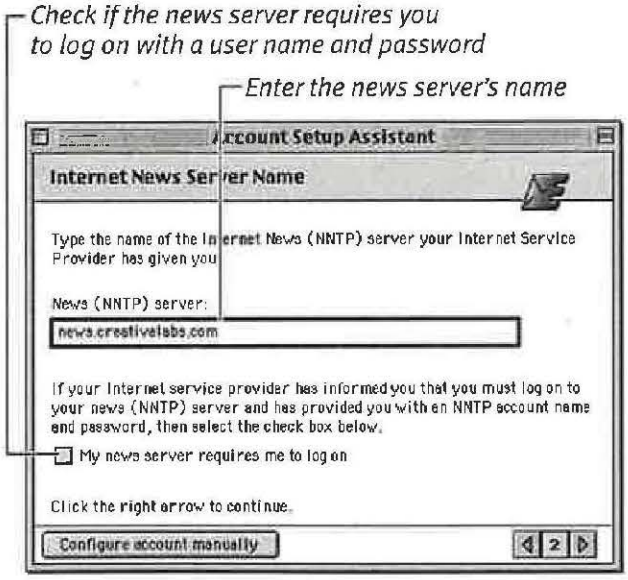


Figure 14.3 Enter the name of the news server.

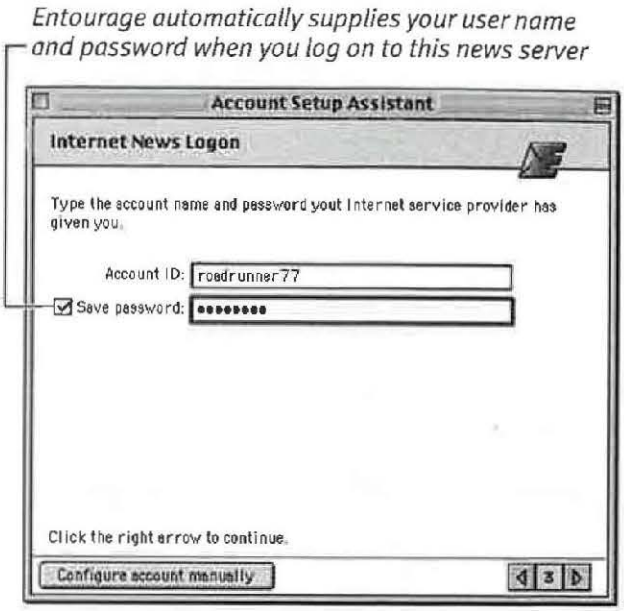


Figure 14.4 This dialog box appears if you indicated that you must log on to the news server. Enter your user name and password.



Figure 14.5 Enter a name to identify this news server.



Figure 14.6 The first time you access a news server, you can download the list of newsgroups that it hosts.

If the news server requires you to log on (provide an account name and password), click the checkbox and then fill in the Logon settings in the screen that follows (**Figure 14.4**).

7. Click the right arrow to continue.
8. Enter a name to identify this news server (**Figure 14.5**).
9. Click Finish.

   The Accounts dialog box appears again, listing the news server you just added.
10. If you want to view or change any of the settings for the news server (such as the number of message headers downloaded each time or a default signature for your posts), select the news server in the list and click Edit.

    Otherwise, click the close box to dismiss the dialog box.
11. Select the news server in the Folder list.

    A prompt appears (**Figure 14.6**), asking whether you want to download the list of newsgroups available from this news server.

continues on next page

12. Click OK.

The list of available newsgroups is downloaded and displayed in the right side of the window, as shown in **Figure 14.7**. (If the list doesn't appear automatically, choose View > Subscribed Only to remove the checkmark.)

You can subscribe to newsgroups now, if you want. See the section "Subscribing to Newsgroups" later in this chapter.

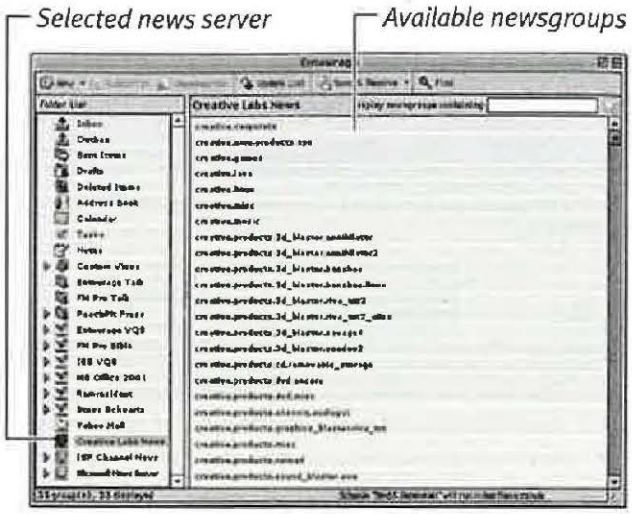


Figure 14.7 Entourage presents an alphabetical list of all newsgroups that the selected news server carries.

✔ Tips

- When adding a news server, you don't need to use your real name or primary email address as identifying information. Companies that specialize in mass mailings frequently grab email addresses from newsgroup posts, making your designated email address a prime candidate for junk email. Consider using a secondary email address, such as ones you can create on free services like Hotmail.
- The Microsoft news server is automatically set to use your default email account as your email address for all posts and replies. To use a different email address (such as a Hotmail account, for example), choose Tools > Accounts, click the News tab, double-click the news server, and choose a different email account from the pop-up list in the Account Settings section of the Edit Account dialog box (**Figure 14.8**).
- Most news servers don't require you to supply a user name and password when logging on. Unless you're told otherwise, assume that this information isn't required. Be sure to check with your Internet service provider to determine whether *its* news server requires you to log on with your user name and password.
- You have free access to many news servers, such as the Microsoft news server. Large software companies, for example, often have their own news servers.

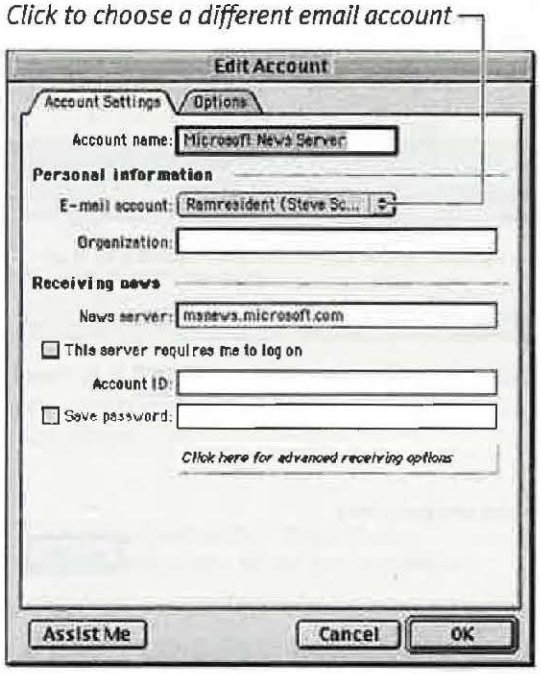


Figure 14.8 You can change settings (such as the email account to use) for a news server in the Edit Account dialog box.

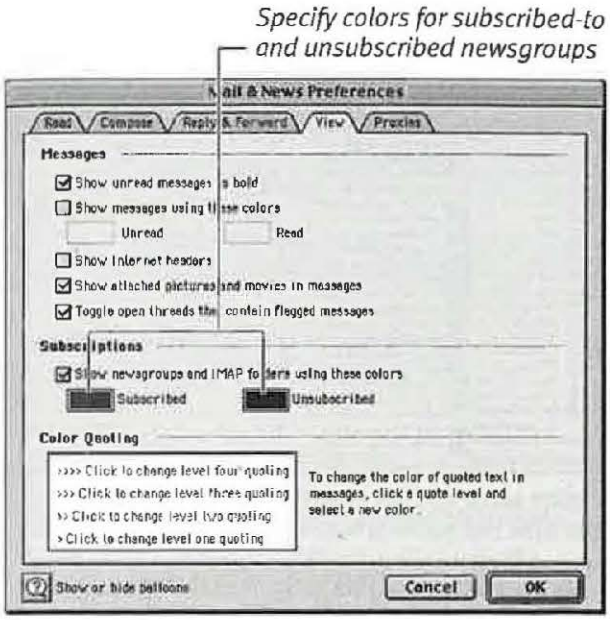


Figure 14.9 You can color-code newsgroup names to show whether you subscribe to them.

Subscribing to Newsgroups

You may want to follow many newsgroups. To read them regularly, you have to subscribe to them. *Subscribing* merely means that you want to follow a newsgroup. Unless your Internet service provider charges extra for newsgroup access, no fees are involved. You can subscribe to as many newsgroups—on as many news servers—as you like.

To subscribe to a newsgroup:

1. Select a news server from the Folder list.

   Only servers that you have added appear in the list.

2. If the entire list of newsgroups isn't displayed on the right side of the window, choose View > Subscribed Only to remove the checkmark.

   All newsgroups available on the selected server are displayed in an alphabetical list.

3. *Optional:* To determine whether new newsgroups have been added, click the Update List button or choose View > Get New Newsgroups.

4. Select a newsgroup that interests you, and click the Subscribe button (or choose Edit > Subscribe).

   The name of the subscribed-to newsgroup is added to the Folder list, below its news server. If you set the View Preferences option to color the names of subscribed-to newsgroups (**Figure 14.9**), the newsgroup name is colored to show that you now subscribe to it.

To unsubscribe from a newsgroup, select any subscribed-to newsgroup and click the Unsubscribe button (or choose Edit > Unsubscribe).

continues on next page

✔ Tips

- You can change a newsgroup from subscribed to unsubscribed (or vice versa) by Control-clicking the newsgroup name and choosing the appropriate command from the pop-up menu that appears.
- To find newsgroups of interest, you can type a keyword (such as `auto` or `explorer`) in the Display Newsgroups Containing box at the top of the main window. All newsgroup names that contain the keyword are listed (**Figure 14.10**).
- You can view the messages of a newsgroup *without* subscribing to it. Select a news server in the Folder list, choose to view all newsgroups (remove the checkmark from View > Subscribed Only), and double-click any newsgroup that interests you. The newsgroup will open in its own window, and Entourage will automatically download a set of message headers.

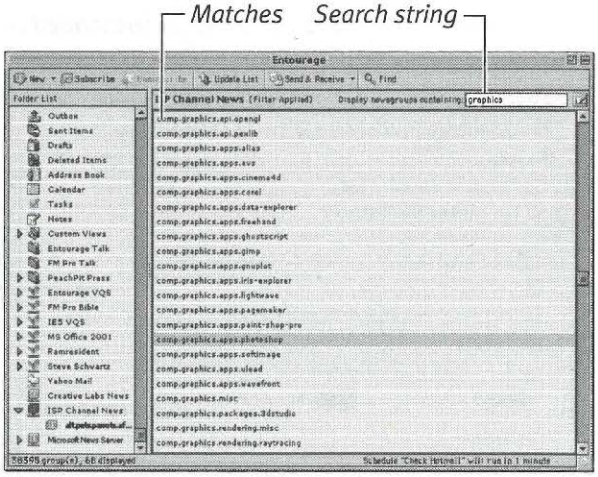


Figure 14.10 You can search for all newsgroups on the selected server whose names contain a particular text string.

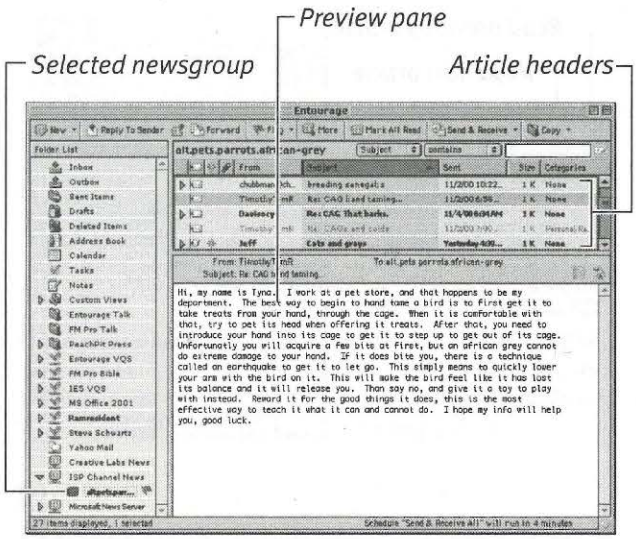


Figure 14.11 When you choose a subscribed-to newsgroup in the Folder list, current article headers for the newsgroup are downloaded and displayed in the message list area.

Reading Articles

After you've chosen one or more newsgroups, you're ready to start reading articles. Note that the terms *article, message,* and *post* all refer to newsgroup messages.

To read articles in a newsgroup:

1. Select a subscribed-to newsgroup in the Folder list, or choose a news server from the Folder list and double-click a newsgroup in the pane to the right.

   The list of article headers is displayed (**Figure 14.11**). In the former case, the headers are displayed in the message list. In the latter case, the headers and associated articles appear in a new window.

   If you are already connected to the Internet, the article list updates to reflect any new articles.

2. If you are not connected or are working offline, connect as you normally do and/or choose File > Work Offline (to remove the checkmark), as necessary.

3. Click to select an article header that interests you.

4. The text of the article is downloaded, and the article appears in the preview pane.

   After an article has been read, the message status indicator (the star) is removed from the header.

To read other articles in the current newsgroup, repeat step 3. To read articles in other newsgroups, start again from step 1.

continues on next page

✔ Tips

- You can continue clicking and reading articles as others download.
- To view any article in a separate window (**Figure 14.12**), double-click its header.
- If additional articles for the current newsgroup are available on the server, you can click the More button or choose View > Get More News Messages to retrieve them. To check for new articles, choose View > Refresh Message List or press ⌘L.
- You can always distinguish unread from read articles by the presence or absence of a star to the left of the article header. You can further distinguish them by setting options in the View section of the Mail & News Preferences dialog box (refer to Figure 14.9). By default, the headers of unread articles are boldface, and the headers of read articles are plain text.

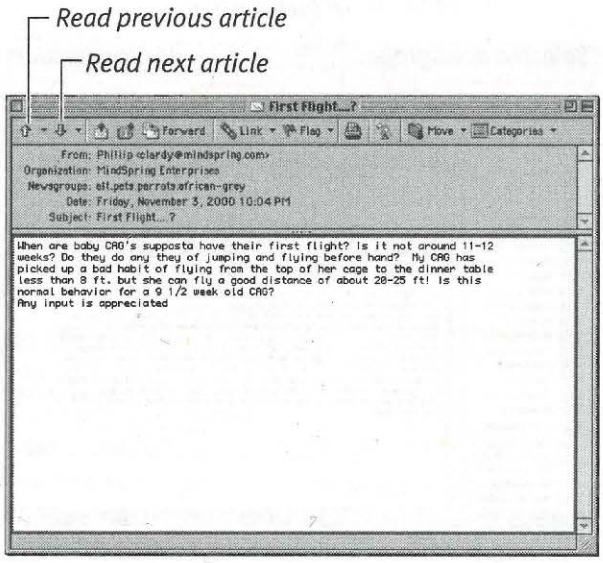


Figure 14.12 If you find the preview pane too restrictive for reading articles, you can read articles in their own window.

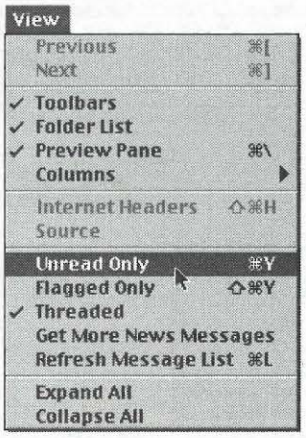


Figure 14.13 Choose commands from the View menu to specify which message headers should appear in the message list, as well as how they should be organized.

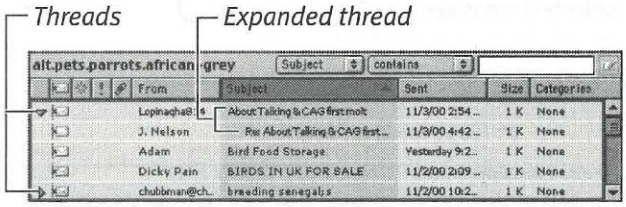


Figure 14.14 A message thread is indicated by a triangle. You can expand or collapse any thread by clicking its triangle.

Article Selection Tips

Following are several techniques and procedures you can use to select and read articles:

- Don't use the ↑ and ↓ keys to scroll through the article list. Each article that you highlight will be downloaded. Instead, choose articles with the mouse.
- Choose View > Unread Only (**Figure 14.13**) or press ⌘Y to limit the list to unread articles. To see *all* current articles (including ones you've read), choose View > Unread Only a second time, to remove the checkmark.
- To make it easier to read related messages (called *threads*), choose View > Threaded. Otherwise, the articles will be scattered throughout the list, according to the current sort order.

  When messages are threaded, an original message is followed by all replies to that message. You can expand or collapse an individual thread by clicking the triangle to the left of the thread (**Figure 14.14**). You can expand or collapse *all* threads by selecting any article header and choosing View > Expand All or View > Collapse All.
- You can also lessen the clutter in the article list by choosing View > Unread Only and then periodically choosing this command twice more (toggling it off and back on again). Articles read during the current session will be removed from the list.
- You can sort the article list by any column. Click a column heading to sort by that column; click it again to toggle between an ascending and a descending sort. Note that when you are viewing threaded messages (View > Threaded), Subject is *always* the sort column.

continues on next page

- If the article list contains unread and read articles, you can move to the next or previous unread article in the list by pressing Control] and Control [, respectively.
- To move to the next or previous article (regardless of whether it has been read), choose View > Next (⌘]) or View > Previous (⌘ [). You can also use the ↓ and ↑ keys.
- Although there are some keyboard shortcuts related to reading message threads, the commands can be difficult to remember. Refer to Appendix C if you're interested.
- It's easier to spot important articles when you keep the article list to a reasonable size. Eliminate articles that don't interest you by selecting them and choosing Message > Mark As Read. You can also mark messages as read by Control-clicking them (**Figure 14.15**) or pressing ⌘ T.
- To mark *all* messages in a newsgroup as read, choose Message > Mark All As Read, click the Mark All Read button, or press Option ⌘ T. To reverse this action, choose Edit > Select All (or press ⌘ A) and then Message > Mark As Unread (or press Shift ⌘ T).
- Another way to make articles stand out is to *flag* them. Select the messages and then click the Flag button or choose Message > Flag. Each flagged message is marked with a flag icon in the Message Status column (**Figure 14.16**). You can then restrict the message list to flagged messages by choosing View > Flagged Only or pressing Shift ⌘ Y. To remove a flag from a message, select the message header and click the Flag button again or choose Message > Clear Flag.

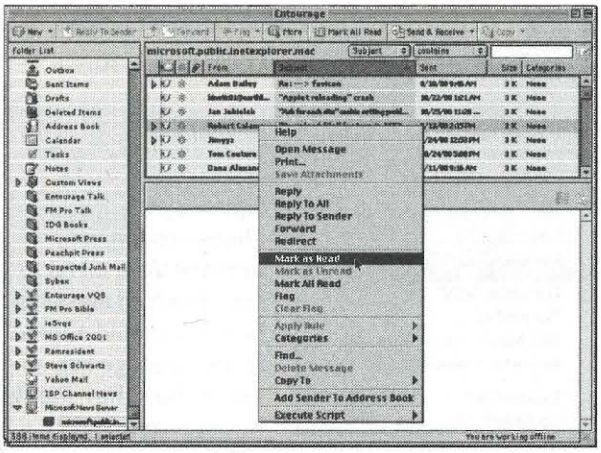


Figure 14.15 One quick way to mark one or more messages as read is to Control-click one of the selected messages.

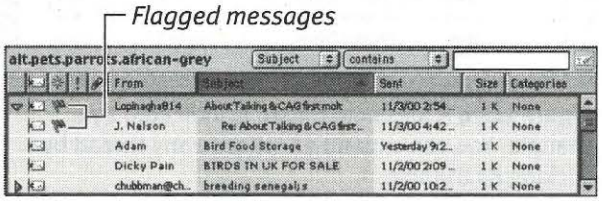


Figure 14.16 You can flag important messages manually or create a news rule to do so for you automatically.

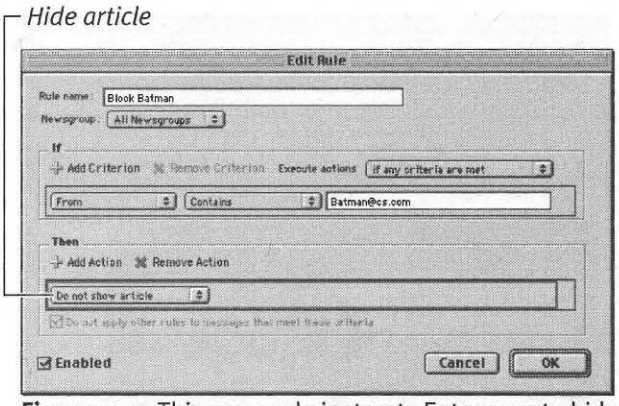


Figure 14.17 This news rule instructs Entourage to hide all newsgroup articles created by a particular user.

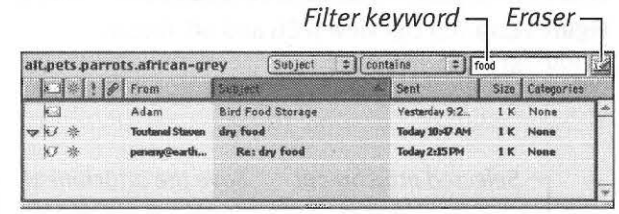


Figure 14.18 By choosing options from the pop-up menus above the message list, you can restrict the displayed articles to those that contain a particular text string, those written by a particular person, those addressed to a particular person, or those assigned to a given category.

- You can also flag articles by applying message rules to them. You might, for instance, create a rule that flags all message headers that contain a particular keyword (such as `print`) or those that originate from a particular person. You can use the same technique to ignore certain articles (**Figure 14.17**).
- You can filter the article list to include only message headers that contain a particular keyword, that are from or to a particular person, or that have been assigned a given Entourage category. Choose options from the pop-up menus above the header list and—when using a text or email address filter—enter the appropriate information in the text box (**Figure 14.18**). To resume viewing all articles, delete the text string by clicking the eraser button.

Article Attachments

Like email messages, articles can contain binary attachments, such as graphic images, word processing documents, or computer programs. Attachments are common in picture-related newsgroups, for example. For assistance in opening attachments, see "Working with Attachments" in Chapter 11.

You can view some types of graphic attachments, such as JPEG and GIF files, without leaving Entourage (**Figure 14.19**). To save such a graphic file or other type of attachment, click the triangle to the left of Attachments in the preview pane, exposing the attachments list (**Figure 14.20**). Select an attachment and click the Save button. Navigate to the drive and folder where you want to save the attachment, and click Save.

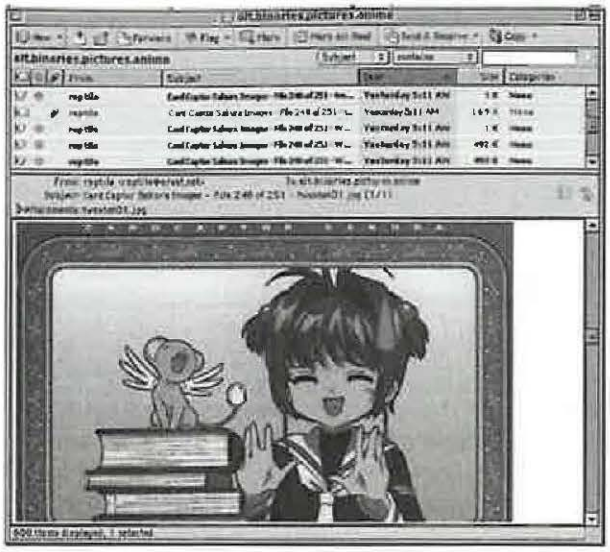


Figure 14.19 You can view JPEG and GIF files in Entourage's preview pane.

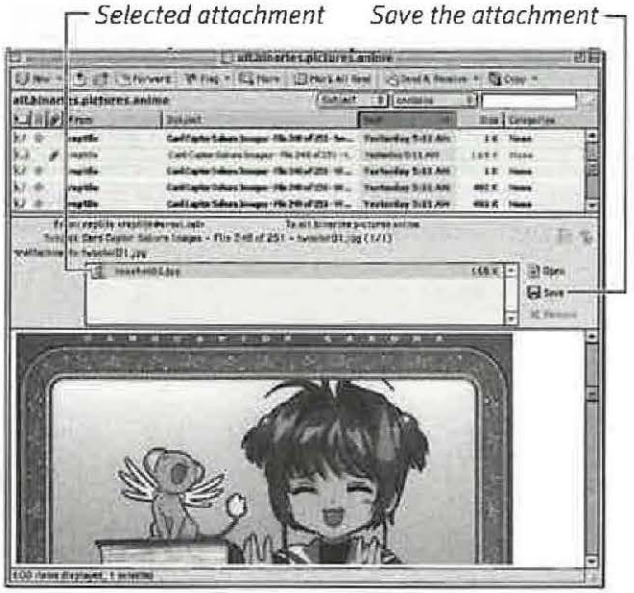


Figure 14.20 You can save article attachments to your hard disk, if you want.

✔ Tips

- A downloaded article that contains one or more attachments has a paper-clip symbol to the left of its header in the message list. (Note that the paper clip appears only *after* you've downloaded the article.)
- There are several ways to tell whether an article contains an attachment. First, look for a filename in the article header, such as `boat.jpg` or `turkey.gif`. Second, check the file size (given in KB); larger files frequently contain attachments. To make it easy to spot such files, you can sort by the Size column or rearrange the display, making Size the first column.

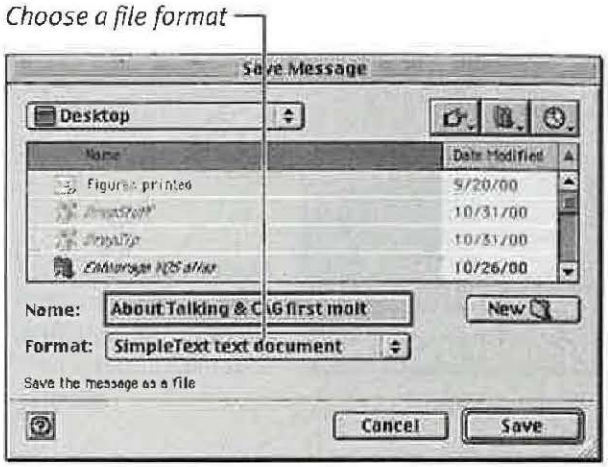


Figure 14.21 You can save an important article as an Entourage message or as a SimpleText document.

Managing Articles

After downloading articles and reading them, you can take several actions to manage the new information.

Printing articles

You can print any article that you've downloaded. Select the article in the article list or open it in its own window, and then choose File > Print or press ⌘P. Set options in the Print dialog box, and click Print.

To print the selected article using the current print settings (bypassing the Print dialog box), choose File > Print One Copy or press Option⌘P.

Saving articles

You can save important articles to disk as Entourage email messages or as SimpleText files. Select the article in the message list or open it in its own window, choose File > Save As, select a location and file type (**Figure 14.21**), and click Save.

Another way to save articles is to drag them to a folder in the Folder list. You can also copy an article to a folder by highlighting the article header and choosing Message > Copy To, followed by the name of the folder. Alternatively, you can choose this command by Control-clicking any message header.

Setting the font size for an article

To make any plain-text article easier to read, click the capital *A* button above the right side of the preview pane. Each click increases the size of the font used to display the article text. To decrease the font size, hold down the Option key as you click the button. You can also change the font size by choosing Edit > Increase Font Size (Shift ⌘ =) or Edit > Decrease Font Size (Shift ⌘ -).

Note that changing the font size affects only the current article. All others will be displayed in the default font and size, as specified in the Fonts section of the General Preferences dialog box.

Understanding header symbols

You've probably noticed that four tiny columns precede the headers in the message list. From left to right, the columns are as follows (**Figure 14.22**):

- *Thread Indicator.* This column is visible only if View > Threaded is selected. A triangle icon indicates messages that are part of a thread. Lone messages have no icon.
- *Online Status.* Articles that have been downloaded are marked with an envelope icon. An icon that looks like a partial envelope indicates an article that hasn't been downloaded.
- *Message Status.* Unread messages are marked with a star icon. Messages that you've flagged manually or that have been flagged by the application of a message rule are marked with a flag icon. Read messages have no icon.
- *Attachment Indicator.* If a paper-clip icon is shown, the article contains one or more attachments, such as a graphic or text file. (An attachment icon appears beside the header only after you've downloaded the article.)

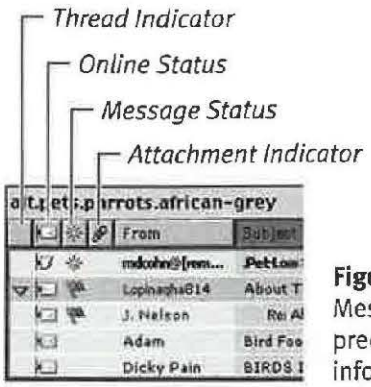


Figure 14.22
Message headers are preceded by up to five information columns.

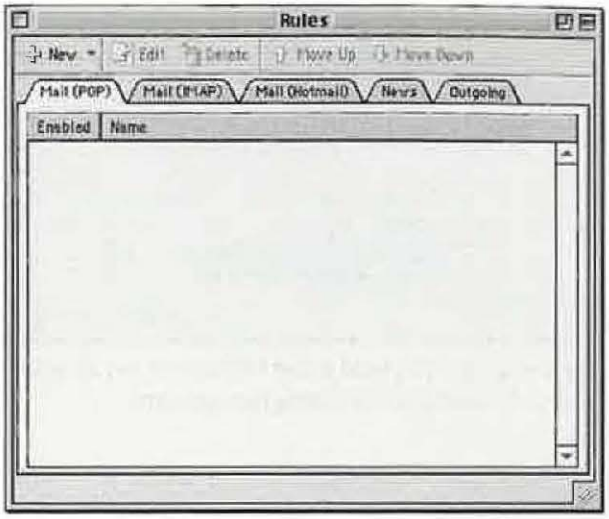


Figure 14.23 All defined rules are listed in the Rules dialog box.

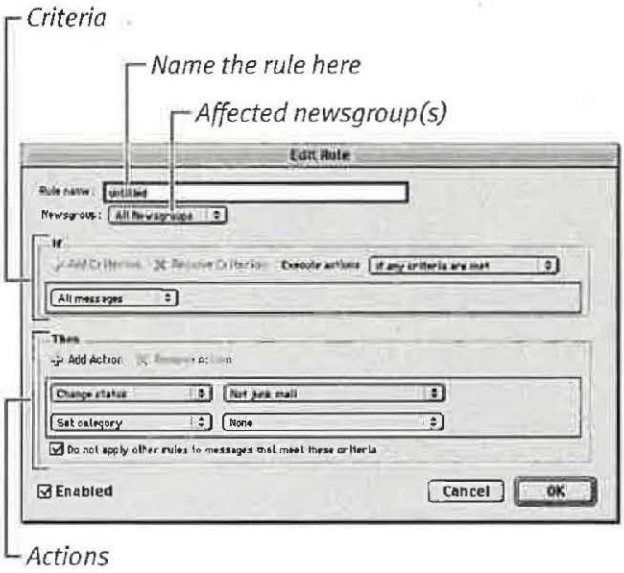


Figure 14.24 You create and edit rules in the Edit Rule dialog box.

If you've enabled the Priority column (by choosing View > Columns > Priority), and the sender has specified a priority for an article, an icon appears in this column, as follows: red exclamation mark (highest priority), orange exclamation mark (high), no icon (normal), light-blue down arrow (low), and dark-blue down arrow (lowest priority). If you want, you can manually assign priorities to messages by selecting their headers and choosing Message > Priority.

Creating message rules

By creating message rules, you can automate the manner in which Entourage handles newly downloaded articles.

To create a news message rule:

1. Choose Tools > Rules.
   The Rules dialog box appears (**Figure 14.23**).
2. Click and hold the New button and choose News from the pop-up menu, or click the News tab and then click the New button.
   The Edit Rule dialog box appears (**Figure 14.24**).
3. Name the rule.
4. For Newsgroup, indicate whether the rule is to be applied to all newsgroups, one newsgroup, or only specific newsgroups.
5. In the If section of the dialog box, specify criteria.
6. In the Then section of the dialog box, specify one or more actions that should be taken when the criteria in the If section are met for a given message.
7. From the Execute Actions pop-up menu, choose the criteria condition under which the rule's actions will be carried out.

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8. If the checkbox titled Do Not Apply Other Rules to Messages That Meet This Criteria is checked and a message meets the rule's criteria, no additional rules are applied to the message.

   If the checkbox is unchecked, additional rules may also be applied to the message.

9. To enact the rule, click the Enabled checkbox.

10. Click OK to save the rule.

Cleaning up the message database

Even though you regularly delete messages and contacts, Entourage continues to use disk space to store information about the deleted items. To reclaim this disk space, you should compact the database periodically.

To compact the database:

1. Hold down the Option key while starting Entourage.

   The dialog box shown in **Figure 14.25** appears.

2. Select Typical Rebuild and then click the Rebuild button.

   Entourage compacts and rebuilds its database. When the process is finished, the dialog box shown in **Figure 14.26** appears.

3. Click OK.

4. Open the folder `Documents > Microsoft User Data > Office 2001 Identities > Main Identity`, or, if you have multiple identities, open the identity that was active when you compressed the database.

5. Drag the Database (Rebuild) Cache file and all files whose names contain the word `Old` into the Trash.

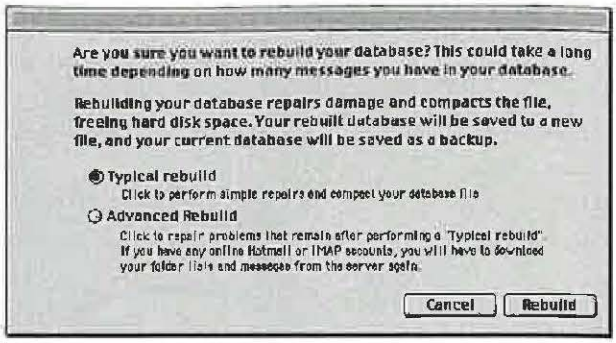


Figure 14.25 If you hold down the Option key as you launch Entourage, this dialog box appears.

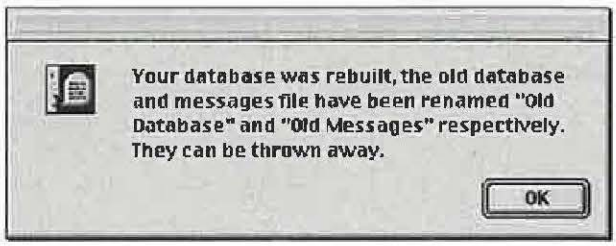


Figure 14.26 After compacting the database, you can safely delete these old files.

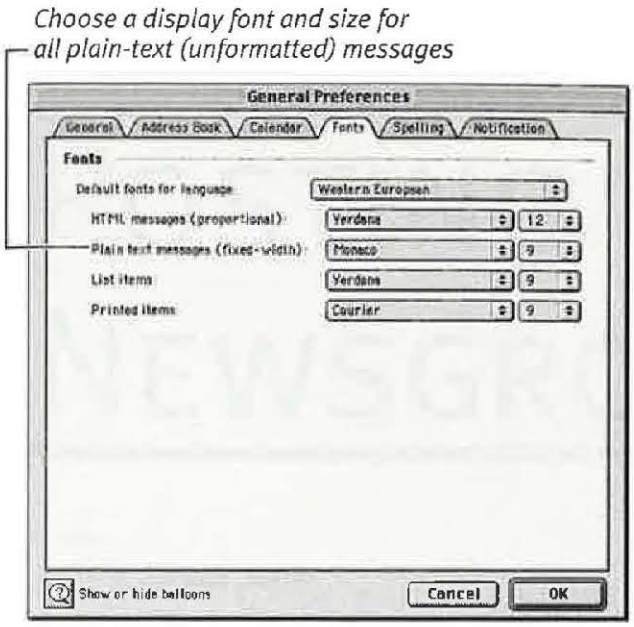


Figure 14.27 You specify default fonts and sizes in the Fonts tab of the General Preferences dialog box.

When Entourage compacts a database, it does so only for the most recently active identity. If you've created other Entourage identities and want to compact their databases, too, switch to the desired identity (choose File > Switch Identity), quit Entourage, and repeat these steps.

✔ Tips

- If you like, you can assign one or more categories to useful articles. You might create a category called Photoshop Printing, for example, and assign it to relevant articles. To view all such articles later, you could filter the message list by this category. For more information, see "Using Categories" in Chapter 1.
- If you find yourself constantly changing the size of the display font for articles, you may want to change the default font and size. Choose Edit > Preferences > General and then click the Fonts tab of the General Preferences dialog box (**Figure 14.27**). Choose a new font and/or size for the Plain Text Messages (Fixed-Width) option.
- If you're experiencing problems in Entourage, compacting the database sometimes corrects them. If a typical rebuild doesn't fix the problems, try the Advanced Rebuild setting. Note, however, that this procedure can result in data loss.

15 Posting to Newsgroups

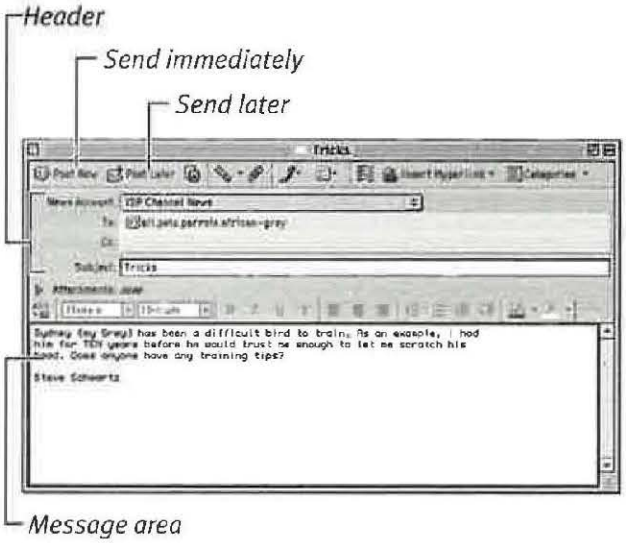


Figure 15.1 You compose a new article for a newsgroup in a normal message window.

If you want to participate in a newsgroup (rather than only read other people's articles), you can post new articles or reply to articles written by others.

All articles are composed in a normal message window (**Figure 15.1**). You can post any of the following types of articles:

- *A new article to a newsgroup.* The article is listed in the newsgroup's article list and can be read by anyone.
- *A reply to an existing article.* The article becomes part of a chain of related articles called a *thread.*
- *A direct reply to an individual, sent as email.* Only the author of the original article sees the reply, not the newsgroup.

In addition, you can forward or redirect any newsgroup article as an email message to friends or colleagues.

✔ Tips

- When posting articles, send them only to appropriate newsgroups. An article about gardening problems will not be well received in a computing newsgroup. Read a newsgroup for a while before posting to it.
- You can add attachments (such as pictures or documents) to an article by clicking the Add Attachments button in the toolbar. To learn more about article attachments, see "Adding Attachments" later in this chapter.

Composing and Posting Articles

The process of composing and posting articles varies, depending on whether you are posting a new article, replying to an existing article, replying directly to the author of an article via email, or forwarding or redirecting an article to someone as an email message.

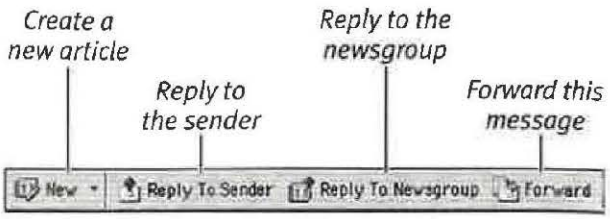


Figure 15.2 To make composing newsgroup messages simple, you can click toolbar buttons.

To post a new article:

1. Click the New button and choose News Message, choose File > New > News Message, or press ⌘N when a news-related window is open or selected.

   An untitled message window appears (refer to Figure 15.1).

2. Fill in the necessary lines in the message header.

   See "Addressing the Article" later in this chapter.

3. Compose the article.

4. To post the article immediately, click the Post Now button (refer to Figure 15.1), choose Message > Post Message Now, or press ⌘K.

   or

   To post the article later (temporarily storing it in the Outbox), click the Post Later button, choose Message > Post Message Later, or press Option⌘K.

To post a reply to a newsgroup:

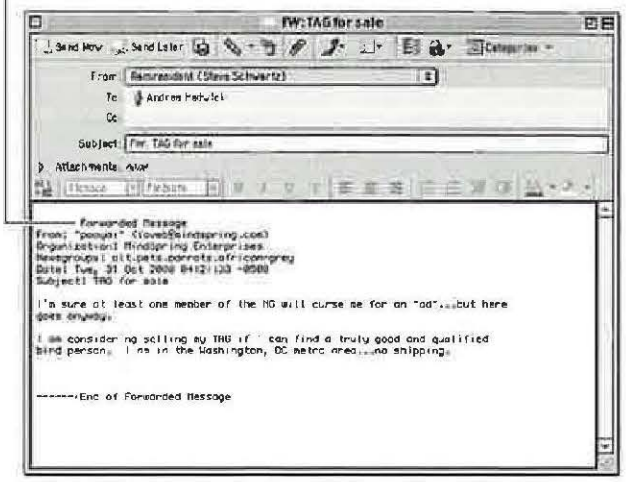
1. Select an article in the message list to which you want to reply or open the article in its own window.

2. Click the Reply to Newsgroup button (**Figure 15.2**), choose Message > Reply, or press ⌘R.

3. Fill in the necessary lines in the header.

4. Compose the article.

Forwarded text is marked as such or is quoted



Redirected text is not quoted



Figure 15.3 A forwarded message (top) looks different from a redirected one (bottom).

5. To post the message immediately, click the Post Now button (refer to Figure 15.1), choose Message > Post Message Now, or press ⌘K.

   or

   To post the article later (temporarily storing it in the Outbox), click the Post Later button, choose Message > Post Message Later, or press Option⌘K.

To reply directly to an individual:

1. Select an article in the message list to which you want to reply or open an article in its own window.
2. Click the Reply to the Sender button in the toolbar (refer to Figure 15.2), choose Message > Reply to Sender, or press Option⌘R.
3. Fill in the necessary lines in the header.
4. Compose the article.
5. To send the message immediately, click the Send Now button, choose Message > Send Message Now, or press ⌘K.

   or

   To send the message later (temporarily storing it in the Outbox), click the Send Later button, choose Message > Send Message Later, or press Option⌘K.

   Your reply is sent to the author as a normal email message; it will not appear in the newsgroup.

Emailing articles to others

You can send newsgroup articles to friends and business associates as email messages. Entourage provides two ways to accomplish this task. You can forward an article (sending it as quoted text) or redirect an article (sending it as normal, unquoted text). The difference between forwarding and redirecting is illustrated in **Figure 15.3**.

To forward or redirect an article:

1. Select the article's header in the message list or open the article in its own window.
2. Click the Forward button in the toolbar, choose Message > Forward, or press ⌘J.

   or

   Choose Message > Redirect or press Option⌘J.
3. Fill in the necessary lines in the header.
4. If you're forwarding the article, you can add your own comments or edit it; redirected articles cannot be altered.
5. To send the message immediately, click the Send Now button, choose Message > Send Message Now, or press ⌘K.

   or

   To send the message later (temporarily storing it in the Outbox), click the Send Later button, choose Message > Send Message Later, or press Option⌘K.

Choose a default format for news articles

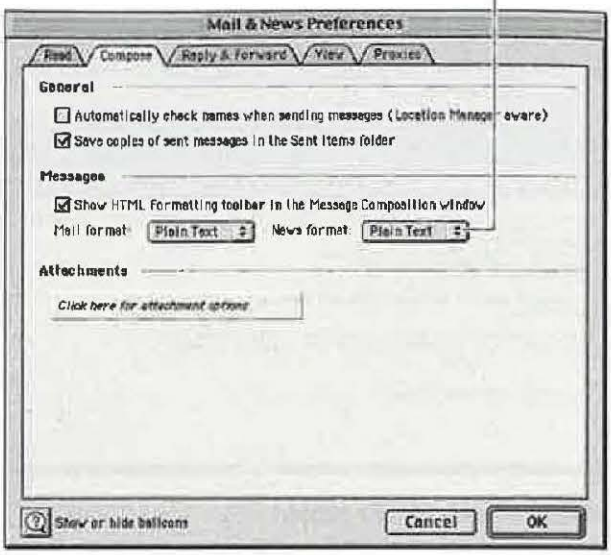


Figure 15.4 You specify a default format for all new news articles in the Compose section of the Mail & News Preferences dialog box.

Plain versus formatted text

Like email messages, newsgroup articles can be created as plain text or formatted (HTML) text. Entourage users can view either type of article. Older newsreaders, on the other hand, may limit the user to viewing only articles formatted as plain text.

By default, new messages are formatted according to the text specifications set in the Compose section of the Mail & News Preferences dialog box (**Figure 15.4**). To select a different formatting option for the current message, choose Format > HTML. When a checkmark appears next to HTML, a formatted HTML message will be created. When the option is unchecked, a plain-text message will be created. (Note that you can also switch between HTML formatting and plain text by clicking the Use HTML button in the message-window toolbar.)