Office's macros are actually tiny programs written in a language called Visual Basic; people with programming skills and a lot of time on their hands can make Visual Basic do astounding tricks. Fortunately, non-programmers can generally get away with using Word's *macro recorder*, a "watch me" mode where Word writes the macro for you as you go through the various steps once yourself. Once you've recorded the macro, Word is ready to execute those actions automatically, like a software robot.

Tip: A macro is saved into a document or a template. Thereafter, it works only when you've opened that same document (or a document based on that template).

To make a macro available in all Word documents, move it into the Normal template as described under "The Organizer" on page 192. Fortunately, macros you create by recording (as described below) are stored in the Normal template, so they are always available.

Creating a Macro

Even without knowing Visual Basic, you can create a macro for anything you know how to do in Word. Think of the macro recorder as a tape recorder that "listens" to what you do, and then plays it back on command.

Note: The macro recording feature in Word can't record mouse movements (other than menu selections and button clicks); so if your macro involves selecting text or moving the insertion point on the page, do it using keyboard shortcuts.

In this example, the company you work for has been sold, and you'd like to create a macro that goes through a document and replaces the old company name with the new one. Because you expect you'll have to do this on dozens or hundreds of existing documents, you decide to store it as a macro that you'll be able to trigger at will.

1. **Open a document that needs your Find/Replace surgery. Choose Tools→Macro→Record New Macro.**

   Alternatively, double-click the REC button on the bottom edge of your document window. The Record Macro dialog box opens, as shown at bottom in Figure 6-35.

2. **Type a name for the new macro.**

   If you find it a bit nerdy that you have to name the macro before you've even created it, just wait—Word's nerdiness is only warming up. For example, you're not allowed to use commas, periods, or even spaces in the name of your macro. In Figure 6-35, the macro has been named ReplaceName.

Caution: If you give a macro the same name as an existing macro, Word replaces the original one without so much as a by-your-leave. If you give your macro the same name as a preinstalled Word macro, for example, you'll lose the Word macro.

Type a description, too, so that later, you'll remember what this macro was designed to do.

Again before you've even created the macro, you must now tell Word how you intend to trigger this macro in the future. You'll be able to do so either by pressing a key combination of your choice or by clicking a button on a toolbar. (You can always change your mind, or choose both methods, later.)

3. **To create a button on one of your toolbars for this macro, click Toolbars.**

   The Customize dialog box appears, with a mutant version of your macro's name (such as Normal.NewMacros.ReplaceName) displayed on the right.

   Drag the macro's *name* from the Customize dialog box to the Standard toolbar or any open toolbar. (More on dragging to toolbars in Chapter 17.)

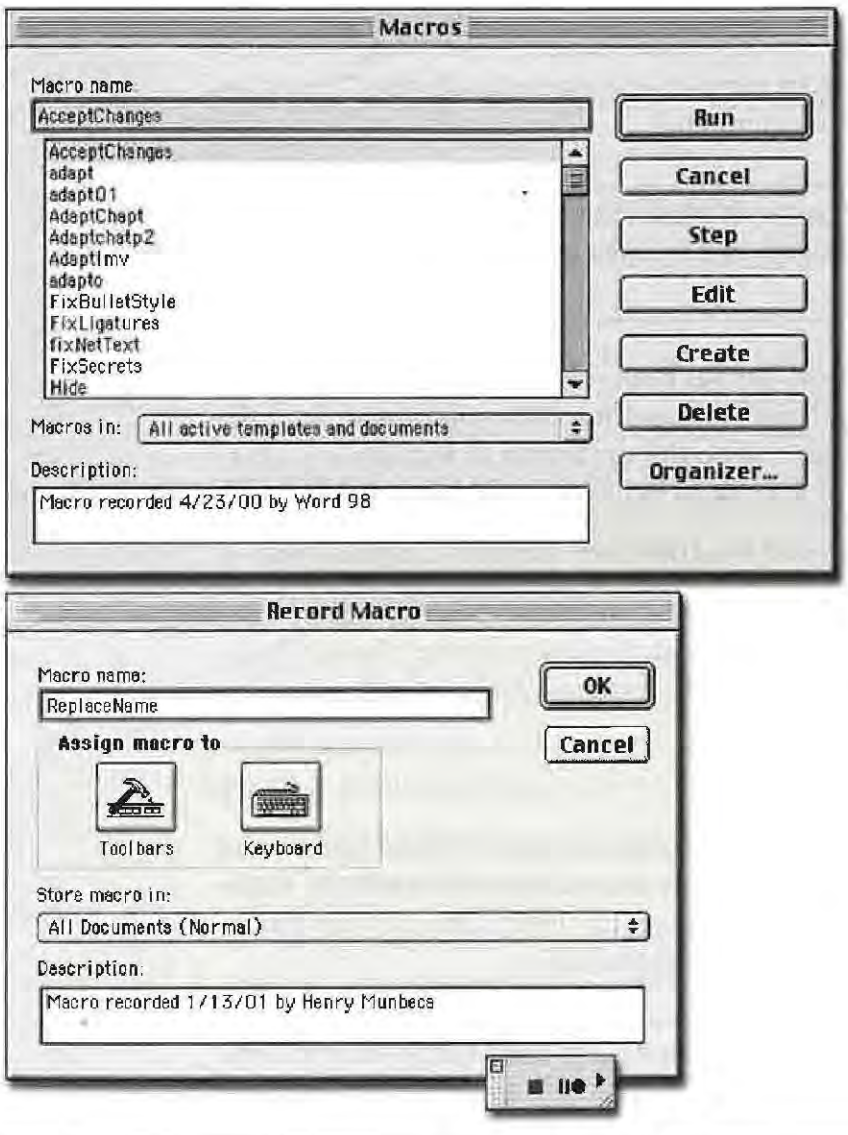


Figure 6-35:
Top: The Macro dialog box, listing all macros you've created. Here's your opportunity to delete one or edit it, line by line. You can't rename one, however, except by entering the Visual Basic Editor described at the end of this chapter.

Bottom: All currently open documents appear in the "Store macro in" pop-up menu. If you store it in the Normal template, it will be available to you in all Word documents. You can click pause while recording the macro if you need to leave the Mac for any reason.

Bottom inset: The Record Macro toolbar, short and sweet.

4. **If you want this macro to be available in only one document (as opposed to all Word documents), choose the name of the current document from the "Store macro in" pop-up menu.**

   Word assumes that the document you want to store the macro in is already open. If not, click Cancel, open the correct document, and start over.

5. **To assign a keyboard shortcut to the new macro, click Keyboard.**

   The Customize Keyboard dialog box opens, with the cursor blinking in the "Press new shortcut key" box. Press a key combination on your keyboard (Control-R, say) that will be easy for you to remember.

   The combination must include Control, ⌘, Control-⌘, or Control-Shift plus one or two other keys, such as letters and numbers. If the combination you press is already in use, you'll see the name of the conflicting command under "Currently assigned to"; see page 581 for more on changing Word keystrokes.

   Click Assign.

6. **Click OK to begin recording the macro.**

   You now return to your document. Everything appears to be as it was, except for the presence of a tiny, two-button toolbar (Figure 6-35). (On the right: a Pause button, which you can click before and after you do something that you don't want recorded.) You'll also notice that the arrow cursor becomes translucent when you pass it over text or the edges of a window.

   This is your opportunity to actually perform the steps that you want Word, later, to reproduce. In this example, you'll record a search-and-replace operation:

7. **Choose Edit→Replace. Type the old company name in the "Find what" box, press Tab, and then type the new name in the "Replace with" box (see page 65). Click Replace All.**

   Word makes the replacement everywhere in the document.

8 **Close the Replace tile box, and then click the Stop button (the small blue square) on the Macro Recorder toolbar—or just double-click the REC indicator on your status bar.**

   That's it: you've just recorded a macro. If you'd like to test it on the document that's still open before you, choose Edit→Undo Replace All (to undo the effects of your manual search-and-replace), and then trigger the macro as described below.

Tip: The macro doesn't become immortalized in your Normal template until you quit Word. If your Mac has a tendency to crash or freeze every now and then, you'd be wise to quit Word shortly after recording any important macros. Otherwise, you'll launch Word after a freeze or crash to find that the macro has disappeared.

Running a Macro

As with so much else in Office, there are several ways to run a macro that you (or other people) have recorded:

- Press the keystroke that you assigned to the macro when you created it.
- Choose the macro in the Tools→Macro→Macros dialog box (shown at top in Figure 6-35) and then click Run.
- Click the toolbar button that you assigned to the macro when you created it.
- Set up a macro to run automatically. To do this, give the macro one of these special names: **AutoExec** (runs when Word first launches), **AutoExit** (when you quit Word), **AutoOpen** (when you open an existing document), **AutoNew** (when you start a new document—very useful), or **AutoClose** (close a document).

You can also add your macro to any of the Word menus, as described on page 578.

The Macro Organizer

As with styles, AutoText, and toolbars, you can copy macros between documents or templates using Word's Organizer. You'll find complete instructions on page 192; only two subtleties make macro copying different:

- In the steps on page 192, click the Macro Projects tab instead of the Templates tab.
- You can't copy individual macros—only macro bundles called *macro projects.* (All of the macros *you* create wind up in a single macro project called NewMacros.)

Learning about Visual Basic

When you record a macro, Word automatically translates it into the Visual Basic programming language. To see how it looks, click a macro in the Macros dialog box (choose Tools→Macro→Macros) and click Edit. A supplementary program called Visual Basic Editor opens and shows all the code for that macro. If you know anything about programming, you can learn quite a bit about Visual Basic just by examining the code.

Sometimes even the novice can make some sense of this code. For example, if you've recorded a macro that blows up your document window to 150 percent, you'll see a line of code that says *ActiveWindow.ActivePane.View.Zoom.Percentage = 150.* You don't have to be a rocket scientist to realize that you can edit the 150 if it turns out to be too much magnification. You could replace that number with 125 and then choose File→Close and Return to Microsoft Word, having successfully edited your macro. (The same trick works very well for modifying search-and-replace macros; it's very easy to change the phrases Word searches for and replaces with.)

Word also has Help balloons that describe the Visual Basic *objects* (commands) that you assemble to create a macro. Some commands are difficult or impossible to record in a macro; if you create lots of macros, or feel inclined to debug existing macros, the time may come when you need to delve into Visual Basic.

CHAPTER
7

Word Meets Web

It may be that this Internet thing has gotten out of control. Now every piece of self-respecting software, from databases to games, has been Internet-enabled. Where would you be if you couldn't convert, say, your recipe file into a Web page for all the world to see?

PowerPoint, Excel, and Entourage are capable of converting your slide shows, spreadsheets, and calendars into Web pages. But for traditional, everyday Web pages, Microsoft obviously intends Word to be the Web workhorse.

Word as Web Browser

In truth, Word isn't much of a Web browser. It does have a Web toolbar (choose View→Toolbars→Web), complete with Back, Forward, Stop, Refresh, and Home buttons (see Figure 7-1). There's even a Favorites menu, which you may be delighted



Figure 7-1: *When you type a Web address in the box in the Web toolbar, Word launches Internet Explorer (or whatever browser is selected on the Web tab of your Internet control panel) and opens that Web page. You don't even have to type the "www" or ".com".*

to discover comes populated with the bookmarks in your Internet Explorer Favorites menu.

But this toolbar is actually simply a remote control for Internet Explorer itself; whenever you use one of its controls, or type an address into its Address bar, your Web browser launches (if it isn't open already) and handles the actual task of displaying the Web page in question.

Opening Web Pages from the Web

That's not to say, however, that Word can't display Web pages in its own window; it can. Just choose File→Open Web Page; a small dialog box appears, in which you can type the URL (Web address) of the Web page you want. When you click OK, Word connects to the Net and brings the specified page into its own window.

Unfortunately, Word is really only the strange preteen cousin of Internet Explorer; not only do Web pages take a long time to appear in Word windows, but they may also look peculiar, with a shuffled layout, enormous margins, and other anomalies. Still, this feature may be just the thing when you want to grab some text out of a Web page article you just read; by bringing it into Word, you can copy, paste, reformat, and perform other editing tricks.

Tip: When you open any kind of Web-related document–a Web page, a Web template from the Project Gallery, a Word document you've saved as a Web page, or any other HTML file–in Word, the document automatically opens in *Online Layout* view. If you ever find that you can't see images, background colors, or other Web features in your document, you've probably somehow gotten into the wrong view. Choose View→Online Layout.

Opening Web Pages from Your Hard Drive

These days, documents that have been written using the HTML Web-design language are no longer confined to the Internet. Because they're relatively small, include formatting, and open with equal ease on Macs and Windows PCs, HTML documents are now a common exchange format for Read Me files, manuals, and the like. (You know when you have one because its file name ends with *.htm* or *.html*.)

Word can open such documents directly: just launch Word and choose File→Open, then navigate to the file on your Mac and click Open. Choose HTML document in the Convert File dialog box and click OK. The file opens into Word's Online Layout view. Hyperlinks work, but otherwise the file acts more like a Word document than a Web page; scrolling text doesn't scroll, movies don't play automatically, and text flow may be different in Word than in a browser. Using a table for layout alignment (see page 155) results in more consistency between Word and browser views.

Viewing HTML Code for a Web Page

When you open an HTML document, Word does its best to show you the images and text of that document just as though you're looking at it in a Web browser. In

other words, you see the *results* of the HTML programming, not the HTML code itself. If you're comfortable working in the HTML programming language, however, Word is only too happy to show you the underlying code; just choose View→HTML Source. (If that menu choice is grayed out, save the Web page document first.) The Web page opens as a document full of HTML code. A tiny, one-button toolbar, ("Exit HTML Source") also opens; click it when you're finished editing.

Creating a Web Page in Word

Most people who are serious about Web design use dedicated Web-design programs, such as Dreamweaver, GoLive, or the free Netscape Composer.

But Word can convert any of its own documents into a Web page, ready to "hang" on the Internet. Make no mistake: Professional Web designers may sneer at your efforts, because Word fills the resulting behind-the-scenes HTML code with acres of unnecessary computer instructions that can make a Web page take longer to load into visitors' browsers and render your design layout imprecisely. But when you need to create only the occasional Web page, or when simplicity and a short learning curve are more important to you than the impression you make on professional Web designers, Word can suffice.

Basic Web Page Layout

Once you've figured out which Web pages you'll need to create for your Web site (see Figure 7-2), the next step is to create individual Word documents that represent those pages. You'll probably wind up taking advantage of Word's advanced graphics and design tools—especially tables and hyperlinks—much more in a document that will ultimately become a Web page than, say, a run-of-the-mill memo. But otherwise, editing and designing a Web-bound Word document is much the same as editing and designing any other Word file.

Tip: The following pages assume that you're interested in designing your Web pages essentially from scratch. The File→Project Gallery command, however, offers a Web Pages category filled with predesigned Web-page templates, such as a Frequently Asked Questions page, a Personal Web Page, and so on. If the Web page you have in mind is one of these basic types, by all means use the Project Gallery templates to save time. See page 14 for more on the templates.

Themes

As you contemplate the graphic design of your site, think simple. Although Word's Web tools let you use a riot of background and font colors, nothing looks cleaner and more readable on the Web than black type on a light background.

Still, Word comes with a long list of canned color schemes for Web pages (and other documents) called Themes. Each theme incorporates professionally selected choices for font, bullet graphics, horizontal lines, headings, background colors, and other elements (see Figure 7-3).

To look over your options, choose Format→Theme. The Theme dialog box opens. Click the various theme names to see a preview of each. If you find one that appeals to you, click OK. Word applies the theme and returns you to your Word document, but you'll notice major differences only if you used Word's built-in heading styles, picture bullets, horizontal lines, and hyperlinks. These are the elements a theme can affect. If you've already saved the document as a Web page (see page 277), or if you're in Online Layout View, you'll also get the full effect of the background pattern or color.

See page 136 for more on the Theme dialog box.

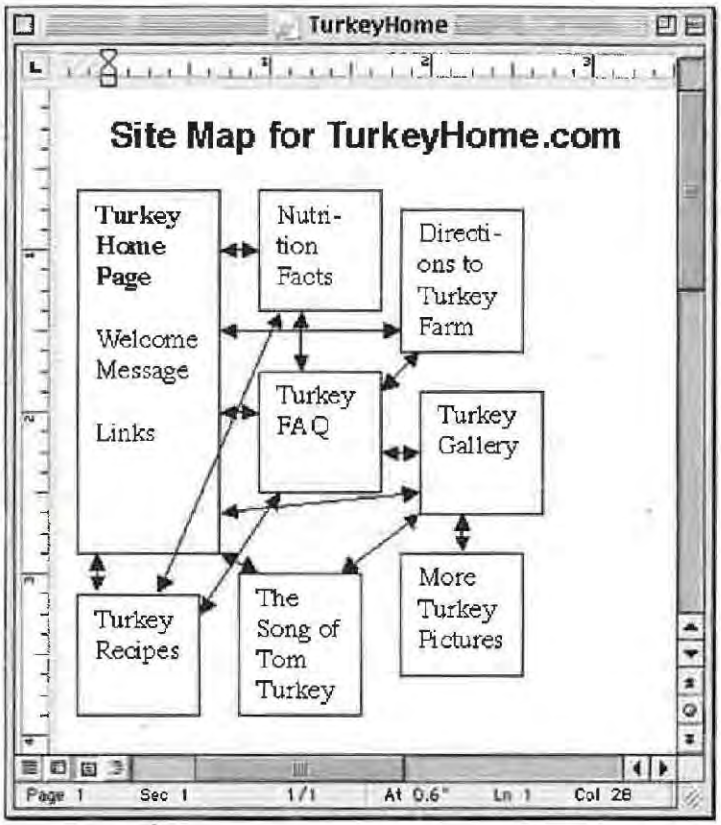


Figure 7-2:
You'll save yourself from temporary insanity as you design your Web site if you begin with a map of the site. Draw arrows in all the directions that you're going to link the pages together, remembering that you'll want to link each page back to the home page, or at least to the page before it.

Backgrounds

Although a white or very light background is generally your best bet for legibility on Web pages, Word lets you choose anything, from graceful to hideous, as the backdrop for your page—a solid color background, a pattern or gradient, or a picture. (If you don't specify a background color, your visitors' Web browsers will use a default color, which is usually light gray.)

To choose a background color for your Web page, choose Format→Background; in the Background color palette, click one of the color blocks to make it the background color. You can choose a different color by clicking More Colors and using one of Word's color pickers as described on page 600. If you choose No Fill, your background will be the default color of your reader's Web browser.

Note: When you're adding a background color to a Web page template that already contains a background *pattern*, the color overrides the pattern. To remove the color and restore the pattern, click No Fill on the Background color palette.

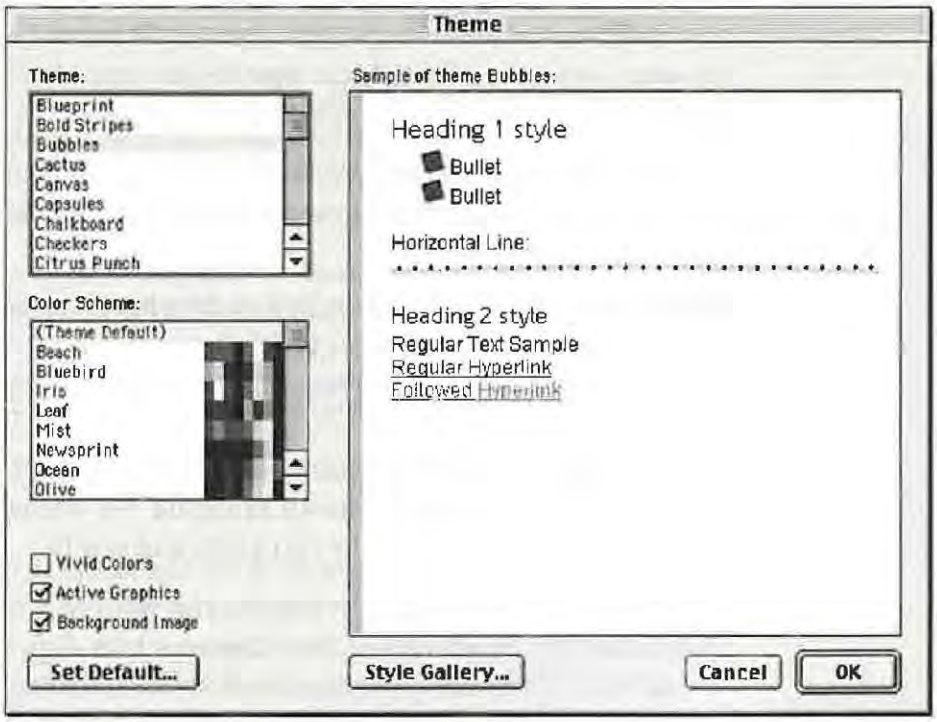


Figure 7-3: *In addition to the background color, each theme contains an optional picture, which you activate by turning on the Background Image box. Also make sure the Active Graphics box is checked so that you can see the effect of any animations you're going to use. (Uncheck the box to work on your Web page without distraction.)*

You can also click Fill Effects on the Background palette; you'll be offered a wide range of fancy backdrops, from burlap to shimmering gradients. (You can read more about these options on page 601.) Most of them are much too busy for a Web page that you actually expect people to read.

When you choose a color, it appears instantly as the background of your Web page document. Word switches into Online Layout view, if you weren't there already.

Font colors

You specify the color for the text of your Web page just as you would in any Word document—for example, using the Font Color button on the Formatting Palette. You want a lot of contrast between the background color and the font color.

White text on a black background sounds elegant, but it's not a good choice when working on a Web page in Word; the black background shows up only in Online Layout view. When you switch to Normal view, you'll get white text on a white background—the new millennium version of invisible ink. You lose the ability to print your page from Normal view for the same reason. (Furthermore, black backgrounds—solid color backgrounds of any kind, really—gulp down color ink from your Web-site visitors' printers like it's Gatorade.)

Other text effects

You can use any of Word's text formatting—such as different fonts, typefaces, and paragraph formatting—in documents you'll be saving as Web pages, but bear in mind that they may look different, or be lost completely, depending on your reader's browser. (See Chapter 3 for more detail on text formatting.)

Word also offers special effects for use on Web pages: animated text and scrolling text. Use them with caution—first, because they may not be visible in all browsers; in some cases, the affected text may be lost completely. Second, flashing and animated text, as noted earlier, strikes many Web citizens as extremely annoying.

- **Animated Text.** To use Word's animated text effects, select the text. Then choose Format→Font→Animation tab, then proceed as shown in Figure 7-4.

Note: Beware of the Default button in the Font dialog box–if you click it, you'll apply the animation style to your Normal font, the one you see by default in every new Word document. Chances are you don't want Las Vegas Lights around everything you type in every Word document–or maybe you do.

- **Scrolling Text.** Scrolling or marqueeing text is, unfortunately, a very popular text effect on Web pages. As shown in Figure 7-4, a single dialog box lets you determine all aspects of how the text looks and scrolls.

  To open this box, highlight the text you want to scroll and then choose Insert→HTML Object→Scrolling Text. Choose a type style in the lower panel of the dialog box, a different background color from the Background pop-up menu, and an animation style from the Behavior, Direction, and Loop pop-up menus.

  For example, *Scroll* makes the text roll across the screen just like the letters on the marquee of a Broadway theater. It goes all the way across until it disappears, then it reemerges at the opposite edge and starts over again. From the Loop menu, choose the number of times you want the scrolling action to take place.

  Slide makes the text start out scrolling, then stop when it gets to the opposite edge of the page. *Alternate* means that the text bounces back and forth across the screen as though in a slow-motion game of Pong.

POWER USERS' CLINIC

Automatic Color

When you open the Font Color section of the Formatting Palette, you'll notice that your first choice is Automatic Color. If you choose Automatic Color for text in a Web page, your reader will see it in whatever default color she's chosen for her Web browser. (In Internet Explorer, for example, you can specify your default text color by choosing Edit→Preferences. Click Web Browser→Web Content in the left pane and click the Text color block. Choose a color using one of Office's color pickers as described on page 600.)

Choosing No Fill for your background color and Automatic Color for your font is the ultimate in consideration for your reader. It does, however, limit your creativity.

To edit your scrolling text, select the text and choose Insert→HTML Object→ Scrolling Text, and make changes in the Scrolling Text dialog box.

Note: You won't see any text animation in Word; you have to save the result as a Web page and then open it in a Web browser.

Tables in Web page layout

These days, it's a very rare Web page whose design is nothing but a single river of text running down the middle of the page. Most professional Web pages are composed of several parallel columns. Each can contain an independent flow of text, as well as such standard elements as a graphic or a navigation bar.

To create this effect in Word, use a Word *table*, as described in Chapter 4. Aligning objects using the HTML language alone is notoriously difficult. But if you compose your Web page with a table, you can use its rows and columns to align the text and graphics on your page. If you hide the gridlines as described in Figure 7-5, your visitors won't even be aware that they're viewing a table. (You'll still see the gray gridline indications in Word, but they won't show when the finished Web page is viewed in a browser.)

A single cell of your table can be extremely tall, if necessary—if yours is like a typical Web page, in fact, the entire page may be composed of a single row of the table, whose cells stretch the full height of the page. That's perfectly OK, and it's a clever way to get two or three parallel columns with independent text flows.

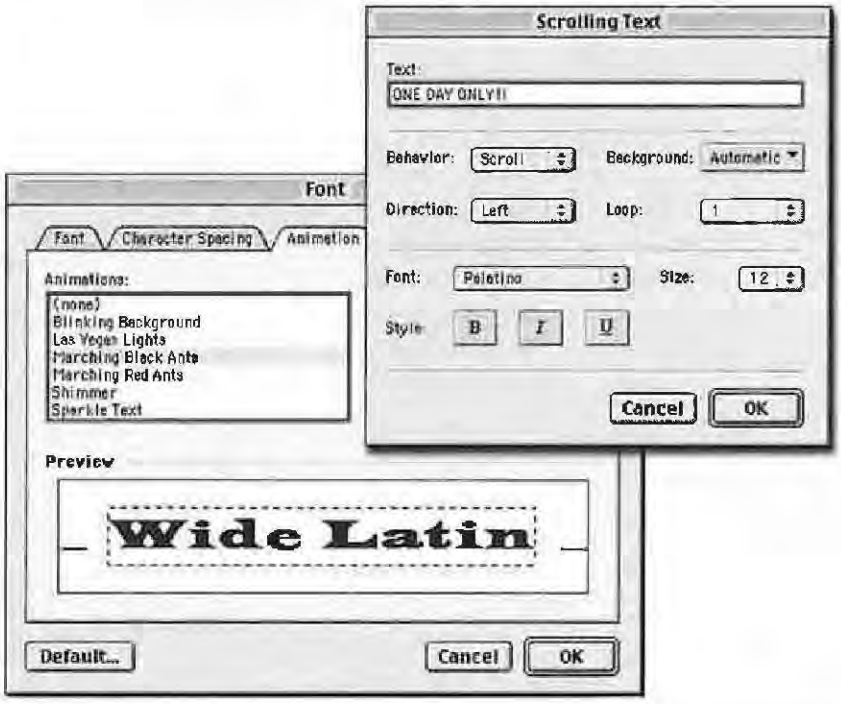


Figure 7-4:
Lower left: The Las Vegas Lights and Sparkle Text animations feature multicolored speckles. Blinking Background alternates a black background with white or with the font color. You get the idea.

Click each of the listed Animations and watch what happens in the Preview box. If you find one you like, click it and then click OK.

Upper right: The Font pop-up menu in the Scrolling Text dialog box lets you apply scrolling to all Word fonts. Scrolling or "marqueeing" text rolls across the width of your Web page from one side to the other.

Tip: Consider using *nested* tables for the smaller objects in your Web page.

For example, create a table eight cells long by two cells wide to hold a list of links. Fill the table, then drag it into a large cell in your main table. The main table will help align the list relative to the rest of the page. (See the list of links in Figure 7-5, for example.)

Graphics, Sounds, and Movies

Both Word's Clip Art Gallery and the Web itself are brimming with images that you can use to adorn your Web pages. You can also use any of Word's drawing tools, such as AutoShapes and WordArt (see Chapter 18), in the Web pages you create. When you save the Web page, Word saves the graphic in the Web page's folder as a GIF file (see the sidebar box on page 268).

Text wrapping and graphics

Wrapping text around images on Web pages works the same way as in other Word documents, as described on page 149. If you're using a table to lay out your Web page, you can even use text wrapping within a table cell.

The instructions for wrapping text around a graphic image are exactly as described on page 149—with one difference. In HTML, you can place graphics over text, behind text, with text above and below it, or wrapped around either side of it. What you can't do, however, is wrap text around *both* sides of a centered graphic. Thus, that option is grayed out on the Wrapping section of the Formatting Palette. To

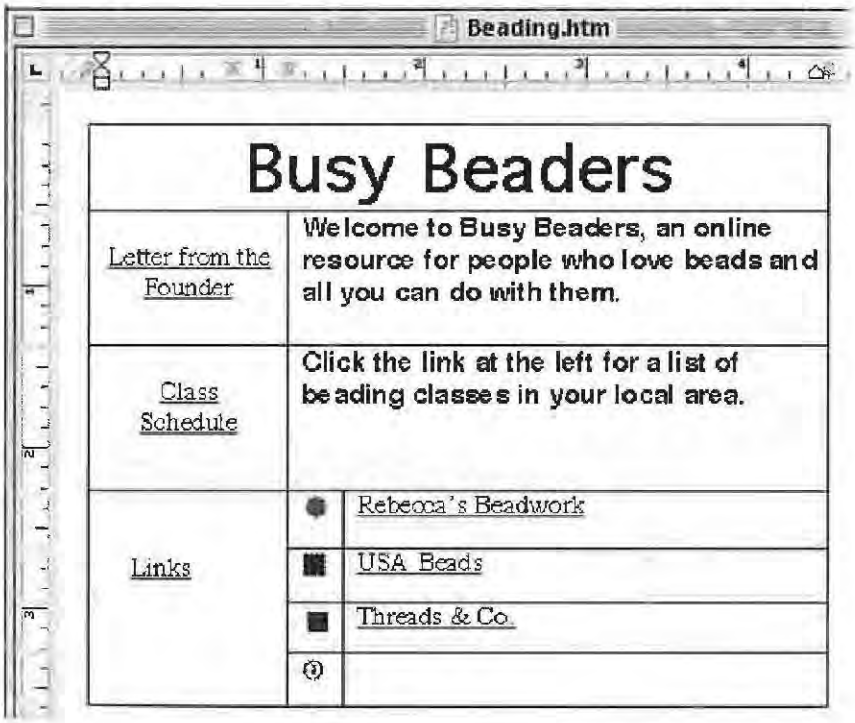


Figure 7-5:
A simple Web page laid out in a Word table. The table gridlines ensure that the text blocks, bullets, and links line up properly with each other. To make the black lines disappear, choose Table→Table Properties; click the Borders and Shading button; click None, OK, and OK.

activate the choices on the "Wrap to" menu, drag the graphic to one side or the other of the table cell or the page.

Bullets and Dividers

Bullets lines are very effective ways of "punctuating" your Web page and keeping its layout organized. Large, uninterrupted blocks of text make for difficult reading on the Web, so using these small graphic elements to break up your text help prevent eyestrain—for both you and your readers.

Web bullets and divider graphics work just like other Word clip art, and in fact you insert them the same way (see page 586). The only difference is that, after choosing Insert→Picture→ClipArt, you should scroll down and select Web Bullets & Buttons or Web Dividers in the Category list. Each of these categories has several pages of bullet-ready images; click the "pages" icon at the bottom of the preview pane to see the next page.

Horizontal Lines

Another great way to break up the text on a Web page is to insert a horizontal line between sections. If you started your Web page with a Word Web Page template or chose a theme, then Word has a line in a coordinating color and pattern already picked out for you. To insert one:

1. **Choose View→Toolbars→Tables and Borders.**

   The Tables and Borders toolbar opens.

UP TO SPEED

Graphics Formats on the Web

Like Internet Explorer, Netscape and other modern Web browsers, Web pages created in Word use images in any of three formats: GIF, JPEG, and PNG. If you place any other kinds of images in your Web page, such as PICT or bitmap, Word converts and saves it as one of those three compatible formats based on the following criteria:

- Photographs are saved in *JPEG* format. (JPEG graphics use a compression system that is especially effective on photographs.)
- Clip art, drawing objects, and PICT files are saved as *GIF* files. (GIF images are limited to 256 colors, but download very quickly. In other words, they lend themselves to drawings and other simple images.)
- If you've chosen "Allow PNG as an output format" in Preferences (see below), Word saves all images in the PNG–Portable Network Graphics format.

PNG is the newest of the major graphics compression formats, and it represents an improvement over both JPEG and GIF. PNG works equally well for both simple images and photographs. If you save all your Web page images as PNG, your Web page will load faster, take less storage space on your Mac, and work on all modern Web browsers.

To do so, choose Edit→Preferences→General tab and click Web Options. Click the Picture tab and turn on "Allow PNG as on output format." Because PNG is gradually replacing GIF as the most popular Web graphics format, the only reason not to use it is that certain older browsers won't recognize such images.

2. **Click the arrow button next to the Borders button on the Tables and Borders toolbar. Choose Horizontal Line from the pop-up menu.**

   Word inserts the line for your theme into the document at the insertion point.

You can also insert a horizontal line in any Web page by choosing Insert→Picture→Horizontal Line. The Choose a Picture dialog box opens to the Microsoft Office 2001→Clip Art→Lines folder; select a line and click Insert. Word places the line across your Web page document at the insertion point.

Tip: You can use even more lines by installing the Value Pack, as described in Appendix A. Then, when you choose Insert→Picture→Horizontal Line, you can navigate in the Choose a Picture dialog box to the Microsoft Office 2001→Clip Art→"Bullets and Lines 1" and "Bullets and Lines 2" folders and choose one of the many lines there. Click Insert to use the line in your Web page.

Movies

Web pages created in Word can store and play digital movies in any of several formats: QuickTime, QuickTime VR, MPEG, and some AVI files. (Word converts AVI to QuickTime when you save the Web page.) Any such movie you've got on your Mac, whether you downloaded it or made it yourself, can be inserted on a Web page you create in Word. Here's what happens *if your Mac has QuickTime version 4* installed (in its System Folder):

1. **Choose Insert→Movie.**

   You must be in a Web page document. The Open File dialog box appears.

2. **On the Source pane, click Movie→Select; navigate to and double-click the movie stored on your Mac.**

   Because some of your Web visitors may have browsers that can't show movies, or have turned movies off, the next step is to select alternate graphics and text to substitute for the movie when they view your Web page.

3. **Click Alternate Image→Select; find and open a graphics file on your Mac.**

   You can use any graphics file in the formats described above, or you could create a still picture in your movie editing program.

3. **Type words that describe your movie in the "Alternate text" box. On the "Playback options" pane, choose Open, Mouse-over, or Both from the Start menu, and the number of times you'd like the movie to loop.**

   If you choose Open, the movie will play automatically when your Web visitor opens the Web page. Mouse-over means that the movie plays when your reader places the cursor over the movie's icon on your Web page.

5. **Click OK.**

   You can drag the movie to place it anywhere you like on your Web page, and resize it using the handles just like any Word picture.

Note: If your Mac has QuickTime 5, your experience is dramatically different; for example, you don't get the special Insert Movie dialog box with all of the options described here. Instead, you get a single, old-style Open File dialog box. Once you've selected a movie, you can't do much with it other than move it, resize it, or make the movie scroll bar appear using the Movie toolbar.

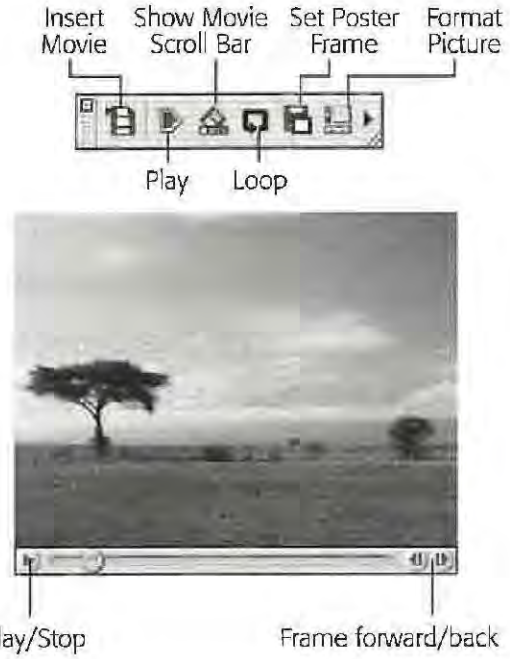


Figure 7-6:
Top: The Movie toolbar. Clicking the Show Movie Scroll Bar icon adds the standard movie controls to the bottom of your movie's icon (bottom). Clicking Loop plays your movie continuously.

Giving a movie a poster frame

The *poster frame* is the still picture that you see when the movie is not playing. To give your movie a poster frame, click to select it and proceed as follows:

1. **Click the Play button on the Movie toolbar (see Figure 7-6).**

   As the movie plays, watch until you see an image that would make a great poster frame. If you've made the movie scroll bar visible, you can also use it (or press the arrow keys) to get to just the right frame.

2. **Click the Set Poster Frame button on the Movie toolbar.**

   You can repeat the process until you get the perfect poster frame.

   The poster frame is like any Word picture (see page 586). You can resize or crop the poster frame, wrap text around it, and so on. For example, you may want to click the Format Picture button on the Movie toolbar to open the Format Picture dialog box.

Removing a movie

Deleting a movie is easy: click its icon and then press the Delete key.

Tip: Your movie won't play on the Web unless each visitor to your page has installed the QuickTime plug-in. Not all Mac users have the most recent version, and Windows users may not have it at all. You can help them by giving them a link to the Web site where Apple gives downloads of a free version for both Windows and Mac. For example, you might add this text somewhere on your Web page: "You need the free QuickTime plug-in for Mac or Windows to view the movies on this Web page. Download it at www.apple.com/quicktime," or words to that effect. (See page 270 for more on inserting hyperlinks.)

Background Sounds

If your movies, background pictures, and animated text aren't enough multimedia to send your visitors' 56 K modems falling to their knees, don't give up; Word also comes with a library of sounds that play as your reader views your Web page. You can use one of them, or any sound you've in the WAV, AIFF, or MIDI format:

1. **Choose Insert→HTML Object→Background Sound.**

   The Background Sound dialog box appears.

2. **Click Select; navigate to, and double-click the sound file.**

   The standard drag-and-drop installation of Office (see Appendix A) gives you a handsome set of sound effects in the Office 2001→Office→Sounds. If you use the Value Pack (also described in Appendix A) to install the package called Multimedia, you get extra sets of sounds in the Microsoft Office 2001→ClipArt→Multimedia→Sounds and ThemeSnd folders.

Tip: Unfortunately, Word's sound files don't have descriptive names. To preview them, you can open each in QuickTime Player, which comes on every Mac.

3. **Choose the number of times you'd like the sound to play from the loop menu, and then click OK.**

   When your viewer opens the Web page, the background sound plays the number of times you chose to loop it.

To remove a sound, choose Insert→HTML Object→Background Sound. The name of the current background sound file in shown at the top of the dialog box. Click Clear to remove it from your Web page.

Hyperlinks

Hyperlinks—buttons, graphics, or text phrases that, when clicked, take you to a different document—are what Web sites are all about. In Word, you can make just about any kind of link you've ever dreamed of—to Web pages, to other documents or pages you've created, to movies or sound files, or to a particular point in the same document or other document.

Hyperlinks are by no means for use only by people creating Web pages. They work extremely well right on your own hard drive; using them, you can create a living,

clickable list of the files—or even applications—you open frequently. They also work as described here in Excel and PowerPoint.

The following examples show you how to create links to various locations on your hard drive or on the Web.

Linking to Another Place or Another Word Document

If your document is long, you may want links to help your reader navigate it. For instance, on a Web page (or even a senior thesis), you can place a link called "Back to top" at the bottom of your page, or a list of links at the top of the page that link to paragraphs further down. Either way, you save your reader lots of scrolling.

Hyperlinks can also jump from one *document* to another. This simple feature is the key to two dramatic Word features:

- For everyday Mac work, you can set up links to other Word files on your hard drive.
- When you're building a Web page, you can set up links to other Web pages you've created. For instance, you may have a Web site about birds, with a main page and a separate page for each bird.

The easy way (copy and paste)

The routine goes like this:

1. **Copy some text in the document or paragraph you want to jump *to*.**

   A heading makes an especially handy target, but it can be anything at all, anywhere in the document. Make sure you've saved the document.

2. **Switch to the document or paragraph where you'll want the link to appear; choose Edit→Paste as Hyperlink.**

   The copied material appears in your document, blue, underlined, and ready to click. (You can change the text of the link itself as described later in this section.)

The beauty of this technique is that it can take you even to a particular *spot* in a different document—whether its ultimate destination is the Web or just your own Mac. For example, in a technical document, you could create links to specific entries in a glossary of terms. (This "jump to a spot" feature works only if the destination document isn't already open; if the target document *is* open when you click the link, you go to the *beginning* of it. Nobody ever accused Microsoft of consistency.)

Tip: If you do a lot of this, use the ultimate link-creation shortcut. Set up both documents so that you can see their windows simultaneously. Highlight the "jump to here" text in the target document, then ⌘-Option-drag it *out of its window* and into the document where the link will appear. A contextual menu appears, offering commands like Move Here and Copy Here; click Create Hyperlink Here. You've just created a link to the text you highlighted.

The longer way (using bookmarks or headings)

You don't have to use the copy-and-paste routine. If you've used Word bookmarks (see page 218) or its built-in heading styles (see page 131) in the target document, you can use them as anchors—the targets—for your links, like this:

1. **Select the text ("Back to top," for example) or graphic that will be the hyperlink; choose Insert→Hyperlink.**

   The Insert Hyperlink dialog box opens, as shown in Figure 7-7. The text you selected in your Web page document appears in the Display box. If a graphic will serve as the link, <<Selection in Document>> appears in the box.

Tip: Microsoft doesn't kid around about the Insert→Hyperlink command; it offers about 731 alternate methods of triggering it. You can also Control-click the selected text or object and choose Hyperlink from the contextual menu, or click the Insert Hyperlink button on the Standard toolbar, or press ⌘-K.

---

2. **Click the Document tab, then click Locate.**

   The Select Place in Document dialog box appears.

3. **Choose the bookmark or heading, click OK, then click OK.**

   If you haven't successfully created any bookmarks or used one of Word's built-in heading styles, you'll get an error message.

After you click OK to close the Insert Hyperlink dialog box, the text you selected in Step 2 turns into a blue, underlined hyperlink. To test it, just click the link; the document scrolls so that the heading or bookmark anchor jumps to the top of the screen.

Linking to an Application or Mac File

If you spend most of the day in Word, consider making yourself a launching-pad document like the one shown in Figure 7-7, which serves as your "home page" for the entire computer. It works like this:

1. **Highlight the text or the image that will be the link "button"; choose Insert→Hyperlink.**

GEM IN THE ROUGH

Web Page Preview

As you work away, building your Web page, you'll need to preview your work in progress from time to time. Yes, choosing View→Online Layout shows what your document will look like in a Web page; but you won't be able to see your animated text and certain other browser-only features. Fortunately, the File→Web Page Preview command actually shows it in your Web browser, which gives you a much more accurate preview.

The document name in the title bar may not match the file name that you gave the document when you saved it. That's because Word takes the Web-page name from the title box on the File→Properties→Summary tab. If you'd like to change the name that appears in the Web browser's title bar when opening your Word document as a Web page, in other words, choose File→Properties→Summary tab and change the title.

The Insert Hyperlink dialog box opens, as shown in Figure 7-7.

2. **Click the Document tab. Click Select.**

   Word opens the Choose a File dialog box.

3. **Navigate to the destination document or program on your Mac and select it; click OK.**

   You return to your document, where you've now got yourself a living, working link to another file or program on your Mac.

Linking to Another Web Site

If you're designing a Web site, of course, the kind of link you're probably most interested in creating is one that jumps to *another* Web page. That's why Word provides so many different ways of creating a hyperlink to another page on the Web:

By typing a URL

As many an annoyed Mac fan can tell you, Word comes factory-set to turn *any* Web address you type into a living hyperlink. When you're creating Web pages with Word is the one time you'll actually be grateful for this behavior. Just type the Web address



Figure 7-7:
Top: The Insert Hyperlink dialog box has a tab for each of the three types of hyperlinks you can create in Word.

Bottom: You don't have to think about links exclusively in the Internet context. A Word document can serve as a handy launch pad for all of the programs and documents you use in a typical workday–a miniature Finder.

into your Web page document, beginning with *www* and ending with *.com*, *.org*, *.co.uk*, or dot-whatever. Word automatically creates the hyperlink (unless you've turned off this feature as described on page 95).

By dragging a URL

You don't have to be able to memorize and type a URL in order to place a hyperlink in your document. All you have to do is find it on the Web; then you can drag and drop the Web address into your Web page.

To see how this works, open your Web browser; visit the Web page that you'd like to link to. Switch back to Word; drag the icon next to the Address window from the browser into your document, as shown in Figure 7-8.



Figure 7-8: *Dragging a Web address to add to the others in the list. In Internet Explorer, you can drag the @ icon either from its place beside the Address window or from the title bar.*

When you let go the mouse button, Word creates a hyperlink *field*. (If you see the field code [see page 215] instead of the title of the Web page, select the entire field code and press Shift-F9.)

The text of the final hyperlink in your document will be the Web page's title (as seen in the title bar of your browser window), not the URL itself. If you want to see the underlying URL, point to the Web page name without clicking to make the identifying yellow balloon appear.

If you would like to use different text other than the Web page's real title for the hyperlink, edit the hyperlink as described on page 276. For example, if the Web page you're linking to is titled "Actor Bio 2," you might want to change it to the more descriptive "Brando: The Early Years."

By using a Favorite or History

If you have Internet Explorer on your Mac, the Favorites list in the Insert Hyperlink dialog box shows your Internet Explorer Favorites, and the History list shows the Web sites you've most recently visited in *Internet Explorer*. This pop-up menu can be a real time-saver:

1. **Highlight the text or the image that will be the link "button"; choose Insert→Hyperlink→Web page tab.**

Make sure the correct text for your hyperlink appears in the Display box; if not, change it.

3. **Choose the Web site you want to link to from the Favorites or History pop-up list.**

   If the Web site you're looking for isn't in one of the lists, click Launch Web Browser to search the Web for it.

4. **Click OK.**

   You've just added a link to the Web page you selected.

Note: Although there is an Anchor box on the Web Page tab in the Insert Hyperlink dialog box, it almost never works in Web sites. In order for this feature to work, the page must contain Word bookmarks, as described in "To a specific location on another page" above, or HTML anchor tags.

POWER USERS' CLINIC

Hyperlink ScreenTips

When you browse the Web with Internet Explorer 4 or later, you can point to a hyperlink without clicking to summon a small, yellow, identifying ScreenTip (like a tooltip). The information shown in the ScreenTip depends on what kind of hyperlink you've created.



By default, Word creates ScreenTips for each type of hyperlink automatically: the URL for a Web link, *mailto:myname@mac.com* (or whatever your address is) for an email link, or the full path and filename of the document on your Mac or other computer on your network.

But you can change the ScreenTips to say whatever you like. For instance, say you have a picture of a house that links back to your home page. If your reader doesn't get it from the picture, the URL (which could be something like *http://www.geocities.com/~bobtheduck*) may not be much help. You could change the ScreenTip so that when your reader passes the cursor over the house picture, "My Home Page" is the tip that pops up.

To write your own ScreenTip, Control-click the hyperlink and choose Hyperlink→Edit Hyperlink from the contextual menu. In the Hyperlink dialog box, click ScreenTip.

The Set Hyperlink ScreenTip dialog box (shown here) opens; here you can type the text for your ScreenTip. There's enough room for 254 characters, enough to write a fairly long sentence, if you wish.

Click OK when you finish editing the ScreenTip. Click OK to close the Edit Hyperlink dialog box after making any other changes you like.

Email Hyperlinks

An *email* hyperlink, also known as a *mailto* link, opens a new, preaddressed message in your email program (or that of whoever clicks the link). When you create a Web page, it's common practice to include an email hyperlink to yourself, so that your readers can contact you with questions, comments, or orders:

1. **Type and select the text ("Contact me") that will become the email hyperlink.**

As with any other hyperlink, you can use a graphic, but you should also include some text to make clear what the link does.

2. **Choose Insert→Hyperlink. In the Hyperlink dialog box, click the Email Address tab. Type the email address you want the link to mail to in the To box.**

   The Recent Addresses list contains a list of email addresses for which you've recently created hyperlinks (not necessarily ones you've actually used). To look up an address in your Entourage Address Book instead, click Launch Email Application; there's no further integration with Entourage, however. You'll still have to manually copy and paste the address you want out of its Address Book.

3. **Press Tab; type a subject line, if you wish.**

   In other words, when your visitor clicks the "Contact me" link, his email program will automatically open and an outgoing blank email message will appear, preaddressed to you *and* with the Subject line already filled in. Including a subject line can help you keep track of emails that come from this particular Web page. However, not all Web browsers, and not all email programs, work with the subject-line-in-an-email-hyperlink feature.

4. **Click OK.**

   The email link is ready to click.

Selecting and Editing Hyperlinks

When you click a hyperlink in Word, Word follows the link, even if that means launching your Web browser or opening some program or document on your Mac. But if clicking triggers the link, how are you supposed to *edit* the hyperlink text?

The easiest way is to Control-click the link and choose Hyperlink→Edit Hyperlink from the contextual menu. The Edit Hyperlink dialog box opens; here you can change the URL, email address, display text, ScreenTip (see page 275), anchor, and so on.

If the dog got your Control key, you can also highlight the link by carefully dragging across it, then pressing ⌘-K (or choosing Insert→Hyperlink) to open the Insert Hyperlink dialog box. In fact, if all you want to edit is the display text for a hyperlink, just drag carefully across it (or Control-click it and choose Hyperlink→Select Hyperlink) and then retype—no overnight dialog box stay required.

Similarly, you can edit graphic links without triggering them; once again, the trick is to select the link without activating it—by *Shift*-clicking it. After editing the image using the Formatting Palette or the Drawing or Picture toolbars, press Esc or click elsewhere to deselect the object and avoid inadvertently making further changes.

Hyperlink colors

In Word, text hyperlinks appear in blue type until they're clicked, whereupon they change from blue to purple. You can change these default colors, if you like; the trick is to change the Hyperlink *style*, just as you'd change any Word style (see page 129 for instructions).

If you're *that* kind of person, you can even change the color that clicked hyperlinks change *into* after being clicked. Just modify Word's built-in FollowedHyperlink style.

These new hyperlink colors will, where possible, override default hyperlink colors when the page is opened in Internet Explorer and Netscape Communicator. If your colors don't work, it's because your visitor has changed his browser preferences to override the color choices that have been programmed into Web pages.

Removing Hyperlinks

To remove a hyperlink you no longer want, you have two options:

- Drag over the hyperlink text and press Delete. Both the hyperlink and the display text or object are deleted.
- To remove the "linkness" but leave the display text or object in place, Control-click the link and choose Hyperlink→Edit Hyperlink. Click Remove Link.

Web Forms

If you've ever searched a Web site, taken a poll, or made a purchase online, you've used a Web *form*. Web forms take the form of pop-up menus, checkboxes, and little text boxes; they're designed to collect information from the Web site visitor and save it on a server for processing.

You can build a Web form in Word, but you'll need the help of a Web programmer to write the necessary CGI scripts that make the form work. (CGI stands for *common gateway interface*, a software convention for transferring and processing data between Web pages and servers.)

To build a Web form, you insert various *form controls* in your page: checkboxes, radio buttons, pop-up menus, buttons, and so on, which your visitors will use for submitting the information and resetting the form. You'll find them in the Insert→HTML Object submenu. With the help of a programmer, select settings and values from the dialog box that appears.

Saving Web Pages

If you started your Web page from a Web page template or a blank Web page, as described at the beginning of this section, all you have to do to save it is press ⌘-S or choose File→Save or Save As. You can also save a standard Word document or template as a Web page, like this:

1. **Choose File→Save as Web Page.**

   The Save dialog box opens, as shown in Figure 7-9.

2. **Click one of the radio buttons depending on how you'd like to save the file.**

   The **Save entire file into HTML** option creates a dual-purpose document. It stores the information necessary *both* for display on the Web and for returning to it as a

Word document. For example, such word processor-only elements as headers and footers, comments, page numbers, and page breaks will be saved with the document, and will reappear when you open it again in Word.

Save only display information into HTML saves *only* the document attributes that work in a Web browser. Other information, such as page and section breaks, columns, and headers and footers will be lost. This option makes a smaller, more compact HTML file, which is a good thing if your Web service provider charges based upon how much server space you use.

Tip: If you choose this option, use Save As first to save a copy with all the normal Word elements intact, in case you ever decide to use the document in Word again.

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3. Click Save.

Word takes longer than usual to save the document; when it's finished, you switch to Online Layout view (if you weren't already there) to look over the Web page as it will appear online.

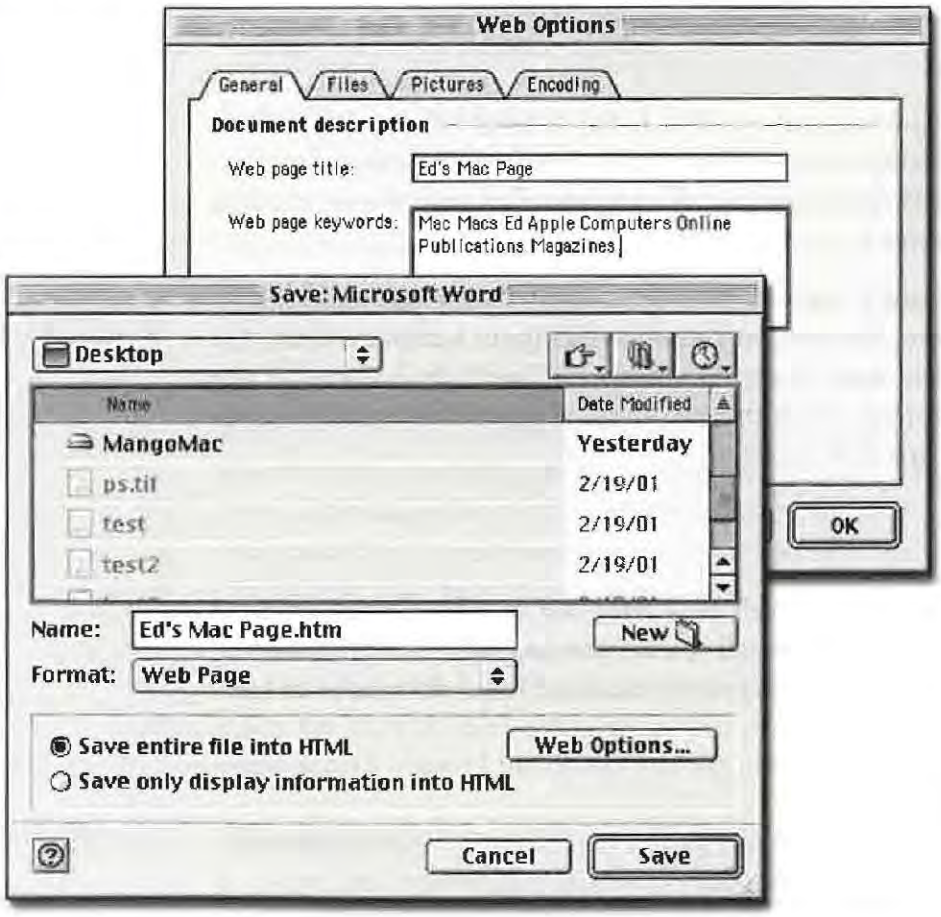


Figure 7-9:
Lower left: When you choose File→Save as Web Page, a Save dialog box opens, preset for saving the document in HTML. When you post the resulting files and folders online, be sure to preserve their folder structure on you Web server (for example, don't dump your HTML file into the folder containing your graphics; create a matching folder online to hold the graphics).

Upper right: The Web Options dialog box is the same one that opens if you click Web Options on the Edit→Preferences→General tab.

Web Options

When you click Web Options in the Save dialog box (see Figure 7-9), you can specify special Web-page features that would normally require your knowing how to muck around in the HTML programming language:

- The Web page *title* you enter on the **General Tab** is what appears in the title bar when your page is opened in a Web browser. The Web page *keywords* are the terms that search engines like Google and Yahoo spot when searching. (In HTML, these words are known as *meta tags.*)
- "Update links on Save" in the **Files** tab comes already turned on. If you've changed or moved any of your Web page's supporting files, such as bullets, graphics, or background patterns, Word updates the links so the page will work when you reopen it. The "Save only display information into HTML" checkbox turns on the corresponding radio button in the Save dialog box (see above).
- Checking "Allow PNG" on the **Pictures** tab saves all the images in your Web page in Portable Network Graphics format, as described on page 268. The "Screen size" pop-up menu shows just about every screen size and resolution combination your Web page visitors are likely to have; 800 x 600—standard on iBooks and iMacs, for example—is the smallest screen most people use today, and therefore a pretty safe bet.

  In the "Pixels per inch" box, 72 is the best setting for Macintosh monitors; your text will look gigantic on Windows PC screens. If you're creating a page that's going to be viewed primarily on Windows PCs, change this setting to 96; unfortunately, your text will look tiny when viewed by Mac monitors. (You're witnessing the unfortunate side effect of competing Mac/Windows standards. There's no simple solution, other than encouraging your Mac friends to use Internet Explorer 5.0 or later and its automatic text-enlargement feature.)
- The menu on the **Encoding** tab shows all the foreign languages and browser formats Word can use for saving your Web page. The default choice (Western European—Macintosh) works on the vast majority of computers that have Internet access. However, if your page contains text in a different alphabet system (such as Cyrillic or Japanese), choose it from this menu. (To save *all* Web pages you create in this encoding, turn on "Always save Web pages in the default encoding.")

Tip: As you complete your Web page, consider testing it in different Web browsers. Text may wrap differently, colors and graphics can look different, and movies and marquees may not operate the same way, if at all, in different browsers.

If you have a copy of the America Online program, for example, open your page using its File→Open command. Try the same experiment in Netscape Navigator (available free at *www.netscape.com)*. You can even find out what your site looks like when viewed on a Microsoft WebTV, just by downloading the free WebTV Viewer simulator (at *developer.webtv.net)*.

Lost in the Translation

Despite all its trappings of Web-savviness, Word, when you get right down to it, isn't actually an HTML editor. The Web pages it creates capture the spirit of the original Word document you prepared, but not the letter; you'll lose quite a bit of its look in the conversion to a Web page. Among the casualties: text boxes; fancy text effects like embossed type, shadow, and strikethrough; drop caps; page numbering; margin settings and page borders; headers and footers; multiple columns; and styles. All of these Word features drop out when the document is converted to HTML.

Fields (see page 213) sort of carry through; the resulting Web page shows the field information (such as the date), but it's no longer self-updating. Tabs aren't reliable, either; Word converts them into HTML tabs, which, in some Web browsers, turn into spaces. (Use tables wherever you're inclined to use tabs.)

Posting Your Web Site Online

Creating the HTML documents is only the first step in establishing your own Web presence; the final step is uploading them to a *Web file server*—a computer that's always on and connected to the Internet.

You have several options:

- **Use your own Mac.** If you have a full-time, high-speed connection (such as cable modem or DSL), you can use the built-in Web Sharing feature of Mac OS 9 or Mac OS X to make your Web site available to the Internet at large. Your Web address won't be very memorable (along the lines of *http://192.168.34.2),* and the speed won't be great, and not very many people can be on your site at once; but the price ($0) is right. Both the Mac's online help and *Mac OS 9: The Missing Manual* contain instructions for using Web Sharing.
- **Use your ISP.** Most Internet service providers (ISPs), as well as America Online, offer somewhere between 5 and 10 megs of free space to hold your Web pages as part of your monthly fee. Into that space, you can upload your Web pages directly, making them available for public browsing. Your ISP takes care of keeping its computer up, running, and connected to the Internet.
- **Use the Apple HomePage feature.** Apple offers you 20 MB of free Web-hosting space—in the form of the Sites folder on your iDisk, a virtual hard drive available to everyone using Mac OS 9 or Mac OS X. (Visit *www.apple.com/itools* for details; again, *Mac OS 9: The Missing Manual* offers step-by-step instructions.) Just put the HTML documents you've created—name your home page *index.html* for best results—and graphics into the Sites folder of your iDisk. (Don't bother using the iTools HomePage-building tools; Web pages you've designed using Word don't show up. But if you just drag them into your iDisk's Sites folder, they're instantly available to the Internet.)

2

Part Two: Entourage

Chapter 8: Entourage–Email and Newsgroups

Chapter 9: Entourage Calendar and Tasks

Chapter 10: Entourage Address Book and Notes

Chapter 11: Advanced Entourage

CHAPTER 8

Entourage—Email and Newsgroups

Even for longtime Microsoft Office users, one program in the Office 2001 application lineup is completely new: a program called Entourage. It's not quite the same "fourth wheel" that accompanies Windows for Office (a database), but it has charms all its own.

Entourage is closely based on Outlook Express, Microsoft's free email and newsgroup reader. But to those Internet features, Entourage adds a calendar and a to-do list. As a bonus, Entourage can talk to your Palm (or Palm-compatible) handheld computer. True to its name, entrusting your schedule and communications to this program is like having an entourage of lackeys at your command. And who couldn't use an entourage of lackeys?

At first thought, you might wonder what the point is of adding a calendar and task list to an email program. As it turns out, however, this arrangement offers numerous payoffs—cross-fertilizing features that let all of this information work together, both within Entourage and among the other Office programs.

The Entourage Window

As in Outlook Express before it, the Entourage screen is divided into two primary areas: the Folder list on the left, and the contents pane on the right.

The Folder List

When you first launch Entourage (Figure 8-1), the Folder list contains eleven icons. When you click one of them, you see its contents on the right side of the screen. Here's what those eleven icons represent:

- **Inbox.** The home of all of your incoming email. When you click its icon in the Folder list, the contents pane splits in half; the top half (the List view pane) shows a list of messages in the box, and the bottom half (the preview pane) shows the text of the highlighted message.
- **Outbox.** Contains messages you've written that haven't yet been sent.
- **Sent Items.** Maintains copies of all messages you've sent, if you like.
- **Drafts.** Holds messages you've begun writing but aren't yet ready to send.
- **Deleted Items.** Behaves like the Macintosh Trash can—holds messages you've thrown away, and gives you the chance to rescue them if you change your mind. (You can control when Deleted Items gets permanently emptied, as described later in this chapter.)
- **Address Book.** Your electronic "little black book"; home not just to the email addresses in your social entourage, but also phone numbers, home addresses, and so on. See Chapter 10 for complete details on the Address Book.
- **Calendar.** Yes, it's the first-ever Microsoft calendar software for the Macintosh. (See Chapter 9 for details.)
- **Tasks.** A to-do list. When you click this icon in the Folder list, the right side of the screen shows the list of tasks you've set up for yourself.
- **Notes.** Random memo-pad-like musings that you've attached to names in your address book, tasks in your to-do list, and so on. (See page 370.)
- **Custom Views.** This "folder" contains several custom *views* that come with Entourage, and any that you create. (A view is a filter—a canned set of search criteria that lets you call up, say, everybody in New York from your address book, or every appointment for the month of June, with a single click; see page 386.)

  When you click Custom Views, the contents pane shows a list of saved custom views. Double-click one to open it for editing, or single-click it to view a preview at the bottom of the screen.
- **Microsoft News Server.** Lists the *newsgroups* (Internet bulletin boards) available from the Microsoft news server (see page 328). If you've subscribed to any newsgroups, click the flippy triangle to reveal their names. Click one to see, on the right side of the screen, the messages in it; click one of those messages to read it in the preview pane.
- **Your own folders.** Once you begin to work with Entourage, you may decide to create your own folders (to hold email on certain topics), sign up for your own newsgroup servers, set up your own custom views, and so on. All of these show up in the Folder list, too.

Tip: If you double-click a Folder list icon, it opens up into its own window. If you don't want to risk opening a Folder-list window by accident, however, choose Edit→Preferences→General Preferences→General tab, and turn off "Double-clicking in the Folder list opens a new window." Now no amount of double-clicking items in the Folder List will make them open into their own window.

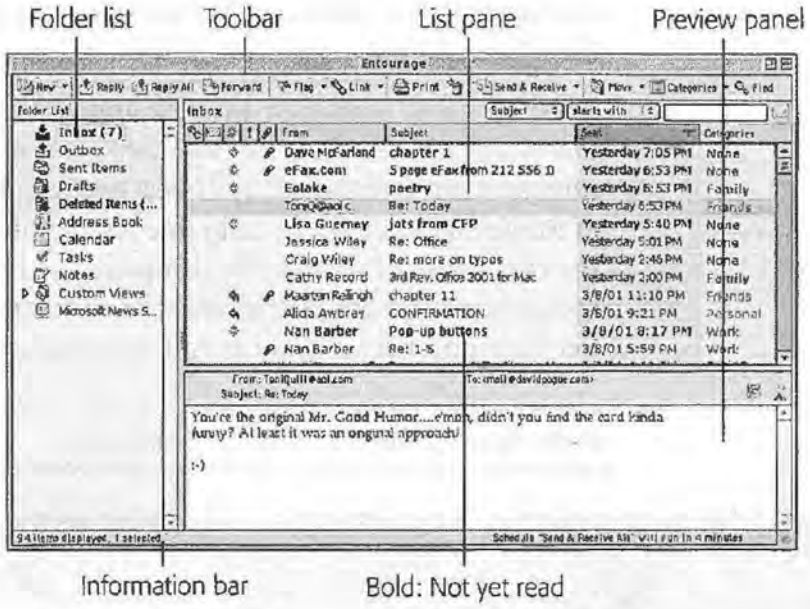


Figure 8-1:
The Entourage List pane shows the contents of the selected icon in the Folder list; the Preview pane below it shows the contents of a selected message; and the Information bar at the bottom of the screen shows how many messages are in the folder, how many are selected, and what schedules (if any) Entourage has on deck.

To sort the messages, click one of the column headings, such as Subject. (Click again to reverse the sort.) And to change the font for messages and other Entourage elements, choose Edit→Preferences→General→Fonts tab.

The Toolbar

Entourage has only one toolbar (see Figure 8-1), which changes to reflect what's selected in the Folder list. For example, if you've clicked an email folder, the toolbar's buttons all pertain to email functions; if you click the Calendar icon, the toolbar gains calendar-appropriate commands. You'll encounter these commands in the context of the email, newsgroup, calendar, address book, notes, and task discussions in this and the following chapters.

Tip: The main Entourage window has no Close box. (Microsoft designed it this way, no doubt, in response to the phone calls of hapless novices who managed to close this primary window and thought that all their email had disappeared.)

If you promise not to become confused, you can restore the Close box to the main window by choosing Edit→Preferences→General→General tab; there you'll find the "Display the Close box in the main window" checkbox. (Even then, once you've closed the window, you can bring it back by choosing Window→Main Window.)

Setting Up Entourage

When you first launch Entourage (or when you create a new *identity*, as described on page 382), the Entourage Setup Assistant presents itself. It's a long series of ques-

tion-and-answer screens that give you the opportunity to set up your email accounts, import your address-book information from whatever program you used to use for this purpose, and so on.

Any email program requires a number of technical parameters that define your particular email account. If you have another email program that's been working fine (Outlook Express, Netscape Communicator, Eudora, or Claris Emailer, for example), you don't need to concern yourself with these geeky parameters; Entourage can simply copy them from the older program (and from the settings in your Internet control panel).

If you've never used your Mac for email before, however, or if you're using a Mac that doesn't have a functioning email program, you'll need to type these email settings into Entourage directly. Unless you're quite a technical person, your sole source of this information is the help line (or Getting Started booklet) of your *ISP*—your Internet Service Provider, the company to whom you pay a monthly fee for Internet access. You can't get your email without them, so it's worth having your ISP's toll-free help number on hand as you set about getting Entourage ready.

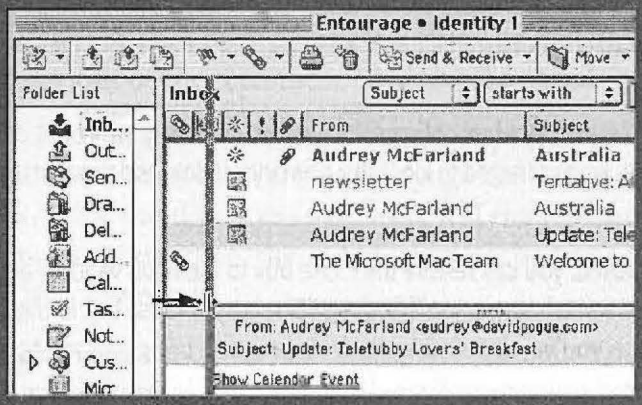
Note: Entourage can't check America Online mail.

POWER USERS' CLINIC

The Mighty Morphing Interface

You don't have to be content with the factory-installed design of the Entourage screen; you can control which Entourage panes are visible, how big they are, and which columns show up in list views.

To change the size of a pane, drag its border to make it larger or smaller, as shown here. You can drag any border that features five tiny dots in the center. You can also hide or show the toolbar, Folder list, or preview pane using the View menu. For example, to hide the toolbar, choose View→Toolbar; the toolbar goes away, and the checkmark next to the View→Toolbar command disappears.



Finally, Entourage lets you decide what columns are displayed in the list pane; if you don't particularly care about seeing the Categories column for your email, for example, you can hide it, leaving more space for Subject and Date. To switch columns on or off, choose from the View→Columns submenu.

You can also *rearrange* the columns, which can be handy if you'd rather see the Subject column first instead of the Sender, for example. Just drag the column's name header horizontally; release when the vertical dotted line is where you want the column to wind up. To make a column wider or narrower, drag the short black divider line between column names horizontally, much the way you'd resize a Finder list-view window column.

You can't resize the skinny icon columns on the far left, but you can move any of them except the first two; see page 302 for details on these columns.

1. **By clicking Yes or No, indicate whether or not you want Entourage to be your *default* email program.**

   The very first thing you see, the very first time you run Entourage, is a question: "Do you want Microsoft Entourage to be your default email program?" If you answer in the affirmative, the program changes the preferences in your Internet control panel. From now on, Entourage will open whenever you click an "email me" link on a Web page, open an email-address URL, or click the Mail icon on the desktop of a new Mac OS installation.

Tip: If you later decide that you'd rather *not* have Entourage as your default email program, open the Internet control panel (→Control Panels→Internet) and click the Email tab. Select a different email program in the pop-up menu at the bottom of the window.

After you've made your choice, the first screen of the actual Setup Assistant appears, asking for your name.

2. **Enter your first and last name.**

   Entourage will use this information in the From field of all outgoing mail. Most people, having nothing to hide, provide this information, but you can type anything you want (or nothing) here. Click the right arrow button to continue (or press Enter).

3. **Enter your home information.**

   Entourage asks you for your street address, city, state, Zip code, country, and telephone number. If you'll be using Entourage mostly from home, also turn on "This is my default address."

   You've just specified the address that Office 2001 will use whenever it needs your home address; for example, this is the address Word proposes printing on envelopes as your return address. If you're nervous about the Microsoft Evil Empire collecting your data for its own nefarious purposes, you can leave these blanks empty (although Microsoft probably already has this information anyway).

Tip: The information you specify here is the same information you can edit in Word by choosing Edit→Preferences→User Information tab. It also creates a special entry in your Entourage Address Book, marked with a special lowercase *i* icon, that denotes your own information "card."

As in any Macintosh or Office 2001 dialog box, you can advance from one field (blank) to the next by pressing the Tab key. Once you've specified your home address (or decided not to bother), click the right arrow button or press Enter.

4. **Enter your work address.**

   Entourage gives you the option of making *this* address Office's default address for you. Click the right arrow to continue.

5. **Import your calendar, address-book information, and email from your older programs, if you like.**

   As part of its campaign to serve as the only communication and organization program you'll ever need, the setup assistant now offers to import email and address-book information from whatever email program, calendar program, or address-book program you *used* to use, before the great day when Entourage arrived on your hard drive.

   This feature saves you astronomical amounts of time; since all of your familiar data is instantly available, it also helps to make you comfortable in your new email/calendar/address-book program in record time.

   The Entourage Setup Assistant offers four choices: to import information from an email program, from a calendar/address-book program, both, or neither. If you choose to import email, the Setup Assistant presents you with a list of email programs from which it can import information: Outlook Express, Eudora, Netscape Communicator 4.0 or higher, or Claris Emailer 2.0v3. You can also tell Entourage that your email program isn't listed, at which point it does its level best to import information anyway. In addition to the messages themselves, Entourage can sometimes import email filters (see page 315), email filing folders, and other bits of information that you've created in your former email program. (It's especially good at importing information from Outlook Express, for some unfathomable reason.)

   If you choose to import data from another PIM (personal information manager—that is, calendar/address book), you'll be presented with a choice of software whose information Entourage understands: Claris Organizer, Palm Desktop, Now Contact, and Now Up-To-Date. Select the program that currently contains your addresses and calendar, and then click the right arrow to continue. (The older program must still be on your Mac if this process is to work.)

   Finally, you'll be presented with a list of individual items to import: your mail messages, addresses, account information, filters, signatures, calendar items, tasks, and notes. Once you've selected the items to import, click the right arrow to start the process, which can take a long time. Better go grab a snack.

Tip: If you have a lot of messages to import (say, a few thousand), you'll probably have to give Entourage more RAM to do the job. For example, if your old copy of Outlook Express has 20 megabytes' worth of messages, you'll probably have to give Entourage about 50 MB of RAM to import them. See page 620 for instructions on changing Entourage's memory allotment (which you can change back to its older setting after the importing is complete).

When the importing is complete, click Finish. You may be asked once again if you want Entourage to be your default email program; tell this eager-beaver software Yes or No.

If you successfully imported your email account's settings, you're ready to start using Entourage; skip to the next section.

If you didn't import settings from an existing email program, however, or if the importing didn't go smoothly, you may now have to type in the email settings for your account.

6. **Enter the name with which you'll want to "sign" your email and bulletin board messages.**

You've now moved into the account setup portion of the Entourage Setup Assistant. The text box already contains the name that you entered in Step 2, but you can put any name you like here—*Queen of the Universe*, if you like.

UP TO SPEED

POP, IMAP, and Web-based Mail

When it comes to email, there are three flavors of accounts (not counting America Online mail, which is a mutant breed apart): *POP* (also known as POP3), *IMAP* (also known as IMAP4), and *Web-based*. Each has its own distinct feeling, with different strengths and weaknesses.

POP servers are the most common kind. A POP server transfers your incoming mail to your hard drive before you read it, which works fine as long as you're only using one computer to access your email.

If you want to take your email world along with you on the road, you have to copy the Documents folder on your desktop Mac's hard drive—or, at the very least, the Documents→Microsoft User Data folder—onto the corresponding location on your laptop's hard drive; when you run Entourage on the laptop, you'll find your messages and attachments already in place.

(Another travelers' tip: Entourage can trick POP servers into leaving the mail on the server, so that you can read it while on the road, but still find it waiting when you return. See page 298.)

IMAP servers are newer than, and have more features than POP servers, but as a result they don't enjoy as much popularity or support. IMAP servers are Internet computers that store all of your mail for you, rather than making you download it each time you connect; you can access the same mail regardless of the computer you use. IMAP servers remember which messages you've read and sent, too.

The downside to this approach, of course, is that you can't work with your email except when you're online, because all of your mail is on an Internet server, not on your hard drive.

Web-based servers are similar to IMAP servers, in that they store your mail on the Internet; you can use a Web browser on any computer to read and send messages. (As a Microsoft product, Hotmail.com offers a twist on Web-based accounts: You can check your Hotmail email with Entourage instead of having to use a Web browser.)

Although these accounts are convenient, they're also slower and more cumbersome to use; most also put ads in your email. That's the price of using a free email service.

POP and IMAP accounts offer by far the quickest service and greatest reliability. The only downside is that if you switch ISPs, you have to switch your email address as well. To prevent this problem, try a free service like Bigfoot (*www.bigfoot.com*), which gives you a permanent email address; if your "real" email address changes, Bigfoot simply forwards your mail to whatever new address you specify. That way, you'll never have to send out a change-of-email-address again.

7. **Tell Entourage what kind of account you're setting up.**

   In this step, you can either set up an account for an existing email address, or you can sign up for a Hotmail account (a free account provided by Microsoft, as described in the box on the previous page).

   If you do, in fact, have an Internet account, it came with an email account as part of the package, so the first option is the one most people choose. Enter your email address in the text box; click the right arrow to continue.

   If you prefer to set up a Hotmail account, click the Hotmail radio button and then the right arrow. In the next screen, you'll be given the option to open your Web browser and go online to the Hotmail sign-up page, where you can get an account (a Hotmail ID and password).

   Once you have an account set up, you can return to Entourage and enter your ID and password to finish setting up your Hotmail account.

8. **Tell Entourage what kind of incoming mail server you'll be using, and type in your incoming and outgoing *mail server addresses.***

   As noted above, you need to contact your ISP's help line (or network administrator, if you're on a corporate network) to figure out what settings to use on this screen.

   Click the right arrow button.

9. **Enter your account ID and password.**

   In this step, you'll need to enter your *email account ID* (the portion of your email address that comes before the @ symbol) and the password for your account. Entourage is willing to memorize your password; but if, for security purposes, you want Entourage to request your password every time it checks your email, turn off the "Save password" checkbox.

   (If you're setting up a Hotmail account, enter your account ID and password for your Hotmail account on this screen.) Click the right arrow button to continue.

10. **Name your account.**

    Entourage needs a name for your brand new account, such as *Earthlink account* or *Hotmail account.*

    A word about the other checkbox here: The Entourage toolbar contains a button called Send & Receive All. If you have more than one email account, a click on this single button can check *all* your email accounts. Turn off the "Include this account in my 'Send & Receive All' schedule" option on this screen if you *don't* want this account to be checked automatically.

11. **Click Finish to wrap things up.**

Entourage now has all the basic information it needs to start work.

Setting Up a Second Email Account

The Account Setup Assistant described above offers a relatively painless procedure for setting up your main email account.

If you have additional accounts to set up, you can return to the Setup Assistant like this:

1. **With Entourage open, choose Tools→Accounts.**

   This brings up the Accounts window, the central point for dealing with email and news accounts in Entourage.

2. **With the Mail tab selected, click the New button.**

   Entourage's Account Setup Assistant reappears; continue with step 6 of the previous instructions.

Note: If you have more than one email account set up in Entourage, one of these accounts is the *default account*. The default account is the one that's used to send and receive mail unless you specify otherwise. To specify the default account, choose Tools→Accounts, and in the resulting window, select the account that you want to make the default account, click the Make Default button, and close the window.

Configuring Your Account Manually

If you've got all the necessary settings for a new account on a slip of paper in front of you, then the screen-by-screen Assistant may seem unnecessarily slow. Here's how to create a new email account without any help from the Setup Assistant.

GEM IN THE ROUGH

Turning Your Mac.com Address Into a Real ISP

If you're looking for an email address with a little Macintosh flair, or if the address your ISP has given you is hopelessly hard to remember, check out Apple's Mac.com email service, part of the company's iTools Internet service. (Mac OS 9 or X is required.)

Although your email address will be *yourname@mac.com*, it's not really an account; it's sort of an alias for your actual ISP account. That is, messages sent to your mac.com address will wind up in your Entourage Inbox, but mail you *send* won't be stamped with that address; it'll bear your usual, hard-to-remember ISP address.

Unless, that is, you use a little trick. Choose Tools→Accounts; in the window that pops up, click the Mail tab. Double-click the Mac.com account that you just created. In *that* window, click the Account Settings tab and enter your mac.com email address in the "E-mail address" field. In the "POP server" box, enter *mail.mac.com;* in the "SMTP server" box, enter *smtp.mac.com.*

Finally, click the bottom of the dialog box where it says "Click here for advanced sending options." In the resulting fold-out panel, turn on "SMTP server requires authentication"; close the fold-out panel, then click OK.

Now you've got yourself a living, working email account that makes it look like mac.com is a real ISP. All the other mac.com drones won't be able to figure out how you got *yourname@mac.com* to show up as your return address.

Choose Tools→Accounts to open the Accounts window; then, with the Mail tab selected, click the New button. When the Account Setup Assistant appears, click Configure Account Manually. Entourage now asks what kind of account you want to set up: POP, IMAP, or Hotmail. Choose the flavor you want from the pop-up menu, and click OK. A window with two tabs appears, in which you can enter all of your relevant email parameters.

In addition to speed, setting up an account manually has another payoff: it offers advanced control over how Entourage sends and receives mail. (Hotmail accounts aren't included.)

Under the Account Settings tab (see Figure 8-2), click "Click here for advanced receiving options." You get a window in which you can force a secure connection, choose a different port for your POP or IMAP connections, or force Entourage to use a secure password. Unless you've been given explicit instructions from your ISP or corporate email administrator, don't change these settings.

Finally, if you click the Options tab, you can set a series of options for your email account, such as the default signature for this account (page 325), additional headers you want added (for geeks only), and whether or not you want to limit message sizes (page 300).

If you have an IMAP account, you're also offered some additional options described on page 293.

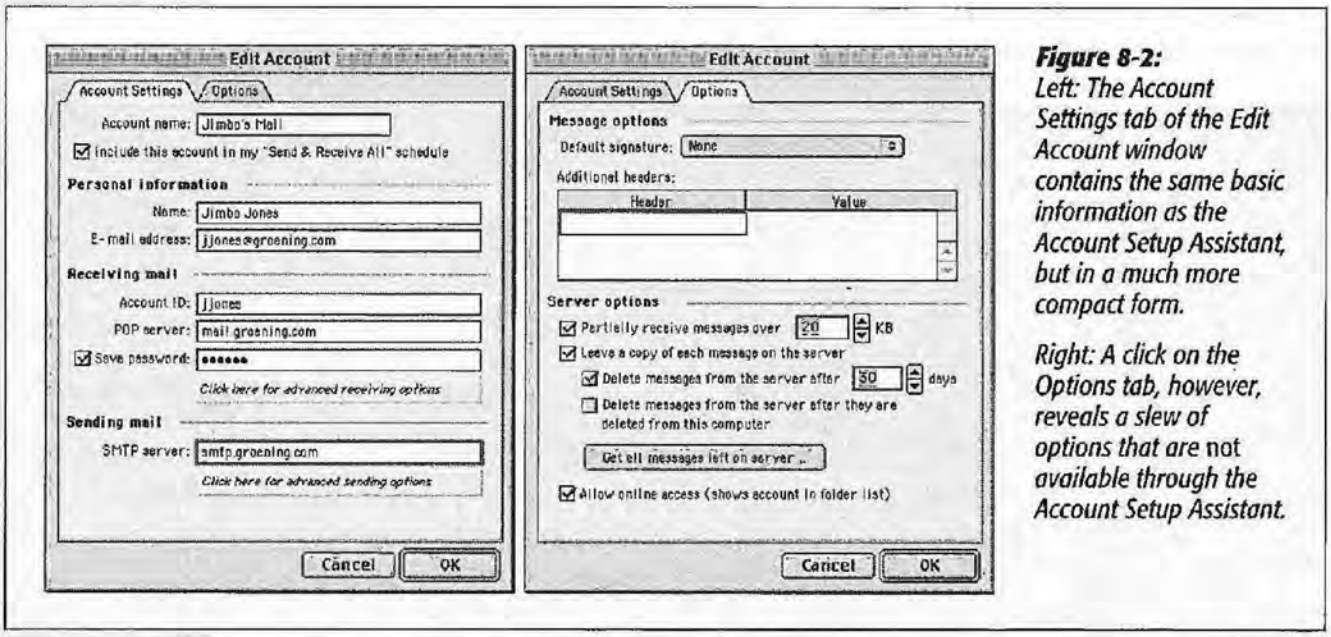


Figure 8-2:
Left: The Account Settings tab of the Edit Account window contains the same basic information as the Account Setup Assistant, but in a much more compact form.

Right: A click on the Options tab, however, reveals a slew of options that are not *available through the Account Setup Assistant.*

Sending and Receiving Mail

All of this setup has been leading up to this—telling Entourage to check for incoming mail and send any outgoing mail. The basic process is easy, but several subtleties can make your email experience more satisfying.

Send and Receive All

When Entourage opens for the first time, you've got mail; the Inbox contains a message for you. The message is a welcome from Microsoft, but it wasn't actually trans-

POWER USERS' CLINIC

Configuring IMAP Options

Modern email accounts of the IMAP type offer lots of flexibility—but as usual in the software world, that means that they also offer lots of complexity. To find Entourage's staggering array of email options, choose Tools→Accounts; double-click the name of your account; and click the Options tab. Here you'll find special options, in addition to those described on at the end of this chapter:

- **Download complete messages in Inbox.** Normally, when you connect to an IMAP account, Entourage grabs only the message's headers—its size, subject line, sender's name, and date. The actual message stays on the server until you click its name in your message list, at which time Entourage retrieves the whole thing. If you check this box, however, Entourage downloads both the headers *and* the message contents to your inbox, making them instantly available. This option, in other words, makes your IMAP account behave a lot like a POP account.



- **Root folder.** If you haven't heard from your IMAP account administrator that this is something you need to fill in, ignore it.
- **Live Sync.** These options let you choose how Entourage stays connected to IMAP servers—for example, whether it tries for a connection as soon as Entourage is launched, how long it should stay connected, and whether it should connect to all of your mail folders or just the Inbox.
- **Check for unread messages in subscribed folders.** If you've subscribed to IMAP folders, turning on this option makes Entourage check them for new mail automatically. Unchecking it means you'll have to look inside the folders yourself.

If you're an especially technical IMAP user, you can also tweak the Advanced tab in the Edit Account window. There, you'll be able to fine-tune two sets of preferences:

- **Special folders.** Ordinarily, an IMAP account stores your incoming, deleted, and filed messages on an Internet server; messages you've sent or haven't yet sent (because they're in your Drafts folder), however, remain on your hard drive. If you turn on "Store special folders on IMAP server" and then turn on the corresponding folder checkboxes, Entourage stores the contents of the Sent Items and Drafts folders on the server, too, so that you'll have access to them from anywhere. (You'll need to specify a the server's folder path for these items.)
- **Delete model.** This option has nothing to do with rubbing out Cheryl Tiegs. Instead, it has to do with how your IMAP Internet server processes a message that you delete: It can either delete it outright, or move it to its own Deleted Items folder. Click the appropriate button here. You can also indicate here when deleted messages are actually deleted—when you quit Entourage, after messages reach a certain age, or when you close an IMAP folder.

mitted over the Internet; it's a starter message built into Entourage just to tease you. Fortunately, all your future mail will come via the Internet.

You get new mail and send mail you've written using the Send & Receive command. You can trigger it in any of several ways:

- Click the Send & Receive button in the Toolbar.
- Choose Tools→Send & Receive→Send & Receive All.
- Press ⌘-M.

Tip: You can also set up Entourage to check your email accounts automatically according to a schedule, as described on page 295.

Now Entourage contacts the mail servers listed in the account list, retrieving new messages and downloading any files attached to those messages. It also sends any outgoing messages and their attachments.

Tip: After it's done, Entourage tries to communicate its success or failure by playing a cheerful chime—one for "You've got mail," one for "You've got no mail," and so on. You can change these sounds, opt to have Entourage flash the menu bar instead, opt to have Entourage bring itself in front of your other open Mac programs when there's new mail, and even choose a completely different sound *set* in the Edit→Preferences→General→Notifcation tab.

In the list on the right side of your screen, the names of new messages show up in bold type; folders containing new messages show up in bold type, too (in the Folder list at the left side of the screen). The bold number in parentheses after the word "Inbox" lets you know how many of its messages you haven't yet read.

Finally, after messages are downloaded, Entourage applies its *mail filters*—what it calls *rules*—to all new messages (to screen out junk mail, for example). More on rules on page 315.

The Progress window

While it's connecting to the Internet and transferring messages, Entourage's Progress window appears, as shown in Figure 8-3. (If it doesn't, choose Window→Progress or press ⌘-3.)

Checking a specific email account

You don't have to check *all* of your email accounts whenever you want to get mail. Suppose, for example, that you want to send a message to *yourself*, from your work account to your home account. In that case, you'd want to send/receive mail only from your office account; if, in the same pass, Entourage also downloaded messages from your home account, you'd wind up with the same message in your office Mac's copy of Entourage, defeating the whole purpose of the exercise.

You can exclude an account (or several accounts) from the "Send & Receive All" routine easily enough. Open the Accounts window (Tools→Accounts), double-click the account's name, turn off "Include this account in my 'Send & Receive All' schedule," click OK, and close the Accounts button.

But suppose you *usually* want to check all accounts, but *occasionally* want to check only one of them. On such an occasion, choose that account's name from the Send & Receive pop-up button menu. (Alternatively, choose the account name from the Tools→Send & Receive submenu.)



Figure 8-3:
Top: The Progress window first appears as a small window with a flippy triangle on the left side.

Bottom: When you click it, the window shows you all of the details when it makes a network connection: what server has been checked, the number of messages left to be downloaded, where they're coming from, and how much of each message has been downloaded.

Advanced Mail-Getting Features

Hundreds of thousands of people are perfectly content to use Entourage for email just as it comes out of the box (or, rather, out of the plastic Office 2001 flying saucer). But if you're willing to slog through some technical options, you can unleash some extremely useful variations on the "Click a button to download mail" routine.

Automatic checking on a schedule

You don't have to press a button to check your email. You can set up Entourage to check your email according to a regular schedule. To be sure, this is an advanced feature, which may force you to think, just for a moment, like you're a computer; but there's no debating the convenience of checking Entourage in the morning to find that, for example, it has fetched all your new mail automatically during the night.

To create a schedule, choose Tools→Schedules (or Tools→Run Schedule→Edit Schedules) to bring up the Schedules window (Figure 8-4, left). Click the New button in the window's toolbar, which brings up the Edit Schedule window showing an untitled schedule (Figure 8-4, right). (If you want to edit an existing schedule, double-click it in the Schedules window.)

In this window, you can set three options: the schedule's name, when it happens, and what happens. To give the schedule a name, just type the new name in the Name field at the top of the window.

The *When* portion of this window lets you determine, using a pop-up menu, when a schedule runs:

- **Manually.** Nothing will happen automatically; you'll have to choose the name of the "schedule" you've set up from the Tools→Run Schedule menu.
- **At Startup.** Entourage will run the schedule whenever you launch the program.
- **On Quit.** Entourage will run the schedule when you *quit* the program.
- **Timed Schedule.** You can set specific times and days for schedules to execute. That is, you can set a schedule to run every Thursday and Sunday at 12:27 p.m., if you like.
- **Repeating Schedule.** Unlike a timed schedule, you can set a schedule to run at regular intervals, such as every 30 minutes or every three days.
- **Recurring.** This option lets you use a recurring schedule to run in a recurring pattern over a defined period of time—such as monthly on the 21st day of each month for a period of three months, starting two months from today.

Once you select one of these options, you can set the particulars by clicking the button next to the pop-up menu, which brings up a panel in which you can set exact days, hours, and minutes for schedules to run.

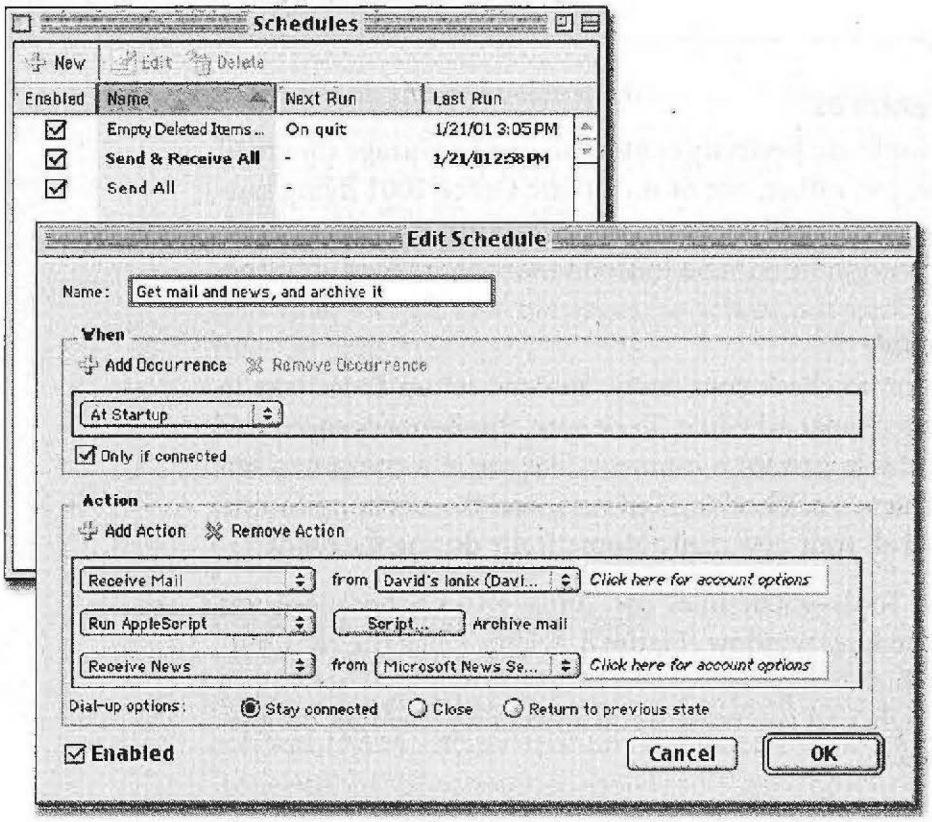


Figure 8-4: *Top left: The Entourage Schedules window shows all of the schedules currently available in your copy of Entourage. By clicking the New button (or by editing an existing schedule), you get the Edit Schedule window (lower right). In it, you can tell Entourage what to do and when to do it. This particular schedule runs whenever Entourage is launched, and it checks for new mail, runs an AppleScript that archives all the email, and then grabs new news articles from the Microsoft news servers. It performs these actions only if you're connected to the Internet, and it leaves your Mac connected when it's finished running.*

By clicking the Add Occurrence button, you can add up to three "triggers" for this automated action; for example, you might set up a Timed Schedule, an At Startup action, and an On Quit event, so that your email gets checked (for example) once when Entourage is launched, then every hour, and once again when Entourage quits.

Tip: If you turn on "Only if connected," you prevent Entourage from dialing furiously, seizing command of your Mac over and over again; it will trot off to the Internet only if your Mac is already connected.

Now that you have specified *when* your schedules are to run, you need to determine *what happens* when a schedule is run; Entourage can do much more on a timetable than check your mail. You do this in the Action section of the Edit Schedule window. The pop-up menu offers seven options:

- **Receive Mail.** Entourage will connect to a mail server and download any waiting mail. This is a great one to run at startup.
- **Receive News.** If you want to download the latest newsgroup information, you can tell Entourage to download that information—another one that's useful to do at startup.
- **Send All.** This action sends all waiting mail—a useful one to schedule for when you quit Entourage. That way, you can make sure that all of your outgoing mail goes out before you walk away from your Mac.
- **Run AppleScript.** Since AppleScripts can be made to do just about anything (even beyond anything to do with email), you can set up an AppleScript in Entourage to handle any task you put before it, such as backing up your Documents folder onto a different hard drive whenever you quit Entourage. (AppleScript is a programming language—an easy one to master, but still a programming language. The Web, and *Mac OS 9: The Missing Manual,* offer beginning AppleScript tutorials, if you're interested.)
- **Delete Mail.** Entourage will delete mail from your Deleted Items folder, which might be something that you want to do whenever you quit Entourage.
- **Launch Alias.** This schedule item opens an alias to any document or program on your hard drive—powerful stuff if you want to launch, say, your Web browser whenever you launch Entourage.
- **Auto Web Publish.** This item has to do with Excel's Save As Web Page feature (see page 483), which lets you publish an Excel workbook as a Web page automatically.

  So why is an Excel option showing up in an Entourage dialog box? When you set a workbook to publish on the Web on a recurring basis, Excel hands the task off to Entourage's scheduling software, where it appears as a schedule. Once it's in Entourage, you can specify *when* the automatic publishing of that workbook takes place. When Entourage executes an Auto Web Publish schedule, it opens the workbook in Excel and saves it as a Web page.

This option is not available unless you've already created an autopublishing workbook in Excel.

Once you've selected one of these options, you can also select parameters for it; for example, if you choose Receive News, you can specify which newsgroup (see page 328) you want to read.

You can add hundreds of actions to take place in a single schedule. To add an action, click the Add Action button; a new pop-up menu appears. (You can delete one, too, by clicking its "block" in the dialog box and then clicking Remove Action.)

Entourage comes with three prefab schedules that you can edit to meet your own evil ends: Empty Deleted Items Folder, which deletes all messages in the Deleted Items folder; Send & Receive All, which sends all outgoing mail and receives any waiting mail; and Send All, which sends all outgoing mail without checking for *incoming* mail. You can launch these schedules, as well as any you've set up yourself, by choosing from the Tools→Run Schedule submenu.

The hotel-room feature: online access

As noted earlier in this chapter, the world's most popular email account types are POP (in which your messages are transferred from the Internet to your hard drive) and IMAP (in which your messages always remain on the Internet). The kind of account you have depends on your ISP.

But Entourage has a fantastic feature that lets you use POP accounts almost as if they *were* IMAP accounts—that is, you can grab your messages without removing them from the Internet server. Better yet, the program can download only the *names* of the messages—the work of but an instant, even over a slow (or expensive) connection; you can then survey the subject lines and choose which messages you want to download in their entirety.

This feature is ideal for use when you're in a hotel room, dialing your Internet account over a slow modem connection, for two reasons: First, you're spared the tedium of downloading a bunch of messages and attachments you don't really need while on the road. Second, the mail stays on the server until you delete it manually; it'll still be there when you return home, when you can then download the messages *again* onto your main Mac.

Note: Most Internet service providers allow you to accumulate only five or ten megabytes' worth of mail, however; beyond that limit, incoming messages get "bounced" back to their senders. In other words, you can't delay downloading your messages indefinitely.

To set up an account for *online access* (as this feature is called), choose Tools→Accounts, which brings up the Accounts window. Double-click the account that you want to make available for online access. In the resulting Edit Account window, click the Options tab and turn on "Allow online access," as shown in Figure 8-5. You wind

up with a new icon in the Folder Items pane: the online representation of your account, bearing the same name.

To make Entourage check the Internet for new messages sent to this account, all you have to do is click this icon in the Folder Items list—just one click. Entourage starts by downloading only the *names* of the waiting messages (the subject lines)—technically known as the *headers*. It doesn't download the messages themselves.

If you see a message whose subject line looks promising, click its name, once, in the list. Only now does Entourage download the entire message, displaying it in the preview area. The message also remains on the Internet email server, however; that's the big difference between using the online access feature and using the Send & Receive command for that account.

To delete email from an online account, just select the messages that you want to delete (which also, unfortunately, tells Entourage to download it, unless you select more than one message at a time), and then press the Delete key. The message doesn't move, but a "deleted online message" icon appears in the message's Online Status column (see Figure 8-6). When you next connect to that account in online mode, Entourage deletes the message from the server.

On the other hand, if you change your mind and want to keep a message you've marked for deletion, click the deleted online message icon, which brings up a pop-up menu. Choose Leave Message on Server from the menu, so that the check mark disappears; the message will be there waiting for you when you check your email account in one of the "normal" ways.

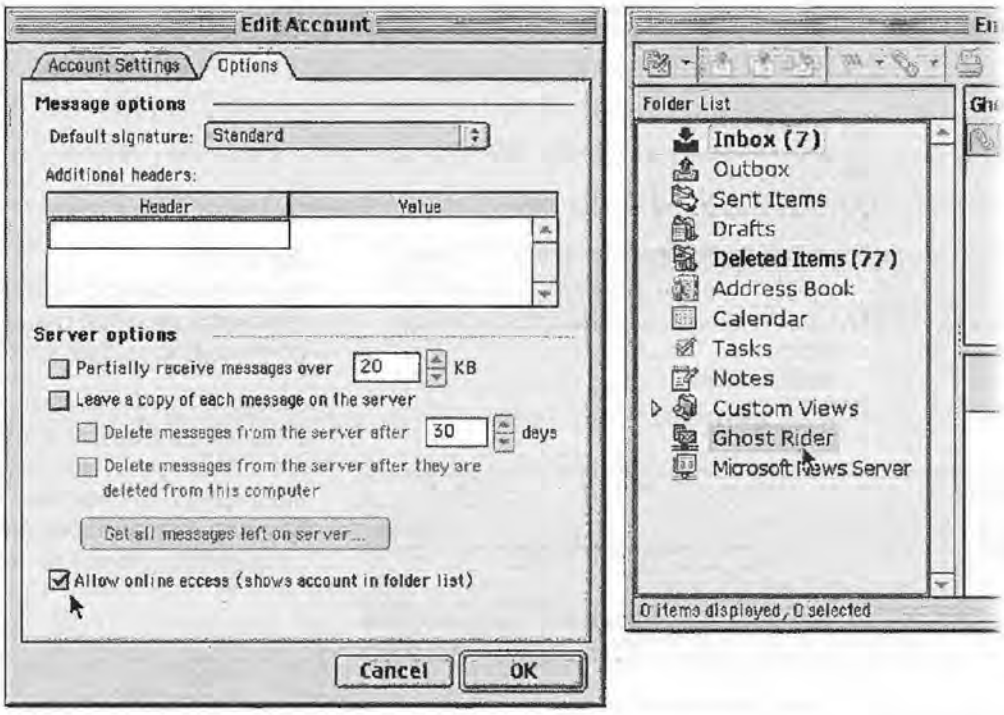


Figure 8-5: *Left: The Edit Account window offers the "Allow online access" checkbox.*

Right: The icon titled Ghost Rider, located below the list of folders, is an online email account. Select it, and Entourage connects and downloads a list of email messages waiting for that account.

Restricting download sizes

If you're a road warrior stuck with a slow modem connection, you may appreciate this feature: You can tell Entourage to grab only the first portion of a message, so that you don't have to sit there in your hotel room for the hour it takes to download that "You Want It When?" cartoon image that your office buddy thought was just *so* funny.

To do this, select Tools→Accounts and then open the account for which you want to limit the size of messages. Click the Options tab at the top of that window, and then turn on "Partially retrieve messages over ___ KB." You can set how much of a message that you want to grab (see Figure 8-7).

Note: It's crucial to remember to turn this option *off* once you get home, or you'll be wondering why Entourage keeps chopping off your messages and giving you half-downloaded, unopenable attachments.

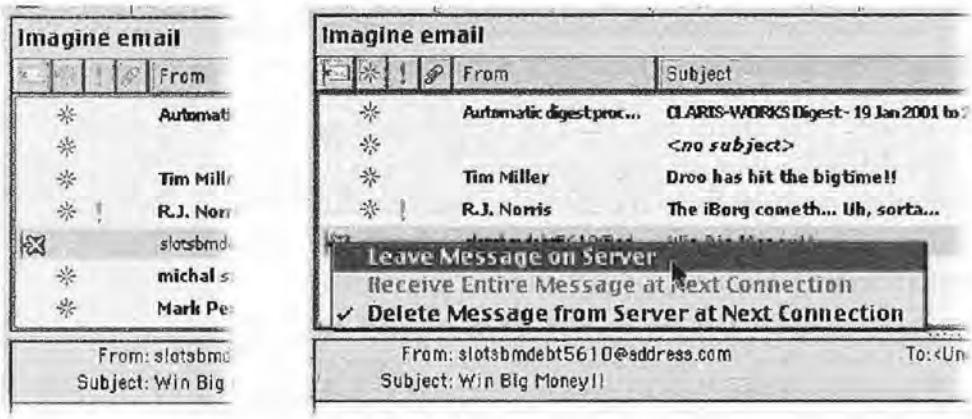


Figure 8-6:
Left: Deleted online messages still show up in the list, with an icon that looks like an envelope with a big red X. The next time you connect, such messages disappear.

Right: If you change your mind, click the deleted-message icon to bring up a menu. Choose Leave Message on Server.

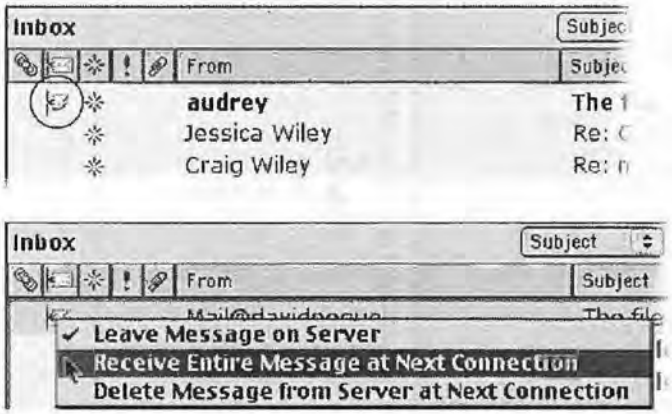


Figure 8-7:
Top: Messages that Entourage has only partially retrieved show a half-completed picture of an envelope in the Online Status column (circled).

Bottom: If you decide that you want to download the whole message, click this icon; choose Receive Entire Message at Next Connection from the menu that pops up. The next time you hit Send & Receive, Entourage will download the complete message (or complete attachment) for you.

Offline access

When you're in the plane or bus terminal, you probably don't have an Internet connection. In such situations, you may want to read and write replies to your email—but you may find it annoying that, every 15 minutes (or whatever interval you've set up using Entourage's Schedules feature), Entourage tries vainly to get online, resulting in an avalanche of error messages.

To shut it up, choose File→Work Offline. From now on, you can read and write replies to your email, without interruption from Entourage. In fact, if you click Send & Receive, Entourage will ask you if you're sure you want to go online before attempting to make a connection. (Choose File→Work Offline again to return to the normal "connect when ready" mode.)

Reading a Message

Just seeing a list of the *names* of new messages in Entourage is like getting wrapped presents; the best part is yet to come. There are two ways to read a message: using the preview pane, and opening the message into its own window.

To preview a message, click its name in the list pane; the body of the message appears in the preview pane below. Don't forget that you can adjust the relative sizes of the list and preview panes by dragging the gray border between them up or down.

To open a message into a window of its own, double-click its name in the list pane (see Figure 8-8). An open message has its own toolbar, along with Previous Message and Next Message arrows in the left corner. These are pop-up menu buttons; they offer eight commands that let you move to another read or unread message, delete the current message, and so on.

Regardless of your viewing preference, any attached pictures, sounds, or movies *also* appear in the body of the message; you can even play those sounds and movies in the email message itself. (Entourage displays and plays any kind of file that QuickTime can understand—JPEG, GIF, PICT, Photoshop files, and so on.)

Once you've read a message, you can view the next one in the list either by pressing ⌘-] or by clicking its name in the list pane. (If you're using preview mode, and haven't opened a message into its own window, you can also press the up or down arrow key to move from one message to the next.)

Tip: To mark a message that you've read as an *unread* message, so that its name remains bolded, choose Message→Mark as Unread (⌘-Shift-T), or Control-click the message's name and choose Mark as Unread from the contextual menu.

Here's another time-saver: You can hide all the messages you've already read by choosing View→Unread Only (⌘-Y). Now, only unread messages are visible in the selected folder. To bring the hidden messages back, choose View→Unread Only again.

Tip: Entourage squeezes more letters into a smaller space, as necessary, when you're looking at one of its list views. This condensed lettering isn't particularly attractive, but may make the difference between your being able to read the subject line of a message and having to see it chopped off. If you'd rather turn off this condensing effect, choose Edit→Preferences→General→General tab and turn off "Condense text." (Either way, if there isn't enough space to display the text, an ellipsis [...] appears denoting more hidden text.)

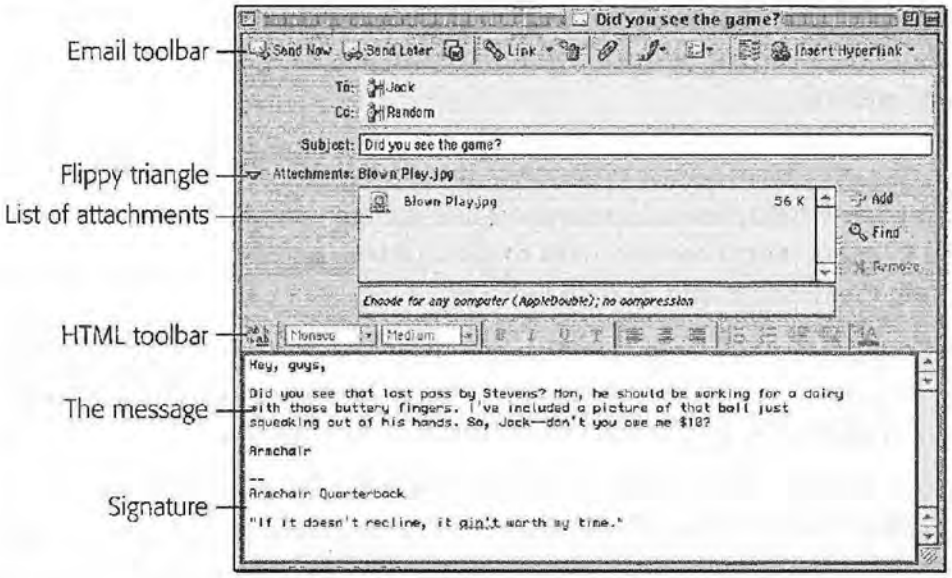


Figure 8-8: *When you open an email message by double-clicking its name, you may see several things besides the text of the message: the message text, attachments and attachment control buttons, basic information (such as who sent the message, when it was sent, and what its subject is), status bar, and an email toolbar, complete with Previous and Next Message buttons.*

Icons in the message list

After you've received some messages in Entourage, you'll notice that some of those messages have icons at the left side of their list-view lines. These badges or flags give you useful information about the messages:

- **Links.** A chain-link icon here (🔗) indicates that a message has been *linked* to another message, calendar event, task, note, or the like. (See page 387 for more on linking.)

POWER USERS' CLINIC

Where are the Headers?

As a favor to you, and to make Internet email look less intimidating, Entourage normally hides the blobs of technical-looking text known as *Internet headers*. This information shows the addresses of all the email servers a message has visited on its way to your email in box along with dates, times, and other data.

Sometimes this information can be enlightening or helpful in troubleshooting, however. To view the header information, open a message into its own window and then choose View→Internet Headers (⌘-Shift-H).

- **Online Status.** An icon that looks like an emaciated folder ( )indicates that a message has only been partially retrieved—a dead giveaway that you've turned on the "Partially download" option described on page 300. An icon that looks like a folder with a red X through it ( ) indicates that the message has been deleted from the server in an online account (page 298). Finally, an icon with a red, downward-pointing arrow indicates that the message will be fully downloaded the next time that you connect.

- **Status.** The status column shows the status of particular messages. A blue, eight-pointed star ( ) indicates that the message has been received but not yet read. A blue, curved arrow facing left ( ) indicates that you've replied to the message. A purple, angular arrow facing right ( ), on the other hand, indicates that you've *redirected* the message (see page 308). A green, curved arrow facing right ( ) indicates that you've forwarded the message to someone else.

  And if you see no icon at all, then you've read the message but haven't done anything with it.

- **Priority.** This column's four possible icons indicate a message's priority: a red exclamation point ( )for highest priority; an orange exclamation point for high priority; a pale blue downward arrow ( ) for low priority; and a dark blue downward arrow for lowest priority. No icon means normal priority. (You'll see a priority icon only if your correspondent used his email program's priority-labeling feature.)

- **Attachments.** If a message has an attached file (see page 312), a paper-clip icon ( ) appears in this column.

How to Process a Message

Once you've read a message and savored the feeling of awe brought on by the miracle of instantaneous electronic communication, you can process the message in any of several ways.

Deleting messages

Sometimes it's junk mail, sometimes you're just done with it; either way, it's a snap to delete a message that's before you on the screen. Just click the Delete button on the toolbar, choose Edit→Delete Message, or press ⌘-Delete. (You can also delete a batch of messages at once by highlighting them and then using the same button, menu command, or keystroke.)

Tip: When you delete a message, Entourage asks you, via a dialog box, if you're sure you want to delete it. If your answer is, "Well, jeez—if I *wasn't* sure, would I have clicked the Delete button?" then learn to press the Option key as you click the Delete button, command, or keystroke. Doing so stifles the confirmation message.

Either way, the message or messages don't actually disappear, just as moving a file icon to the Macintosh Trash doesn't actually delete it. Instead, these commands move

the messages to the Deleted Items folder; if you like, you can click this icon to view a list of the messages you've deleted. You can even rescue some by dragging them into any other Folder-list folder (such as right back into the Inbox, as shown in Figure 8-9).

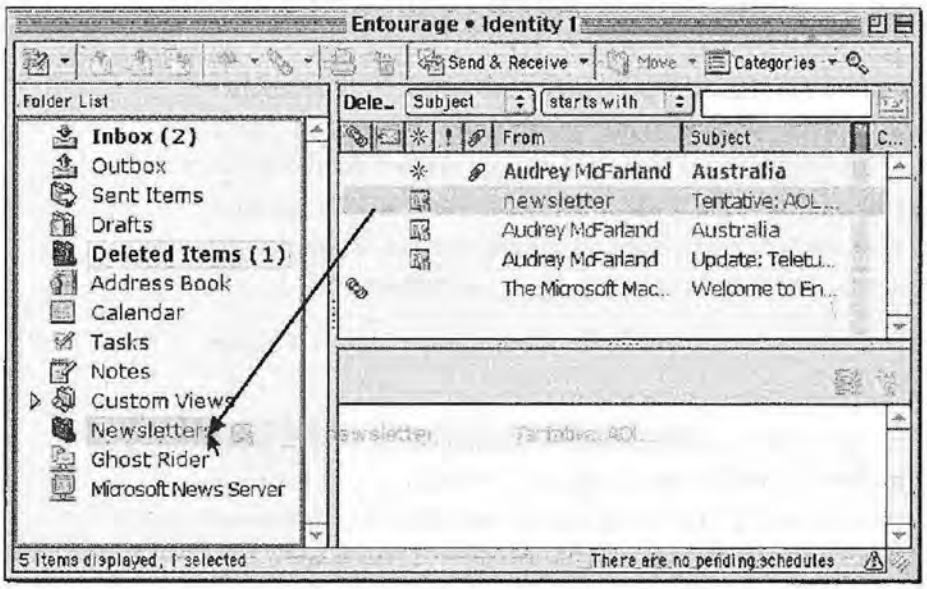


Figure 8-9:
By dragging an item out of the Deleted Items folder and into another folder, you can save them from certain doom. You can also delete messages by dragging them into *the Deleted Items folder, for that matter.*

UP TO SPEED

Selecting Messages

When you want to process a group of messages simultaneously—to delete, move, or forward them, for example—you need to master the art of multiple message selections.

To select two or more messages that appear consecutively in your message list, click the first message, then Shift-click the last. Known as a *contiguous selection*, this trick selects every message between the two that you clicked.

To select two or more messages that *aren't* adjacent in the list (that is, skipping a few messages between selected ones), ⌘-click the messages you want. Only the messages you click get selected—no filling in of messages in between this time.

Entourage doesn't truly vaporize messages in the Deleted Items folder until you "empty the trash." You can empty it in any of several ways:

- Control-click the Deleted Items folder. Choose "Empty Deleted Items Folder" form the contextual menu.
- Click a message, or a folder, within the Deleted Items Folder list and then click the Delete icon on the toolbar (or press ⌘-Delete). You'll be asked to confirm its *permanent* deletion.
- Choose Tools→Run Schedule→Empty Deleted Items Folder.

- Set up a schedule to empty the folder automatically when you quit Entourage, for example, or to delete only messages that are older than, say, 60 days. See pages 295-297 for instructions.

Replying to messages

To reply to a message, click the Reply button in the toolbar, or choose Message→Reply, or press ⌘-R. Entourage creates a new, outgoing email message, preaddressed to the sender's return address.

To save you additional time, Entourage pastes the entire original message at the bottom of your reply (complete with the > brackets that serve as Internet quoting marks); that's to help your correspondent figure out what you're talking about. (It's also a feature you can turn off; choose Edit→Preferences→Mail & News, click the Reply & Forward tab, and turn off "Include entire message in reply.") Entourage even tacks *Re:* ("regarding") onto the front of the subject line.

Your cursor appears at the top of the message box; you can begin typing your reply. You can also:

- Add recipients to the message by adding names in any of the recipient fields (To, Cc, or Bcc).

TROUBLESHOOTING MOMENT

Fixing the Entourage Database

Entourage keeps all of its messages in a single, gigantic database file on your hard drive. (It's in the Documents→Microsoft User Data→Office 2001 Identities→Main Identity folder; it's the file called, with stunning originality, Database.)

Over time, you add and delete hundreds of messages from this database; over time, some digital sawdust gets left behind, resulting in peculiarities when addressing messages or Entourage sluggishness. You also wind up with *massive* message files hidden on your hard drive, which can consume hundreds of megabytes. That's a bummer if you like to copy your databases to your laptop when you go on a trip. (The database files are in the Documents→Microsoft User Data→Office 2001 Identities→Main Identity folder.)

Fortunately, it's easy enough to *rebuild the message databases*. Doing so cleanses, repairs, and purges your message files; you wind up with a much more compact and healthy database.

As a first step, consider surveying first your Sent Items, then your Deleted Items folder; delete any messages in them that have file attachments, because those files severely bulk up your databases. Then quit Entourage.

Now relaunch Entourage while pressing the Option key. After a moment, you'll be offered two choices: Typical Rebuild or Advanced Rebuild. A Typical rebuild usually does the trick, taking several minutes to compact your database.

If you're still having problems, launch Entourage again with the Option key held down, and this time choose Advanced Rebuild. This should clear up any problems you may be having, but it also requires you to redownload folder lists and messages for your Hotmail or IMAP accounts.

In either case, you'll now find, in your Documents→Microsoft User Data→Office 2001 Identities→Main Identity folder, *two* sets of database files—one set bears the suffix "Old." After you've confirmed that the new files work fine, you can throw the "Old" files away.

- Remove one or more recipients (by clicking their names and then clicking the Remove button that appears).
- Edit the Subject line or the original message.
- Use the Return key to create blank lines within the bracketed original message in order to place your own text within it. Using this method, you can splice your own comments into the paragraphs of the original message, replying point by point. The brackets preceding each line of the original message help your correspondent keep straight what's yours and what's hers.
- Attach a file (see page 325).

Note: If the original message came with an attached file, Entourage doesn't fasten the attachment to the reply.

Note, by the way, that there are three kinds of replies, each represented by a different icon on the toolbar:

- A **standard reply** goes to the sender of the message (click the Reply button). If that sender is a mailing list (see the sidebar box below), then the message gets sent to the *entire* mailing list, which has gotten more than one unsuspecting novice Mac fan into trouble.
- **Reply To Sender** (available only when you're reading newsgroup messages) creates a reply that goes to only one person: the person who typed up the message sent to a mailing list. Use this option if you'd like to avoid having a response to a mailing-list message broadcast to the entire list.
- The **Reply To All** button addresses a message to *all* recipients of the original message, including any Cc recipients. This is the button to use if you're participating in a group discussion of some topic; all six of you can carry on an email correspondence, always sending each response to the other five people. (Reply To All doesn't include addressees in the secret Bcc field, as described on page 319.)

UP TO SPEED

About Mailing Lists

During your email experiments, you're likely to come across something called a mailing list, which is a discussion group conducted via email. By searching Yahoo (*www.yahoo.com*) or other Web directories, you can turn up mailing lists covering just about every conceivable topic.

You can send a message to all members of such a group by sending a message to a single address—the list's address. That's why you have to be careful when you think you're replying to one *person* in the discussion group; if you reply to the list and not to a specific person, you'll be sending your reply to every address on the list—sometimes with disastrous consequences.

Reformatting messages

Sometimes, you'll get an email message that's been forwarded and replied to umpteen million times. With each round, more brackets (>) get added at the beginning of each line, forcing words at the right margin to break over the edge to the next line. Sooner or later, these messages become almost illegible (see Figure 8-10).

Fortunately, Entourage can clean up a message's text. It can, for example, make a message's text all uppercase or all lowercase, increase or decrease its quoting levels (those brackets >>>), or even straighten out curly quotes (which often arrive at the other end of Internet email as gobbledygook).

The most useful of these tools is Rewrap Paragraphs. When you have a badly wrapped message, choose Edit→Auto Text Cleanup→Rewrap Paragraphs; Entourage removes all those funky line breaks so that the message is clean and legible once again.

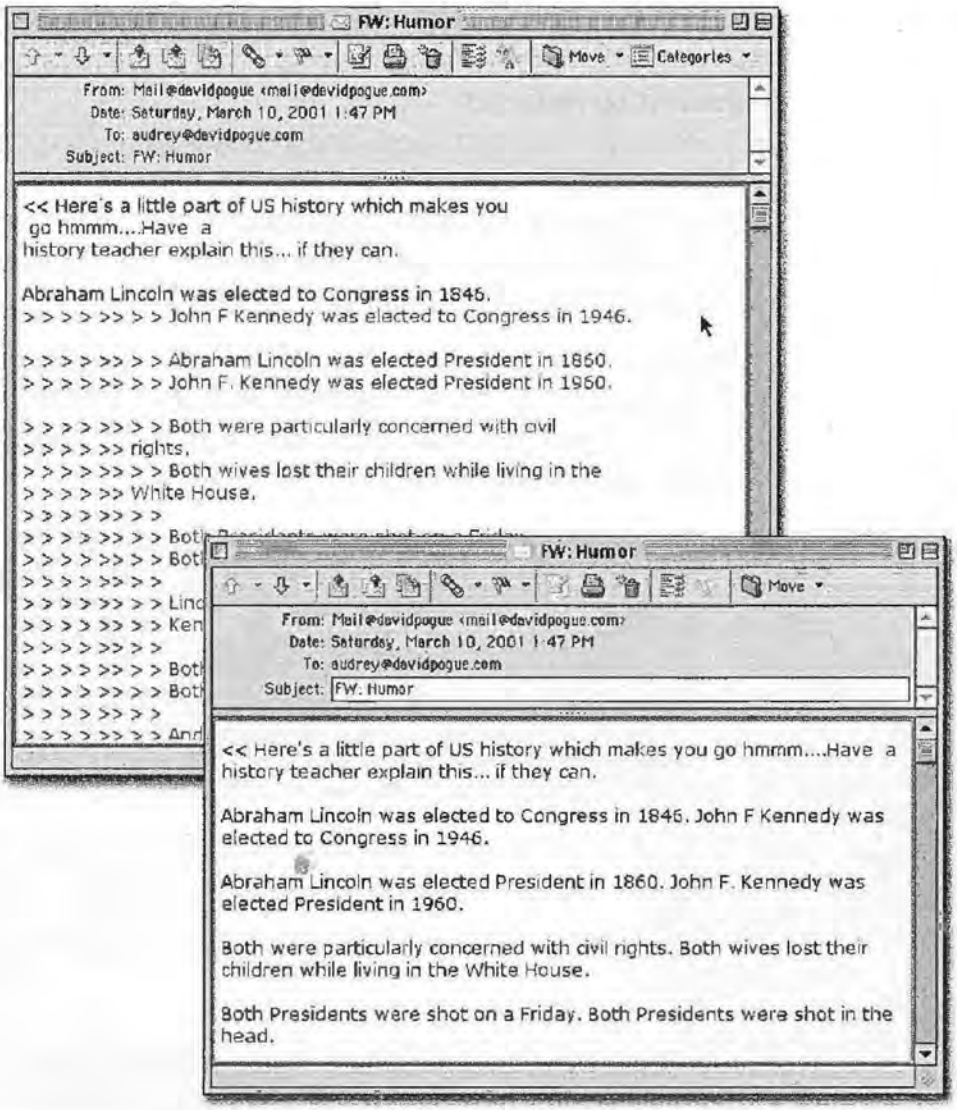


Figure 8-10: *Back left: You can see how badly text gets mangled when it's been forwarded a few times.*

Front right: After using the Remove Quoting and Rewrap Paragraphs commands, the message's lines are neat and tidy. (An open email message also offers a Rewrap Paragraphs button right on the toolbar.)

Forwarding messages

Instead of replying to the person who sent you a message, you may sometimes want to *forward* the message—pass it on—to a third person.

To do so, click the Forward button in the toolbar, choose Message→Forward, or press ⌘-J. A new message opens, looking a lot like the one that appears when you reply. Once again, before forwarding the message, you can edit the subject line or the message itself. (For example, you may wish to precede the original message with a comment of your own, along the lines of: "Frank: I thought you'd be interested in this joke about Congress.")

All that remains for you to do is to specify who gets the forwarded message. Just address it as you would any outgoing piece of mail.

Note: If the original message contained an attachment, this time, Entourage *does* keep the attachment attached (unless you delete it first).

Redirecting messages

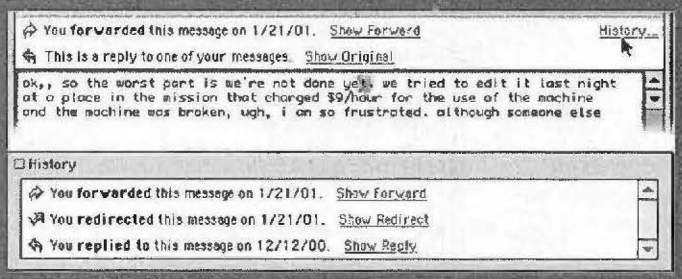
A *redirected* message is similar to a forwarded message, with one extremely useful difference: When you forward a message, your recipient sees that it came from *you*. When you redirect it, your recipient sees the *original* sender's name as the sender; the message bears no trace of your involvement. In other words, a redirected message uses you as a low-profile relay station between two other people.

Treasure this Entourage feature; plenty of email programs, including Microsoft's own Outlook Express for Windows, don't offer a Redirect command at all. You can use it to transfer messages from one of your own accounts to another, or to pass along a message that came to you by mistake.

GEM IN THE ROUGH

The Entourage Email "Paper Trail"

As a sensational convenience to you, Entourage keeps track of what you've done with a message—replied, forwarded, or redirected; it displays your message's history in a yellow banner at the top of the original message, as shown here at top, identifying what was done, and when.



You can also see the actual contents of the reply, forward, or redirect—that is, open a copy of the message in question—by clicking the Show link in that banner.

Only two of these actions fit in the yellow banner, however. If you want to look at the entire history of actions performed on a message, click the History link, which brings up a small pop-up window listing all the actions, including when they were performed (shown here at bottom). Once again, you can click any of the links to open the corresponding messages for your reference.

To redirect a message, choose Message→Redirect, or press ⌘-Option-J. You get an outgoing copy of the message—this time without any quoting marks. You can't edit redirected messages; they're supposed to end up at their destination intact.

Printing messages

Sometimes there's no substitute for a printout of an email message—an area where Entourage shines. The program features its own Print window, which not only gives you a preview of how a message is going to look when printed, but also lets you choose whether long recipient lists get shortened (a paper saver if a message was sent to a lot of people), whether date, time, and name headers get printed, and whether page numbers get printed as footers.

To print a message in Entourage, click the Print button in the toolbar, choose File→Print, or press ⌘-P; the Entourage Print window appears. Once you've changed the necessary settings and clicked OK, the standard Macintosh Print dialog box pops up, so that you can specify how many copies you want, what range of pages, and so on. Finally, click Print or OK to begin printing.

Filing messages

Entourage lets you create new folders in the Folder list; by dragging messages from your Inbox onto one of these folder icons, you can file away your messages into appropriate storage cubbies; you might create one folder for important messages, another for all order confirmations when shopping on the Web, still another for friends and family, and so on. In fact, you can even create folders *inside* these folders, a feature beloved by the hopelessly organized.

To create a new folder, choose File→New→Folder, press ⌘-Shift-N, or choose New Folder from the New pop-up button. A new folder appears in the Folder list, with the imaginative name "untitled folder." Just type a new name and then press Return.

Tip: To rename an existing folder, click it once and then click its name. Now rename the folder as you would any Macintosh desktop icon.

You can move a message into a folder in any of three ways:

- Drag it out of the list pane onto the folder icon. You can use any part of a message's "row" in the list as a handle. You can also drag messages en masse onto a folder, after first selecting them using the tips on page 304.

Tip: If you *Option*-drag a message into a folder, you make a copy, leaving the original message where it was.

- Highlight a message in the list pane, or several, then choose Message→Move To→Move To Folder (or press ⌘-Shift-M). A window appears, listing all folders in the Folder list; highlight the folder you want, either by clicking, pressing the down-arrow key, or typing the first couple letters of its name. Then press Return (or click Move).

- Control-click a message (or one of several that you've highlighted): from the resulting contextual menu, choose Move To Folder. Once again, the Folder list appears; select the one you want, then press Return.

Tip: When you click a flippy triangle in the Folder list (or highlight a folder and press ⌘-right arrow), you get to see any folders within that folder, exactly as in the Finder. You can drag folders inside other folders, nesting them to create a nice hierarchical folder structure. (You can drag a nested folder back into the list of "main" folders–just drag it to the *top of the Folder list,* where it says "Folder List.")

You can also drag messages between folders; just drag one from the message list onto the desired folder at the left side of the screen.

This can be a useful trick when applied to a message in your Outbox. If you decide to postpone sending it, drag it into any other folder; Entourage won't send it until you drag it *back* into the Outbox.

Flagging messages

Sometimes, you'll receive an email message that prompts you to some sort of action, but you may not have the time (or the fortitude) to face the task at the moment. ("Hi there... it's me, your accountant. Would you mind rounding up your expenses for 1993 through 2000 and sending me a list by email?")

That's why Entourage provides the Flag commands, which let you *flag* a message, summoning one little red flag in the Status column next to a message's name, and another next to the folder that contains it in the Folder list. There are two kinds of flagged messages: Flag and Flag for Follow-Up.

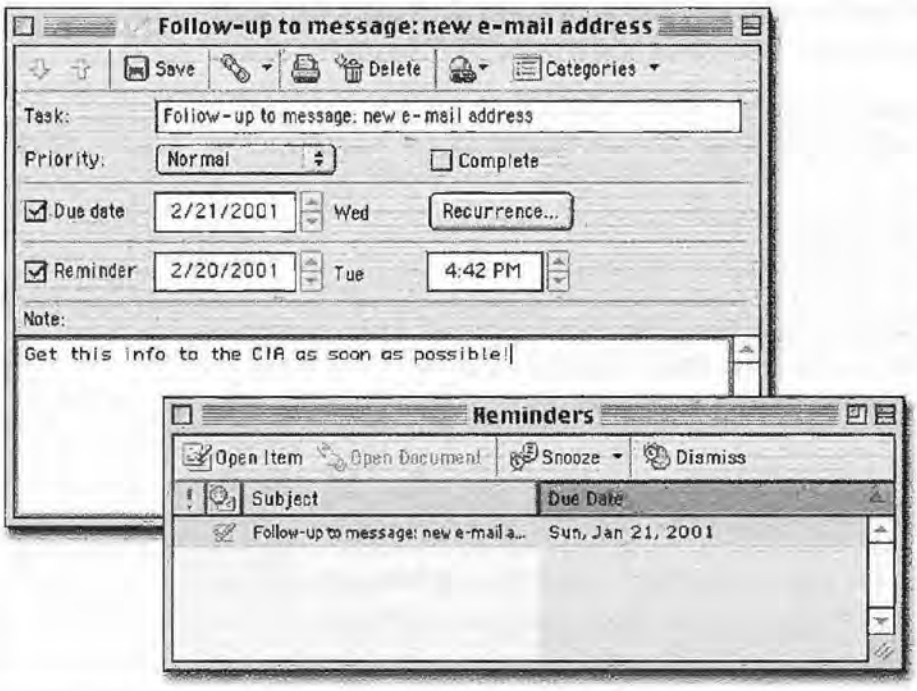


Figure 8-11:
Top: When you select a message and choose Flag for Follow-Up from the Flag button's pop-up menu, you'll get a window in which you can enter the details about when you should be reminded to deal with a message. Bottom: If you set a reminder, a window will pop up at the appointed time to give you a gentle nudge.

- **Flag.** The little red flags are easy to spot; they're simply visual indicators that you place for your own convenience, meaning whatever you want them to mean. You can hide all the messages that *aren't* flagged by choosing View→Flagged Only (⌘-Shift-Y).

  To flag a message in this way, select the message (or several messages) and click the Flag button in the toolbar, choose Message→Flag, or Control-click the message's name in the list and choose Flag from the contextual menu.

- **Flag for Follow-Up.** Flag for Follow-Up—a great new feature in Office 2001—lets you attach a reminder to an email message, which will pop up at a specified later date to remind you to do something about the message. This, of course, is one of the fruits of the merger of email+calendar+to-do list software that characterizes Entourage.

  To flag a message for follow-up, click the message and then choose Message→Flag for Follow-Up. (Alternatively, choose Flag for Follow-Up from the Flag toolbar pop-up button.)

  Now a follow-up window appears, as shown in Figure 8-11; here you can specify when you want the reminder to pop up.

You can clear a flag from a message by selecting the message and then choosing Message→Clear Flag, by using the Flag pop-up button in the toolbar, or by Control-clicking the message in the list and choosing Clear Flag from the contextual menu.

Linking messages

Sometimes you can make email messages much more valuable by *linking* them to other bits of Entourage information, such as other messages, calendar events, notes, and so on—yet another payoff of having an email program with built-in calendar and address-book info. For example, you can link a message to a calendar event; thereafter, you'll be able to click the link in the appropriate calendar square to consult the original message (because it contained directions, for example).

Chapter 11 offers full details on links; in the meantime, here's a summary that's specific to email.

You can link messages in three ways: by opening the Links menu, creating a link to an existing item, and creating a link to a new item.

- **Open Links.** To open the Links window, choose Tools→Open Links, or click the Link button in the toolbar. In the Links window for the selected message, you can create or remove links to existing or new items. You can also open the item on the other end of a link.

- **Link to Existing Item.** You can create a link to one of seven kinds of existing Entourage info-bits: another (email) Message, a Calendar Event, a Task, a Note, a Contact (address-book entry), a Group, or even a File on your hard drive. (This last feature can be extremely handy; you might link a message about the date of your Macworld Expo talk to, for example, the Word document that contains your outline.)

To link to an existing item, choose the kind of link you want to make from the Tools→Link to Existing Item submenu, then select the already-created item to which you want to link. You can also create such a link from the Links window.

- **Link to New Item.** You can also link a message to a Message, Calendar Event, Task, Note, Contact, or Group that you're *about* to create—that is, you can simultaneously create a link *and* the item it's linked to. This is handy when you suddenly get the inspiration to create a link, but you haven't yet created the item on the other end of that link.

To create a link to a new item, choose the kind of link (and new item) that you want to create from the Tools→Link to New Item submenu. Once you've created a link, a small chain-link icon appears in the Links column in the message list.

To remove a link, open the Links window (choose Tools→Open Links, choose Open Links from the Link pop-up button in the toolbar, or click the Links column next to the message in question). Once the Links window is open, select the link, and then click the Remove Link button in the toolbar.

Prioritizing messages

You can set one of five priority levels for messages that you've received: Highest, High, Normal, Low, and Lowest. Once you've assigned priorities to your messages, Entourage can sort them by priority, so that the most important messages filter up to the top.

To set a message's priority, highlight its name in the list pane and then choose from the Message→Priority menu. To sort messages by priority, click the Priority column header (the exclamation-point icon at the left side of the list pane). The first time you click, your mail is sorted from lowest priority to highest; the second time, they're listed from highest to lowest importance.

Note: You're not the only one who can set a message's priority. Some messages that you receive may have their priority already set—invariably to Highest (for those who think their messages are vital) or Lowest (for those considerate about sending out junk mail). You can change a message's priority once you've received it by choosing from the Message→Priority submenu.

Opening Attachments

Sending little text messages is fine, but it's not much help when somebody wants to send you a photograph, a sound recording, a Word or Excel document, and so on. Fortunately, enclosing such files with email messages as *file attachments* is one of the world's most popular email features.

When you receive an email with an attachment, you'll notice that it takes much longer than usual to download from the Internet. That's because attached files are typically much larger than email messages. (For more information on attaching files to send to others, see page 325.)

When you've received a message with an attachment, a small paper-clip icon appears in the attachments column (at the far left of the list pane).

Unlike, say, America Online or Claris Emailer, Entourage doesn't store downloaded files as normal file icons on your hard drive; they're stored as part of one big, specially encoded file on your hard drive. To extract an attached file from this mass of software, you must first open the message (either in the preview pane or by opening the message into its own window). Now you'll see a new section in the window labeled Attachments, as shown in Figure 8-12, listing any files that came along with the message.

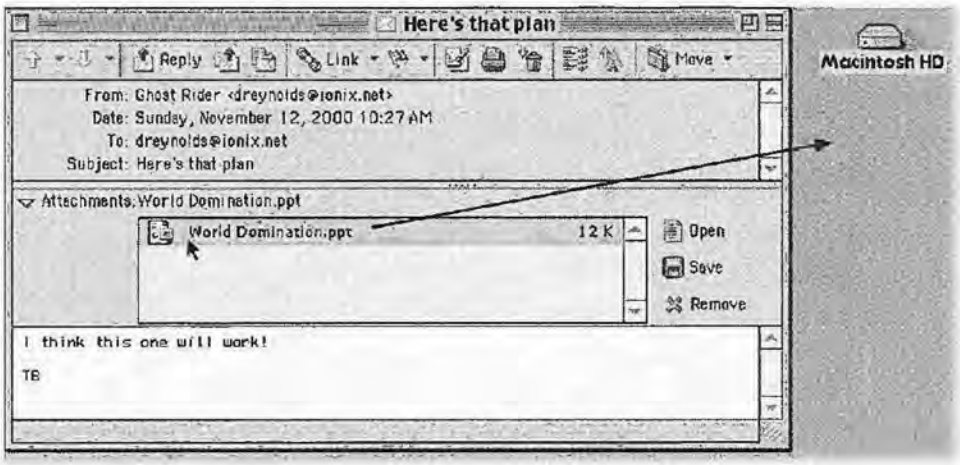


Figure 8-12: *You can click the Open, Save, or Remove buttons to open, save, or remove an attachment. But dragging an attachment's icon onto your desktop takes the file out of the Entourage world and into your standard Macintosh world, where you can file it, trash it, open it, or manipulate it as you would any file.*

If you click to expand the flippy triangle to the left of the word Attachments, you see a list of the files, complete with their icons, plus three buttons: Open, Save, and Remove. At this point, you can proceed in any of several ways:

- Click one of the file icons (or Shift-click to select several, or click one and then press ⌘-A to highlight them all), and then click Save. The Save File dialog box appears, so that you can specify the folder in which you want to save the files on your hard drive.
- Drag a file icon (or several selected ones) clear out of the message window and onto any visible portion of your desktop, as shown in Figure 8-12.
- Double-click the attachment's icon in the message (or highlight it and click Open). If you were sent a document (such as a photo, Word file, Excel file, and so on), it now opens in the corresponding program (Photoshop, Word, Excel, or whatever).

  After the attachment is open, *use the File→Save As command* to save the file into a folder of your choice; otherwise, you won't be able to open the file again except from within Entourage.

- Highlight an icon (or several) and click Remove. You've just detached, and discarded, the file, reclaiming space on your hard drive.

Tip: It's extremely easy to set up Entourage to save *all* incoming file attachments into a particular folder on your hard drive—or onto your desktop for easy retrieval—saving you the step of manually saving or dragging them. (This arrangement should sound familiar to America Online and Claris Emailer fans.)

The trick is to use the Message Rules described in the next section. One of them offers an option to save all file attachments automatically into a folder you specify—or only file attachments that come from certain people.

FREQUENTLY ASKED QUESTION

Viruses by Email

What's the Attachment Worth to Get a Virus?

Newspaper reporters periodically get breathless and wide-eyed about new *viruses* (programs that have been deliberately written to gum up a computer), such as the Melissa and I Love You viruses. These little programs often come attached to, or masquerade as, ordinary files that get sent to you—sometimes inadvertently by people you know.

When you try to open or save an attachment, Entourage warns you (via the Office Assistant) of the possibility of viruses and gives you an opportunity to chicken out. (Entourage *doesn't* warn you if you drag the attachment out of the message to your desktop.)

Most attachments aren't viruses, and even if you're unlucky enough to receive a virus, it's almost certainly a Windows virus that does nothing at all on a Mac—the one case where incompatibility is a good thing.

When attachments don't open

Several factors may be at work if you're unable to open a file attachment. For starters, your correspondent's email program may have *compressed* or *encoded* the file to make it take less time to send. If you're having trouble getting a file to open, therefore, your first step should be to drag the attachment's icon onto that of StuffIt Expander, the free program that comes on every Macintosh hard drive.

This little program can gracefully reexpand just about any geeky Internet file, such as those ending with the file-name suffixes .sit, .cpt, .hqx, .gz, .z, .arc, .uu, and .zip (the Windows equivalent of StuffIt).

If the file still won't open, then you may be dealing with a file from a Windows PC. Some you can open; some require more work. For example:

- .exe denotes an *executable* file—in other words, a Windows program. By itself, your Mac can't run Windows programs, just as Windows computers can't run Macintosh programs. You need a program like Connectix VirtualPC if you want your Mac to run Windows programs.
- .jpg or .gif. You've been sent a photograph, which Entourage shows right there in the body of the message. To look at the picture once you've detached it from the

message, drag it onto the PictureViewer icon. (That's another program that came with your Mac.)

- **.pdf.** This downloaded item is probably a manual or brochure. It came to you as a portable document format file, better known as an Adobe Acrobat file. To open it, you need the free Acrobat Reader program, which comes with every Mac.
- **.html.** A file whose name ends in .html or .htm is a Web page. In the beginning, Web pages hung out only on the Internet. These days, however, you're increasingly likely to find that you've downloaded one to your Mac's hard drive (it may be a software manual for some shareware, for example). To view it, launch your Web browser. Choose File→Open; locate the .html file on your hard drive; and double-click it to open.
- **.vcf.** A "business-card" file; see page 363.
- **.rtf** is a Rich Text Format document—a formatted word processing document described on page 53. Word 2001 can open this kind of file with ease.
- **.dat.** You've been sent an email message from Outlook for Windows that was formatted in something called Rich Text mode. Unfortunately, there's no way to open this kind of file on the Mac.

If you were sent a file with a three-letter code not listed here, you may well have yourself a Windows file that can be opened only by a Windows program that you don't actually own. You might consider asking your correspondent to resend it in one of the more universal formats described above.

Message Rules

Once you know how to create folders, the next step in managing your email is to set up a series of *message rules* (or *filters*) that file, answer, or delete incoming messages *automatically* based on their contents, such as subject, address, or size. Message rules require you to think like the distant relative of a programmer, but the mental effort can reward you many times over; message rules turn Entourage into a surprisingly smart and efficient secretary.

Setting up message rules

Here's how to set one up:

1. **Choose Tools→Rules.**

   The Rules dialog box appears, as shown in Figure 8-13. (Enjoy this step; Tools→Rules is the only rhyming command in Office 2001.)

   As you can see, the tabs here let you set up different rules for each kind of email account (POP, IMAP, Hotmail), plus separate rules for newsgroups (page 328) and outgoing messages.

2. **Click the tab you want, then click New.**

   The Edit Rules dialog box appears.

3. **Use the top options to specify how Entourage should select messages to process.**

   For example, if you'd like Entourage to watch out for messages from a particular person, you would set up the first two pop-up menus to say "From" and "Contains," respectively.

   To flag messages containing *loan, $$$$, XXXX, !!!!*, and so on, set the pop-up menus to say "Subject" and "Contains."

   If you click Add Criterion, you can set up another condition that must be met in order to qualify for this message rule. For example, you can set up the first criterion to find messages *from* your uncle, and a second that watches for messages whose subject line contains "humor"; this way, only jokes passed on from your uncle get placed automatically into, say, the Deleted Items folder.

   (If you've set up more than one criterion, be sure to use the dialog box's top pop-up menu to indicate whether the message rule should apply if *all* of them are true, or if *any* of them are true.)

4. **Specify *which* words or people you want the message rule to watch out for.**

   After you've used the two pop-up menus, a text box appears. Into this box, type the word, name, or phrase you want Entourage to watch out for—a person's name, or *XXX*, in the previous examples.

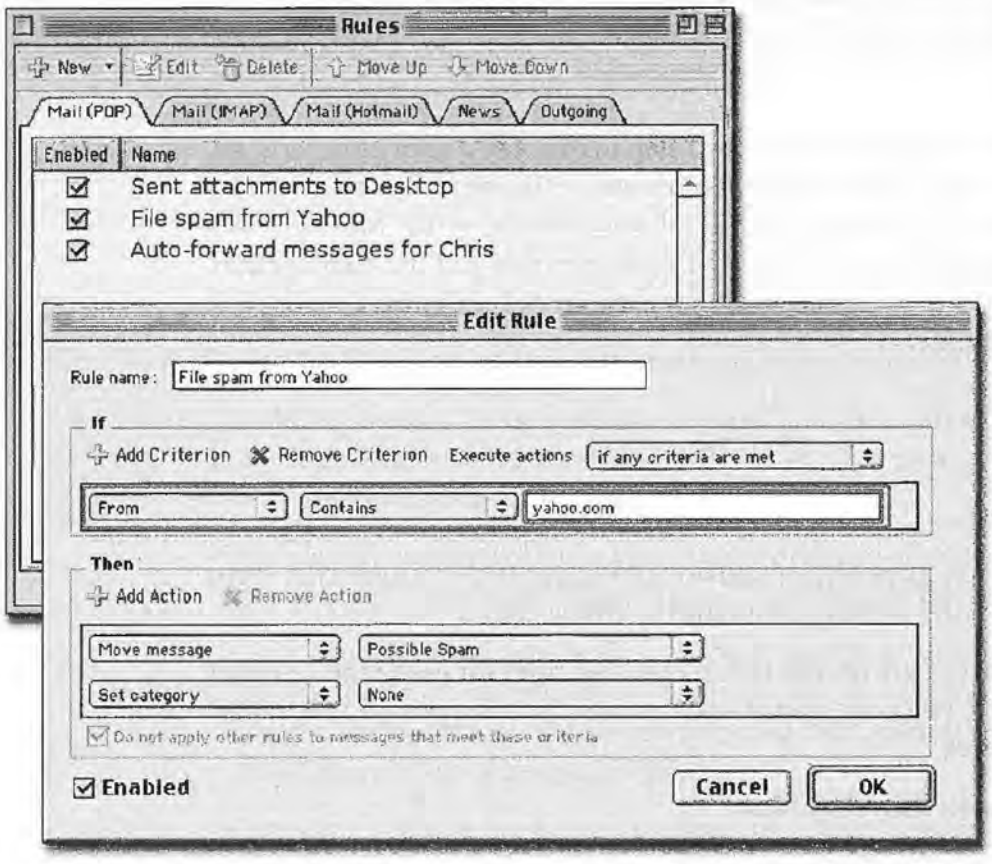


Figure 8-13: *Top: Mail rules can screen out junk mail, serve as an email answering machine, or call important messages to your attention. Any message rules you've created appear on the Mail Rules tab. Click a rule to see what it does, and use the Move Up/Move Down buttons to specify the order in which rules should be run.*

Bottom: Double-click a rule to open the Edit Rule dialog box, where you can specify what the rule does.

5. **In the lower half of the box, specify what you want to happen to messages that match the criteria.**

   If, in Steps 1 and 2, you've told your rule to watch for junk mail containing *$$$$* in the Subject line, here's where you can tell Entourage to delete it or move it into, say, a Spam folder.

   With a little imagination, you'll see how the options in this pop-up menu can do absolutely amazing things with your incoming email. Entourage can delete, move, or print messages; forward or redirect them to somebody; automatically save attachments into, say, a Downloads folder that you've set up; or even, when you receive messages from some important person, play a sound, flash the menu bar, or display a dialog box.

6. **In the very top box, name your mail rule. Click OK.**

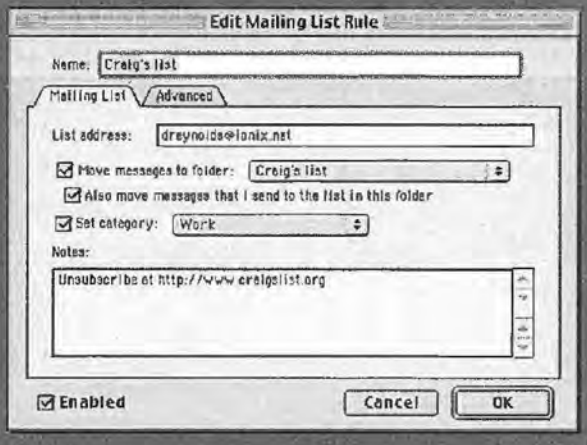
   Now the Rules dialog box appears (Figure 8-13, bottom). Here, you can manage the rules you've created, choose a sequence for them (those at the top get applied first), and apply them to existing messages.

Tip: Entourage applies rules as they appear, from top to bottom, in the Rules window; if a rule doesn't seem to be working properly, it may be that an earlier rule is intercepting and processing the message before the "broken" rule even sees it. To fix this, try moving the rule up or down in the list by selecting it and then clicking the Move Up or Move Down buttons.

POWER USERS' CLINIC

Mailing List Manager

Entourage's Mailing List Manager feature is, in essence, a specialized set of message rules. Its sole purpose is to handle incoming messages from whatever Internet mailing lists you belong to. The Mailing List Manager lets you easily create a set of rules to move your email messages to the appropriate folders, and it lets you store information such as how to unsubscribe from a mailing list.



To bring up the Mailing List Manager window, choose Tools→Mailing List Manager. Click the New button to create a new mailing list rule. In the window that results, you'll be given the opportunity to enter the list's email address, and the option to have the manager move all messages (including ones that you send to the list) to a specific folder. (If a message from a mailing list was highlighted before you began following the steps in this paragraph, Entourage fills in some of the information automatically.)

You can also have the manager set a *category* for messages from that list. If you click the Advanced tab in the Edit Mailing List Rule window, you can run each message through a whole slew of options, including "bursting" digests into individual messages or even running an AppleScript.

Two sneaky message-rule tricks

You can use message rules for many different purposes (see Figure 8-14). But here are two of the best:

- **Create a spam filter.** When a spammer sends out junk email, he usually puts your address on the Bcc (blind carbon copy) line, so that you can't see who else got the message. This characteristic makes it easy for you to screen out such mail; create a message rule that looks for messages where "Any To recipient" *or* "Any Cc recipient" contains *your* address—and files them into the Inbox as usual.

  But then create another message rule for "All messages" that puts messages into a folder called Possible Spam. Because the second rule doesn't kick in until *after* the first one has done its duty, the second rule affects only messages in which

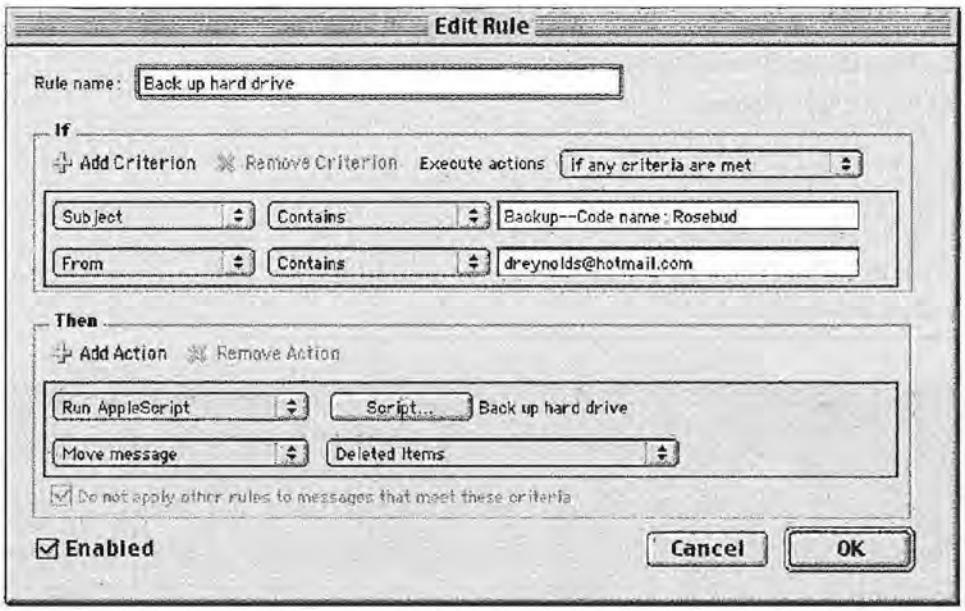


Figure 8-14: *This email rule showcases the power of rules in Entourage. If Entourage receives an email with the proper subject sent from the proper email account—from you, while on the road, for example—it launches an AppleScript that backs up the Mac's hard drive. Now* that's *power!*

GEM IN THE ROUGH

Using the Junk Mail Filter

[illegible] into Tag Junk Mail Filter [illegible] your incoming messages for the tell-tale signs of spam (junk email), and then moves suspect mail to a folder called Junk Mail, thus keeping your Inbox relatively clean of worthless commercial come-ons. (The Junk Mail Filter can also mark such messages as having been read, or apply an AppleScript, if you like.)

To use the Junk Mail Filter, choose Tools→Junk Mail Filter, and then turn on Enable Junk Mail Filter. You can select the sensitivity of the filter by sliding the sensitivity slider back and forth, and [illegible] specify [illegible] companies or entities, as indicated by everything after the @ sign in the email addresses) to exclude from the filter—such as stuff arriving from your work domain.

Although Microsoft isn't saying exactly what the slider controls, it's clear that it scans for Bcc recipients and certain words in the Subject line. The Junk Mail Filter isn't perfect (messages not meeting its criteria still make it to your Inbox), but it's a great start.

your name appeared on the Bcc line (which is almost always spam). Once a week, you can look through the Possible Spam folder in case a legitimate message found its way there.

- **The email answering machine.** If you're going to be on vacation, turn on "All messages" in step 3, and then "Reply with message" in step 5. In other words, you can turn Entourage into an email answering machine that automatically sends a canned "I'm away until the 15th" message to everyone who writes you.

Tip: Be sure to turn off any email lists before you do this (see page 306); otherwise, you'll incur the wrath of the other Internet citizens by littering their email discussion groups with copies of your autoreply message.

Writing a Message

To create an email message in Entourage, use one of these tactics:

- Choose File→New→Mail Message.
- Press ⌘-N. (If the highlighted icon in the Folder list has nothing to do with email—Calendar or Tasks, for example—press ⌘-Option-N instead.)
- Choose Mail Message from the New pop-up button.

In each case, an empty email message window appears, filled with email composition tools, which you'll encounter in the following tutorial.

Step 1: Addressing the message

The first thing you'll see when you create a new email message is the address pane, a sort of pop-up window with four buttons and three sections (see Figure 8-15). The fields here are labeled To, Cc, and Bcc, each of which has its own purpose:

- **To.** Most of the time, you'll type your correspondent's email address here.
- **Cc.** Cc stands for Carbon Copy; the name is a reference to the days with typewriters, when creating a copy of a document required inserting carbon paper between two sheets of paper as you typed. In email terms, putting someone's email address in the Cc area means, "No reply required; just thought you'd want to see this." People listed in the Cc field receive a copy of the message, but aren't the primary recipients.
- **Bcc.** A *blind carbon copy* is a secret copy. This feature lets you send a copy of a message to somebody secretly, without any of the other recipients knowing that you did so. The names in the To and Cc fields appear at the top of the message for all recipients to see, but nobody can see the names you type into the Bcc box.

  You can use the Bcc field to quietly signal a third party that a message has been sent. For example, if you send your co-worker a message that says, "Chris, it bothers me that you've been cheating the customers," you could Bcc your boss or supervisor to clue her in without getting into trouble with Chris.

The Bcc box is useful in other ways, too. Many people send email messages (containing jokes, for example) to a long list of recipients. You, the recipient, have to scroll through a very long list of names the sender placed in the To or Cc field. (Of course, the Groups feature described on page 364 is a much better bet for this purpose.)

But if the sender used the Bcc field to hold all the recipients' email addresses, you, the recipient, won't see any names but your own at the top of the email. (Unfortunately, spammers, those awful people who send you junk mail, have also learned this trick.)

Tip: After addressing a message, you can drag the addresses back and forth among these three blanks, dragging a To name into the Cc line, for example.

If you want to send a message to more than one person, click the Add button and type in a second (or third, or fourth) email address. As in most dialog boxes, you can jump from blank to blank in this window by pressing the Tab key (to proceed from the To field to the Cc field, for example).

You don't have to remember and type out all those email addresses, either. As you type, Entourage compares what you're typing with the names in your Address Book.

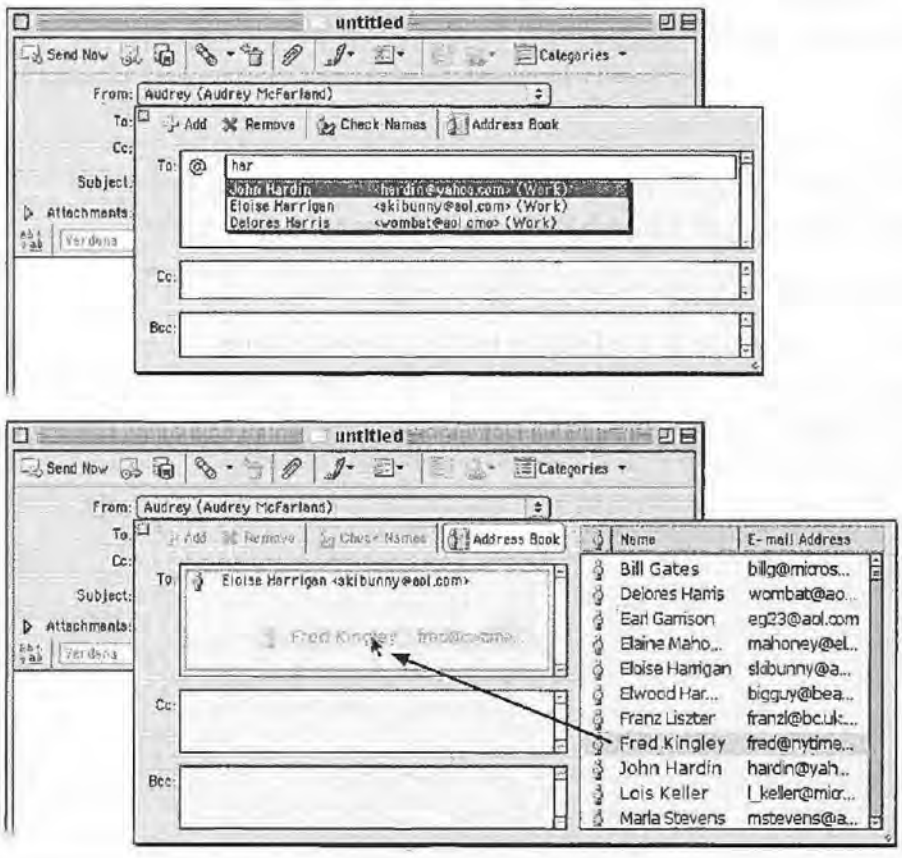


Figure 8-15:
Top: As you type an address, a pop-up menu of matching names from your address book appears. Click the one you want, or press the down arrow key to highlight it and then press Enter or Return.

Bottom: To use the Address Book pane, find the recipient in the list (either by scrolling or by typing the first few letters of the name). Then add this person's name to the To list by double-clicking the name (or dragging it into the address area). You can repeat this process to add other names.

If it finds a match—that is, if you've typed *zar* and your Address Book contains a name *Ed Zarynski*—Entourage sprouts a list of matches. You can choose from this list either by clicking or by pressing the down arrow key (to highlight a name) and then pressing Enter (to select it). Or, if none of Entourage's guesses are correct, just keep typing; Entourage quietly withdraws its suggestions.

Alternatively, you can open your Address Book just by clicking the Address Book button just above the To field (see Figure 8-15).

Tip: The tiny icon in front of each email address indicates Entourage's understanding of the address. If you see a tiny stick figure, you've input an address that's in the Address Book; if you see an @ symbol, you've typed an address that's not in your Address Book.

Of course, you can always add one of these @ addresses *to* your Address Book just by Control-clicking it and choosing Add to Address Book from the contextual menu.

Across the top of the address panel are a few handy buttons: **Add**, which opens up a new empty row, in which you can specify an additional address. The **Remove** button removes a selected recipient's row. **Check Names** is handy if you don't know somebody's email address; after typing her *name* into the Address box, click this button to consult an Internet email directory (see page 322) in hopes of turning up the email address.

Tip: You can use the Tab key to move between address fields, subject line, and the message's body text.

If you have more than one account set up in Entourage, a From pop-up menu appears above the message's addressees; use it to choose which account you want to use from that pop-up menu.

Step 2: The Subject line

Some people, especially in the business world, get bombarded with email. That's why it's courteous to put some thought into the Subject line (use "Change in plans for next week" instead of "Hi," for example). Press the Tab key to make your cursor jump into the large message-body area.

If you try to send a message without a subject, Entourage warns you that this isn't a good idea, but it's not a fatal one, either. You can go ahead and send it, sans subject. (Your recipient will see a blank Subject field.)

Step 3: Composing the body

After you've addressed your message and given it a subject, it's time to fill in the message's body text. To do this, just click (or tab into) the message area and start typing. You can use all the standard editing techniques, including drag-and-drop and the Cut, Copy, and Paste commands, to rearrange the text as you write it.

Tip: The Insert Hyperlink button on the toolbar (which resembles a piece of chain) inserts a standard, blue, underlined, Web-style hyperlink into your message. (You might use it to create, for example, an email message that says, "Hey Bob: Here's a link to that hilarious Web site I told you about at lunch today: *<http://www.dorkyproductnames.com.>*")

This pop-up menu offers you three lists of insertable links, one each culled from Internet Explorer's currently open page, its Favorites file, or its History file. When your lucky recipient opens the message, he'll be able to visit the corresponding Web page just by clicking the link, right there in the message.

Entourage does something rather wonderful as you type: It checks your spelling as you go, using a red squiggle to mark questionable spelling. To check for possible alternative spellings for a suspect word, Control-click the red-squiggled word; a list of suggestions appears beneath it. Click the word you really intended, or choose Add to add the word to the Office 2001 dictionary.

If you want to spell-check a message all at once, choose Tools→Spelling (⌘-L) after composing it. (To turn off automatic spell check, choose Edit→Preferences→General, click the Spelling tab, and then turn off "Check spelling as you type.")

POWER USERS' CLINIC

Using Directory Services

You're all set to send someone an email message, when it hits you: You don't know her address.

Fortunately, the Internet comes equipped with several Web sites (Bigfoot, Infospace, WhoWhere, Yahoo People Search) that serve as "email phone books," and Entourage comes equipped to search these Web sites automatically.



To capitalize on this feature, choose Tools→Directory Services to bring up the Directory Services window, choose one of the listed Web sites (servers), enter a name or email address, and then click the Find button. If you're lucky, the person's information appears in the list below. More likely, you'll either get no results, or a huge list of names.

This feature is of far more value if you work in a company that provides its *own* email directory (via an electronic phonebook known as an *LDAP server*). In that event, choose Tools→Accounts, click the Directory Service tab, and then click the New button in the window's toolbar. The Account Setup Assistant now walks you through a two-step process of entering your server's information.

While you're in the Edit Account window, you can choose which LDAP account that you'd like to be your main (default) directory by selecting the account's name and then clicking the Make Default button in the window's toolbar.

Tip: You can use the same keyboard shortcuts in Entourage that you use in Word (such as ⌘-right arrow to move the cursor one word to the right)—a great time-saver. Just choose Edit→Preferences→General Preferences→General tab, and make sure that "Use Microsoft Office keyboard shortcuts for editing text" is turned on.

That same preference panel lets you make Entourage resemble Word in other ways, too; it lets you turn on automatic whole-word selection, "smart cut and paste" (spaces are automatically added or removed as necessary when you insert or delete text), and a Font menu that shows fonts in their own typefaces. Similarly, the Edit→Preferences→General→Spelling tab offers the same control over spell-checking options that Word does.

All of this should sound familiar; it's precisely the same basic mechanism that Word 2001 employs when it looks for spelling mistakes on the fly, as described on page 71.

Tip: If you're composing a long email message, or it's one you don't want to send until later, click the Save as Draft button (⌘-S) or choose File→Save to save the message in your Drafts folder. To reopen a saved draft, click the Drafts folder in the Folder list, and then open the draft that you want to work on from the list on the right.

Step 4: Choosing a format (HTML or plain text)

When it comes to formatting a message's body text, you have two choices: *plain text* or *HTML* (hypertext markup language).

Plain text means that you can't format your text with bold type, color, specified font sizes, and so on. HTML, on the other hand, lets you use formatting commands (such as font sizes and bold text). But there's a catch; some email programs can't read HTML-formatted email. HTML mail is much larger (and therefore slower to download) than plain-text messages.

Tip: You can select whether Entourage uses plain text or HTML for new messages in the Mail and News Preferences window, which you can get to by choosing Edit→Preferences→Mail & News, clicking the Compose tab, and selecting a format from the pop-up menus.

So which should you choose? Plain text tends to feel a little more professional, and it adds an old-hand feel to your messages—and you're guaranteed that your recipient will see exactly what you sent. If you send an HTML message to someone whose email program can't handle HTML, all is not lost—your message appears in a friendly, plain-text format at the top, and then again at the bottom, cluttered with HTML codes.

To use HTML in your email message, click the Use HTML button to the left and just above the body text area (see Figure 8-16), or choose Format→HTML. Either action activates the HTML toolbar, which you can use to add pizzazz to your messages. This toolbar is broken up into six sections:

- **Fonts.** The two controls in this section let you choose a font for your email, and one of five type sizes: Largest, Large, Medium, Small, or Smallest.

Note: If your email's recipient doesn't have the font you specify in this toolbar section, her email program substitutes some other font. To avoid such problems, stick to such common fonts as Arial, Times, or Verdana.

- **Styles.** Just as you'd expect in a word processor, you can choose Bold, Italic, Underline, or Teletype (which puts the selected text into a fixed-width font) styles for your messages.
- **Alignment.** Lets you choose left, center, or right paragraph alignment for your text.
- **Bullets and Indents.** Lets you put the selected text in a bullet list or numbered list, or it lets you set the indent level of the selected text for some good organizational formatting.
- **Color.** These two controls let you choose a text color and a background color for your email messages. You can choose from one of sixteen prefab colors, or you can mix your own.
- **Rules.** There's only one button here, the Horizontal Line button, and it puts a horizontal line (or hard rule, for HTML folks out there) at the insertion point.

Tip: HTML junkies can get at the HTML source code for an HTML-formatted message by choosing View→Source. Sadly, this HTML is not editable.

One thing to remember: Less is more. If you go hog-wild formatting your email, you may make the message hard to read. Furthermore, since most junk email is formatted using HTML codes, using HTML formatting may route your message into some people's Junk Mail folders.

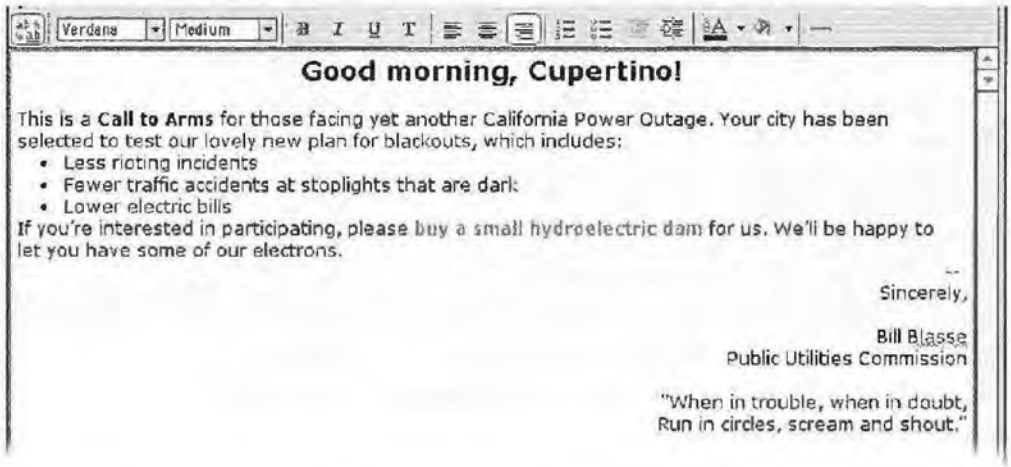


Figure 8-16: *HTML-based email lets you exercise some control over the layout of your email messages, including text colors, font selection, and text alignment.*

Tip: All of the HTML toolbar's commands are also accessible through the Format menu.

Step 5: Adding a signature

Signatures are bits of text that get stamped at the bottom of email messages that you send out. A signature may contain a name, postal address, or even a pithy quote.

To create a signature, choose Tools→Signatures, which brings up the Signatures window. In it, you'll see something called the Standard signature. You can edit this signature by double-clicking it, or you can create any number of new signatures by clicking the New button; either way, you get an editing window in which you can type your new signature. Your signature can be either plain text or HTML-based, as described in the previous section.

Once you've created a signature, or several, you can tack it onto your outgoing mail either always or on a message-by-message basis:

- **Always append a signature.** Choose Tools→Accounts. In the Accounts window, double-click the account in question. (You can have a different standard signature for each account.)

  In the resulting window, click the Options tab to reveal a pop-up menu of signatures. Select the signature that you'd like to have at the bottom of every email message created using that account. (You can always override this choice on a message-by-message basis.)

Tip: If you turn on the Random checkbox next to certain signatures, Entourage will randomly select one of these gems to grace the bottom of every email message that you send out. This is the way to rotate your pithy quotes from, say, Monty Python without seeming repetitive to your correspondents.

- **Message by message.** After writing a message, choose the signature you want from the Signature pop-up button in your message's toolbar (it looks like a pen). Entourage pastes the signature at the location of your insertion point.

Step 6: Adding any file attachments

You read about *receiving* attachments earlier in this chapter; *sending* them involves a little extra brainwork.

To attach a file or files to an outgoing email message, Microsoft, in its usual fashion, offers several different methods:

- **Drag-and-drop.** If you can see the appropriate Finder window or folder on the desktop behind the Entourage window, you can drag file or folder icons directly off the desktop and anywhere into the outgoing email-message window.

Tip: If you drag the *alias* of a file or folder, Entourage is considerate enough to ask you whether you mean to send the alias file itself, which will probably be worthless to your correspondent, or the file that opens when you double-click the alias.

- **Add button.** Click the Add Attachments button in the message's toolbar, or click the Add button in the Attachments section of the outgoing email window. Either way, the standard Macintosh Open File dialog box appears. Navigate to, and highlight, the file or folder you want to send, and then click Choose.

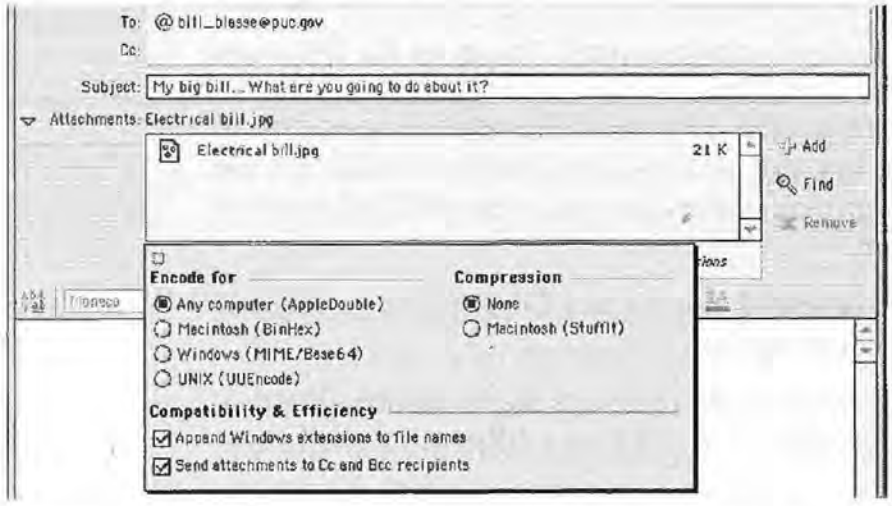


Figure 8-17: *The file appears in the Attachments section of the message window; its encoding options appear below it. By clicking a couple of buttons, you can be sure that your recipients can open your attachments. If you're sending Office files to a Windows PC and failed to add .doc, .xls, or .ppt to the end of their names, the "Append Windows extensions to file names" checkbox can do it for you at this stage.*

- **Use a menu.** Choose Message→Add Attachments (or press ⌘-E) to do the same thing.

Once you've attached files, their names appear in the message's Attachments section, seen in Figure 8-17.

Tip: You can use the Find button to look for a file to attach to your message. Click the Find button in the Attachments section of the message, which switches you to Sherlock, the Mac's file-finding program. Use it to scour your hard drive for the file you want to attach; then drag the found files out of Sherlock's "found files" list directly into your Entourage message window.

Attaching files is the easy part; knowing how to *encode* those files is tricky. As it turns out, the Internet understands nothing but plain text. Entourage, therefore, stands ready to *encode* (convert) your Macintosh file into a stream of Internet text codes, which can be reconstituted by the email program on the other end.

If this encoding is done improperly, then the file turns into gibberish and can't be opened on the other end.

Files can also be *compressed* (as StuffIt or Zip archives) to make them smaller, which reduces the amount of time it takes to send and receive them.

Fortunately, Entourage comes preset to use some very intelligent choices. It uses an encoding scheme called *AppleDouble*, which both Macs and Windows PCs can reconstitute. And it compresses your files only if you attach an entire folder (not individual files); it uses StuffIt compression in that case, which, for the most part, only other Macs can decompress.

There may be times, however, when you want to change these options. For example, you may want to turn on the StuffIt compression even for a single file, or you may have trouble sending files to someone using the factory settings.

To change encoding and compression options, click the gray encoding-summary bar below the attachments section of your outgoing message, but just above the HTML section (see Figure 8-17). A strange little pop-up panel appears, where you can change both encoding and compression options:

- **AppleDouble.** This encoding scheme flattens a Mac file into something that other kinds of computers (including mail servers and Windows machines) can read. AppleDouble is best used when you want to encode an attachment that can be opened on just about any computer.
- **BinHex.** This encoding method is for Mac-to-Mac transfers only. Use it only when you've tried sending a file to another Mac user using the AppleDouble setting, and had no luck.
- **MIME/Base64.** This encoding method is for sending files to Windows computers only; but use it only when you've had no luck using AppleDouble.
- **UUEncode.** UUEncode (which stands for Unix-to-Unix Encode) is best used when sending to a Unix or Linux user. (It's also useful when you don't know *what* email program or operating system your recipient is using; almost any email program can open UUEncoded messages.)
- **Compression: None/Macintosh (StuffIt).** As noted above, Entourage automatically compresses your attachments when they're included in a *folder* from your desktop. Only Macintosh email programs will be able to open them and turn them back into a folder on the other end; Windows users can do so only if they're willing to download and install the free Expander for Windows program from *www.aladdinsys.com*.

Tip: When sending a file to a Windows PC, Entourage ends your "they can't open my files" headaches forever. Just remember to follow three steps in the Encoding panel shown in Figure 8-17: Use no compression; use AppleDouble encoding; and turn on the "Append Windows extensions to file names" checkbox.

To remove an attachment, select its icon in the expanded Attachments panel (Figure 8-17) and press the Delete key (or click Remove). (*Dragging* an attachment out of the Attachments panel doesn't remove it from the message; instead, it makes a copy of the file where you drag it—unless you drag to the Trash can on your desktop.) You can also remove all attachments by choosing Message→Remove All Attachments.

Step 7: Sending your email on its way

Once your message is put together properly, you can send it in several ways. You can click the Send Now button in the message's toolbar, choose Message→Send Message Now, or press ⌘-K. If you want to wait until the next time Entourage is connected

before sending the message, choose Message→Send Message Later, use the keystroke ⌘-Option-K, or click the Send Later button in the message's toolbar.

Once the message has been sent, it disappears from your Outbox—but a copy appears, for your reference, in the Sent Items folder. (If you're a person of steely nerve and impeccable memory, you can turn off this feature; choose Edit→Preferences, click the Compose tab, and turn off "Save copies of sent messages in the Sent Items folder.")

FREQUENTLY ASKED QUESTION

Canning Spam

Help! I'm awash in junk email! How do I get out of this mess?

Spam is a much hated form of advertising that involves sending unsolicited emails to thousands of people. While there's no instant cure for spam, you can take certain steps to protect yourself from it.

1. If you have more than one email account, consider using one just for online shopping, Web-site and software registration, and newsgroup posting. Spammers have automated software robots that scour every *public* Internet message and Web page, automatically locating and recording email addresses they find. These are the primary sources of spam, so at least you're now restricting the junk mail to one, secondary mail account. (Reserve a separate email account for person-to-person email.)
2. When filling out forms or registering products online, always look for checkboxes requesting permission for the company to send you email or share your email address with its "partners." Just say no.
3. When posting messages in a newsgroup, insert the letters NOSPAM somewhere into the email address you've specified in the News Account dialog box (page 330). Anyone replying to you via email must manually remove the NOSPAM from your email address, which is a slight hassle; but meanwhile, the spammers' software robots (which aren't very bright) will lift a bogus email address from newsgroup posts.
4. Create *message rules* filtering out messages containing typical advertising words such as *casino, guaranteed, loan,* and so forth. (You'll find instructions in this chapter.)
5. Use the Entourage Junk Mail Filter (page 318).
6. If you really have a spam problem, get a new email address. Give it to people you trust; use the old address only for junk mail, and check it for messages only infrequently.

Newsgroups

Newsgroups have nothing to do with news; in fact, they're Internet bulletin boards. There are at least 30,000 of them, on every conceivable topic: pop culture, computers, politics, and every other special (and *very* special) interest; at least 30 of them are just about the Macintosh. You can use Entourage to read and reply to these messages almost exactly as though they're email messages.

In fact, Entourage lets you use multiple *news servers* (bulletin-board distribution computers), subscribe to individual newsgroups, filter content in your newsgroups

using Rules, and post and read messages complete with attachments. In short, Entourage makes a great news reader (Figure 8-18).

Note: If a news server (not an individual newsgroup) is selected in the Folder list, then the rightmost portion of the Entourage interface displays a list of newsgroups available on that server.

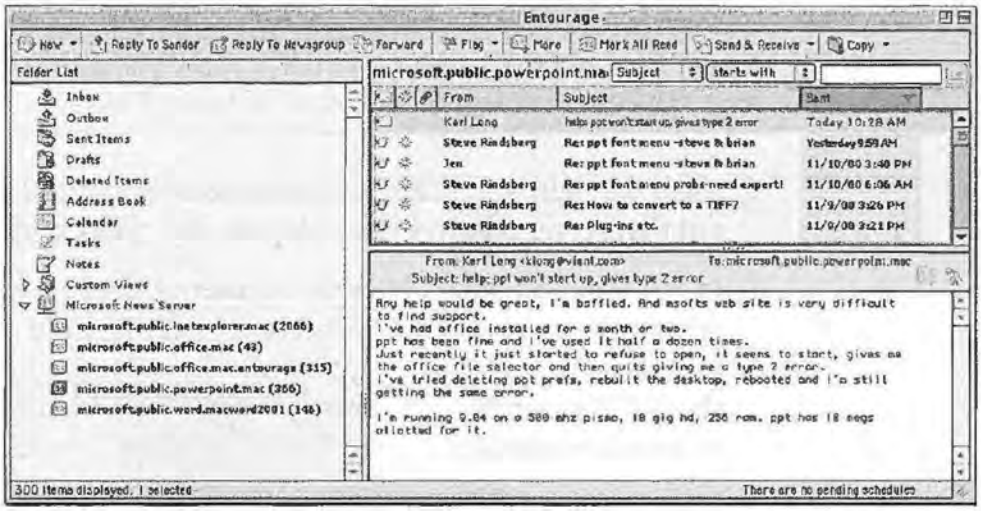


Figure 8-18: *If you've been using Entourage for email, the newsgroup feature, the three-pane newsgroup display should look familiar. The Folder pane lists news servers to which you've subscribed, the top-right pane lists the messages in a newsgroup, and the bottom-right pane shows the text of a selected message.*

UP TO SPEED

Newsgroups Explained

Newsgroups (also known as *Usenet*) started out as a way for people to have discussions via a bulletin-board like system, in which a message gets posted for all to see, and anyone can reply to that posted message. These public discussions are divided into categories called newsgroups, which cover the gamut from miscellaneous photographic techniques to naval aviation.

These days, Usenet has a certain seedy reputation as a place to exchange questionable pictures, pirated software, and MP3 files with doubtful copyright pedigrees. Despite this, there are tens of thousands of interesting, informative discussions going on, and newsgroups are great places to get help with troubleshooting, exchange recipes, or just see what's on the minds of your fellow Usenet users.

Setting Up an Account

Setting up a new news account is similar to setting up a new email account; the adventure begins by contacting your Internet service provider and finding out its *news server address*, along with your user name and password.

Next, choose Tools→Accounts; choose News from the New pop-up button in the resulting Accounts window.

Now the Account Setup Assistant steps you through the process of creating a news account in Entourage, like this:

1. **With the Account Setup Assistant open, select the email account you want to use and enter your organization.**

   Entourage needs your *email* address because every bulletin-board posting requires the email address of the person doing the posting.

Tip: Beware—as noted earlier, whatever address you enter here will trigger waves of spam junk mail. Since you won't be sending or receiving email with this account, you may as well create a bogus email account in Entourage (one that points to, say, nobody@dev.nul) and then use *that* as your newsgroup email account; if you want your audience to be able to contact you, use your real email address but insert the letters NOSPAM somewhere into it to confuse the junk-mail address-hunting robots.

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2. **Click the right arrow. Enter your news server address, and indicate whether or not that server requires you to log on with name and password.**

   In this step, you'll need to enter the address of your news server. Sometimes you get newsgroup access (and the necessary settings) from your ISP. If your ISP doesn't provide newsgroup access, you'll have to subscribe to a news service. They run about $10 a month; for a directory, visit *www.easynews.com*, *www.supernews.com*, or *www.newsguy.com*.

   In most cases, your user name and password are required for the server; if that's the case for you (ask your ISP), turn on Authentication and enter your user name and password.

3. **Click the right arrow. Enter your account ID and password.**

   If you told Entourage that you needed to log into your news server, you'll have to provide the details in this step. The password is optional—if you want Entourage to save it, turn on "Save password." If you don't enter it here, you'll have to give it every time you connect to your news server.

4. **Click the right arrow. Give your account a name.**

   You can give it any name you want, such as *Earthlink Newsgroups*.

5. **Click Finish.**

   An icon for your new account shows up in the Folder list.

Note: If you prefer to enter all of the news server particulars yourself, rather than using the multiscreen assistant, click the "Configure account manually" button in the lower part of the Assistant window.

Download the List of Newsgroups

When you first click on a new news server icon, Entourage asks you if you want to download a list of newsgroups available on that server. Click Yes.

Entourage goes to work downloading the list, which can be quite long—more than 30,000 entries, in many cases—and takes several minutes if you connect to the

Internet with a dial-up modem. Once that's done, though, you won't have to do it again. You *should* occasionally update the list, however, by selecting the server's icon in the Folder list and clicking the Update List button (or choosing View→Get New Newsgroups).

Finding Newsgroups and Messages

If you're looking for a particular topic, such as Macs, you can view a list of only those discussions containing *Mac* in the titles by typing in a phrase into the "Display groups containing" field at the top of the window. Entourage hides any newsgroups that *don't* match that text (see Figure 8-19).



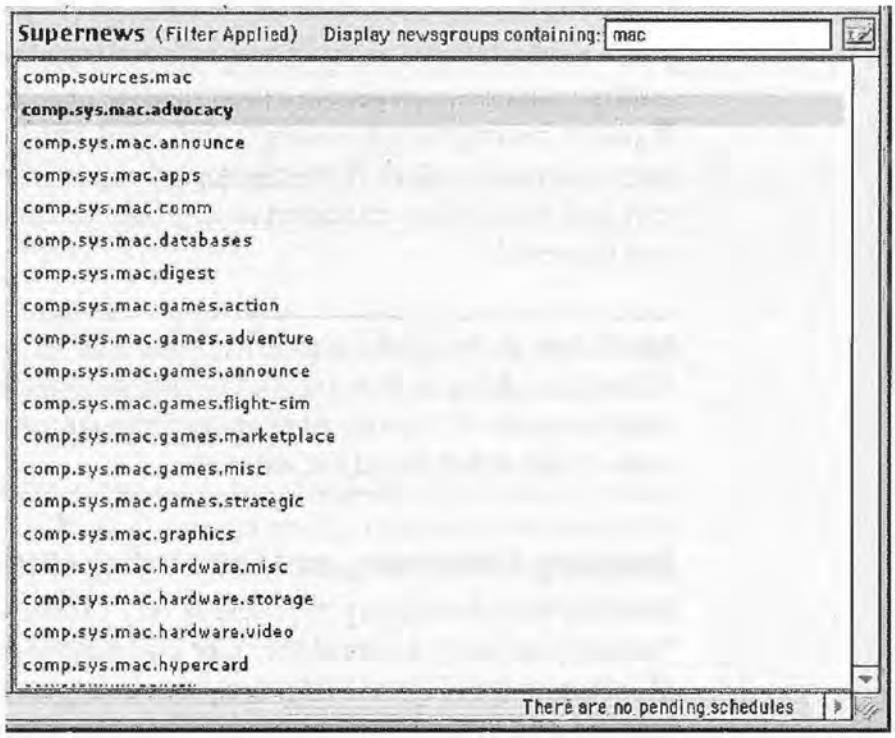


Figure 8-19:
Top: After you create a newsgroup account, Entourage offers to fetch the list of every newsgroup on the Internet.

Bottom: In the box, enter the text you want to look for in the newsgroup's title (such as mac, *as shown here). If you turn up an appealing-sounding topic in the gigantic list beneath, select the group and click the Subscribe button to subscribe to it, so that Entourage will download the latest messages on that topic each time you connect.*

Reading Messages

Once Entourage has downloaded a list of available newsgroups, it's up to you to sift through them and select the discussions you want to keep up with.

Fortunately, Entourage makes it easy to follow the raging Internet discussions with a feature called *subscriptions*. To subscribe to a newsgroup, select its name in the list, and then click the Subscribe button in the toolbar. An icon for that newsgroup now appears under the server's name in the Folder list—it'll act like a nested folder.

The next time you connect to the Internet, Entourage downloads all of the messages in the discussions to which you've subscribed. (There may be just a few messages, or several hundred; they may go back only a few days or a couple of weeks, depending on how much "traffic" there is in each discussion.)

To read the actual messages in a newsgroup, either double-click its icon in the Folder list (which opens its list of messages in a new window), or click its name once in the Folder list to the left (which reveals the list of messages in the upper-right pane of the window). Either way, Entourage then downloads a list of articles in that newsgroup.

You read messages in a newsgroup exactly as you read email messages. Once again, newsgroup messages that come with file attachments appear in an Attachments section inside the message; you can save those attachments just as you would email attachments.

Some particularly large attachments in newsgroups get automatically divided into multiple segments, in part to accommodate people with slow Internet connections. If you're having trouble saving a multipart attachment to your hard drive, make sure that you've selected the message that contains the *first* part. (Even then, you may find that joining multipart newsgroup messages isn't one of Entourage's strongest features.)

Tip: To help sift through the spam that clogs news groups, you can set up *news rules* by choosing Tools→Rules, clicking the News tab, and then clicking the New button. Exactly as with the message rules described on page 315, you can set up rules that screen out messages from certain people, messages with certain phrases in their Subject line, and so on.

Replying, Composing, and Forwarding Messages

Working with newsgroup messages is very similar to working with email messages. You reply to them, forward them, or compose them exactly as described earlier in this chapter (see Figure 8-20). As with email, you can use plain text or HTML formatting, and you can include file attachments, too (use the Attach toolbar button or any of the other methods described on pages 325–326).

Tip: After posting HTML-formatted messages and posting advertisements, the best way to irritate everyone on a newsgroup is to ask a question that has already been answered recently on the newsgroup. Before asking a question, spend five minutes reading the recent newsgroup messages to see if someone has already answered the question. Also consider visiting *groups.google.com*, a Web site that lets you search all newsgroups for particular topics.

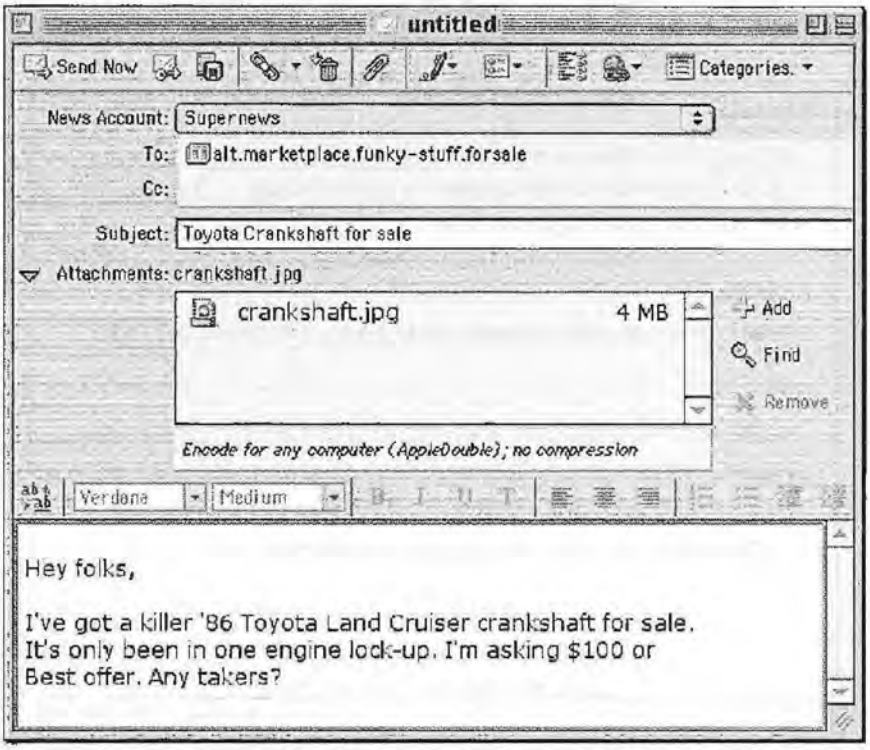


Figure 8-20:
A full-blown message ready for posting features a newsgroup address, a subject line, and message text. This one also features an image that will be uploaded to the news server for all to see when you send the message.

Mail and News Preferences

Entourage keeps track of two sets of preference settings: one covering how email and newsgroups are handled, and one handling Entourage's general behavior. The following section details the email and newsgroup options.

You can view the mail and news preferences by choosing Edit→Preferences→Mail & News Preferences or by pressing ⌘-Shift-semicolon (;). This preference window (Figure 8-21) has five tabs: Read, Compose, Reply & Forward, View, and Proxies.

The Read tab

These controls (see Figure 8-21) govern what happens when you read your email. As you'll soon discover, some of them are intended exclusively for the technically minded.

- Messages governs what happens to open messages that you delete or file (such as whether the message window gets closed or the next message in line gets opened).
- Languages lets you select a *character set* (font alphabet) for messages that arrive without a labeled character set (such as Western European, Cyrillic, or Korean).

Set this option to the character set that you read most often—usually your primary language group.

- **IMAP.** If this box is checked, deleted IMAP messages don't show up in the list, even if they've been marked for deletion. If this box *isn't* checked, IMAP messages marked for deletion will still be visible in their respective folders.

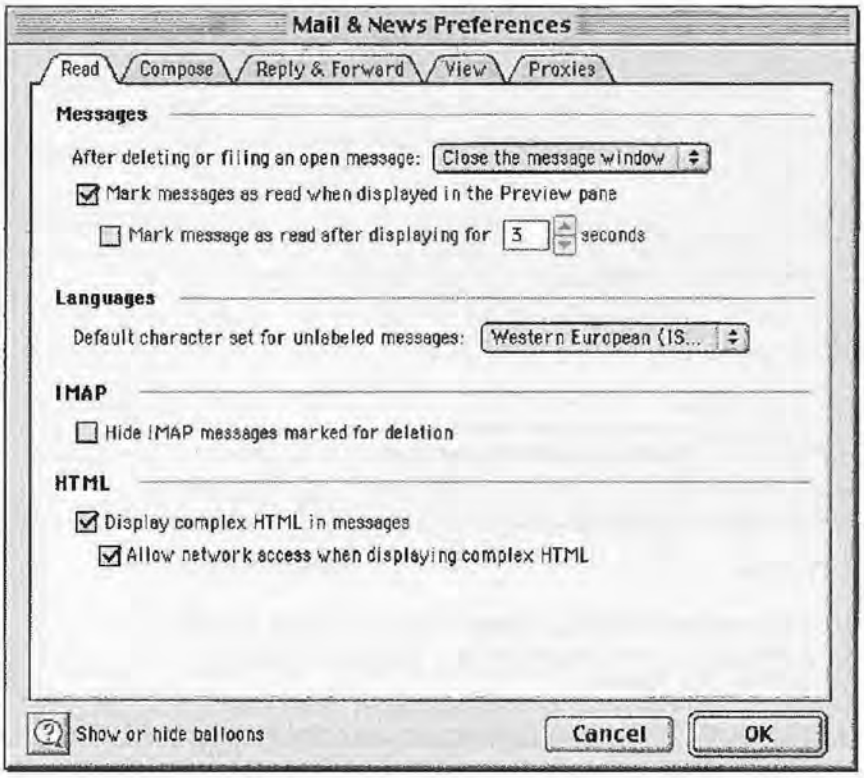


Figure 8-21: *Entourage has a separate window dedicated to dealing with mail and news preferences. On the Read tab, for example, you can specify how many seconds must elapse, with a message open in front of you, before Entourage considers it as having been read (and therefore no longer displays its name in boldfaced type). For example, if you've set the "Mark message as read after displaying for ___ seconds" option to 3, Entourage waits three seconds before considering an open message as having been read. This feature can be useful if you like to skim through your messages without changing their unread status.*

- **HTML** governs whether or not Entourage displays complex HTML (such as tables and images) in messages that use it, and whether or not Entourage is allowed to grab images from the Internet to fill in image tags and the like in HTML-based messages. HTML-based email messages can function like Web pages, including setting browser cookies, so turn on these options only with caution.

The Compose tab

These preferences control what happens when you're *writing* messages:

- The **General** checkboxes govern whether Entourage checks the names of your addressees against your default directory service (see page 322), and whether or not you like to keep copies of sent messages in the Sent Items folder.
- **Messages** governs whether or not the HTML Formatting toolbar is visible when you're composing mail (page 323); it also lets you specify your preferred format for mail and news messages—plain text or HTML.

- **Attachments** establishes the defaults for the way Entourage processes file attachments—how you want such files *compressed* and *encoded*, and whether or not you want Windows file-name suffixes added automatically (see page 38).

  This dialog box also controls whether or not Entourage sends file attachments to addressees in the Cc and Bcc fields, on the assumption that you may sometimes want to send the *file* only to the primary recipients, but send the *message* to a long list of other people (whose addresses are in the Cc or Bcc fields).

The Reply & Forward tab

These controls deal with how Entourage handles redirected or forwarded messages:

- **Include entire message in reply.** When you reply to a message, this option adds the text of the original message in the reply, for your recipient's reference.
- **Use quoting characters when forwarding.** This option adds quoting characters—a > symbol before each line of text—to a forwarded message's text. The > symbols make it clear that *you* didn't write the bracketed text, but does make the message harder to read.
- **Reply to messages in the format in which they were sent.** If this box is checked, Entourage chooses the message format (HTML or plain text) according to the formatting of the original message. Uncheck this box to use the text format you've specified on the Compose tab of the Preferences dialog box.
- **Reply using the default account (Location Manager aware).** If this box is checked and you have more than one email account, Entourage uses your *default account* to send replies—even if the original message was sent to a different account.

Tip: Location Manager is an advanced Macintosh control panel that lets you switch the settings of numerous control panels with a single click, depending on what city or office you're visiting with your laptop.

When you set up a location using Location Manager, you can specify a default email account in the Internet control panel; Entourage is kind enough to respect your account selection, automatically switching default accounts when you switch your Location Manager settings. For complete instructions in using Location Manager, see, for example, *Mac OS 9: The Missing Manual.*

- **Mail Attribution.** If you like, Entourage can tack on some stock text that introduces a message you're forwarding or answering (such as "You wrote the following to me:"). As you can see in the dialog box, Entourage can even incorporate the date, your name and/or email address, or basic from/to/date header information into this boilerplate text.
- **Place insertion point before quoted text.** This little checkbox puts the cursor at the *top* of the email message when you create a reply or a forwarded message. Turn this option *on* if you like your reply to appear *above* the original message text, and *off* if you like to type your reply *below* the quoted text.

CHAPTER 9

Entourage Calendar and Tasks

If it weren't for its Calendar and Tasks capabilities, Entourage would be little more than Outlook Express, Microsoft's free email program. But sure enough, Entourage makes a very good time manager; it includes both a calendar and a list of things to do.

The best part about all of this is that these data bits are smoothly integrated with Entourage's email and address-book features, so that you can pull off such software stunts as inviting people (via email) to meetings that you schedule (on the calendar), all without leaving the program.

The Calendar

You can open the Entourage calendar either by clicking the Calendar icon in the Folder list (which puts the calendar in the pane to the right) or by choosing Window→Calendar (which opens the calendar in its own window; ⌘-4 is a shortcut). In either case, the result is the same—your calendar shows up with all scheduled events listed on the appropriate days at the appropriate times (see Figure 9-1).

The calendar's three primary displays show a miniature overview calendar, a detailed calendar that can show anything from a single day to six weeks, and a list of calendar events and to-do items that are due today.

Working with Views

The detail calendar (the primary window-filling display shown in Figure 9-1) can zoom into a single day, showing what's scheduled minute-by-minute, or it can show up to six weeks at a time.

Displaying days, weeks, and months

Entourage offers two kinds of views: a *month view*, which looks like every wall calendar you've ever seen, and a *column view*, in which you see up to seven days' worth of events displayed as vertical timelines (see Figure 9-3).

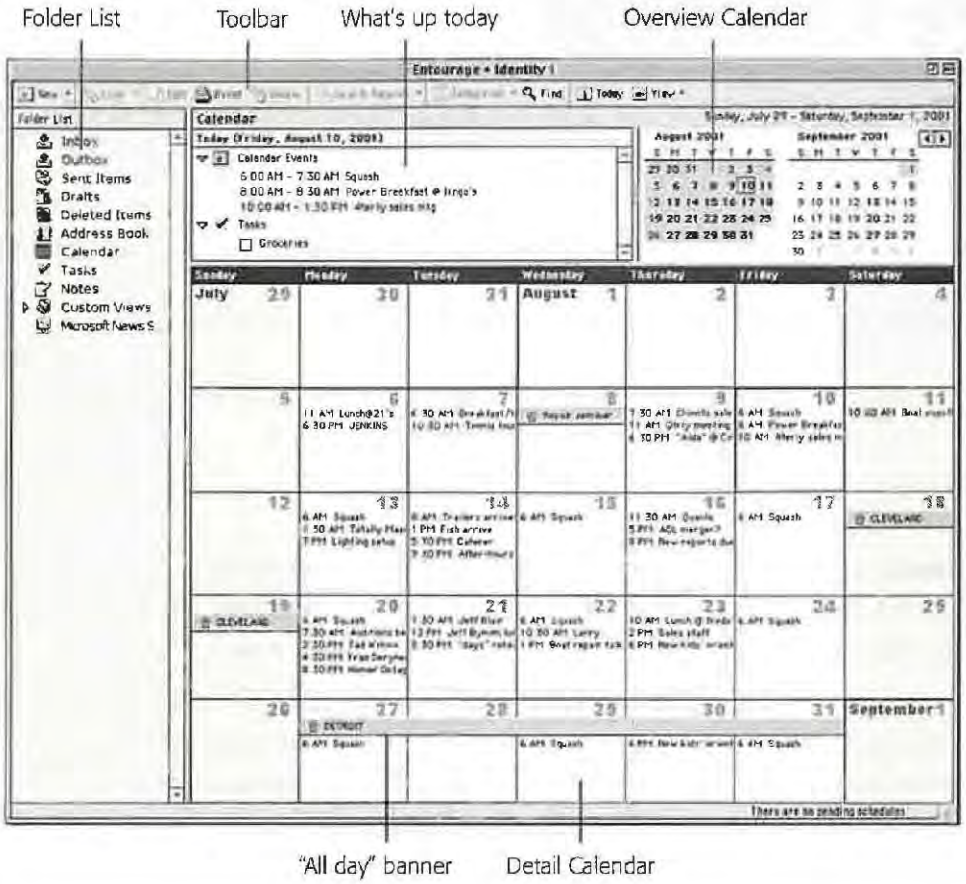


Figure 9-1: *When placed in the main Entourage window, the Calendar module shows a list of calendar events, tasks, an overview of adjacent months, and a big view of the current dates selected in the overview calendar. Holidays (which you have to import from a separate file) appear in the large detail calendar. At the top of the window, Entourage offers a calendar-specific toolbar for easy access to common commands.*

Switching between the main calendar's views is as easy as selecting the days in the overview calendar that you want to have show up in the detail calendar. For example, to make the calendar show nothing but an important three-day stretch in your life, simply drag the cursor across those three calendar squares in the mini-calendar at top right, as shown in Figure 9-2.

The View pop-up menu in the calendar toolbar provides another way to control what the main calendar shows. This menu has five choices:

- **Day** shows the appointments for a single day in the main calendar area, broken down by time slot.
- **Week** fills the main display area with seven columns, reflecting the week that contains the selected day or days.
- **Work Week** shows five columns, representing the work days of the week that contains whatever day or days you had highlighted.

Tip: If you enjoy an eccentric work schedule, you can redefine which days constitute your work "week" by choosing Edit→Preferences→General→Calendar tab and changing the days-of-the-week checkboxes. When you use the View toolbar pop-up button to choose Work Week, Entourage is happy to show you columns for only Tuesday, Thursday, and Friday (or whatever days you work).

Figure 9-2:
Drag the cursor across a set of dates in the overview calendar; you wind up with a main calendar that shows nothing but those days. You can select as few as two days, or as many as six weeks' worth, using this method (compare with Figure 9-1); just drag from the first date to the last date you want to see. Boldface numbers in the overview calendar indicate dates where you have something scheduled.

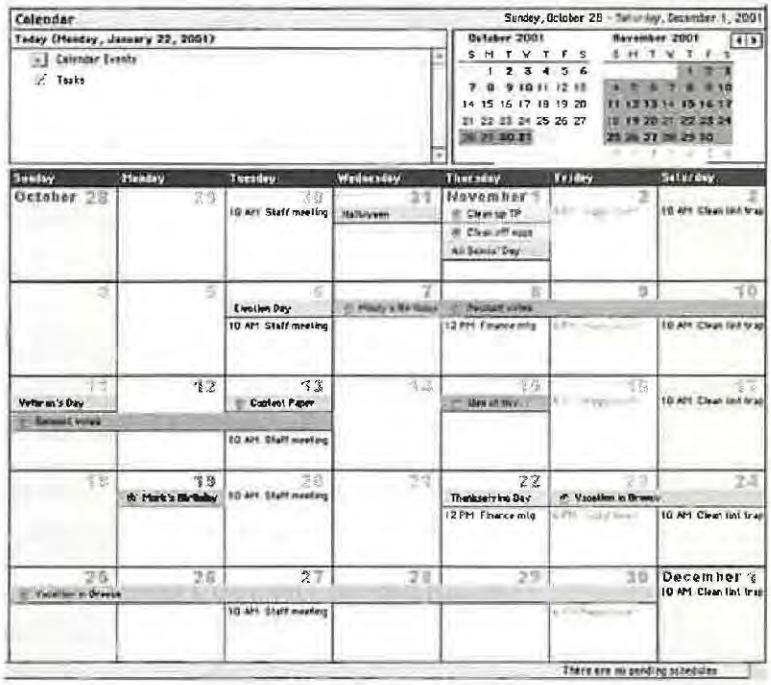
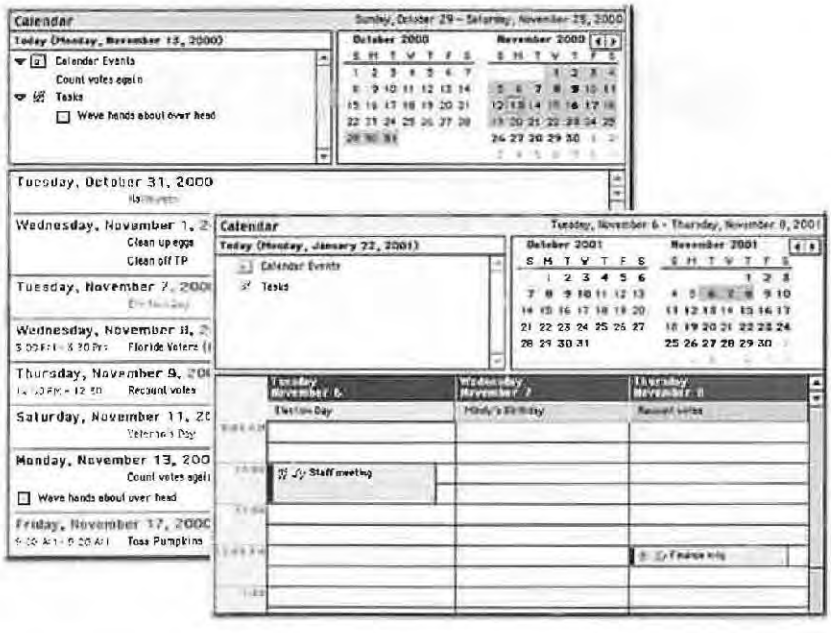


Figure 9-3:
Entourage can display its detail calendar in one of five prefab sizes: Day, Week, Work Week, Month, or List (shown here in back).

Front: You can also select an arbitrary number of days and weeks in the overview calendar to show in the detail calendar.



- **Month** shows the entire month that contains the selected day or days.
- **List**, unlike the other views, doesn't offer a vertical grid of time slots. Instead, it offers a simple list of events scheduled for the currently selected day or days, as shown in Figure 9-3.

Tip: Entourage provides a quick way to get to the current day's date–the Today button in the toolbar. Clicking this button switches to Day view for today's date, regardless of the view you were using.

Recording Events

Fortunately, most of Entourage's calendar is pretty intuitive. After all, with the exception of one unfortunate Gregorian incident, we've been using calendars successfully for centuries.

In many ways, Entourage's calendar is not so different from those analog versions we leave hanging on our walls for months past their natural life span. But Entourage offers several advantages over paper calendars. For example:

- Entourage can automate the process of entering repeating events, such as weekly staff meetings or gym workout dates.
- Entourage can give you a gentle nudge (with a reminder in a pop-up dialog box) when an important date is approaching.
- Entourage can automatically email other people to let them know about important meetings that involve them. (Let's see one of those "Hunks of the Midwest Police Stations" calendars do *that*.)

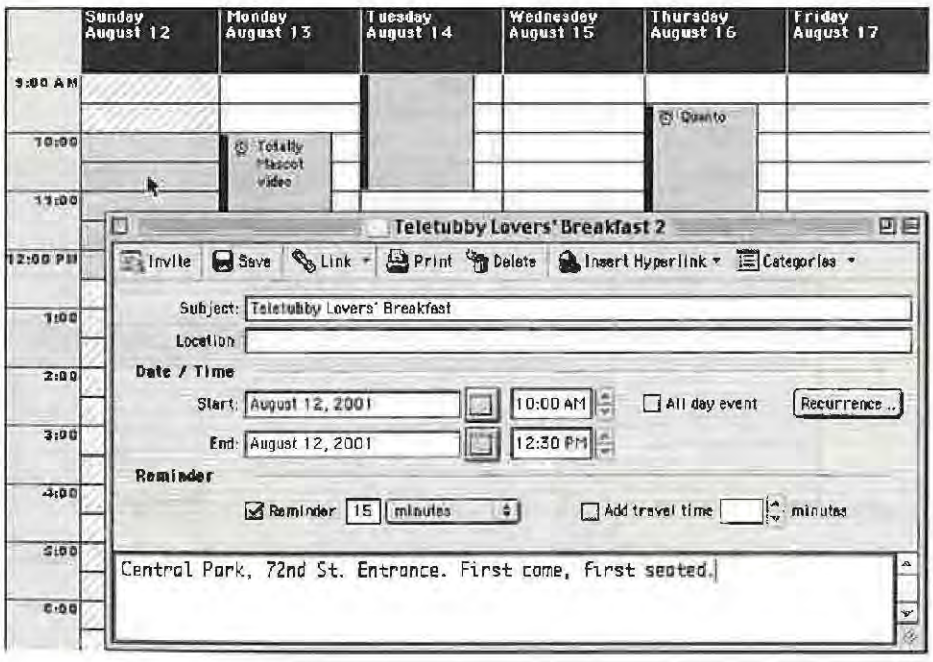


Figure 9-4: *You can open this New Event window by double-clicking a highlighted swath of hours on any column view (background, left). With the help of the new calendar event window, shaping an event to do exactly what you want is easy enough. By twiddling a few of these knobs and buttons, you can make an event go from a ten-minute event to an all-week extravaganza, and you can invite all of your closest friends and co-workers.*

You can record an appointment in any of several ways, listed here in order of decreasing efficiency:

- When viewing a column view, drag vertically through the time slots that represent the appointment's duration, and then double-click within the highlighted area (see Figure 9-4).
- Using either the mini-calendar or the full-size one, double-click the appropriate date.
- Choose File→New→Calendar Event.
- Click the New toolbar button. (If you're not already viewing your calendar, you should use the New button as a menu instead, choosing Calendar Event from the list that pops up.)

In each case, Entourage brings up an untitled new calendar event window, shown in Figure 9-4. Here's an unusually elaborate example of how you might enter an appointment:

1. **Type a name for this appointment into the Subject line.**

   For example, you might type *Fly to Phoenix.*

2. **Press Tab to jump to the Location field. Specify where this event is to take place.**

   This field is an unusual touch for a Mac calendar program, but it makes a lot of sense; if you think about it, almost everyone needs to record *where* a meeting is to take place whenever such an appointment comes up. You might type a reminder for yourself like *My place,* a specific address like *212 East 23,* or some other helpful information like a contact phone number or flight number.

   You can also leave this field empty if it's not especially pertinent to the appointment you're recording.

3. **Press Tab. Specify the starting date, if necessary.**

   If you began this entire exercise by double-clicking a square on, or by dragging through time slots on, one of the Entourage calendar displays, you can skip this step; Entourage has automatically filled in the date you double-clicked.

   Otherwise, however, you can change the date here in either of two ways. First, you can edit the date displayed here; you can specify a date in almost any format, such as *12/12/02, 4-4-01,* or *Nov 14.* (If you omit the year, Entourage assumes you mean this year.)

   Or you may prefer to click the tiny calendar button next to the Starting Date field. A minicalendar appears; move to the month you want by clicking the arrows at the top, and then click the date you want (or the Today button) to close the minicalendar. You've just filled in the Starting Date and Ending Date fields.

4. **Press Tab. Specify the ending date.**

   Most events, thank goodness, start and end on the same day. Entourage saves you time by making that assumption, and setting both Starting and Ending dates to match. (The only time you have to type the ending date manually is when you've typed the *starting* date manually; in that event, Entourage doesn't update the Ending Date field automatically.)

5. **Turn off the "All day event" checkbox, if necessary, and then specify the starting and ending *times*.**

   If you opened this dialog box by dragging through time slots on the Entourage calendar, you can skip this step; Entourage has already filled in the starting- and ending-time boxes for you.

   Otherwise, turn off "All day event" (unless, of course, this event really will last all day; we've all had meetings like that). Doing so makes the starting- and ending-time boxes appear for the first time. You can adjust the times shown here by typing, clicking buttons, or a combination. For example, start by clicking the hour, then increase or decrease this number by clicking either the arrow buttons or by pressing your up and down arrow *keys*. Press Tab to highlight the minutes, and repeat the arrow buttons-or-keys business. Finally, press Tab to highlight the AM/PM indicator, and type either *A* or *P* to change it, if necessary.

   Continue pressing Tab to highlight the ending-time field.

   By now, you're probably exhausted just *reading* about all these steps required to set up, say, a lunch meeting; that's why it makes much more sense to begin the appointment-entering process by dragging vertically through an Entourage calendar column display, which spares you from having to specify the date and time.

6. **If this event will recur according to a regular schedule, click Recurrence.**

   The Recurring Event window opens (Figure 9-5), in which you can indicate how often the event recurs (daily, weekly, monthly, or yearly). Once you've clicked the



Figure 9-5:
If you've indicated a Weekly repeat, you can specify that this event takes place more than once a week by clicking the days-of-the-week checkboxes. This event—a gym workout—takes place Monday, Wednesday, and Friday of each week.

appropriate button, you get an additional set of controls that offer such plain-English variations as "Every January 14," "The second Tuesday of January," "The third Tuesday of every __ months," and so on.

The bottom part of the box lets you indicate how long this event will keep repeating. If you click "No end date," you'll be stuck with seeing this event repeating on your calendar until the end of time (a good choice for recording, say, your anniversary, especially if your spouse might be consulting the same calendar). You can also turn on "End after ___ occurrences," which is a useful option for car payments if you know how many more you have to make. You can also turn on "End by:", and specify a date that will cut off the repetitions; use this option to indicate the last day of school, for example.

Click OK when you've finished setting up how events will repeat. Just below the Recurrence button, you see a plain-English summary of the options you set up.

7. **Set up a reminder, if you like.**

The Reminder section of the dialog box lets you set up a reminder that will pop up on your screen when the time for your reminder passes. (A Microsoft Office program must be running in order to have reminder windows pop up—otherwise, events will stay in limbo until you launch one, at which time they'll pop up.) You can specify how much advance notice you want for this particular appointment; if it's a TV show you like to watch, you might set up a reminder only five minutes before air time; if it's a birthday, you might set up a two-day warning to give yourself enough time to buy a present; and so on. (Entourage starts out proposing 15 minutes in advance for every reminder; you can change this default setting in the Edit→Preferences→General→General tab.)

If the event requires a little planning for travel, turn on "Add travel time" and enter the amount of cushion that you want to leave yourself for traffic, getting lost, and so on.

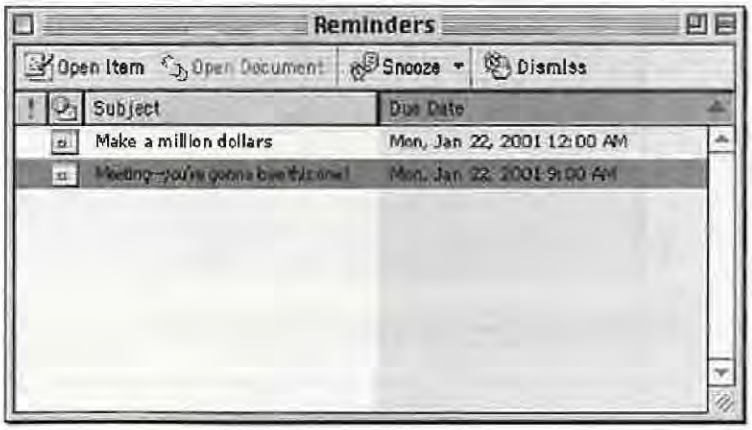


Figure 9-6:
The Reminders window gives you a list of events that are due (complete with column titles that you can click to sort your reminders). Buttons along the top let you open the event's Event dialog box, open anything linked to that event, make the event snooze *for a time (use the pop-up button to specify how long you want the event to go away before it comes back), or get rid of the reminder entirely (the Dismiss button).*

Note: If you've linked a calendar event to another Entourage item (an email message, for example), you can also open that item from within the Reminder window (see Figure 9-6).

8. **Press Tab. In the white, empty Notes area, type or paste any helpful text.**

   Here's your chance to customize your calendar event. You can add any text that you like in the notes area—driving directions, contact phone numbers, a call history, or whatever; you can fit several pages' worth of information here.

   If you choose to use the email-invitation feature described on page 347, the text you place here will be included in the email invitations you send out.

9. **Specify a category for this appointment, using the pop-up menu at the right end of the toolbar.**

   You can read more about categories on page 390; for now, it's enough to note that Entourage's color-coded categories are helpful in distinguishing your calendar events at a glance. Family events might show up in blue, for example, or work events in red.

Note: The date book program on Palm palmtops doesn't offer a Category feature, so whatever categories you assign in Entourage won't show up on your handheld.

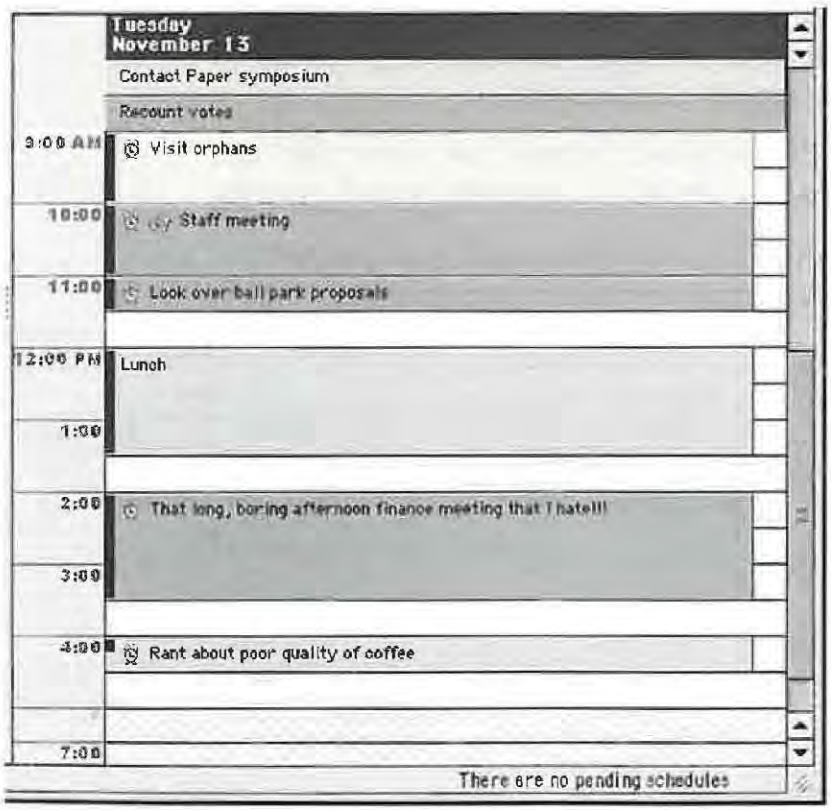


Figure 9-7:
After you've created your event, it shows up in your daily calendar nestled among your other calendar events. This column view shows all-day events (or banner events) at the top of the calendar, above the start of your day. Then, each event shows up as a colored rectangle in the column itself. If an event has a reminder, a small alarm clock icon appears in the box; if the event is recurring, it shows two arc-shaped arrows in a yin-yang arrangement.

10. Click Save (or press ⌘-S), then close the event window (by pressing ⌘-W, for example).

    Your newly scheduled event now shows up on the calendar, complete with the color coding that corresponds to the category you've assigned. (In month views, the *text* of the event itself reveals the color; in column views, the *block of time* occupied by the event reflects its category color.) Appointments that last longer than one day (such as vacations) appear as banners that stretch across squares on the month view; in column views, they appear just beneath the date at the top of the column (see Figure 9-7).

What to Do with an Appointment

Once you've entrusted your agenda to the Mac, you can start putting it to work; Entourage is only too pleased to remind you (via pop-up messages) of your events, reschedule them, print them out, and so on. Here are a few of the possibilities.

Editing Events

To edit a calendar event, open its event window either by double-clicking its name on the calendar or by highlighting it and choosing File→Open Event (⌘-O). The calendar event pops up in its window, exactly as shown in Figure 9-4; you can alter any of its settings as you see fit.

Tip: If you simply want to change an appointment's category, you can bypass the event dialog box. Instead, just Control-click the appointment's block or its name, and choose Categories from the resulting contextual menu.

You don't have to bother with this if all you want to do is reschedule an event, however, as described next.

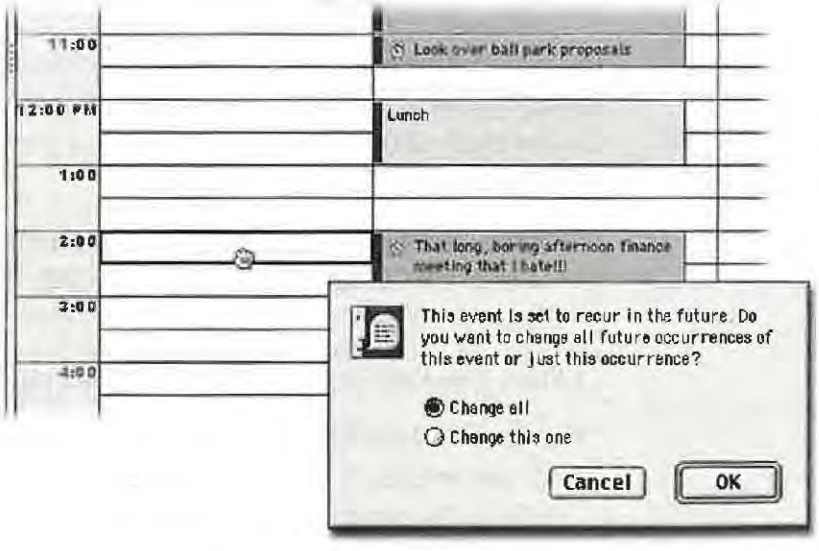


Figure 9-8:
You can drag an appointment vertically in its column to make it later or earlier the same day, or horizontally to another date. If you've invited people to an event that you're editing, Entourage asks you if you want to send an update to your invitees, so that they're always kept in the loop. If you try to reschedule a recurring event, Entourage offers to reschedule all remaining future occurrences, too (lower right).

Rescheduling Events

If an event in your life gets rescheduled to a new date that's visible on your calendar, you can simply drag it to a new date to reschedule it, as shown in Figure 9-8.

If something is postponed for, say, a month or two, you have no choice but to double-click its name and then edit the Starting and Ending dates or times, as described on page 342. Alas, Entourage doesn't let you copy, cut, or paste calendar events.

Lengthening or Shortening Events

If a scheduled meeting becomes shorter or your lunch hour becomes a lunch hour-and-a-half (in your dreams), changing the length of the representative calendar event is as easy as dragging the top or bottom border of its block in any column view (see Figure 9-9).



Figure 9-9:
You can resize any Entourage calendar event just by dragging its border. As your cursor touches the top or bottom edge of a calendar event, it takes on the distinctive shape shown here. You can now drag the event's edges to make it take up more or less time on your calendar.

Printing Events

Entourage has a great way of committing your calendars to paper. To get there, click the Print toolbar button, or choose File→Print.

In this window, you can exercise some control over how Entourage prints your calendar by changing the control settings: Print, Start and End dates, Layout, and Form. On the right of the window, you can see a preview of the printout. Here's a bit about each section.

- **Print**—This pop-up menu gives you four options over what to print: a Daily Calendar, a Calendar Event List, a Weekly Calendar, and a Monthly Calendar (see Figure 9-10).
- **Start and End** let you specify start and end dates for the printout.
- **Layout** lets you choose what portions of the calendar to print: Events, Tasks, or All-day events. It also lets you set whether *cutting lines* (for trimming your pages to fit a day planner), notes, and page numbers are printed. You can opt to have

"punch holes here" indicators printed on each sheet, for use with daily planners (described next).

- **Form.** If you use a paper-based, binder-style day planner, such as a Franklin or Day Runner, you're in luck; Entourage lists canned layouts for these popular formats in the Forms pop-up menu.

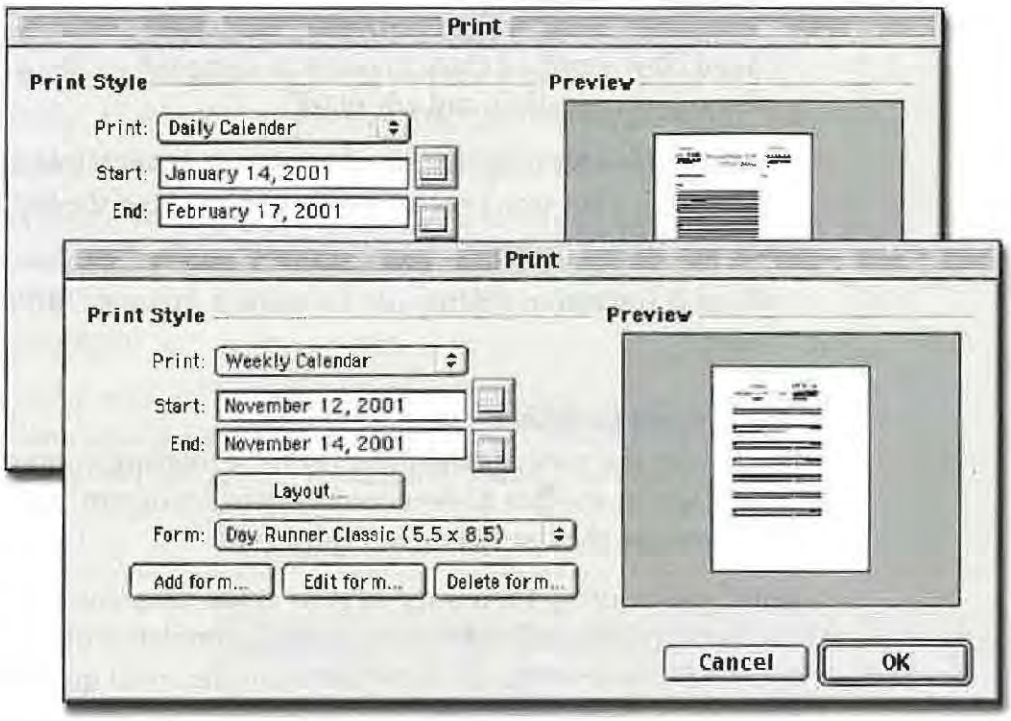


Figure 9-10: *Top left: Entourage's special Print window pops up before the Mac's own Print dialog box, and it lets you set some powerful printing options for calendars.*

Bottom right: You can even shape them to fit paper planners. If your planner brand isn't listed in the Form section, click the Add Form button to set the margins to fit your planner.

Deleting Events

To delete an appointment, just select it; then click the Delete button in the toolbar, choose Edit→Delete, or press the Delete key. In the confirmation dialog box, click Delete (or press Enter).

Tip: If you Option-click the Delete button, you bypass the "Are you sure?" dialog box.

Sending Invitations

At last it's time for you to harness the power of your combined calendar/email/address-book program. If you click the Invite button in an event window (see Figure 9-4), Entourage sprouts an Invite field. Use it like the To field in an email message, as described in Chapter 8; specify the email addresses of anyone that you'd like to invite to the event. If they're already in Entourage's address book (Chapter 10), you save a lot of time, thanks to the pop-up menu of addresses that match what few letters you've typed.

To compose the actual invitation, use the blank white notes area at the bottom of the Event dialog box (see Figure 9-4); this is the message your invitees will see. If

you'd like to send a file attachment with your email invitations, drag it from the Macintosh desktop anywhere into the dialog box, or click the flippy triangle next to the word *Attachments* and click the Add button. (See page 325 for more on email attachments.)

Sending the invitation

Once an invitation is part of an appointment, the toolbar now sports three new buttons:

- **Send Now** sends an email message to everyone on the guest list (complete with the subject, location, and any notes).
- **Send Later** adds outgoing email messages to your Outbox without actually sending them. They won't get broadcast until you use the Send & Receive command, as described in Chapter 8.
- **Cancel Invitation** deletes any invitations in your Outbox that you haven't yet sent.

Receiving an invitation

If you're on the *receiving* end of one of these meeting summonses, but you don't use Entourage (or another *iCalendar-aware* email program) as your email program, you get a note like the one shown in Figure 9-11.

But if you're using Entourage as your email program, a special thrill awaits: The invitation inserts *itself* into your calendar, complete with times and reminders (Figure 9-12). You even get a yellow banner in the email message window that lets you respond to the invitation by clicking a Tentative, Accept, or Decline button in the toolbar.

Clicking any of these buttons sends an email message *back* to the sender, whose copy of Entourage now offers even more surprises.

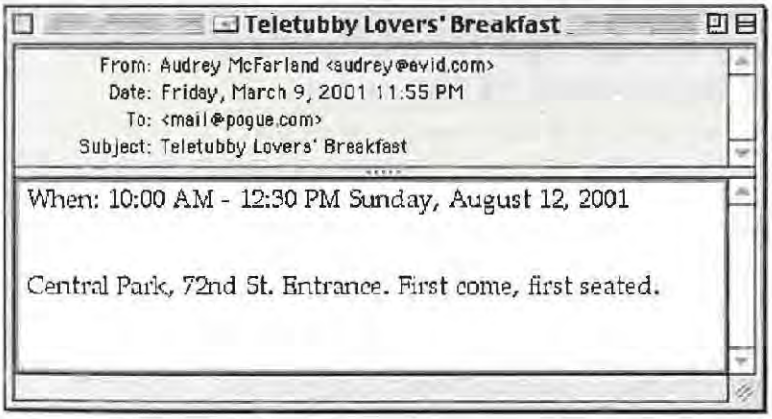


Figure 9-11:
If you're using Eudora (or some other email program that is not *Entourage), invitations sent to you from Entourage look like ordinary email messages.*

Receiving RSVPs for your invitation

Now suppose you're the person who sent the original invitation. As your invitees reply to your note, one of two things may happen:

- If you sent the invitation to somebody who doesn't use Entourage, you'll simply receive an uninspired email message that says, for example, "OK, I'll be there."

  After reading this reply, double-click the event on your calendar that represents the get-together. In the event window, you'll find a new button called Attendee Status. When you click it, you get floating window that lists all the people you invited, complete with a pop-up menu that lets you track their response to your invitation: No Response, Accepted, Tentative, or Decline (see Figure 9-12). Use the pop-up menu to update the list, according to the reply you just received.

- If you sent the invitation to somebody who *does* use Entourage, life is sweet indeed. The program *automatically* updates the Attendee Status window, based on the button that your prospective guest clicked (Tentative, Accept, or Decline) upon receiving the invitation.

Whenever you change the specifics of a calendar appointment for which you've sent invitations, such as its date, Entourage offers to send an update email message to the guests. The buttons in the upper-left corner of the event dialog box now read Send Update and Send Later.



Figure 9-12:
Top: If you get an invitation in Entourage that's been sent from Entourage, you get Accept, Decline, and Tentative buttons at the top of the message, along with an automatic link to your own calendar.

Bottom: The Attendee Status window, which reports (or lets you choose) one of four states for your attendee list: No Response, Tentative, Accepted, and Declined.

Adding Holidays

You may notice that your Entourage calendar doesn't come with any holidays listed; in marketing a customizable calendar that can reflect the holidays of different countries, cultures, or religious beliefs, Microsoft didn't presume to know which canned events you'd want to add. Fortunately, it's easy enough to tell it.

To import a set of holidays into Entourage's calendar, choose Edit→Preferences→ General Preferences, and then click the Calendar tab in the resulting window. Click the Add Holidays button.

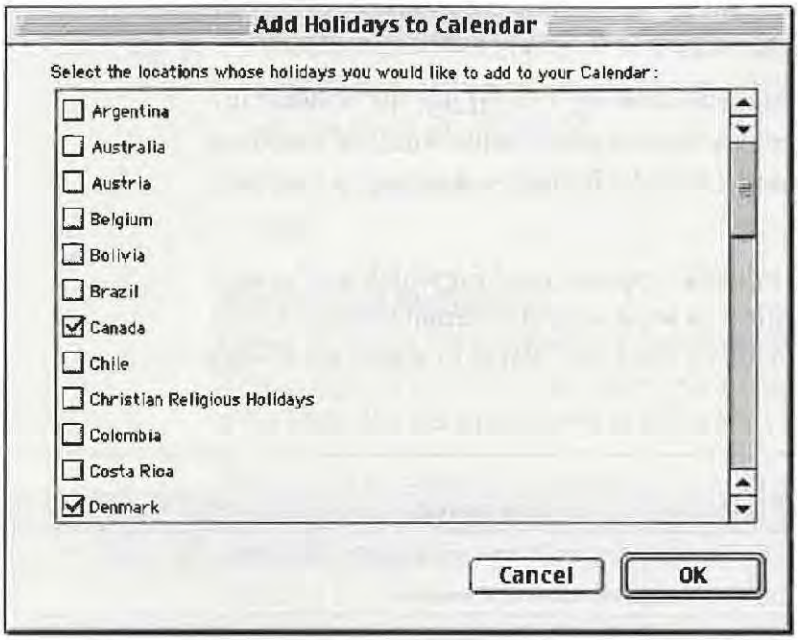


Figure 9-13:
To add holidays to your Entourage calendar, just click the check boxes next to the countries or religious holidays that you want to bring in and click OK. Entourage takes care of the rest. You can import one, some, or all of these holidays, if you like. As a convenience, Entourage labels them with the category called, as you might expect, Holidays.

POWER USERS' CLINIC

Your Very Own Holidays

The Holidays file isn't massively difficult to figure out. If you visit your Microsoft Office 2001→Office folder and double-click the Holidays file, you'll discover that it's just a simple text file containing holidays listed in this format:

Father's Day,2000/6/18

Father's Day,2001/6/17

Father's Day,2002/6/16

Father's Day,2003/6/15

Flag Day,2000/6/20

In other words, it's easy enough to create Holiday files of your own. Just open a new Word file, type the name of each holiday, a comma, no space, then the date (in year/ month/day format); press Return and type the next holiday the same way. Save it as a text file, and import it as described on these pages.

You can use this trick to set up a file containing corporate events for the year, a softball-league game schedule, church social meetings, and so on, so that your colleagues can import them into their calendars.

Now you're asked to select a *holiday file* to import. If the technology gods are smiling, you should be staring at the contents of the correct folder, with Entourage's Holidays file already highlighted. (If not, navigate to the Microsoft Office 2001→Office folder, and scroll to the Holidays file.)

Select the Holidays file and then click Open. Now Entourage presents a list of 40 countries and religions for which you can import holidays (see Figure 9-13). Turn on the checkboxes next to the countries or religious holidays that you want to import, and click OK. Those holidays now appear in your Entourage calendar.

Saving Calendars as Web Pages

One of the calendar module's best features is its ability to save your calendar as a Web page. You can post the result on the Internet for all to see, which is useful whenever you need to make a calendar public. For example, you might use this feature to post the meeting schedule for a group or club that you manage, or to make clear the agenda for a series of financial meetings coming up that all of your coworkers will need to consult.

Note: There's no way to include only certain categories on a Web-published calendar, so that only your corporate appointments are publicized but not your private ones. You can, of course, maintain a separate calendar under a different Entourage *identity* (see page 382) for this purpose.

Begin by choosing File→Save As Web Page. The Save as Web Page window appears (Figure 9-14); here, you customize how your saved calendar is going to look and work. For example, you can specify:

- **Start and end dates,** so that you're not trying to save an entire century's calendar in HTML form.
- **Include event details.** Use this option if you want your Web page to include the notes that you may have entered in a calendar event's Notes area.
- **Use background graphic.** Turn on this box if you want your Web page calendar superimposed on a picture. Then click the Choose button to the right. You'll then be asked to select a graphics file from your hard drive.

Tip: If you don't want to incur the ridicule and wrath of your audience, use this feature with caution; choose only an extremely light, low-contrast image, so that the text of the calendar is still legible when superimposed over it. If possible, choose a graphic image that's roughly the same size as the calendar, too, to avoid making Entourage do some ugly stretching.

- **Web Page Title.** The text you enter in this box will appear as the Web page's title.
- **Open saved Web page in browser.** If this box is checked, Entourage will open the newly saved calendar in your Web browser just after saving it, so that you can make sure it wound up the way you intended.

Once you've set your options, click the Save button.

Next, in the Save dialog box, name the calendar file (suppose it's *Summer Schedule*); select a folder location on your hard drive, then click Save. Entourage creates two new icons on your hard drive—an HTML file called Summer Schedule.htm, and a folder called Summer Schedule. The folder contains a bevy of graphics and HTML files that make up your calendar.

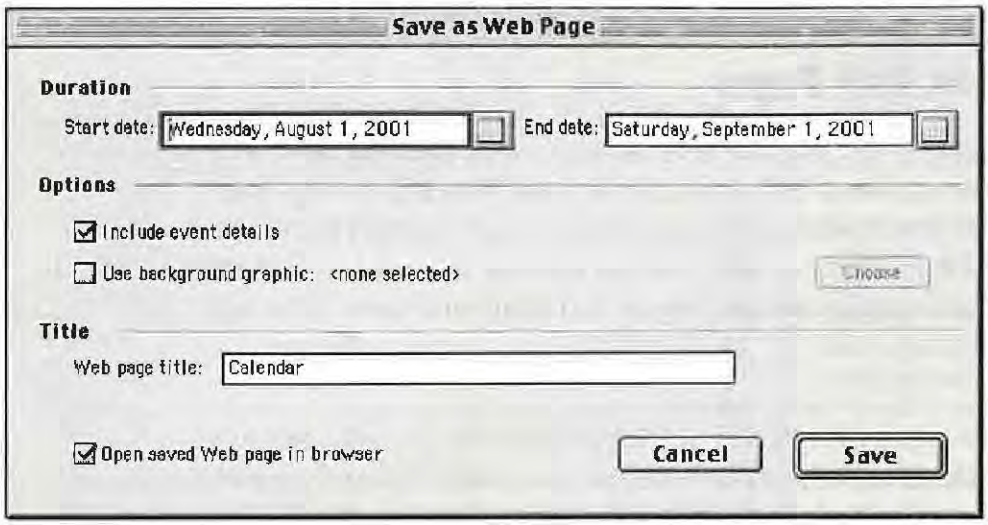


Figure 9-14: *When you save your calendar as a Web page, you can control what dates are saved for the Web and what information is included. You're welcome to give your Web page a title more imaginative than Calendar, too.*

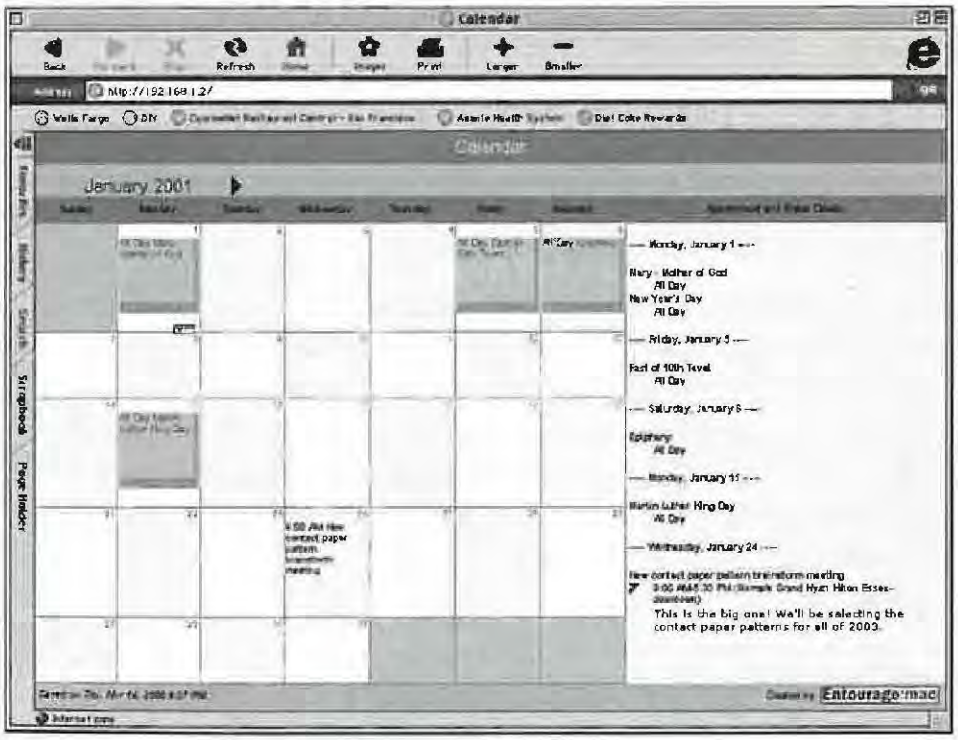


Figure 9-15: *When saved as a Web page, Entourage calendars still maintain most of their pertinent details, such as events, times, and even notes associated with those events. You can save everything from a day to many months as Web pages, and that way, you can keep those who need to know in the know.*

If you chose the "Open saved Web page in browser" option shown in Figure 9-14, your newly saved calendar now appears. Look it over for accuracy, and marvel that some of your calendar items are now live links—clicking one brings up details about it in the right-hand frame of the Web page. If you've attached a note to a calendar event, you can click a small triangle next to that event to reveal the note.

If the file looks good, the final step is to upload the Web page to a Web server to let others see it. This step requires, of course, that you have a Web site; see page 580 for some hints on achieving Webdom.

Tasks

Entourage's Tasks feature lets you make a To Do list and helps to shepherd you along by giving you gentle reminders, if you so desire. And, like just about every other item in Entourage, Tasks can be linked to email messages, calendar events, and even to other tasks.

The Tasks Module

You can put Entourage into Task mode either by clicking the Tasks icon in the Folder List (which puts the Task interface in the pane to the right of the Folder List) or by choosing Window→Tasks (⌘-5, which opens the Tasks list into its own window).

Entourage's Tasks module is a simple list of tasks, complete with due dates and categories (see Figure 9-16). There are five columns to the left of the tasks' names:

- **Links** (indicated by a tiny chain-link icon) shows if the task is linked to any other item, such as a message or a calendar event (see page 387).
- **Status** (a tiny checkmark icon) shows a checkbox, which you get to click when the task is complete.
- **Priority** (a tiny exclamation point) helps you prioritize your tasks.

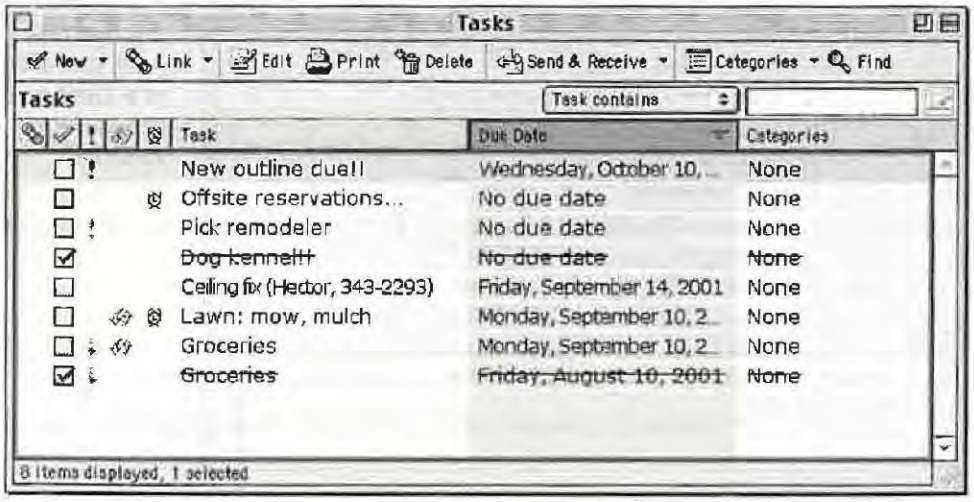


Figure 9-16: *The Tasks window includes a generic toolbar with some common Entourage commands listed across the top, and a filter box so that you can quickly filter through your busy life for just the task you want to pay attention to.*

- **Recurring** (a double arrow) shows whether the task is a one-time deal, or something you have to deal with on a continuing basis (see page 342).
- **Reminder** (a tiny alarm clock) shows a similar alarm-clock icon if you've set a reminder for a particular task—in other words, it's a reminder of your reminder.
- You specify the **Task** name, **Due Date**, and **Categories** when you type in your to-do list, described next.

Creating Tasks

To create a new Task in Entourage, you take your pick of the usual array of options:

- Choose File→New→Task.
- If the Tasks icon is selected in the Folder List, press ⌘-N.
- Click the New toolbar button. (If you're not already viewing your to-do list, choose Task from the New pop-up button.)

The new task window appears (Figure 9-17). Now proceed like this:

1. **Type a name for the task.**

   You can probably come up with something more illuminating than *untitled;* this will be the title that appears in your task list.

2. **Change its priority, if you like.**

   Your choices are Highest, High, Normal, Low, and Lowest. If you take the time to categorize your tasks in this way, you'll be able to sort your task list by priority.

3. **Specify a due date for this item, if you like.**

   Turn on "Due date," and enter the date you want to set for the deadline. You can use any of the same date-setting tricks described on page 341.

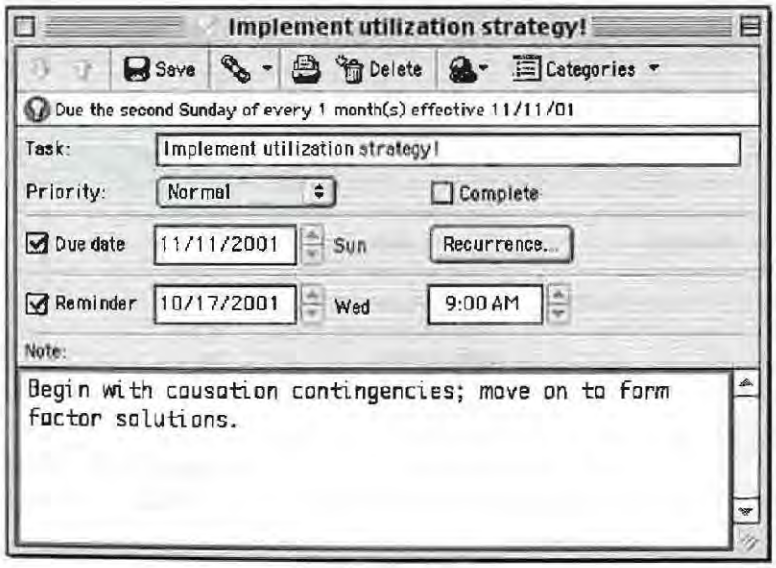


Figure 9-17:
The new task window lets you create, edit, print, and delete tasks, and you can set all of a task's particulars. Note the strip across the top, which denotes a recurring to-do item.

There's only one difference between a dated to-do item and one that doesn't have a due date: When the specified date goes by, an "expired" to-do item shows up in boldface in the Tasks window. And if you double-click it, you'll see an attention-getting light-bulb icon at the top of the task's description window, gracing a yellow information strip that says, for example, "Overdue by 2 days."

4. **If this to-do item is to be a recurring headache, such as a weekly staff meeting, click Recurrence.**

   You'll be able to specify an event that recurs daily, weekly, monthly, or yearly. You use the Recurrence dialog box here exactly as described on page 342.

5. **Set up a reminder, if you like.**

   Check the box next to the Reminder checkbox, and set a date and time for the reminder to get in your face, in the form of a pop-up dialog box. (See page 343 for more on reminders; once again, no reminders will appear unless an Office program is running.)

6. **Make notes for more information.**

   Tab to the Note box to type, or paste, text that helps to describe your task.

7. **Click Save (or press ⌘-S).**

   If you're finished entering tasks, you can close the window (press ⌘-W); otherwise, change the text and options in the dialog box to create another to-do list, starting over at step 1.

Other Task Tricks

Once you have recorded some to-do items, you can manipulate them in ways you'll find familiar if you've used the Entourage calendar:

Editing a task

Change a task's name by clicking it in the task list and then waiting about one second for the editing box to appear; type a new name and then press Enter. Similarly, you can change its category by clicking in the Categories column; a pop-up menu of your categories appears.

You can change a task's priority, repeat status, and so on double-clicking its name in the Tasks window (or by highlighting it and choosing File→Open Task). The dialog box shown in Figure 9-17 reappears; you can change any aspect of a task and save it again.

Checking off a task

When you've finished a task, you can celebrate by clicking its checkbox in your list. Once you do so, Entourage puts a line through the task to give you the satisfaction of crossing it off your list. If a task's window is open, you can also click the Complete checkbox and then close the window.

Note: No, your to-do items don't show up in the Entourage Calendar (except on the day they come due), as they do in most other calendar programs. Microsoft Office 2003, perhaps?

Deleting a task

To delete a task, click it in the task list and then either click the Delete button, press the Delete key, or choose Edit→Delete Task. (You'll be asked to confirm the deletion. That's fortunate, because no Undo command is available, and the deleted task doesn't go into the Deleted Items folder; it's gone forever.)

Tip: You can select multiple tasks (in preparation for deleting them en masse, for example) just as you would email messages, using either the Shift-clicking or ⌘-clicking tricks described in the sidebar box on page 304.

Printing tasks

It's easy enough to print out a list of your to-dos. If you want to print only some of them, start by highlighting the ones you want (see the preceding tip).

Now click the Print button in the toolbar, or choose File→Print (⌘-P). You get the custom Entourage Print window, which lets you choose which tasks to print, what style you want to use for printing them, and whether you want to print those pages on standard paper or special Franklin Planner or Day Runner paper.

When you finally click OK, your printer's standard Print dialog box appears; you're on your way to a hardcopy reminder of the errands and chores that await you.

Linking tasks

Linking tasks to other Entourage items is a great use of the Links function (see Chapter 11), because you can draw connections between tasks that you're working on and any email messages, calendar events, or contacts that might be related to the task. When you have a task's window open, you can create a link with the click of a Links button, which opens the Links window. If you use the Links button as a menu, your choices let you link that task either to an existing Entourage item or to a new one that's created on the spot.

CHAPTER
10

Entourage Address Book and Notes

Microsoft clearly hopes that Entourage will be the only personal information manager you'll ever need. As proof, it offers a built-in Rolodex function that serves as a master name/address/phone number/photo gallery/email address book for Office 2001, and a Notes module that lets you write pithy comments about everybody you know.

But make no mistake: The names, numbers, and comments you store in these programs don't sit there, locked away into a standalone database. In fact, you'll often consult your electronic little black book from within the *other* Office programs.

For example, once your Address Book contains a few names, Entourage can autocomplete addresses that you start to type in the To field of email messages; it can also fetch the phone numbers of people you're inviting to events you're scheduling in Entourage's calendar. You can also easily include Address Book information in Word, Excel, or PowerPoint; and Palm organizer owners enjoy the convenience of having newly added names and addresses kept up to date on their handheld computers.

Address Book

The Address Book isn't a separate application that you double-click when you want to look up something; it's just one module of Entourage. You make it appear by clicking the Address Book icon in the left-side Folder list, by choosing Window→Address Book, by pressing ⌘-2, and probably in dozens of other ways.

Tip: As with email in Entourage, you can opt to view your Address Book either as a single pane of the Entourage screen, as shown in Figure 10-1, or in a window of its own. Choosing Window→Address Book opens an independent window; clicking the Address Book icon displays your names within the existing Entourage pane.

Address-Book World

The Address Book screen matches Entourage's email-reading design, which shows a list of messages above, the body of the highlighted message below. In the Address Book, when you click somebody's name in the list above, you get a detailed view beneath. Sometimes you'll have recorded only a name; sometimes you'll have gone whole-hog, recording that person's mailing addresses, anniversary, astrological sign, and so on.

You also manipulate the Address Book list view exactly as you do email. For example, you navigate the list and highlight selected names exactly the same way (see page 301). And you fiddle with the various columns of address information just as you would with email messages. The columns give you at-a-glance information about your acquaintances—whether they have any links or flags, the person's name, company, phone numbers, email address, and category.

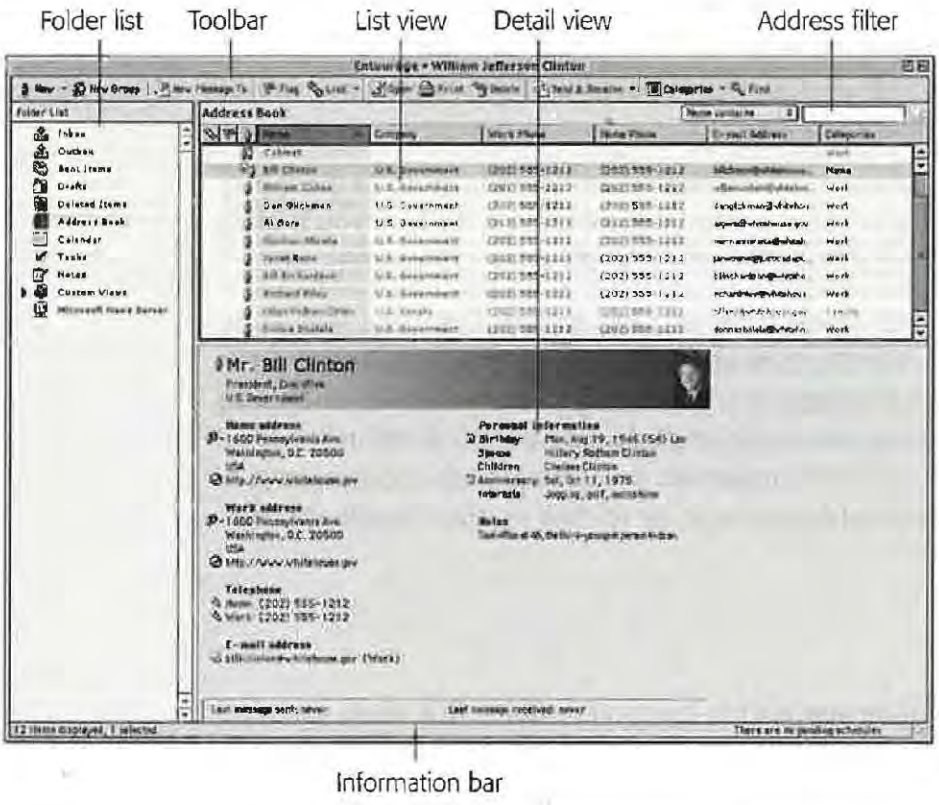


Figure 10-1:
The Address Book window follows the same scheme as the other Entourage modules: list up top, detailed information down below. It also reveals a plethora of other information, including when you sent a message to, or received a message from, the person whose name is highlighted. Like the Email and News modules, the Address Book module has a quick-find filter in the upper-right corner of the interface. To find a certain person's information quickly, type a few letters of his name into this box. Entourage instantly hides all names that don't match what you typed.