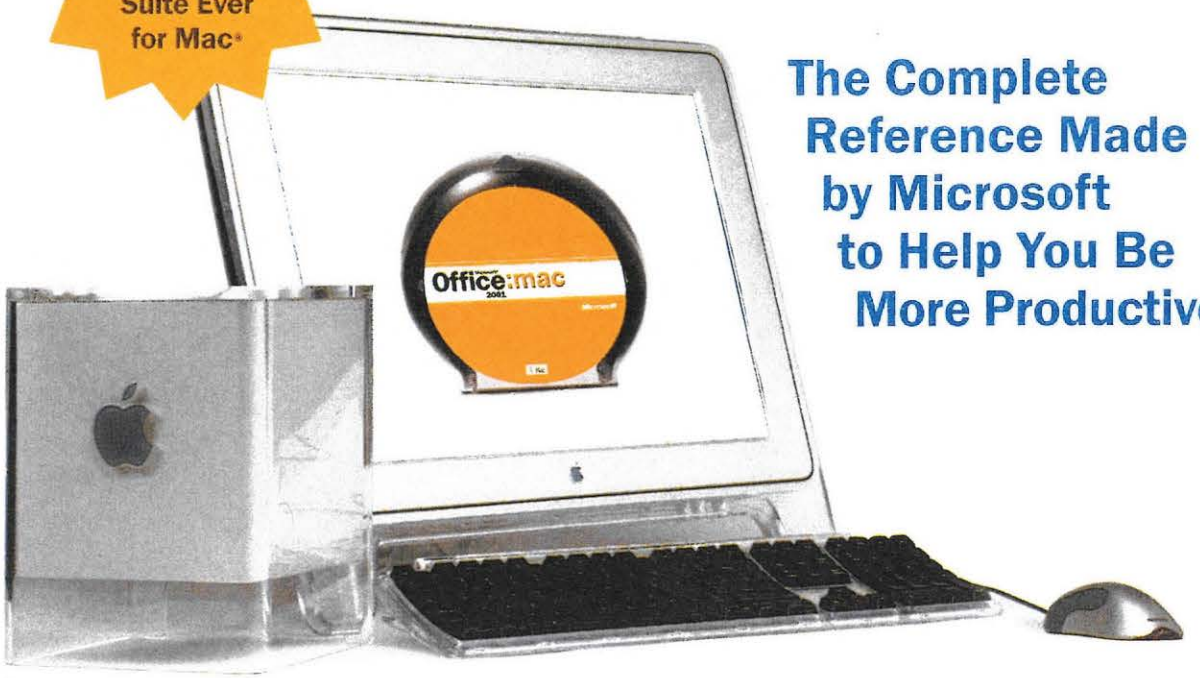
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Running Microsoft® Office:mac 2001

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Running Microsoft® Office:mac 2001

Steven Schwartz
and Robert Correll

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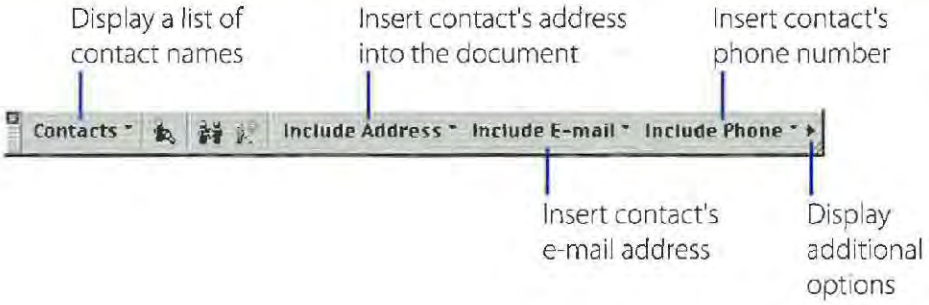


FIGURE 4-14. You can access your contact records from Word by displaying the Contact toolbar

Here's how you use the Contact toolbar:

- To insert a contact person's name in the current document, position the cursor where you want the name to appear and then select a contact from the Contacts list.
- To insert additional information for the same contact, select his or her name in your document. Address information that's available is represented by the active buttons in the Contact toolbar (Include Address, Include E-mail, and Include Phone). Click any active button to insert the selected information.
- To open and work with the Address Book (adding, editing, or deleting contact records), click the right arrow at the end of the Contact toolbar and choose Address Book.

Searching for Contact Records

If your Address Book has many entries and you want to search for a contact without scrolling through the list, there are two options available to you:

- For a simple search, you can *filter* the list.
- For more advanced searches, you can conduct a Find or an Advanced Find.

Filtering the List

Most searches in a typical Address Book can be accomplished by filtering the list—based on the person's name, company, or e-mail address. Beneath the Address Book toolbar, choose a filtering option from the pop-up menu (Name Contains, Company Contains, or Category) and

then type all or part of a keyword in the text box. (If you've chosen Category, you must choose a category from the new pop-up menu that appears.) Entourage automatically displays all matching records, as shown in Figure 4-15. To revert to the full list, delete whatever is in the text box by clicking the Eraser button, or set the Category to All.

TIP

When filtering by Name Contains, you can either type in part of the person's name or part of their e-mail address. If you know that a friend uses America Online but don't remember her name, you could enter *@aol. com* to view a list of AOL users only.

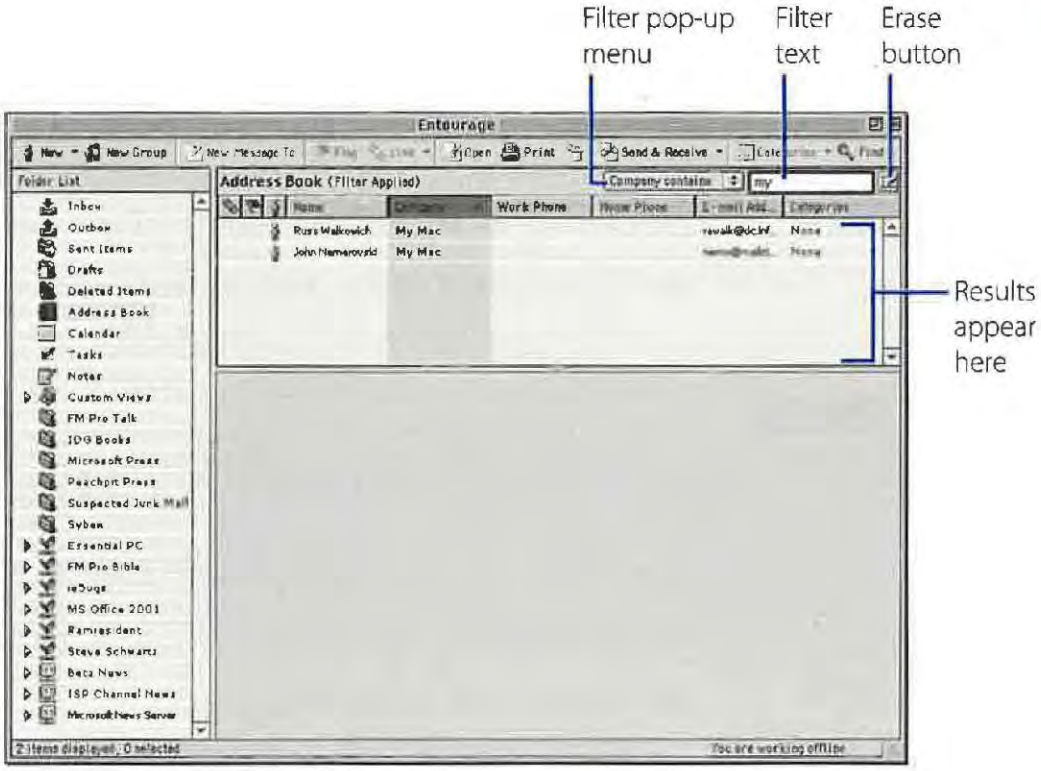


FIGURE 4-15.
You can view a subset of your contact records by filtering the address list

Conducting a Find or Advanced Find

If you need to search more than just the Company, Name, or Category field, you can perform a Find or an Advanced Find. A simple Find can simultaneously search all fields in the Address Book. An Advanced Find is useful when you want to restrict the search to one or more specific fields or if you need to combine conditions, such as searching for all contacts from Wisconsin over the age of 35.

To perform a simple Find:

1. Open the Address Book, or select it in the Folder List.
2. From the Edit menu, choose Find (or press ⌘-F). The Find dialog box appears.
3. Enter a search string in the text box, as shown in Figure 4-16.

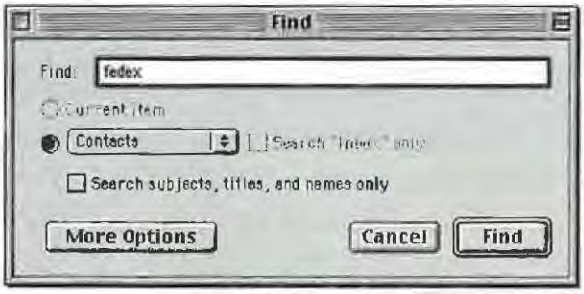


FIGURE 4-16.
In this example, the search will display all records in which you recorded a Federal Express shipper ID somewhere within the record

4. *Optional:* To search all fields in the Address Book, remove the check mark from Search Subjects, Titles, And Names Only.
5. Click the Find button. The matching contact records are displayed in a new window named Search Results.

NOTE

You can switch between a Find and an Advanced Find by clicking the More Options or Fewer Options buttons in the Find dialog box.

To perform an Advanced Find, follow these steps:

1. Open the Address Book, or select it in the Folder List.
2. From the Edit menu, choose Advanced Find (or press Option-⌘-F). An expanded version of the Find dialog box appears as shown in Figure 4-17.
3. Make sure that the Contacts check box is checked.
4. Specify search criteria by choosing from pop-up menus and typing in the text boxes. To specify additional criteria, click the Add Criterion button.

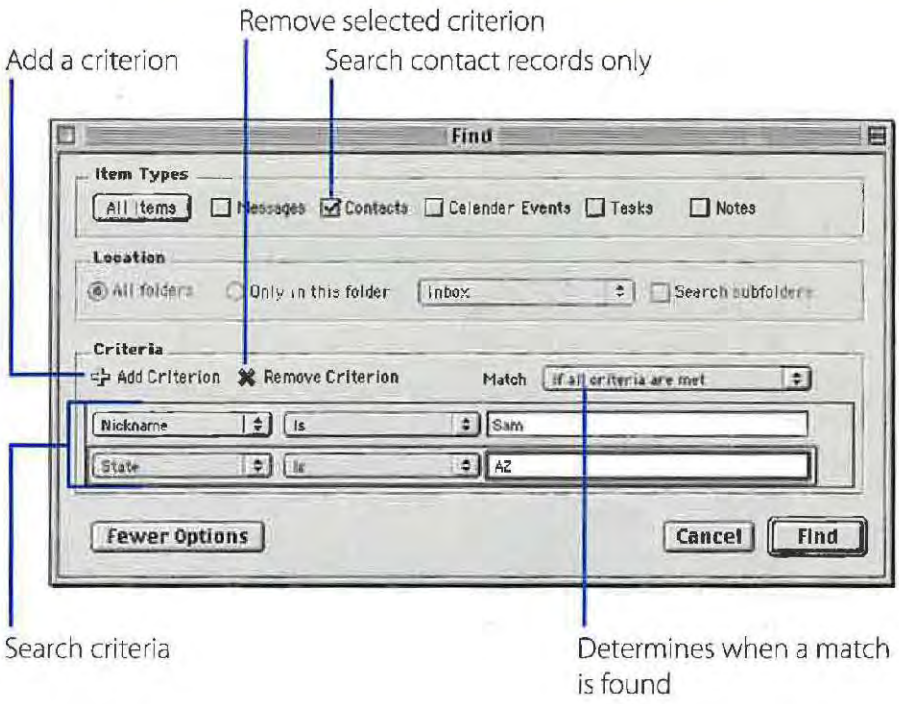


FIGURE 4-17. The dialog box for an Advanced Find lets you specify multiple criteria, as well as do more than simply search for a text string

5 Choose an option from the Match pop-up menu.

6 Click the Find button. The matching contact records are displayed in a new window named Search Results.

TIP

Entourage introduces an *extremely* useful e-mail command: Find Related Items. Using this command, you can ask Entourage to display all correspondence from and to any contact in your Address Book. Select the contact in your Address Book, and then choose Find Related Items from the Edit menu.

Customizing the Address Book

To make the Address Book better suit your needs, you can customize it as described in the following sections.

Adding, Removing, Resizing, and Moving Columns

If the Address Book display isn't exactly as you want it, you can add and remove columns, change the size of any column, or alter the order in which the columns are presented.

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Setting Up Microsoft Entourage

Before you can use Microsoft Entourage, you'll want to configure it to work with your existing e-mail accounts, newsgroup accounts, and directory services, as explained in this chapter. Of course, this assumes that you have an Internet account. To complete the Entourage set-up described in this chapter, you will also need the following information: the user name and password that you use to sign on to your Internet account, the names of the incoming and outgoing mail servers, and the name of your news server.

If you don't have this information, contact your Internet service provider (ISP) or your network administrator. Note that Entourage can also be configured to send and receive e-mail from Hotmail accounts and some other Web-based e-mail services. For instructions, see "Setting Up Existing ISP and Hotmail E-Mail Accounts," later in this chapter. If you are switching to Entourage from another e-mail program, you can import your Address Book into Entourage. For help doing this, as well as using and maintaining the Address Book, see Chapter 4, "Using the Address Book."

About E-Mail, Newsgroups, and Directory Services

Like its predecessor (Microsoft Outlook Express 5), you can use Entourage to send and receive e-mail (electronic messages sent over the Internet), as well as read and post messages to *newsgroups* (Internet message lists organized by topic).

E-mail messages can be exchanged between any two people who have Internet access and e-mail accounts. It doesn't matter whether they use the same ISP, an online service such as America Online (AOL), a Web-based e-mail service such as Hotmail, or even different types of computers. Your e-mail address uniquely identifies you on the Internet, in much the same way that your street address uniquely specifies where you live. In addition to your main ISP e-mail account, you may have secondary accounts—with the same ISP, with other ISPs, with your business, or with Web-based e-mail services. Entourage can manage them all.

Newsgroups are message lists that you can read and to which you can contribute, if you like. Each newsgroup has a specific topic, such as video games (for example, *alt.games.video.sega-saturn*), disease support groups (for example, *alt.support.cancer*), or programs (for example, *microsoft.public.excel.macintosh*). You can *subscribe to* (follow) as many newsgroups as you like.

Directory services are Internet search sites—such as Bigfoot (*search.bigfoot.com*) and WhoWhere (*www.whowhere.lycos.com*)—that you can use to search for people, street addresses, and e-mail addresses. Rather than going to the directory services Web sites, you can execute many people searches without leaving Entourage.

Setting Up E-Mail Accounts

This section explains how to configure Entourage to work with your existing ISP and Hotmail e-mail accounts, as well as how to create new Hotmail accounts.

Setting Up Existing ISP and Hotmail E-Mail Accounts

Entourage can send and receive e-mail from two types of accounts: normal ISP accounts and Web-based accounts. And each person who

uses Entourage on your computer can use it to handle his or her e-mail from *multiple* accounts. (Note that if you have recently installed Office 2001, the Setup Assistant will run automatically—enabling you to set up your primary e-mail account.)

NOTE

> If you have an America Online account or an account with a Web-based provider who does not provide POP3 server support, you cannot use Entourage to send or receive your e-mail from such accounts. Check your service provider's Help information if you're unsure whether POP3 support is provided.

To configure Entourage to use an existing ISP e-mail account, follow these steps:

1. From the Tools menu, choose Accounts. The Accounts dialog box appears, as shown in Figure 17-1.

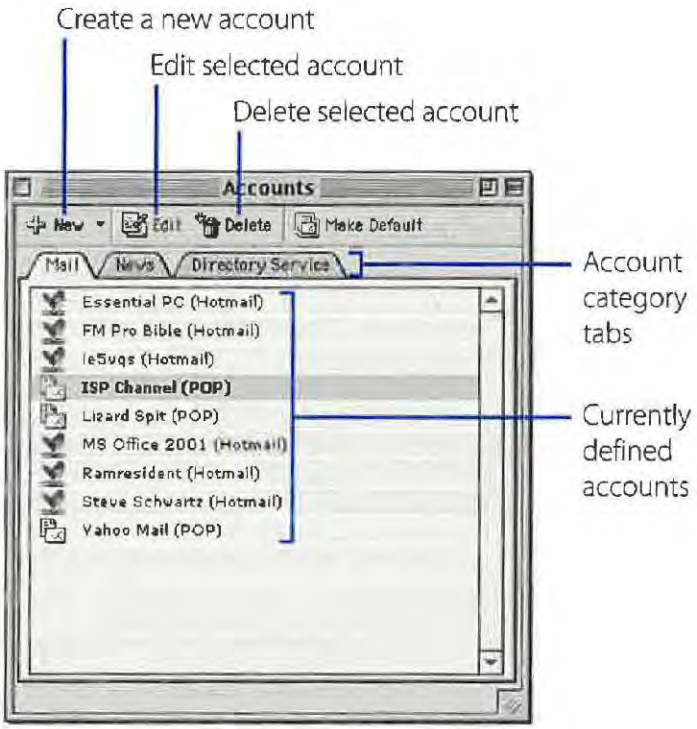


FIGURE 17-1. The Accounts dialog box enables you to manage all your e-mail and newsgroup accounts, as well as directory services

2. Click the down arrow on the right side of the New button and choose Mail. (Or you can switch to the Mail tab and click the New button; open the File menu, choose New, and then choose Account; or press ⌘-N.) The Account Setup Assistant appears, open to the Your Name screen, as shown in Figure 17-2.

FIGURE 17-2.
Enter the name that you want to appear in the From line of your outgoing messages

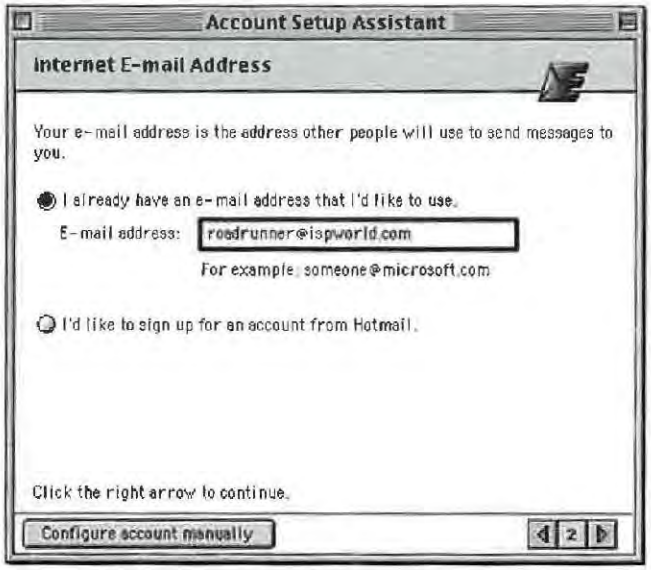


Enter account information without the help of the Account Setup Assistant

3 Enter the name you want to use to identify yourself to others. (It appears in the From line of all messages received from you.) Click the right arrow button to continue.

4 In the Internet E-Mail Address screen, shown in Figure 17-3, click the first radio button and enter your complete existing e-mail address in the form *username@domain*. Click the right arrow button to continue.

FIGURE 17-3.
Enter your existing e-mail address



5 In the E-Mail Server Names screen, shown in Figure 17-4, choose the type of mail server used by your ISP: POP (Post Office Protocol, the most common) or IMAP (Internet Message Access Protocol). In the form *server type.domain*, enter the names of the ISP's incoming and outgoing mail servers, such as *pop3.ispworld.com* and *smtp.ispworld.com*. Click the right arrow button to continue.

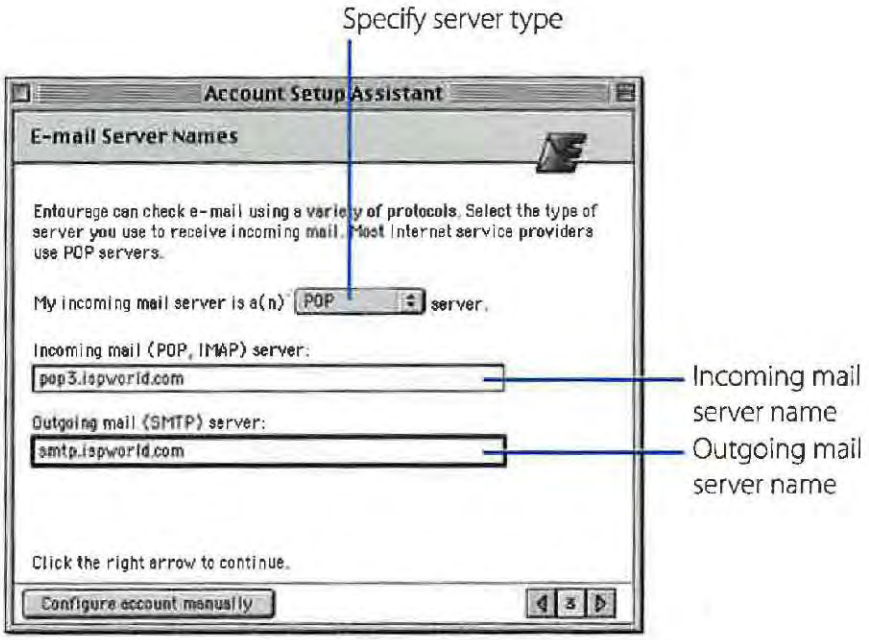


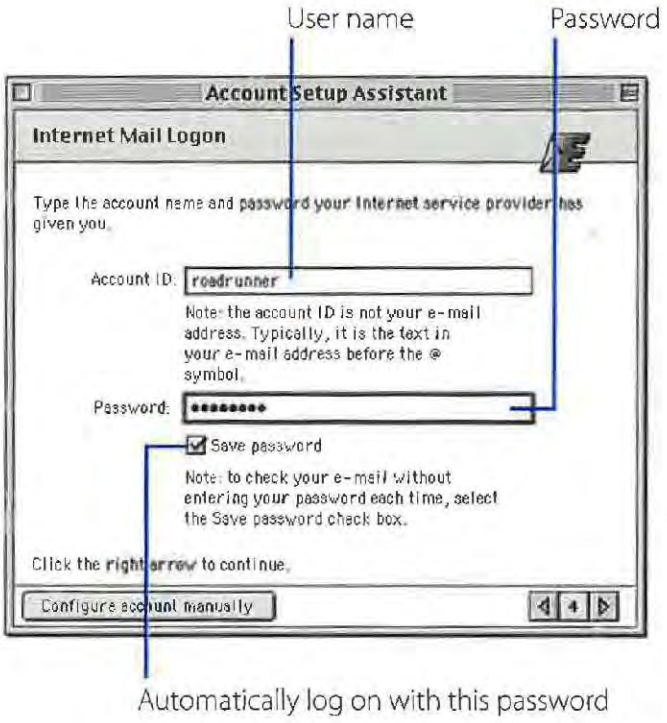
FIGURE 17-4. Specify the type of mail server (POP or IMAP) used by your ISP, and the names of the incoming and outgoing mail servers

NOTE

If you aren't sure of the server type and server names, refer to the ISP's sign-up information, check its Web site, or contact its Technical Support group.

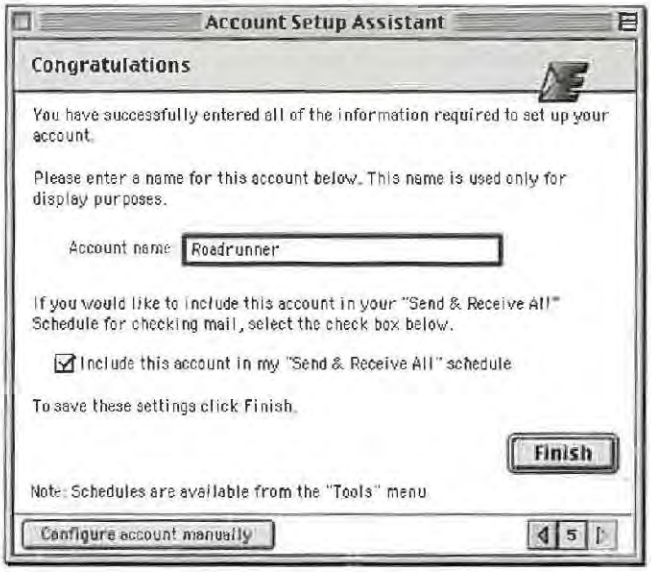
6 In the Internet Mail Logon screen, shown in Figure 17-5, enter your user name (everything before the @ symbol in your e-mail address). If you want to be able to log on each time without having to type your password, click the Save Password check box and enter your password in the Password box. Otherwise, you'll be prompted for the password each time you log on. Click the right arrow button to continue.

FIGURE 17-5.
Enter the required logon information for this account



7 On the Congratulations screen, shown in Figure 17-6, enter a name for the account. (This name is for Entourage identification purposes only. You can call it anything you like.)

FIGURE 17-6.
Name this account and indicate whether it should be included whenever you perform a Send & Receive All



8 If you want mail from this account automatically sent and received whenever you perform a manual or scheduled Send & Receive All, make sure that the check box is checked. Click Finish. The e-mail account is now added to the Accounts dialog box.

To configure Entourage for an existing Hotmail account, follow these steps:

1. Perform steps 1 through 3 of the previous procedure. In step 4, click the first radio button and enter the name of your existing Hotmail account in the form *username @hotmail.com*. Click the right arrow button to continue (shown in Figure 17-3).
2. In the Hotmail Logon screen (see Figure 17-7), enter your user name (everything before the @ symbol in your Hotmail address). If you want to be able to log on each time without having to type your password, click the Save Password check box and enter your password in the Password bar. Click the right arrow button to continue.

FIGURE 17-7.
Enter your Hotmail user name and password



3. On the Congratulations screen (shown in Figure 17-6), enter a name for the account. (This name is for Entourage identification purposes only. You can call it anything you like.)
4. If you want mail from this account automatically sent and received whenever you perform a manual or scheduled Send & Receive All, make sure that the check box is checked. Click Finish. The Hotmail account is now added to the Accounts window.

If you're comfortable with account setup, you can manually configure ISP and Hotmail accounts by clicking the Configure Account Manually button in the Account Setup Assistant. In the New Account dialog box, shown in Figure 17-8, specify the account type and click OK.



FIGURE 17-8. Specify the account type and click OK

Then fill in the necessary information in the Edit Account dialog box, as shown in Figure 17-9.

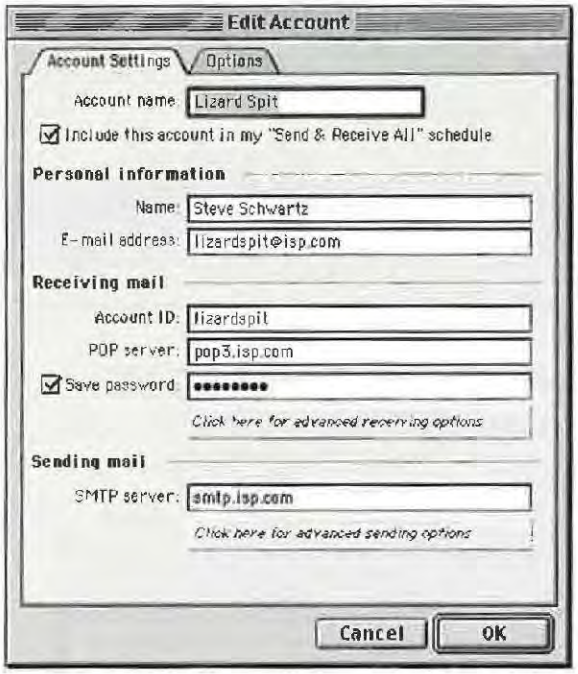


FIGURE 17-9. You can manually configure a new e-mail account (or edit an existing one) in the Edit Account dialog box

Other Web-Based E-Mail Accounts

Entourage can also be configured to handle other Web-based accounts—as long as the provider offers POP3 servers from which you can send and receive e-mail. (Some do; some don't.) To set up such an account in Entourage, all you need to know is your e-mail address and the names of the mail servers. For Yahoo! Mail, for instance, the incoming (POP) mail server is pop.mail.yahoo.com and the outgoing (SMTP or Simple Mail Transfer Protocol) mail server is smpt.mail.yahoo.com.

When setting up such an account, you may want to enable the Allow Online Access (Shows Account In Folder List) option by clicking the Options tab in the Edit Account dialog box, shown in Figure 17-10. This will allow you to access the account by clicking its icon in the Folder List, just as you can do with your other e-mail accounts.

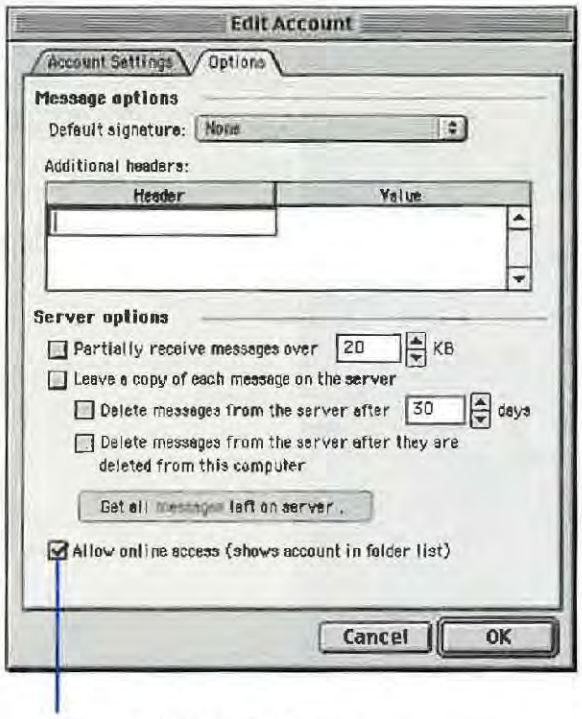


FIGURE 17-10. The Options tab of the Edit Account window allows you to access the account

Creating a New Hotmail Account

As mentioned previously, Hotmail accounts are free. And unlike your ISP e-mail accounts, you can create as many Hotmail accounts as you like. For example, many Web sites require that you sign up for their services by providing a valid e-mail address. Why put your primary e-mail address at risk when you can subscribe as *someone@hotmail.com*?

You can create new accounts at the Hotmail Web site (*www.hotmail.com*). You can also create them from within Entourage by following these steps:

1. Open the Accounts dialog box, and create a new mail account as described in steps 1 through 3 of configuring Entourage to use an existing ISP e-mail account on page 311.
2. In the Internet E-Mail Address screen (shown in Figure 17-3), click the second radio button, indicating that you want to create a new Hotmail account. Click the right arrow button to continue.
3. In the next screen, click the Hotmail Sign-Up button, click the right arrow button, and then, in the screen that appears, click the Hotmail Sign-Up button. Your Web browser launches and opens to the Hotmail home page, as shown in Figure 17-11.

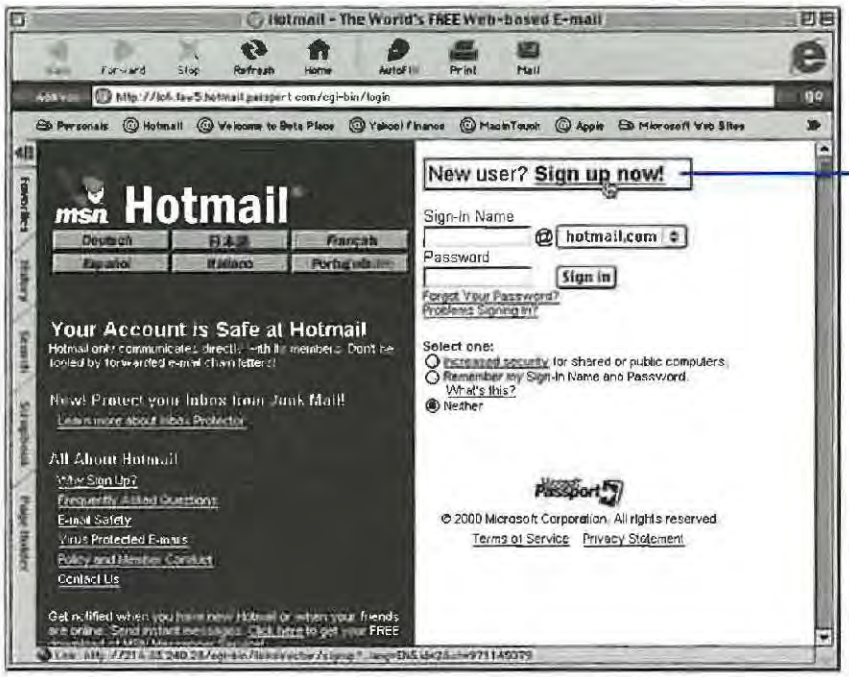


FIGURE 17-11. You can sign up for a Hotmail account from this screen, as well as send and receive e-mail from any of your current Hotmail accounts

4 Click the link to sign up for a new account, and supply the requested information. When Hotmail confirms that the new account has been created, return to the Account Setup Assistant in Entourage.

NOTE

There are already millions of Hotmail accounts. It may take several tries before you come up with a user name that isn't already being used.

5 In the Hotmail Logon screen (shown in Figure 17-7), enter your user name (everything before the @ symbol in your Hotmail address). If you want to be able to log on each time without having to type your password, click the Save Password check box and enter your password in the Password box. Click the right arrow button to continue.

6 On the Congratulations screen (shown in Figure 17-6), enter a name for the account. (This name is for Entourage identification purposes only. You can call it anything you like.)

7 If you want mail from this account automatically sent and received whenever you perform a manual or scheduled Send & Receive All, make sure that the check box is checked. Click Finish. The new Hotmail account is now added to the Accounts dialog box.

Modifying E-Mail Account Options

As with most parts of Microsoft Office, the default account settings of Entourage will satisfy most users. However, if you want to examine or modify the settings, follow these steps:

1. From the Tools menu, choose Accounts. The Accounts dialog box appears. (See Figure 17-1.)
2. Click the Mail tab to view the list of e-mail accounts.
3. Double-click the name of the account you want to examine (or select the account name and click the Edit button). The Edit Account dialog box appears (as shown in Figure 17-9), showing the information that you previously entered in the Account Setup Assistant.
4. Edit the text or change options, as desired.
5. If this is a Hotmail account, as shown in Figure 17-12, you'll note that the Account Settings tab contains a Sending Mail option that's not available for ISP accounts. If you want to store all outgoing messages from this account at Hotmail, rather than on your computer, leave this option checked.

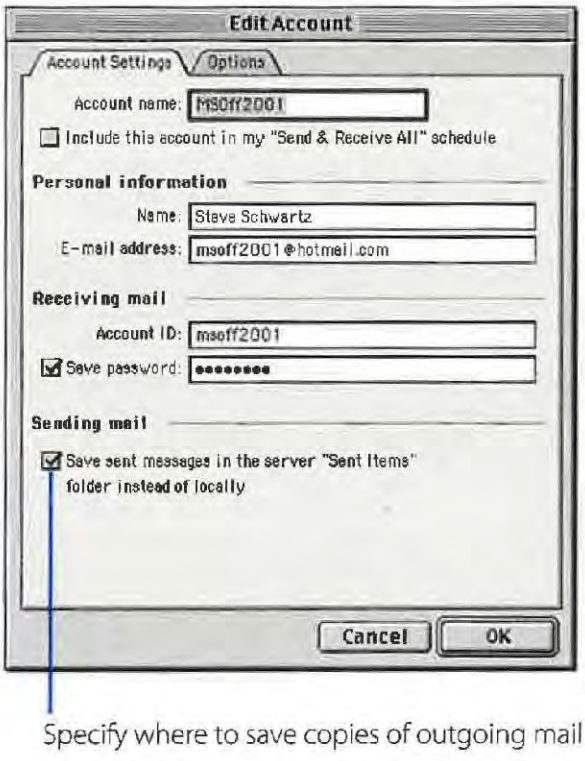


FIGURE 17-12. You can save copies of outgoing Hotmail messages on your Mac's hard disk or on the Hotmail server

6 Click the Options tab at the top of the Edit Account dialog box. (See Figures 17-13a and 17-13b.)

FIGURE 17-13A.
The Options tab for an ISP account

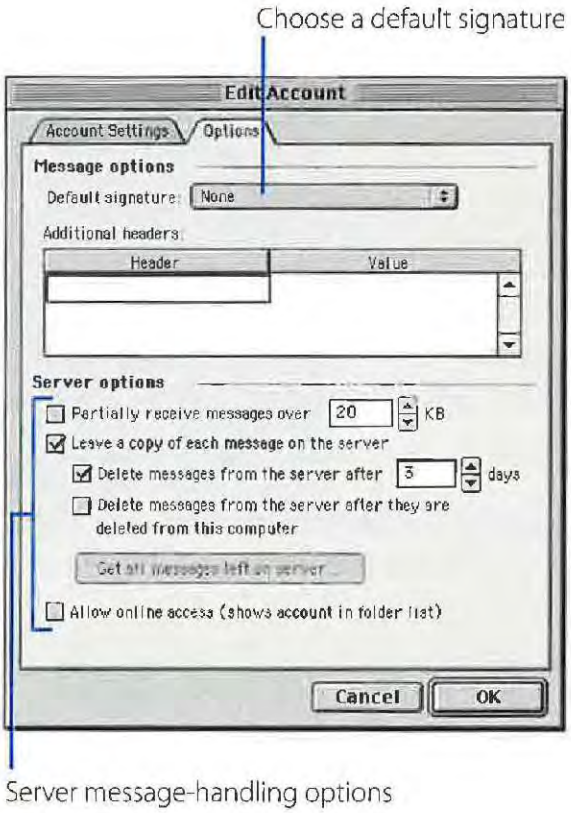
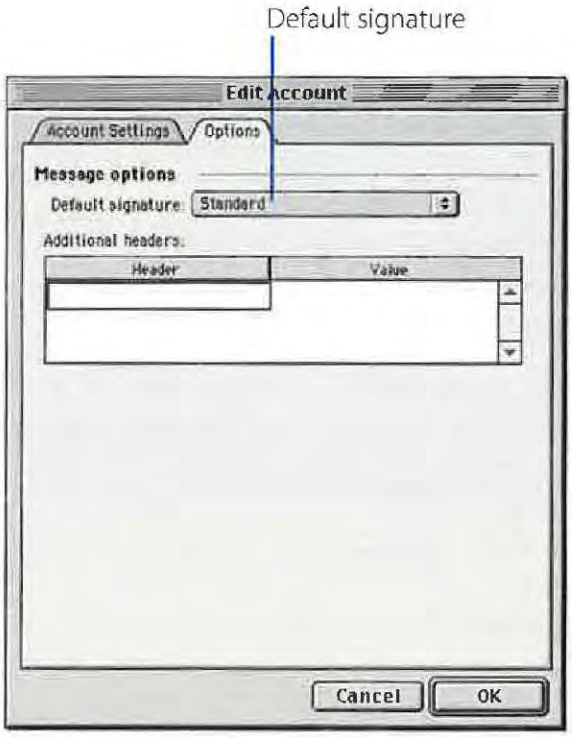


FIGURE 17-13B.
The Options tab for a Hotmail account



7 Set the following options as desired:

- **Default Signature (ISP or Hotmail)** Choose None or the name of a defined signature (such as Standard) to automatically append the chosen signature to all outgoing messages from the account.
- **Partially Receive Messages Over *x* KB (ISP only)** If you sometimes receive large messages that you may not want, checking this option causes messages over the specified size to be only partially downloaded to your computer.

NOTE

To tell your mail server how to handle a specific received partial message, select the message in the message list, click the On-Line Status indicator (the envelope icon), and choose an option from the pop-up menu that appears. Alternately, you can open the message in its own window and click an underlined text option, as shown in Figure 17-14.

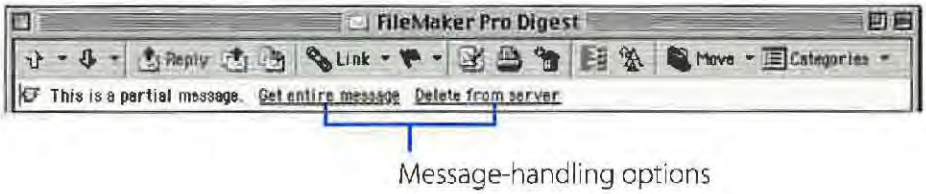


FIGURE 17-14.
To indicate what you'd like to do with this partial message, you can click Get Entire Message or Delete From Server

- **Leave A Copy Of Each Message On The Server (ISP only)** Check this option if, for example, you also want to be able to retrieve the same messages from another computer, such as your main system at home or work. You can optionally specify when to delete these messages from the server by clicking either or both of the following two check boxes: Delete Messages From The Server After *x* Days and Delete Messages From The Server After They Are Deleted From This Computer.

8 Click OK to save all changes, or click Cancel to discard them.

You can delete accounts or choose different default accounts in the Accounts dialog box. To open the Accounts dialog box (shown in Figure 17-1), open the Tools menu and choose Accounts. To delete an existing account, select its name and click Delete.

The *default* e-mail or newsgroup account—the one from which all messages are automatically sent unless you specify otherwise—is shown in boldface in the Accounts dialog box. To make a different account the default, select it and click Make Default.

Setting Up News Server Accounts

Although your primary news server will probably be the one that is provided by your ISP, Entourage can use as many other news servers as you want. Companies such as Microsoft and Symantec, for example, sometimes maintain their own news servers to provide information to customers and to get product feedback. To emphasize this fact, Entourage is pre-configured to use Microsoft's news server.



If you use America Online as your news provider, you must use its software to access newsgroups. Entourage cannot access AOL newsgroups.

Adding a News Server

To add a news server, follow these steps:

1. Open the Tools menu and choose Accounts. The Accounts dialog box appears. (See Figure 17-1.)
2. Click the down arrow on the right side of the New button, and choose News. (Or you can switch to the News tab and click the New button; open the File menu, choose New, and then choose Account; or press ⌘-N.) The Account Setup Assistant appears, open to the Internet News Account screen, as shown in Figure 17-15.



If you manually set up the most recently added account, you will still be in manual mode. To revert to using the Account Setup Assistant, click the Assist Me button in the dialog box that appears.



FIGURE 17-15. Choose an e-mail address to which replies to your posts should be sent

3 Choose a reply-to e-mail account from the pop-up menu. All replies to your posts will be sent to the chosen address.

4 If you want, you can enter the name of the organization or company with which you're associated. Click the right arrow button to continue.

TIP

When choosing a reply-to e-mail address in step 3, you may want to use a Hotmail or similar account, rather than your personal or company e-mail account. Posting to newsgroups frequently results in *spam* (unwanted advertising e-mail). It's better if spam goes to a secondary e-mail account than to your main one.

5 In the Internet News Server Name screen (shown in Figure 17-16), enter the name of the news server you want to add. (News server names are generally in the form *news.domain*, such as *news.alaskanet.com*.) If the news server does not require you to log on with a user name and password, click the right arrow button to continue. Go to step 7.

FIGURE 17-16.
Enter the name of the news server



6 If this news server *does* require you to log on, click the check box and then click the right arrow button to continue. The Internet News Logon screen appears, as shown in Figure 17-17. Enter your user name. If you want Entourage to provide your password automatically each time you log on to the news server, check the Save Password check box and enter your password. Click the right arrow button to continue.

FIGURE 17-17.
Enter your user name (account ID) and password



7 On the Congratulations screen, shown in Figure 17-18, enter a name for this news server. (This name is for Entourage identification purposes only. You can call it anything you like.)

FIGURE 17-18.
Enter a name to identify this news account



8 Click the Finish button. The news server's name is added to the Accounts dialog box and the Folder List in Entourage's main window.

Subscribing to Newsgroups

The first time you return to the Entourage main screen and click the news server's name in the Folder List, the dialog box shown in Figure 17-19 appears. Click OK to receive the list of newsgroups that are available on the server.

FIGURE 17-19.
Click OK to receive the list of available newsgroups



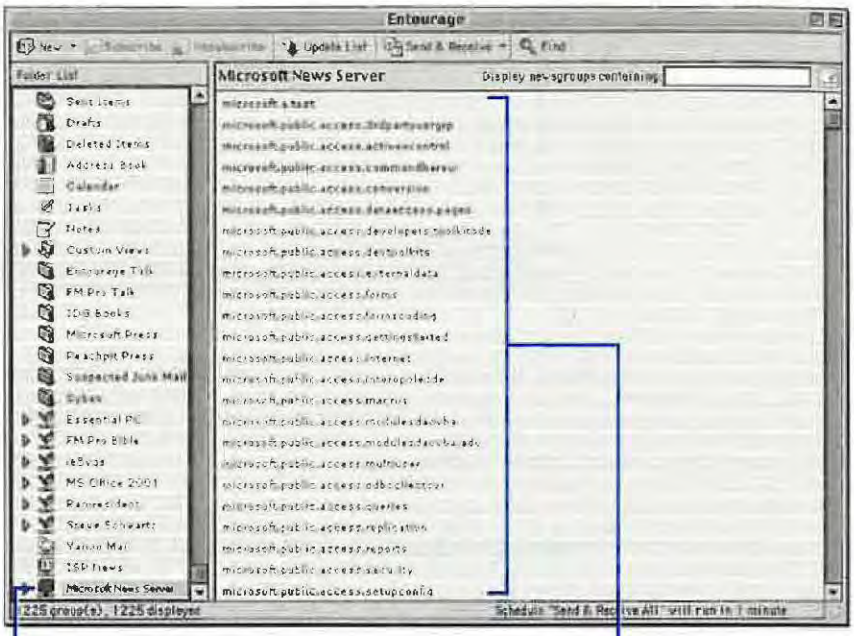
TIP

Periodically, you may want to update the newsgroup list by selecting each news server in the Folder list and then clicking the Update List button in the toolbar.

As mentioned previously, you can subscribe to as many newsgroups as you like. (*Subscribing* merely means that you intend to use Entourage to follow the newsgroup regularly.) Subscribing to a newsgroup adds its name to the Folder List, as well as makes the newsgroup readily accessible by opening the View menu and choosing Subscribed Only.

To subscribe to a newsgroup, follow these steps:

1. Click to select a news server in the Folder List of the Entourage window. The names of all newsgroups that are tracked by the news server appear in Entourage's main window, as shown in Figure 17-20.



2. Scroll through the newsgroup list, and click to select the one to which you want to subscribe.

3. Click the Subscribe button, open the Edit menu, and choose Subscribe, or Control-click the newsgroup name and choose Subscribe from the pop-up menu that appears. The newsgroup's name is now displayed in boldface to indicate that it is a subscribed-to newsgroup, and its name is also added beneath the server name in the Folder List.

TIP

Some news servers handle thousands of newsgroups. To find a particular newsgroup or one that contains a given keyword ("Mac," for example), enter the keyword in the Display Newsgroups Containing text box, as shown in Figure 17-21. As you type, the newsgroup list is automatically filtered to show only the newsgroup names that contain the search text. To view the entire list of newsgroups again, click the Clear button to the right of the text box.

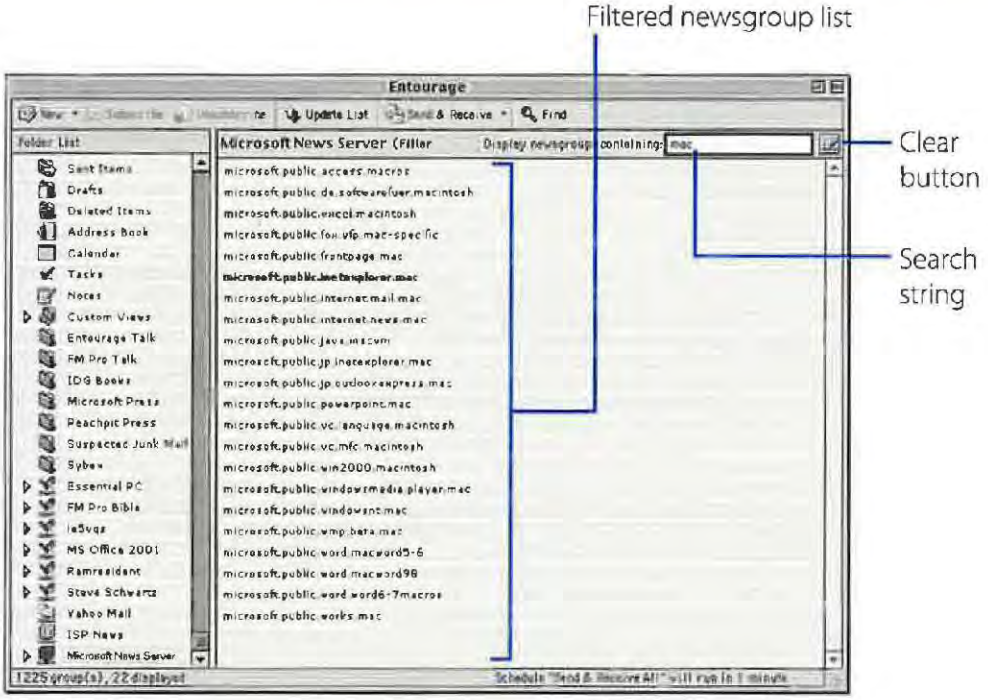


FIGURE 17-21.
To filter the newsgroup list, enter a text string in this text box

If you later decide that you no longer want to subscribe to a newsgroup, select its name and click the Unsubscribe button, open the Edit menu and choose Unsubscribe, or Control-click the newsgroup name and choose Unsubscribe from the pop-up menu that appears.

Adding Directory Services

Entourage comes preconfigured to use four directory services: Bigfoot, Infospace, WhoWhere, and Yahoo! People Search. When you create an e-mail message and issue the Check Names command (by clicking the Check Names button, opening the Tools menu and choosing Check Names, or pressing Shift-⌘-C), the directory services are consulted for possible matches.

While the four directory services will suffice for most users, you can add others, too. Open the Tools menu, choose Accounts, click the Directory Service tab in the Accounts dialog box, click the New button, and then fill in the requested information in the Account Setup Assistant.

You shouldn't count on directory services to be able to find e-mail addresses for you. If a person has a common name, you're liable to find dozens of potential matches—with no way of distinguishing the correct one from the others or determining whether *any* of the matches are actually the correct person. Note, too, that an individual will be listed by a particular directory service only if he or she has completed a Web form *requesting* the listing.

CHAPTER 18

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Linking Items to Other Items 344

The Calendar and Information Management Features

The presence of a calendar in Microsoft Entourage is a breakthrough for the Macintosh version of Microsoft Office. Now—for the first time—Office enables you to record appointments and, optionally, to set reminders for them. And because the Calendar is integrated with the other Office applications, you can now flag any Microsoft Word, Excel, or PowerPoint document with a reminder to follow it up at a later date and time.

Entourage also enables you to track tasks, write notes to yourself, and create links between Entourage items. Since these options—like the Calendar—are only tangentially related to Entourage's main purposes (sending and receiving e-mail and newsgroup messages), they are all covered in this chapter.

Using the Calendar

To view the Calendar (shown in Figure 18-1), click the Calendar icon in the Folder List, choose Calendar from the Window menu, or press ⌘-4. You can specify the time range you want to display by choosing a command from the View menu: Day, Week, Work Week, or Month. (To display the same view for different dates, click a new starting date in one of the miniature calendars at the top of the window.)

TIP

To make it easier to view and work with the Calendar, open the View menu and choose Folder List, removing its check mark. When you resume working with e-mail, you can restore the Folder List by choosing its View menu command again.

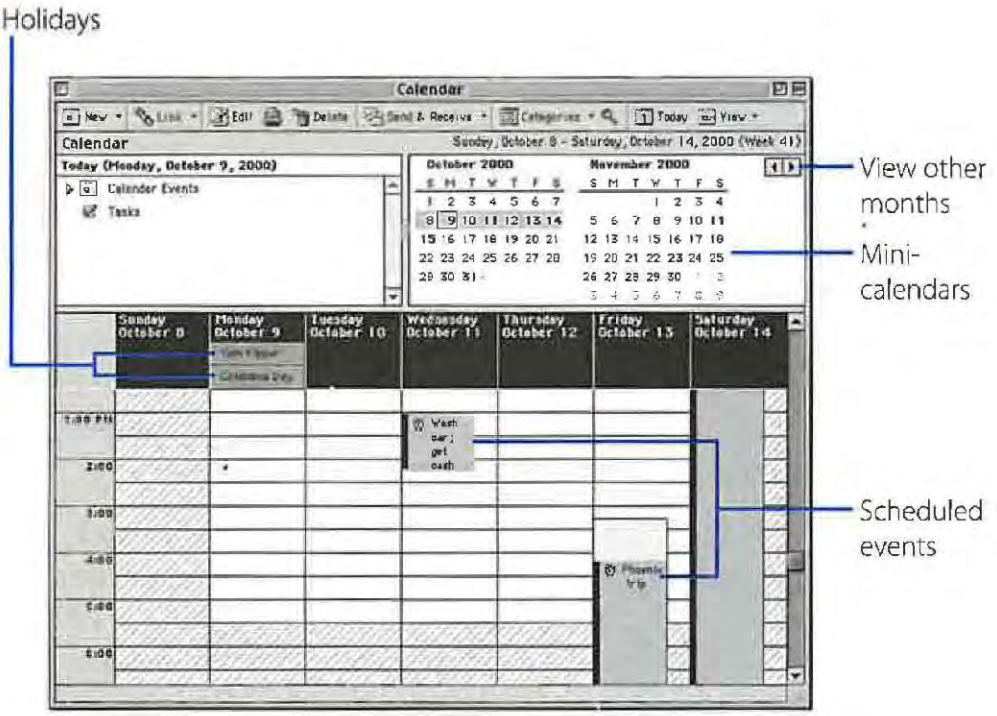


FIGURE 18-1. In the Week view of the Calendar, work periods are shown in white; non-work periods are patterned

SEE ALSO

You can also view your Calendar by saving it as a Web page to view online using any Web browser, such as Microsoft Internet Explorer. See Chapter 30, "Microsoft Office 2001 and the Web," for instructions.

If you want to see a list of only the scheduled events, holidays, and tasks that fall within the chosen time period (as shown in Figure 18-2), choose List from the View menu.

You can also view a range of dates in the Calendar (from one day to six weeks). Click the start date in a mini-calendar, and then drag to select the end date.

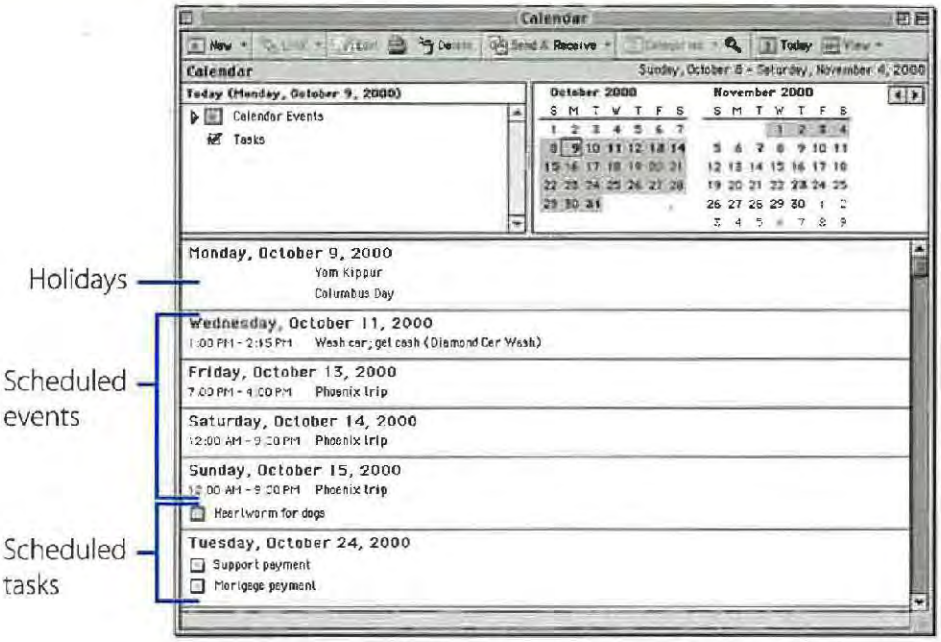


FIGURE 18-2.
In List view, the Calendar shows all events and tasks for the period

Creating an Event

To create a new Calendar event, follow these steps:

1. Click the Calendar icon in the Folder List, choose Calendar from the Window menu, or press ⌘-4.
2. Double-click a calendar date (in the mini-calendars or in any view) to create an event for that day. Or if you are viewing the Calendar in Day, Week, or Work Week view, you can double-click a specific time on the chosen date. An untitled event window appears, as shown in Figure 18-3.

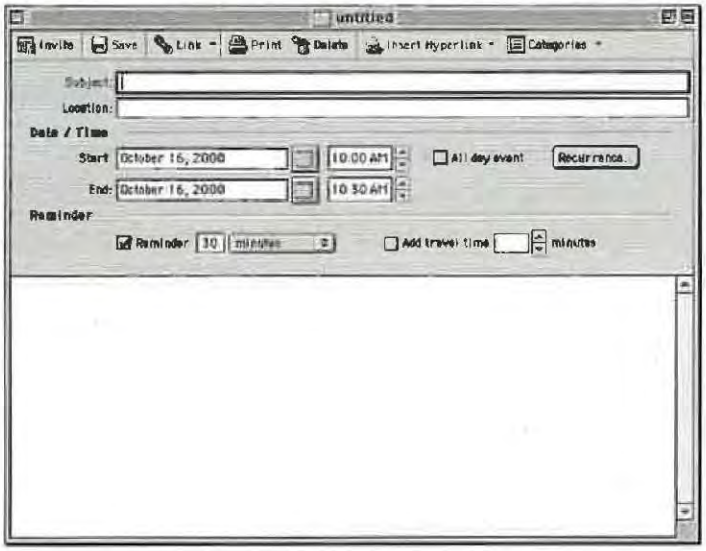


FIGURE 18-3.
You schedule an event by filling in the details in this event window

NOTE

You can also create an event by clicking the New button in the toolbar. By default, the date and time that are currently selected in the Calendar will be treated as the event's starting date and time. Of course, you can change these settings when you define the event.

3. Enter a description of the event in the Subject box.
4. *Optional*: If the event will occur in a particular place, you can enter it in the Location box.
5. If the event will take an entire day, check the All Day Event check box. Otherwise, leave the check box blank and specify a start date/time and an end date/time in the boxes that appear, as shown in Figure 18-3.
6. *Optional*: If you want to be reminded prior to the event's starting time, click the Reminder check box and designate a time interval (in minutes, hours, or days). At the designated time, a pop-up reminder window will appear when any Office 2001 application is running.
7. *Optional*: If you must drive to the event (such as an appointment at your doctor's office), click the Add Travel Time check box and specify the approximate number of minutes travel will require. The start and end times will be adjusted to compensate for travel time.
8. *Optional*: You can enter notes, such as driving directions, in the large text box at the bottom of the event window.
9. Click the Save button, and close the event window.

Creating a Recurring Event

Some events occur more than once. For example, there may be a club meeting on every first and third Tuesday of each month, or you may pay your rent on the first day of every month. Rather than create a separate event and reminder for every occurrence, you can create a single event and reminder but designate it as *recurring*.

To set an event as recurring, click the Recurrence button in an event window. (See Figure 18-3.) The Recurring Event window appears, as shown in Figure 18-4. Specify a recurrence pattern and an optional end date. Click OK to return to the event window. The event will now appear on the Calendar on every affected date and time.

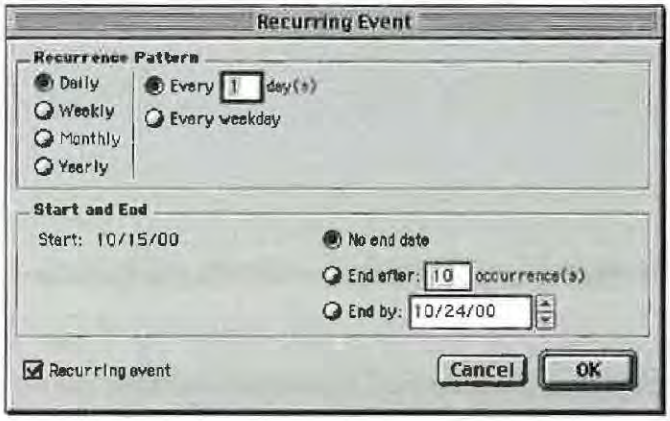


FIGURE 18-4.
You can specify a frequency based on a specific date (every 12th of the month) or a day of the week (every other Thursday), as well as when the recurrences will end

To make changes to a recurring event, locate and double-click one occurrence of the event on the Calendar. (If you want to edit the entire series, you can choose any occurrence. To edit a particular occurrence, double-click that one.) A dialog box appears, asking whether you want to change just this occurrence or the entire series. Select the appropriate option, and click OK. Make whatever changes are necessary.

NOTE

If you are editing the entire series for a recurring event, you can remove all occurrences by clicking the Delete button in the event window toolbar.

Managing Events

Once you've set an event, there's often more that you must do than occasionally glancing at the Calendar window. Entourage enables you to change an event's time and other details, delete events, respond to and modify event reminders, and issue and respond to event invitations.

TIP

Can't remember when a particular event is scheduled or when it took place? The Find and Advanced Find commands in the Edit menu work in the Calendar, too.

Modifying and Deleting Events

SEE ALSO
You can instruct the Calendar to automatically delete nonrecurring events after they've passed by setting an option in Preferences. See "Customizing the Calendar" later in this chapter.

After scheduling events, you'll frequently need to modify them by changing the date and/or time and adding more details. You can make any modifications you want by double-clicking the event on the Calendar. Make your changes, click Save when you're through, and then close the event window.

TIP

If you just need to change the date or time for an event, you can drag it to a new location on the Calendar. In order to do this, however, you must be in a view that displays both the original date/time and the desired date/time.

To delete an event, click to select it, and then click the Delete button, press Delete, or drag it to the Trash.

Responding To and Modifying Reminders

When you create events and tasks, you can optionally assign a reminder to each one. The reminder will appear at the scheduled date and time—as long as an Office program is running. If an Office program is *not* running, the reminder will appear the next time an Office program is launched.

By selecting a reminder in the Reminders window (as shown in Figure 18-5) and clicking toolbar buttons, you can do any of the following:

- Open the original event or task (enabling you to view and/or edit it).
- Open a document that you've flagged for follow-up in Word, Excel, or PowerPoint. (To do so, open the Tools menu in Word, choose Flag For Follow Up, and set a date/time for when you want to be reminded.)
- Click to set the reminder to *snooze* for five minutes or a different length of time (click the down arrow on the right side of the Snooze button) after which it will reappear.
- Dismiss the reminder.

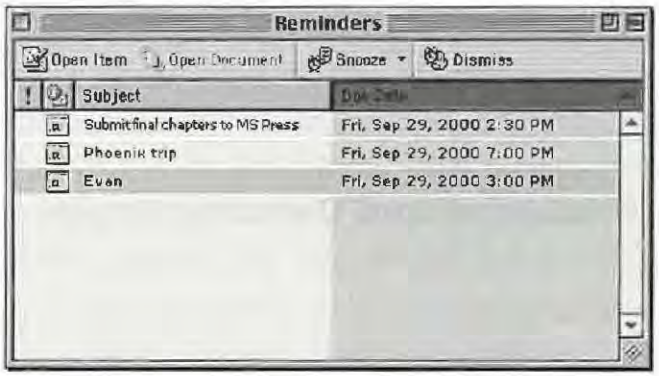


FIGURE 18-5. The Reminders window appears when a reminder has been set for an event or task.

To modify a reminder, open the original event or task and make any desired changes. If you decide that you don't need a reminder at all, remove the check mark from the Reminder check box and click Save.

Inviting Others to an Event

You can also use the Calendar to coordinate group activities, such as meetings and family reunions. Using Entourage's e-mail capabilities, you can notify or invite people to events that you've scheduled on your Calendar, as well as accept or reject invitations from others. Everyone, however, must have an e-mail program that supports Internet Calendaring (iCalendar). Otherwise, the received message will merely display the event title as the subject and the start/end times as the message text.

To issue an invitation, open the event for editing and click the Invite button in the toolbar. Choose or hand-enter the e-mail addresses of the people you want to invite. Add any necessary comments or attachments, and click Send Now.

Incoming invitations arrive in the recipient's Inbox. When an invitation is received by an Entourage user and is opened, as shown in Figure 18-6, the recipient can click one of three buttons: Tentative, Accept, or Decline.

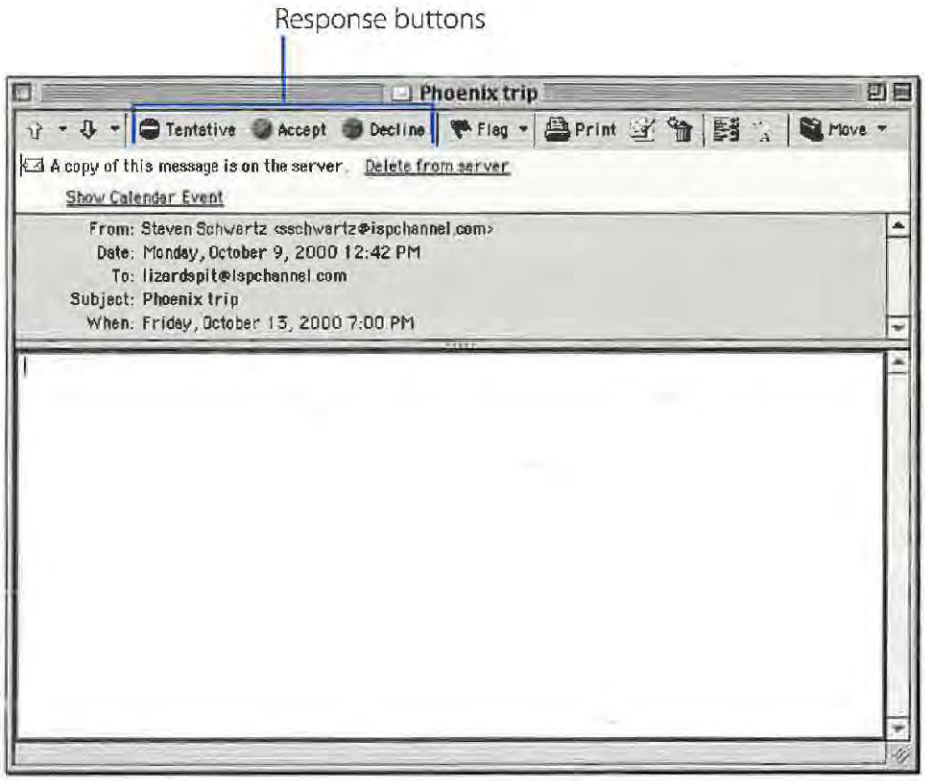


FIGURE 18-6.
If you're sure of your decision, click Accept or Decline; otherwise, click Tentative to suggest that you *may* attend

If you—or another host—later want to cancel an event, double-click the event to open it and click the Cancel Invitations button. A dialog box will appear asking: "Do you want to send an update to the attendees?" Click Send to e-mail a cancellation notice to all persons who previously received your invitation.

Customizing the Calendar

You can customize the Calendar by opening the Edit menu, pointing to Preferences, and choosing General. The General Preferences dialog box appears. Click the Calendar tab, as shown in Figure 18-7.

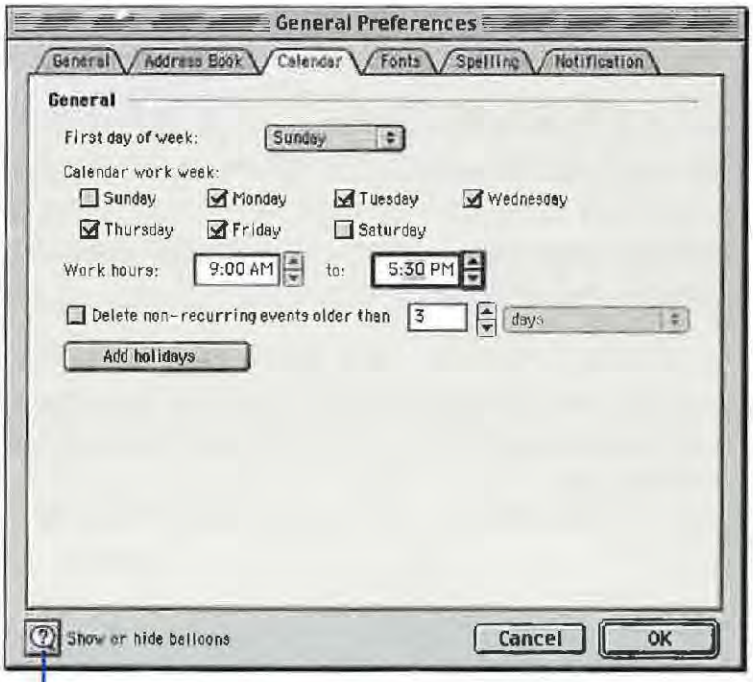


FIGURE 18-7. You can set Calendar preferences in the Calendar tab of the General Preferences dialog box

You can set the following Calendar preferences:

- Your choice in the First Day Of Week pop-up menu determines the way the Calendar is displayed when in Week view.
- Check the days in the Calendar Work Week section to match the days of the week you normally work.
- In the Work Hours section, indicate your daily work hours by selecting start and end times.
- To instruct the Calendar to automatically delete normal (non-recurring) events that have passed, click the Delete Non-Recurring Events Older Than check box and specify a time period.
- To include holidays in your Calendar, click the Add Holidays button, select the Holidays file from the list that appears, and click Open. The Add Holidays To Calendar dialog box appears. Click the countries and religions whose holidays you want to add, and then click OK.

NOTE

You can selectively remove holidays that you don't observe or celebrate. Conduct an Advanced Find, and set criteria as shown in Figure 18-8. In the Search Results window, select the holidays you want to remove and click the Delete button (or press the Delete key).



FIGURE 18-8. This search will list all holidays that are found in the Calendar, enabling you to delete the extraneous ones

Tracking Tasks

Traditionally, personal information management (PIM) programs relied on a calendar to track appointments as well as items on your to-do lists. While this approach worked reasonably well, it meant that your to-do items had to be assigned to dates—even if they really weren't date-sensitive. For example, although it might be important for you to fix the screen door, you might not want to *schedule* it for a specific date and time.

Although you can use the Entourage Calendar to schedule such tasks as events, you can also create and track them in the Tasks list or window, shown in Figure 18-9. Doing so has the following advantages:

- Tasks can either be undated or have a specific due date. You can schedule a reminder for any task—even ones for which you haven't set a due date.
- Tasks can be marked as completed by checking a box. You can view tasks by completion status, and you can limit displayed tasks to those for today or this week.
- You can set a priority level for each task, as well as assign one or more categories to it.
- Like Calendar events, tasks can be single or recurring events.

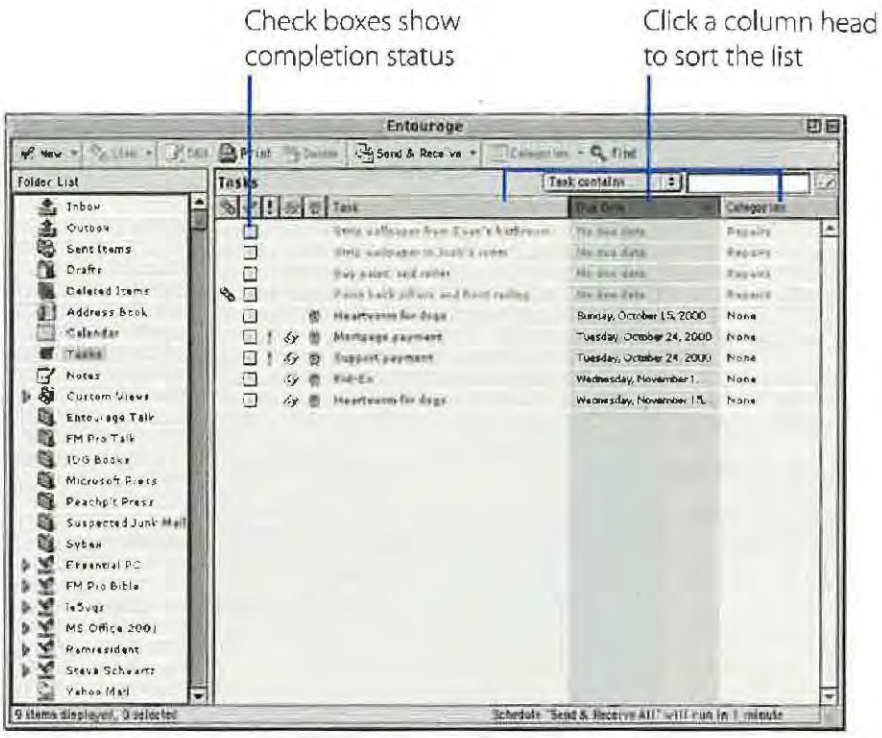


FIGURE 18-9.
The Tasks list shows all scheduled tasks, their completion status, their priority, whether they are recurring events, and whether a reminder has been associated with them

Creating Tasks

All defined tasks are displayed in the Tasks window and list. To create a new task and add it to the Tasks window and list, follow these steps:

1. If the Tasks window or list is active, click the New button; press ⌘-N; or open the File menu, point to New, and choose Task. If any other window or list is active, click the down arrow on the right side of the New button and choose Task, or open the File menu, point to New, and choose Task. An untitled task window appears, as shown in Figure 18-10.

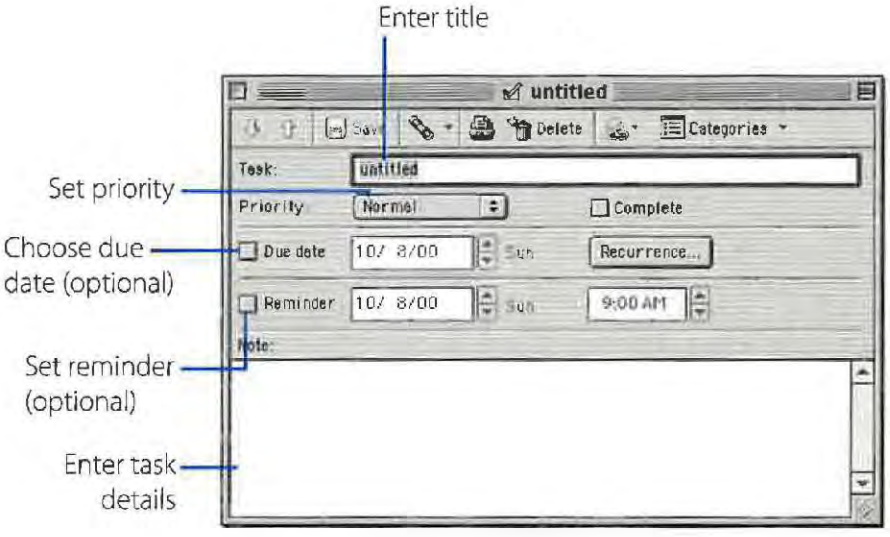


FIGURE 18-10.
All tasks are created and edited in this window

2. At a minimum (for an undated task or to-do item), you must enter a title in the Task text box, save the task (by clicking the Save button), and close the window. All remaining steps are optional.
3. *Optional:* Set a priority for completing the task by selecting an option from the Priority pop-up menu.
4. *Optional:* If you've already completed the task, click the Complete check box. (It's more common to do this when editing a task, but you may be tracking a multi-step project and want to record the steps you've already completed, for example.)
5. *Optional:* If the task has a particular date on which or by which it must be completed, click the Due Date check box and enter a date.
6. *Optional:* If you want to be reminded in advance or at the moment the task must be handled, click the Reminder check box and set a date/time for the reminder. As long as Entourage or another Office application is running when the reminder is triggered, a Reminders window (shown in Figure 18-5) will automatically appear. If an Office application is not running at that time, the Reminders window will be presented the next time you launch an Office application.
7. *Optional:* If you want to elaborate on the task, you can type, paste, or drag the necessary information into the Note area.
8. *Optional:* From the Categories pop-up menu, choose one or more categories to classify the task.
9. Click the Save button, and then close the task window.

Recurring Tasks

Not all tasks are one-time events. Some—such as paying the mortgage, playing bridge, or giving your dog her heartworm pill—recur on a regular basis. By clicking the Recurrence button in the new task window, you can specify the frequency with which the task occurs. (See Figure 18-4.)

Viewing and Editing Tasks

To view the list of tasks (as shown in Figure 18-9), you can click the Tasks icon in the Folder List, choose Tasks from the Window menu, or press ⌘-5. You can specify a particular view of the Tasks list by choosing a command from the View menu, as shown in Figure 18-11.

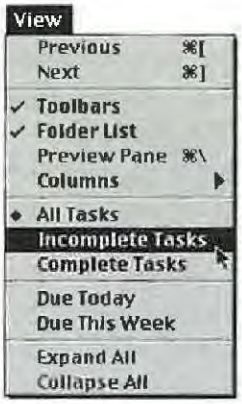


FIGURE 18-11. Choose whether all tasks, incomplete tasks, or completed tasks are displayed in the list

To open a task for viewing or editing, double-click its header. Make whatever changes are necessary, and click the Save button.

You can delete any task—whether it is completed or not. Select its header in the Tasks list or window and then click the Delete button, press the Delete key or ⌘-Delete, choose Delete Task from the Edit menu, Control-click the task and choose Delete Task, or drag the task to the Trash.

TIP

If all you want to do is mark a task as completed, you don't need to open the task. Just click the completion check box in the Tasks list or window. You can also change a task's category, priority, or completion status by Control-clicking the task header.

As is the case with other Entourage windows, you can sort the Tasks window by clicking a column header in the Tasks list or window. You can also filter the tasks, or issue Find/Advanced Find commands to identify the tasks that satisfy your search criteria. For instructions, see Chapter 4, "Using the Address Book."

Working with Notes

In addition to tracking tasks and appointments, you can also create notes in Entourage. A *note* is a free-form text document that can contain any type of information you want. Because notes are created in the same way that you create formatted HTML e-mail messages, they can contain headings, bullets, numbered lists, different paragraph alignments, rules, and different fonts and text sizes.

SEE ALSO

Although you can use Entourage notes as you would any notepad or memo pad program (that is, to jot down unrelated items), notes can be *very* useful when linked to other items, such as Calendar appointments or e-mail messages. You can learn how to link items in the "Linking Items to Other Items" section later in this chapter.

Creating and Editing Notes

As with other documents in Office, you can create new notes, as well as go back and edit or delete existing ones. To create a new note, follow these steps:

1. If the Notes folder or window is active, click the New button in the toolbar, open the File menu and choose New and then Note, or press ⌘-N.

   or

   If another folder or window is active, click the down arrow on the right side of the New button and choose Note, or open the File menu and choose New and then Note. A new, untitled note window appears.

2. Identify the note by typing a title in the Title box. (Choose the title carefully. It is the only identifying information that you will see when you switch to the Notes window.)

3. Write the note. Work as though you're using a word processing program. You only have to press Return when you want to start a new paragraph. Otherwise, text automatically wraps as necessary to fit within the dimensions of the note window. You can apply formatting before you begin typing, or you can add it later. (Formatting commands can be chosen from the note's toolbar or from the Formatting menu.)

4. In addition to formatting commands common to many word processing applications, you can also do the following in your notes:

   - Choose a background color by clicking the down arrow on the right side of the Background button.
   - Add a timestamp to the note by clicking the Insert Date & Time button. (If you're recording notes from a series of phone conversations, this is an excellent way to help you keep track of them.)
   - Add a horizontal line (or rule) by clicking the Horizontal Line button.
   - For the page currently being viewed in Microsoft Internet Explorer, insert a Web page address from your stored Favorites or from Internet Explorer's History, by clicking the Insert Hyperlink button.

- Classify the note by choosing one or more categories from the Categories pop-up menu.

5 Save the note by clicking the Save button, choosing Save from the File menu, or pressing ⌘-S. Figure 18-12 shows a completed note.

6 Close the note window by clicking its close box. The new note's title is added to the list in the Notes window.

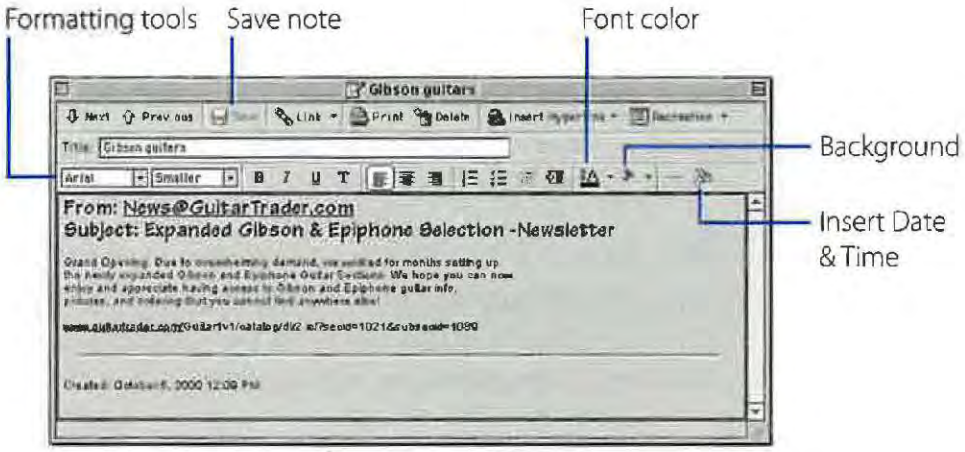


FIGURE 18-12. A completed note can contain paragraph and text formatting, rules, timestamps, and a background color

TIP

The composition area of the note window supports drag-and-drop. You can, for example, add the text of an entire e-mail message to the note by dragging the message header from your Inbox into the composition area of the note. You can also do the same thing with selected text from an e-mail message or a Word document. And, of course, copy-and-paste also works.

To view or edit an existing note, follow these steps:

1 Click the Notes icon in the Folder List to open the Notes window, as shown in Figure 18-13. If you prefer, you can open the Notes window by pressing ⌘-6 or choosing Notes from the Window menu.

2 Double-click the note's header in the list. The note opens in its own window.

3 Read and edit the note, as desired. (Note that you can also change the note's title.)

4 If you've made any changes to the note, click the Save button and then close the note window. Otherwise, you can just close the note window.

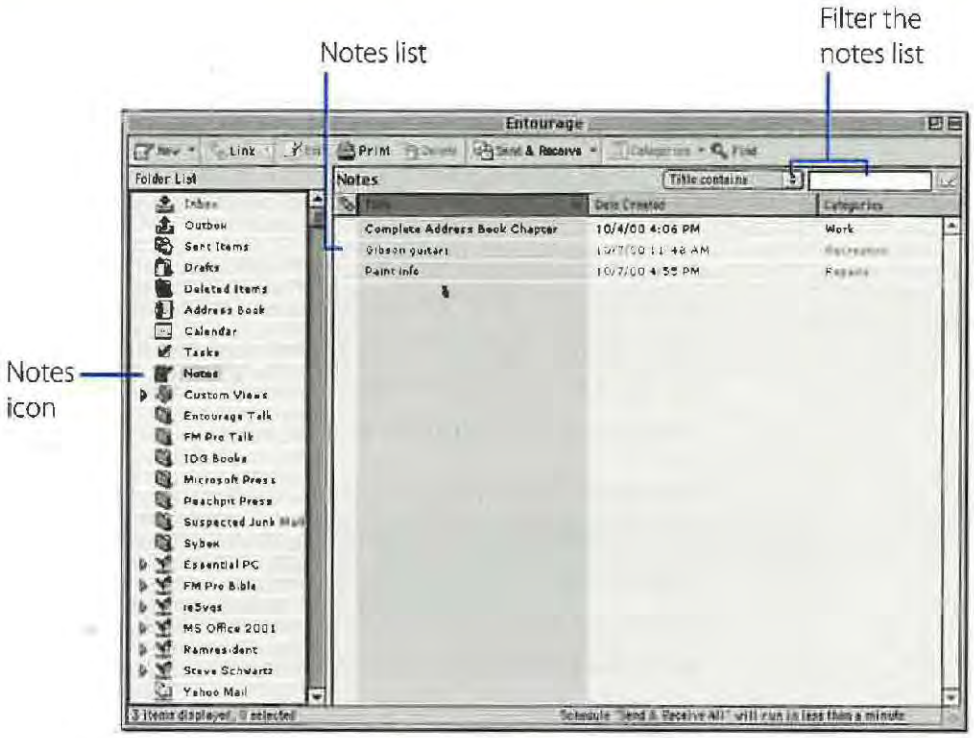


FIGURE 18-13.
The Notes list is similar in appearance and function to the message header list when using Entourage for e-mail

If you want to delete a note that you no longer need, select it in the notes list and do one of the following:

- Click the Delete button.
- Press the Delete key.
- Press ⌘-Delete.
- Choose Delete Note from the Edit menu.
- Control-click it, and choose Delete Note.
- Drag it to the Trash.

Sorting and Searching the Notes List

As in other Entourage windows, you can sort the Notes list and search for particular notes as follows:

- You can sort the notes in the Notes window or list by title, date created, or category. (Click any of these three column headers to sort by that column.) To change the order of the sort (from ascending to descending or vice versa), click the same column header again.
- To find particular notes or ones that match your criteria, you can filter the Notes list by title or category or—for more sophisticated searches—you can issue the Edit menu's Find or Advanced Find command. Filtering and searches work the same in the Notes

window as they do in all other Entourage windows. For instructions, see Chapter 4.

Linking Items to Other Items

As you've seen, Entourage contains many, many components—e-mail, newsgroups, the Address Book, the Calendar, tasks, and notes. While they all are dedicated to managing information, the relationships between them aren't always obvious. The components can easily stand alone and are often used that way.

However, Entourage has a feature called *links* with which you can create connections among all types of Entourage items, as well as create links to files on your hard disk. By creating links, you can avoid duplicating information and manage your projects better. When viewing the relevant Entourage list, the presence of one or more links is indicated by a chain symbol in the Links column.

Here's an example: Suppose you're asked to write a review for *Macworld*. Using Entourage, you can create a task for the article with its due date and a reminder. To make it simple to manage the writing process, you can create links between the task and:

- The Word document in which you're composing the article
- The Photoshop graphics you'll be using for screen shots
- Relevant e-mail messages you've received from the editor and product manager
- The editor's and product manager's contact cards in the Address Book

When the reminder pops up onscreen, you can open any of the linked items by clicking the Links button—enabling you to edit the article or screen shots, review related e-mail messages, or send e-mail to the editor or product manager.

Creating Links

You can link items to existing items, to existing files, and to new items you intend to create, as described in the following lists.

To link an item to an existing item, follow these steps:

1. In the Folder List, click the icon of the list (e-mail, newsgroups, the Address Book, the Calendar, tasks or notes) that contains the item that you want to link to other items.

2 Select the item.

3 Click the down arrow on the right side of the Link button in the toolbar, choose Link To Existing, and then choose the item type to which you want to link: a message, Calendar event, task, note, Address Book contact, address group, or file.

4 The appropriate window opens and comes to the front. (If it does not come to the front, select its name from the Window menu.) A Link Maker window appears, as shown in Figure 18-14.

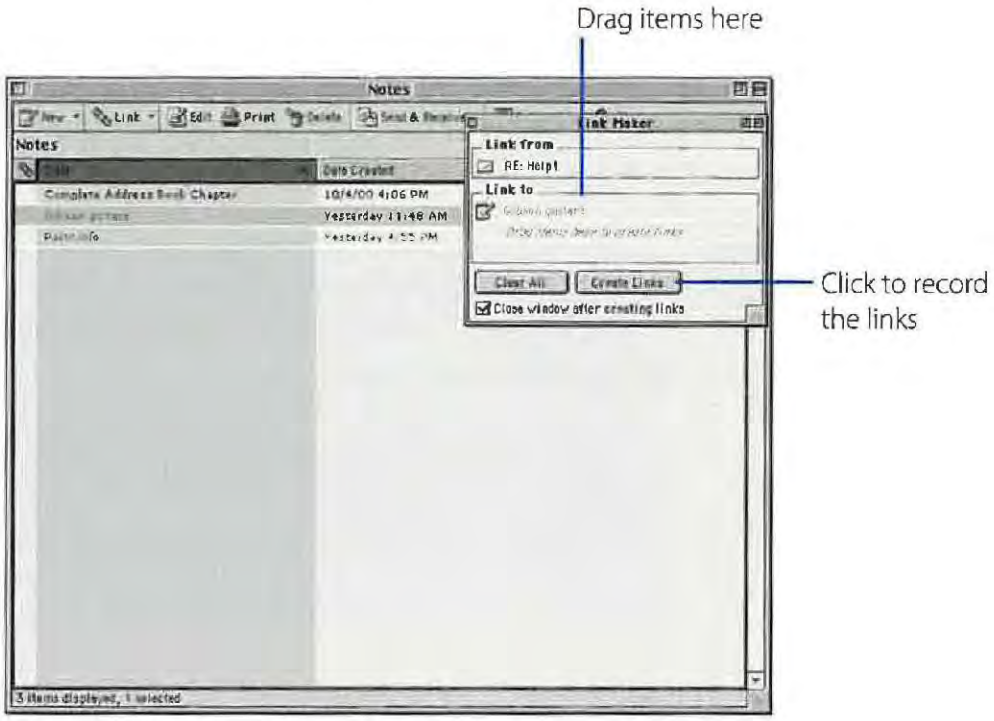


FIGURE 18-14.
Drag the items you want to link to into the Link Maker window

5 Drag the desired item (or items) into the Link Maker window.

6 Click the Create Links button to record the links.

To link an item to an existing file:

1 Perform steps 1 and 2 from the first list (selecting the Entourage item you want to link to a file).

2 Click the down arrow on the right side of the Link button in the toolbar, choose Link To Existing, and then choose File. A standard file dialog box appears.

3 Select the file and click Link.

To link an item to a new item, follow these steps:

1. Perform steps 1 and 2 from the first list (selecting the Entourage item you want to link to a new item).
2. Click the down arrow on the right side of the Link button in the toolbar, choose Link To New, and then choose the item type to which you want to link. An appropriate window appears, enabling you to create a new e-mail message, Calendar event, task, note, and so on.
3. Create the item as you usually do. (Some items, such as notes and tasks, must be completed by clicking the Save button in the toolbar.)
4. Drag the new item to the Link Maker window, and click the Create Links button.

TIP

Another way to link items is to click in the Links column of any message, task, contact, and so on. You'll see the same Links pop-up menu that appears when you click the Links toolbar button.

Entourage provides an optional automatic link that you may want to take advantage of. You can automatically link all outgoing messages to the recipient's contact card in the Address Book. Open the Edit menu, choose Preferences, and then choose General. You can set this option by clicking the Address Book tab.

Opening Linked Items

To open a linked item, click the down arrow on the right side of the Link toolbar button or click the link icon beside the item. A pop-up menu appears, as shown in Figure 18-15, which lists all items that are linked to the current item. (Notice that each type of item has its own hierarchical menu.) Choose the linked item that you want to open.



FIGURE 18-15. You can open any link to the selected item by choosing from this pop-up menu

Another way to open linked items—as well as to simultaneously view *all* linked items for the selected item—is to click the Link toolbar button or choose Open Links from the pop-up menu. A Links To window appears, as shown in Figure 18-16. To open any of the displayed links, double-click the link, or select the link and click the Open button.

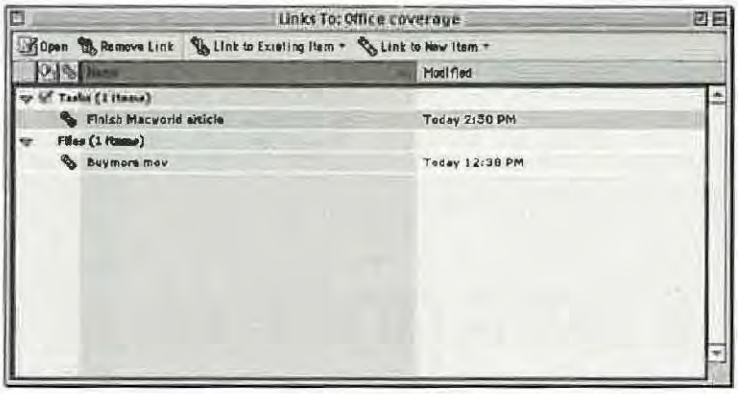


FIGURE 18-16.
You can manage the links attached to the selected item (viewing, deleting, or adding additional links) in the Links To window

Deleting Links

When particular links are no longer needed, you can eliminate them. To delete links, start by opening the Links To window as explained in the previous section. Select the link you want to eliminate, and click the Remove Link button. (See Figure 18-16.)

CHAPTER 19

Writing and Sending E-Mail

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Adding Attachments 359

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Sending the Message 367

After Your Messages Have Been Sent 372

In this chapter, you'll learn to compose and send e-mail messages, as well as reply to and forward messages you've received from others.

Types of E-Mail Messages

Microsoft Entourage enables you to create the following types of messages:

- **New Message** This is a message you are creating from scratch.
- **Reply** A reply is a response to a received message. When you reply to a message, its Subject is automatically set to Re: *original subject*. In order for the recipient to know what you're responding to, his/her original text is generally quoted—denoted by a greater-than character (>) at the start of each quoted line, as shown in Figure 19-1. Entourage automatically quotes the entire original message, but you are free to edit it or delete the irrelevant portions.
- **Forward** You'll sometimes receive messages that you want to forward to other people. The Subject of a forwarded message is normally entitled Fwd: *original subject*.
- **Redirect** A redirected message serves the same purpose as a forwarded message. However, there are two differences. First, while a forwarded message,is clearly marked as such (*Fwd:*), a redirected message is identical to the original message. Second, while a forwarded message displays your e-mail address in the From line, a redirected message shows the message's original author in the From line. Use Redirect when a message was sent to you by mistake or if you sent a message to the wrong person.

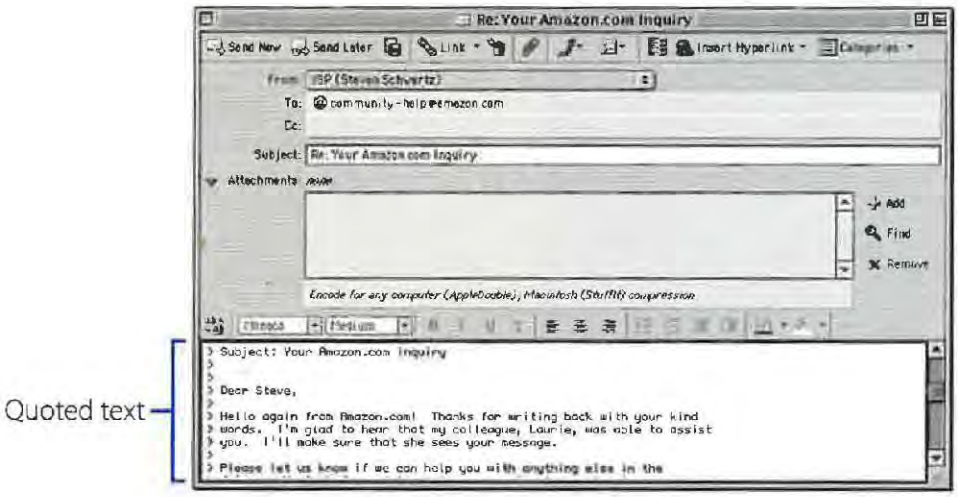


FIGURE 19-1. Quoted text from the original message is denoted by a greater-than character (>) in the reply message

The process of creating a message is the same, regardless of the type of message. While this chapter focuses on creating *new* messages, you can also use these instructions to help you create replies, forwards, or redirects. All you have to do is select the message header in the message list (or open the message in its own window) and:

- From the Message menu, choose the appropriate command: Reply (⌘-R), Forward (⌘-J), or Redirect (Option-⌘-J).
- Click the appropriate button in the toolbar (Reply or Forward).
- Control-click the message header, and choose a command from the menu that appears. (See Figure 19-2.)



FIGURE 19-2.
When you Control-click a message header, you can choose the type of message action you want to take

Reply, Reply to Sender, and Reply All

Because Entourage has three Reply commands, you may be confused about each one's purpose. Use Reply to reply only to the person from whom you received the message. Use Reply All to reply to the message author as well as to all other persons in the To and Cc (carbon copy) lines. If the message was from a mailing list, use Reply To Sender to reply to the message's author, rather than to the mailing list.

Message Quoting and Attribution

When replying to or forwarding a message, message quoting and message attribution text are dependent on the settings in the Reply & Forward tab of the Mail & News Preferences dialog box shown in Figure 19-3. (Open the Edit menu, choose Preferences, and then choose Mail & News.)

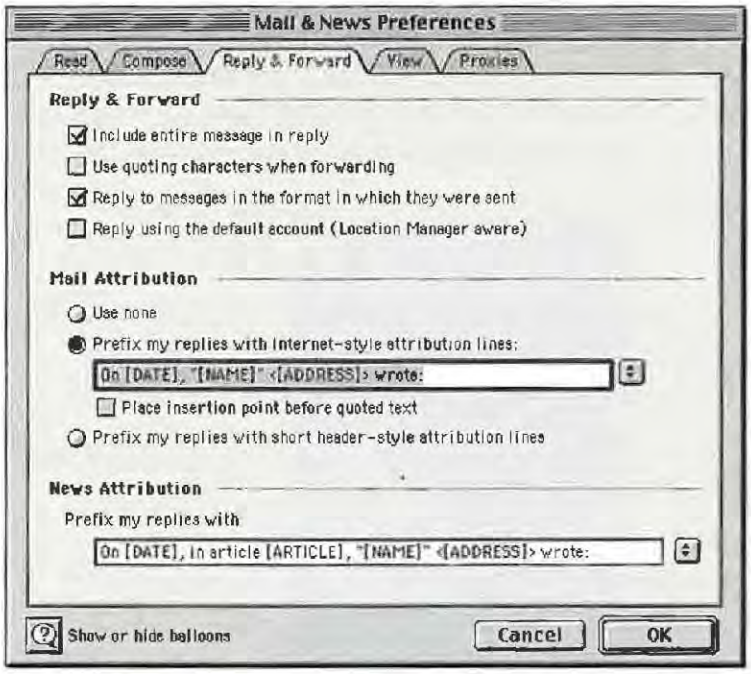


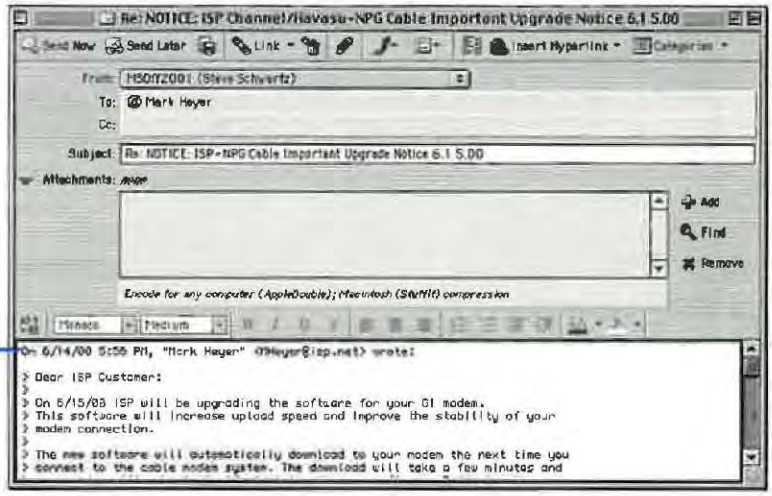
FIGURE 19-3. Reply & Forward preferences

The following are the Reply & Forward preferences:

- **Include Entire Message In Reply** The original message text is automatically included in the reply. (This is a common practice, enabling the recipient to see what you're responding to.) Like other message text, you are free to edit the text or delete unnecessary portions.
- **Use Quoting Characters When Forwarding** Enable this option to precede each line of a forwarded message with a greater-than character (>). Note that since the forwarded text is preceded with the header "Forwarded Message," this isn't necessary.
- **Reply To Messages In The Format In Which They Were Sent** Message formatting (plain text vs. HTML) is set based on the format of the original message.
- **Reply Using The Default Account** When checked, all replies are automatically sent from your default e-mail account, regardless of the account to which the message was sent. Normally, you will not check this option.

- **Mail attribution** This is a text header that precedes the text to which you're replying. You can elect to use none; a text string of your design that can include the author's date, name, and e-mail address (as shown in Figure 19-4); or a normal Internet header.

FIGURE 19-4.
This form of attribution text quickly summarizes the original message's delivery information



Addressing the Message

Addressing an outgoing message consists of filling in three sections of the message header as follows:

- Specifying at least one message recipient in the To, Cc, or Bcc boxes

NOTE

> Recipient addresses in the Bcc (*blind carbon copy*) box are hidden from all other recipients of the e-mail.

- Entering a Subject (or title) for the message
- Choosing a From e-mail address (if you have multiple e-mail accounts)

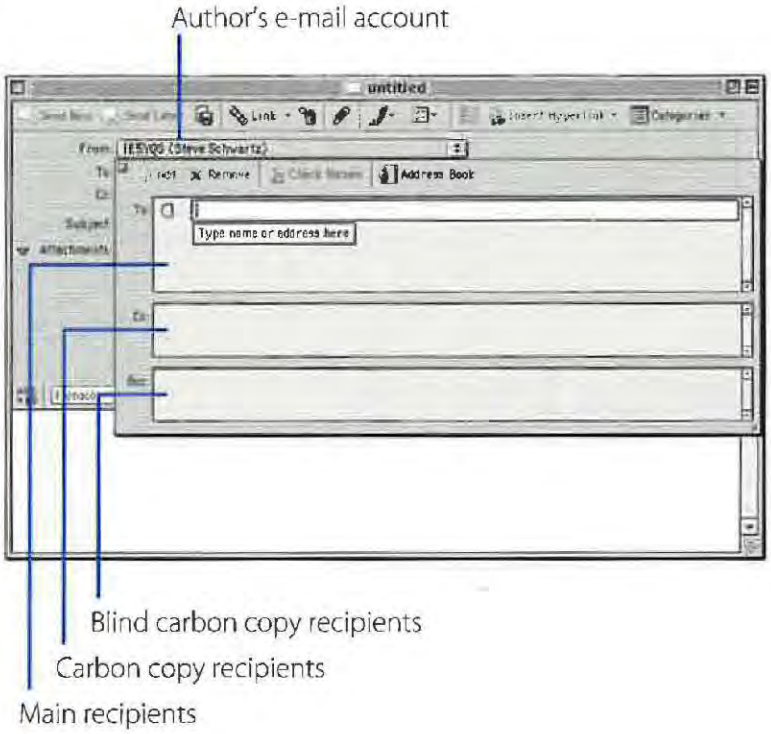
Although Entourage provides many shortcuts for completing the message header, you'll create a new message by doing one of the following:

- With the Inbox or another e-mail account selected in the Folder List, click the New button in the toolbar.
- Click the down arrow on the right side of the New button in the toolbar, and choose Mail Message.

- From the File menu, choose New and then choose Mail Message.
- Press ⌘-N. (This works only when the Inbox or another e-mail account is selected in the Folder List.)
- Press Option-⌘-N. (This works no matter what is currently selected in the Folder List.)

A new, untitled message window appears, as shown in Figure 19-5. Unless a secondary e-mail account was selected in the Folder List when you issued the New Message command, the From line contains your default e-mail account. The cursor is positioned in the To line.

FIGURE 19-5.
A blank new message window



To complete the message header, follow these steps:

1. If the recipient has a contact record in your Address Book, begin typing any part of his or her name or e-mail address. All possible matches from the Address Book are presented in a drop-down list, as shown in Figure 19-6. If the recipient's name is in the list, click to select it. The cursor drops to the next line, enabling you to specify an additional To recipient, if you like.

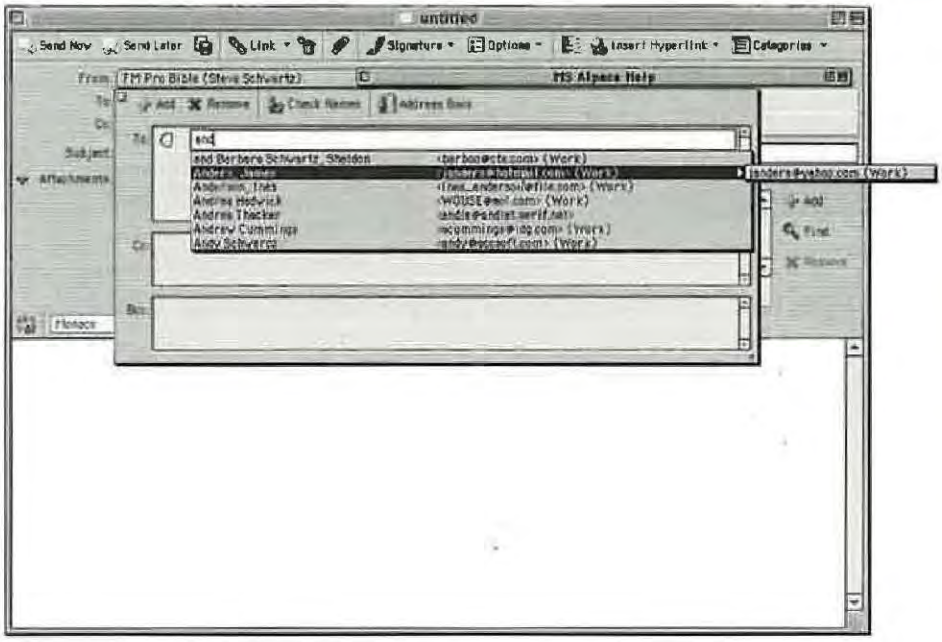


FIGURE 19-6.
As you type, Entourage presents all matching names and addresses from your Address Book

If the recipient is *not* in your Address Book, type or paste his or her complete e-mail address into the To line and press Tab. The cursor drops to the next line, enabling you to specify an additional To recipient, if you want.

If you prefer to select recipients directly from the Address Book, click the Address Book button. The Address Book appears in the right side of the window, as shown in Figure 19-7. To add a recipient, drag his or her name into the To, Cc, or Bcc box.

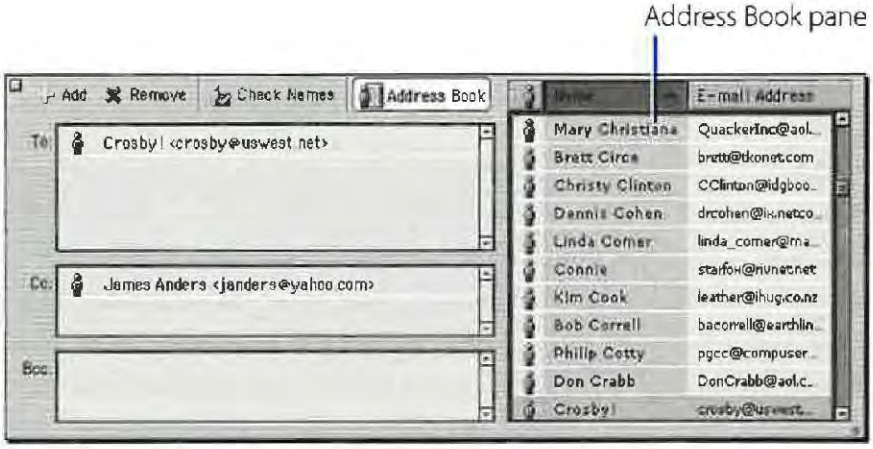


FIGURE 19-7.
If you want, you can display the Address Book and then select recipients from it

2 To add Cc or Bcc recipients, press Tab or click in the Cc or Bcc areas of the message header.

3 Click the address section's close box. The cursor drops into the Subject box.

4 Enter a Subject for the message.

NOTE

If you later need to change the recipient list, click in the address section. To delete a recipient, select his or her name and click the Remove button. To add a recipient, click in the To, Cc, or Bcc box (as appropriate) and then click the Add button or tab to the next blank line. To move a recipient between the To, Cc, and Bcc areas, drag his or her name to the correct area.

More Ways to Address a Message

You can also address a message by doing any of the following:

- Open the Address Book by selecting or double-clicking it in the Folder List, by choosing Address Book from the Window menu, or by pressing ⌘-2. Control-click a name and choose New Message To.
- Open the Address Book, select a name, and choose New Message To from the Contact menu.
- Drag a person's name from the Address Book into the appropriate section of the message header (To, Cc, or Bcc).
- Click a *mailto* link (shown in Figure 19-8) found on a Web page or in the text of a received e-mail message. (A mailto link specifies an e-mail address. When clicked, a mailto link launches your e-mail program and addresses a new message to the recipient specified by the link.)

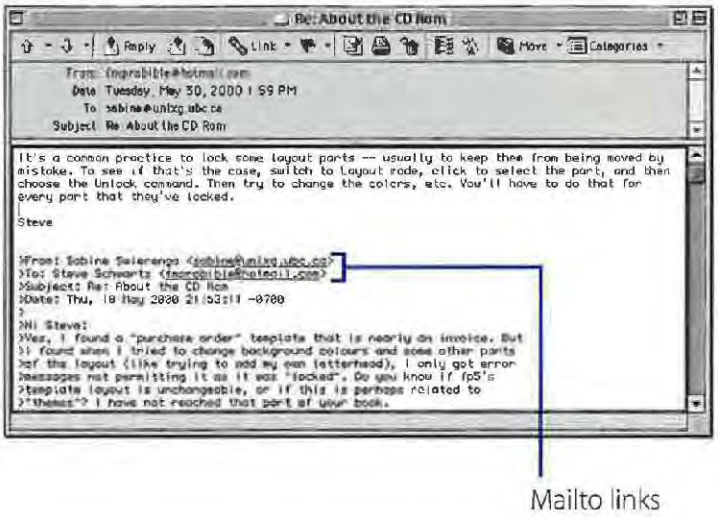


FIGURE 19-8. Mailto links are frequently embedded in messages—in the header text, body, or signature

To, Cc, and Bcc Recipients

As you can see, there are three classes of recipients you can specify when creating a message. Persons in the To box are the primary recipients; persons in the Cc (carbon copy) box are secondary recipients; and persons in the Bcc (blind carbon copy) box are recipients who are invisible to all other recipients—as well as to other Bcc recipients.

Note that while you must have at least one recipient for each message, he or she can be listed in the To, Cc, or Bcc box. For example, if you don't want any of the recipients to know who received this message, you can enter all of their e-mail addresses in the Bcc line.

The Message Body

Type or paste the message text into the bottom half of the message window. Entourage works just like a standard word processing program. As you type and edit, words automatically wrap to the next line as needed. You only have to press Return when you want to begin a new paragraph.

Like other modern e-mail applications, Entourage can send and receive two types of messages: *plain text* (messages without paragraph formatting using a single font, size, and style for text) and *HTML* (messages with paragraph formatting and multiple fonts, sizes, and styles for text). All e-mail programs can interpret plain text messages. HTML messages can only be read by more advanced e-mail programs or with a Web browser.

Whether an outgoing message is plain text or formatted HTML depends on your Mail & News Preferences settings (in the Compose and Reply & Forward tabs) and on whether you've manually chosen a different format for the current message, as follows:

- When creating a new message, the default mail format is used, as specified in the Compose tab of the Mail & News Preferences dialog box (shown in Figure 19-9). If you prefer to use the alternate mail format for this message, choose HTML from the Format menu or click the Use HTML button above the message area, if it is visible.
- When replying to or forwarding a message, the format is determined by the setting for Reply To Messages In The Format In Which They Were Sent, found in the Reply & Forward tab of the Mail & News Preferences dialog box. (See Figure 19-3.) If you

prefer to use the alternate mail format for this message, choose HTML from the Format menu or click the Use HTML button above the message area, if it is visible.

NOTE

Whether the HTML formatting toolbar is visible above the message area depends on the relevant setting in the Compose tab of the Mail & News Preferences dialog box. (See Figure 19-9.)

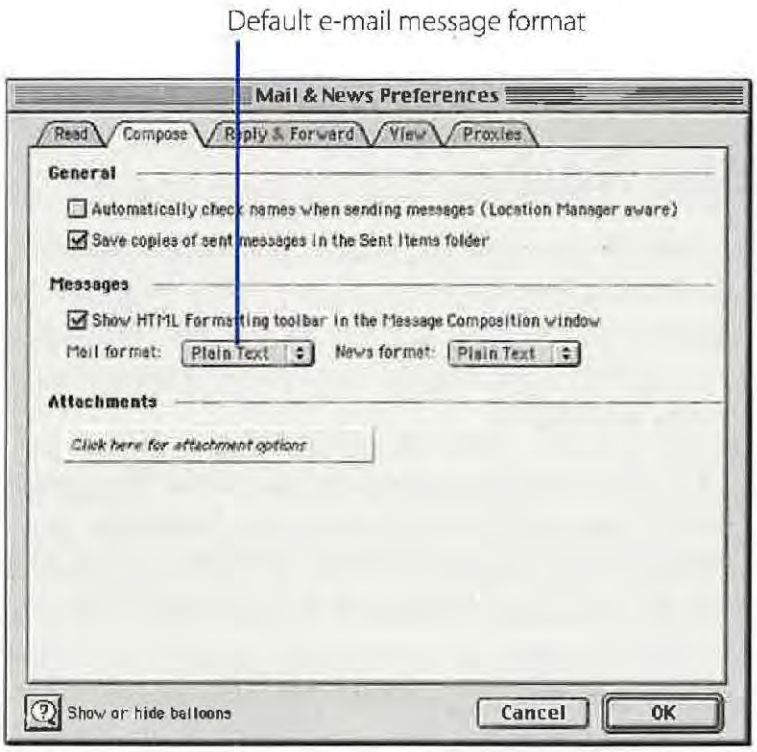


FIGURE 19-9. New e-mail messages are automatically formatted to match the setting in the Mail & News Preferences dialog box

When typing or editing an HTML message, you can choose fonts, styles, colors, and sizes; adjust paragraph formatting settings; add horizontal rules; and add a message background color from the HTML formatting toolbar or from the Format menu. As with a word processing program, you can freely mix fonts, paragraph formats, and other formatting options.

TIP

If you have a document that was created in a drag-and-drop–enabled program (such as Word), you can select text in that document and drag it into your e-mail message. If you set the message format to HTML prior to dragging the text, the fonts, sizes, and styles will be retained. Note that you can also copy and paste formatted text into an HTML message.

TIP

When writing a message, you can also drag-and-drop selected text *within* the message, making it easy to rearrange sentences and paragraphs without having to cut and paste.

Adding Attachments

E-mail messages can optionally contain one or more *attachments* (document files and/or programs sent via e-mail). If you want to e-mail a copy of a business proposal or some recent pictures, you can attach them to an e-mail message.

NOTE

Many ISP mail servers have a maximum size limit for incoming e-mail messages. It's a good practice to check with your recipients before e-mailing large files to them (bigger than 1MB, for example).

To add an attachment to a message, follow these steps:

1. In the message window, expand the Attachments box by clicking the tiny triangle, shown in Figure 19-10.

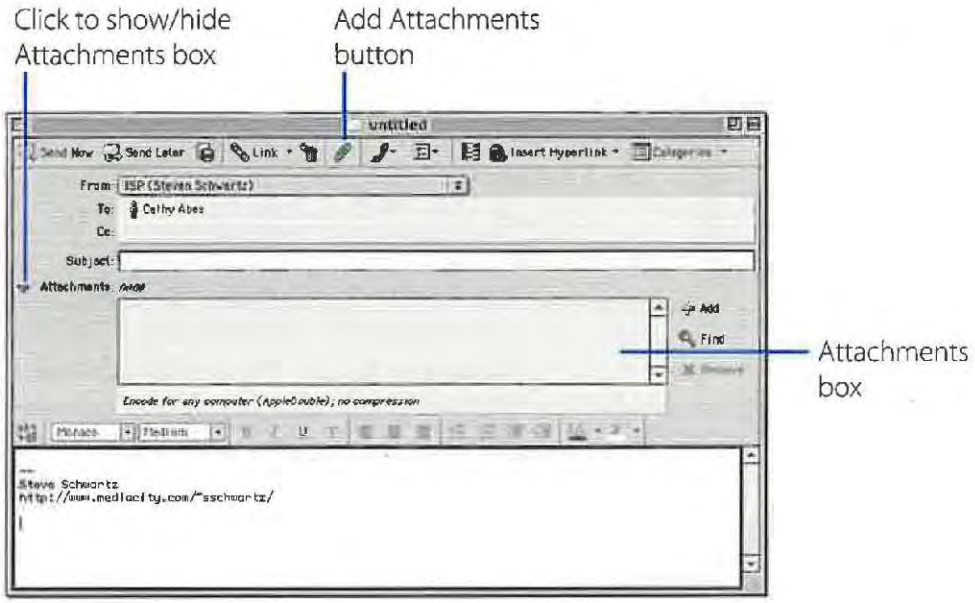


FIGURE 19-10. To view the list of attached files, you can expand the Attachments box

2. Add an attachment by doing any of the following:
   - Click the Add button.
   - Click the Add Attachments button.

- From the Message menu, choose Add Attachments (or press ⌘-E).
- Drag a file icon into the Attachments box.

3 If you use one of the first three methods, the Choose Attachment dialog box appears, as shown in Figure 19-11. Select a file and click Choose.

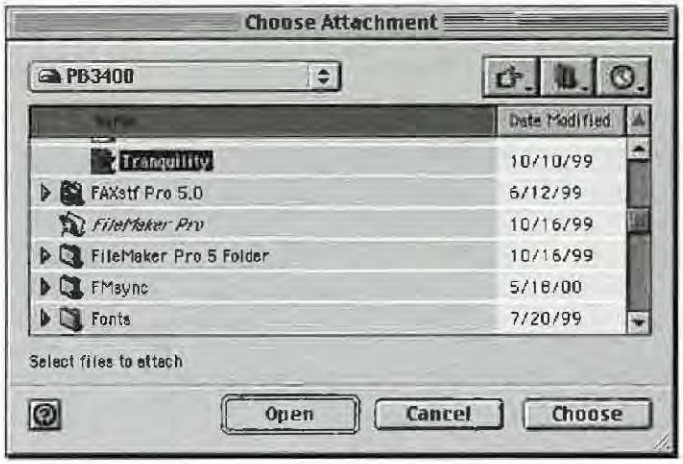


FIGURE 19-11. Navigate to the drive and folder in which the file is located, select it, and then click Choose

4 To add other attachments, repeat steps 2 and 3.

NOTE

If you change your mind about sending one or more of the attachments, select them in the Attachments box and click Remove.

5 Change the encoding, compression, and compatibility settings, if desired.

- The default encoding, compression, and compatibility settings are displayed beneath the Attachments box. To change the default settings, open the Edit menu, choose Preferences, choose Mail & News, click the Compose tab, and click the Click Here for Attachment Options button in the Attachments section of the dialog box, as shown in Figure 19-12. To ensure that your attachments can be opened on either a Mac or on Windows, choose Any Computer (AppleDouble) as the encoding method and None for the compression method.
- To change these settings for only the current message, click the long button beneath the Attachments box, as shown in Figure 19-13.

SEE ALSO

For information about opening and viewing attachments in received messages, see Chapter 20, "Reading and Managing E-Mail."

FIGURE 19-12.
You can specify the default encoding, compression, and compatibility settings for attachments

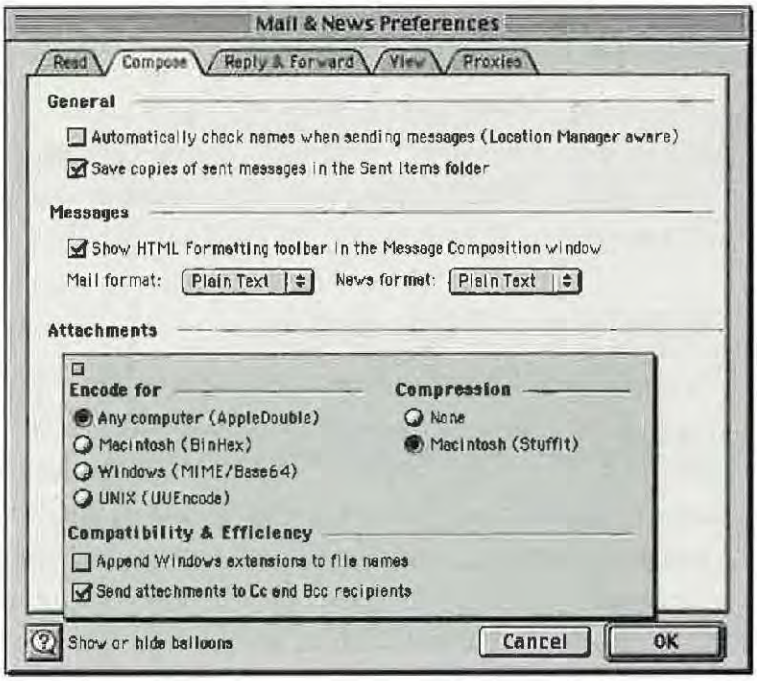
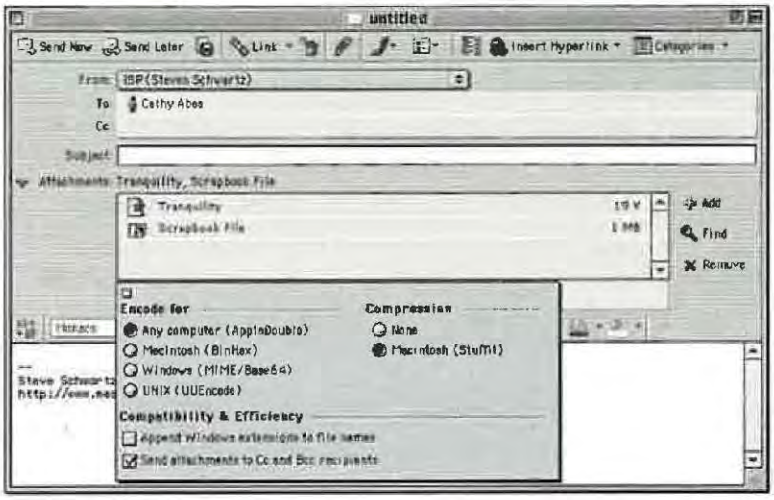


FIGURE 19-13.
You can change the encoding, compression, and compatibility settings for the current message



Attachment Encoding and Compression Settings

All messages delivered over the Internet must be encoded. You can send attachments to a Mac using AppleDouble or BinHex encoding, and to a PC using AppleDouble or Multipurpose Internet Mail Extensions (MIME) encoding. If you don't know the recipient's computing platform, use AppleDouble encoding.

You can only use StuffIt to compress attachments into an archive if you have Aladdin System's StuffIt Deluxe installed on your Mac. (To open a StuffIt archive, the recipient must have StuffIt Expander, StuffIt Deluxe, or a similar program. Windows users will not be able to open StuffIt archives unless they have Aladdin Expander for Windows—free from *www.aladdinsys.com/expander/expander_win_login.html*).

Signatures and Priorities

The following sections discuss two additional options you may want to use in your messages: adding personal signature text to the end of messages, and specifying a priority (to alert the recipient to the message's importance).

Adding a Signature

A *signature* is one or more lines of text that you use to conclude an e-mail message or newsgroup post. A signature can contain your name, a Web site address, your contact information, a witty saying, or anything else you want. You can create as many different signatures as you want, assign a default signature to automatically be appended to messages from a given account, manually attach a signature to a message, or instruct Entourage to assign signatures to messages on a random basis.

Creating Signatures

You can create a signature by editing the default signature (named *Standard*) or by designing and naming new ones. To create a signature, follow these steps:

1 From the Tools menu, choose Signatures. The Signatures window appears, as shown in Figure 19-14.

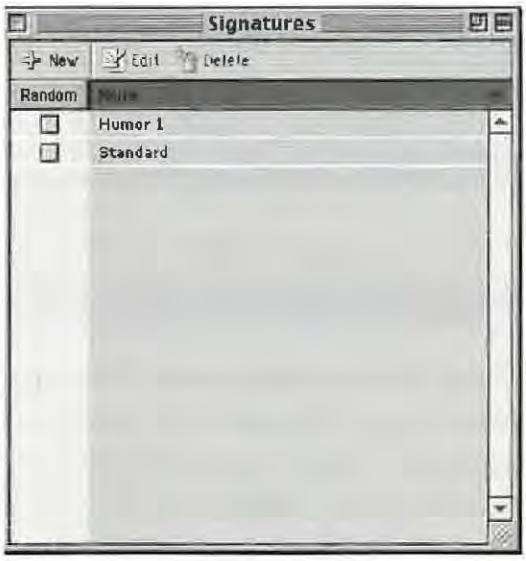


FIGURE 19-14. The Signatures window lists all defined signatures

2 To edit the Standard signature, select its name and click Edit. To create a signature from scratch (using a name of your choosing), click the New button. A window appears in which you can create the signature. (See Figure 19-15.)

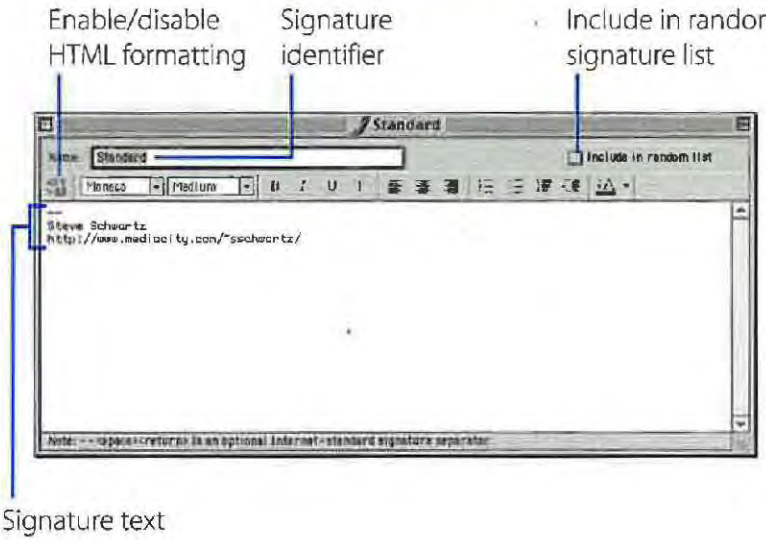


FIGURE 19-15. You can create as many new signatures as you like, as well as edit existing ones

3. Specify a name for the signature in the Name text box.
4. Signatures can be plain text or formatted (HTML). To create a formatted signature, click the Use HTML button above the text window. (When HTML is enabled, items in the window's formatting toolbar are enabled.) Type your signature in the text box.
5. *Optional:* If you want to use Entourage's random signature feature and want this signature to be available randomly, click the Include In Random List check box.
6. Click the window's close box. You will have an opportunity to save the new or edited signature.
7. Click the Signatures window's close box.

TIP

If you create an HTML signature and attach it to a plain text message, it is automatically converted to plain text in order to match the message format. Since this is the case, you might as well create *all* signatures in HTML format.

Designating Random Signatures

If you like, you can designate several signatures as members of your "random" list. You can then instruct Entourage to automatically append one of the signatures—at random—to all outgoing messages for a given account or manually append one to the message you're currently writing.

To designate a signature a part of the random list, open the Tools menu and choose Signatures. Check the box before the signature name to include the signature in the random list, as shown in Figure 19-16. You can also add or remove a signature from the random list when you are creating or editing the signature. (See Figure 19-15.)

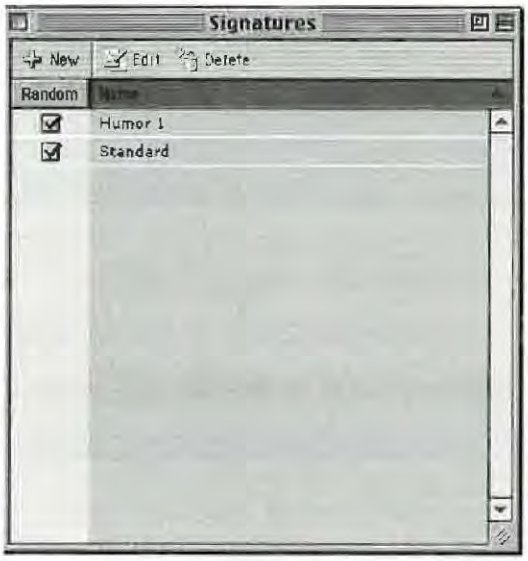


FIGURE 19-16. Click the check box for any signature to make it a member of the random list

Specifying a Default Signature

Every e-mail and newsgroup account can have a default signature that is automatically appended to every outgoing message. To specify a default signature for an account, follow these steps:

1. From the Tools menu, choose Accounts. The Accounts window appears, as shown in Figure 19-17.

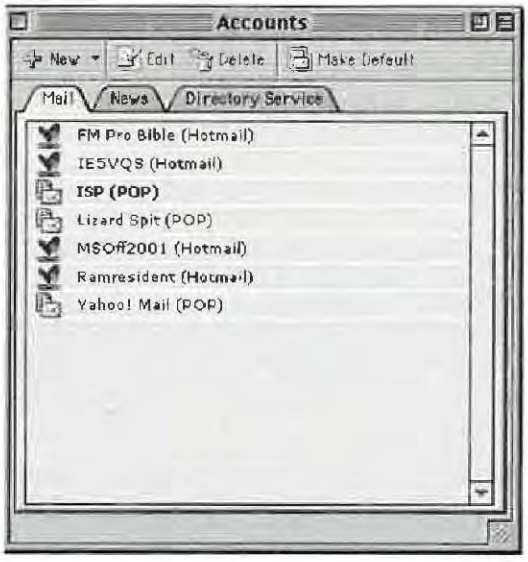


FIGURE 19-17. Select an account to edit from the Accounts window

2. Select an account and click Edit (or double-click the account name). The Edit Account window appears.
3. Click the Options tab at the top of the window, as shown in Figure 19-18.

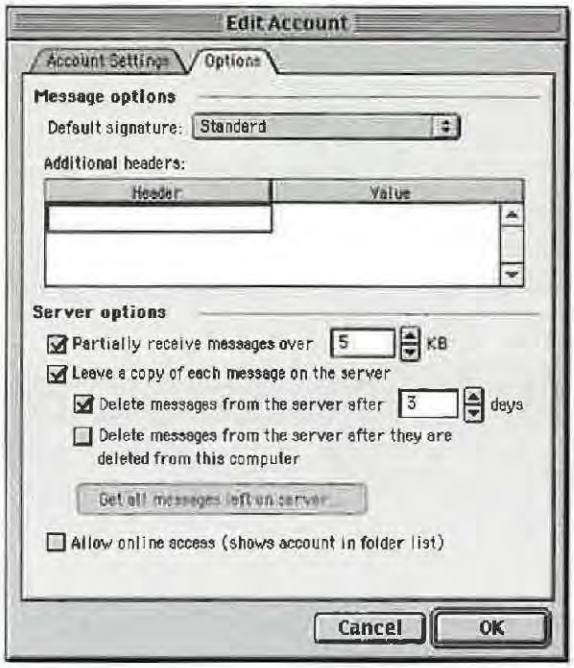


FIGURE 19-18. Choose a default signature from this pop-up menu

4. To specify a default signature for this account, choose one from the Default Signature pop-up menu. Choose None if you don't want a default signature. Otherwise, choose a named signature or Random (if you've added at least one signature to the Random list).
5. Click the OK button to save your changes.
6. Repeat steps 2 through 5 for your other e-mail accounts, if you want.

NOTE

You can also specify a default signature for each newsgroup account by following the same procedure.

Manually Assigning a Signature to a Message

To manually append a saved signature to the current message, choose Signature from the Message menu and then choose the signature you want to use. You can also select a signature by clicking the Signature toolbar button. The chosen signature is appended to the bottom of the message. If a default or another selected signature is already at the bottom of the message, the newly chosen signature replaces it.

Setting a Priority

If you want, you can specify an importance (*priority*) for any outgoing message. How—or even whether—the priority will be noted by the recipient depends on his or her e-mail program. To set a priority for an open message, choose it from the Priority submenu of the Message menu or the Options toolbar button. (See Figure 19-19.) A priority indicator appears immediately beneath the message's toolbar, as shown in Figure 19-20.



FIGURE 19-19. You can choose a message priority in the Priority submenu

Priority indicator

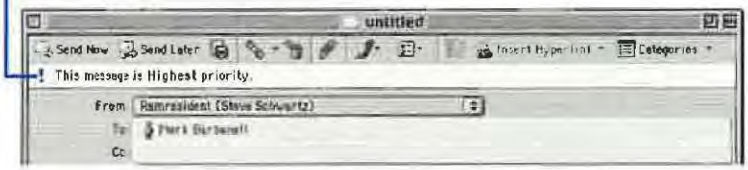


FIGURE 19-20. The message priority is indicated above the message header

NOTE

By default, every message is assigned a Normal priority. Setting a different priority does *not* affect the message's delivery. It merely serves as an indicator of the message's importance.

If you examine the message header list, you'll note that priority is also shown there. (See Figure 19-21.) See Table 19-1 for an explanation of what the different priority symbols represent.

Priority symbols

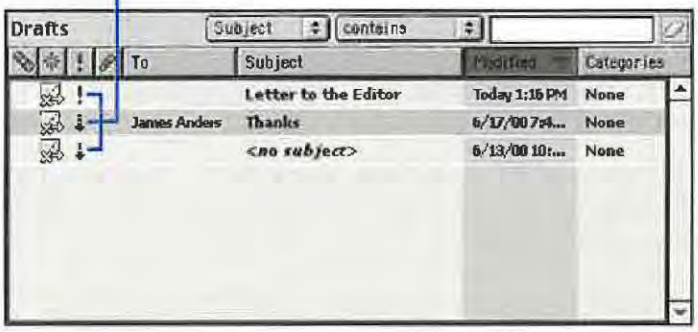


FIGURE 19-21. The third column in the message list shows the priority symbol which has been assigned to each message

Table 19-1. Priority Symbols.

Priority Setting	Priority Symbol
Highest priority	Red exclamation point
High priority	Orange exclamation point
Normal priority	Blank
Low priority	Light blue down arrow
Lowest priority	Dark blue down arrow

TIP

Another way to assign a priority to a message is to Control-click in the priority column of any message header in the message list and choose a priority setting from the Set Priority submenu. You can alter the priority for a message regardless of whether it has already been sent or is a message that you've received. To sort the messages in a folder by priority, click the Priority heading (the exclamation point) above the message list.

Sending the Message

When you've finished writing your message, you can send it in any of the following ways:

- **Send Now/Post Now** To send the message immediately, click the Send Now toolbar button, open the Message menu and choose Send Message Now, or press ⌘-K. (If the message is addressed to a newsgroup rather than to an individual, the button and command read Post Now and Post Message Now.)

NOTE

If you aren't connected to the Internet when you perform a Send Now/Post Now, Entourage acts as if you've chosen Send Later/Post Later. The message is automatically stored in your Outbox until the next time you connect and perform a Send All or Send & Receive All.

- **Send Later/Post Later** To store the message in the Outbox until the next time a Send All or a Send & Receive All is performed (either manually or via a schedule), click the Send Later toolbar button, open the Message menu and choose Send Message Later, or press Option-⌘-K. (If the message is addressed to a newsgroup rather than to an individual, the button and command read Post Later and Post Message Later.)

NOTE

To send the messages in the Outbox manually, open the Send & Receive submenu of the Tools menu and choose Send All (Shift-⌘-K) or Send & Receive All (⌘-M).

- **Save a Message as a Draft** If you aren't ready to send the message, you can store it in the Drafts folder—completing and sending it at another time. To store a message as a draft, open the File menu and choose Save (⌘-S), Save As, or Close (⌘-W). Or you can just click the message's close box. As long as you elect to save the message when prompted, it will be moved to the Drafts folder. (See Figures 19-22a and 19-22b.) When you're ready to complete and send the message, open the Drafts folder, edit the message, and then send it using any of the previously described methods.



FIGURES 19-22A. When you save a message as a draft, this explanatory dialog box appears



FIGURE 19-22B. When you close a message window, click Save to store the message in the Drafts folder, Don't Save to discard it, or Cancel to continue editing the message

Checking Your Spelling

Prior to sending a message, you can use the Office spell checker to correct any spelling errors or typos you have made. The manner in which spell-checking works depends on settings in the General Preferences dialog box, shown in Figure 19-23. To display the dialog box, open the Edit menu, choose Preferences, and then choose General. Click the Spelling tab in the General Preferences dialog box that appears.

Here are some of the most important spelling preference settings:

- **Check Spelling As You Type** When checked, potentially misspelled words in the message are marked with squiggly red underlines. (See Figure 19-24.)

- **Always Check Spelling Before Queuing Outgoing Messages** If this option is checked and you issue a Send Now, Post Now, Send Later, or Post Later command, a spell check is automatically performed.
- **Suggest From Main Dictionary Only** When unchecked, suggested corrections can also be drawn from a designated custom (user-created) dictionary. Otherwise, suggestions are restricted to words found in the Office main dictionary.
- **Custom Dictionary** Click the Dictionaries button to locate the desired custom dictionary to use in combination with the main dictionary.

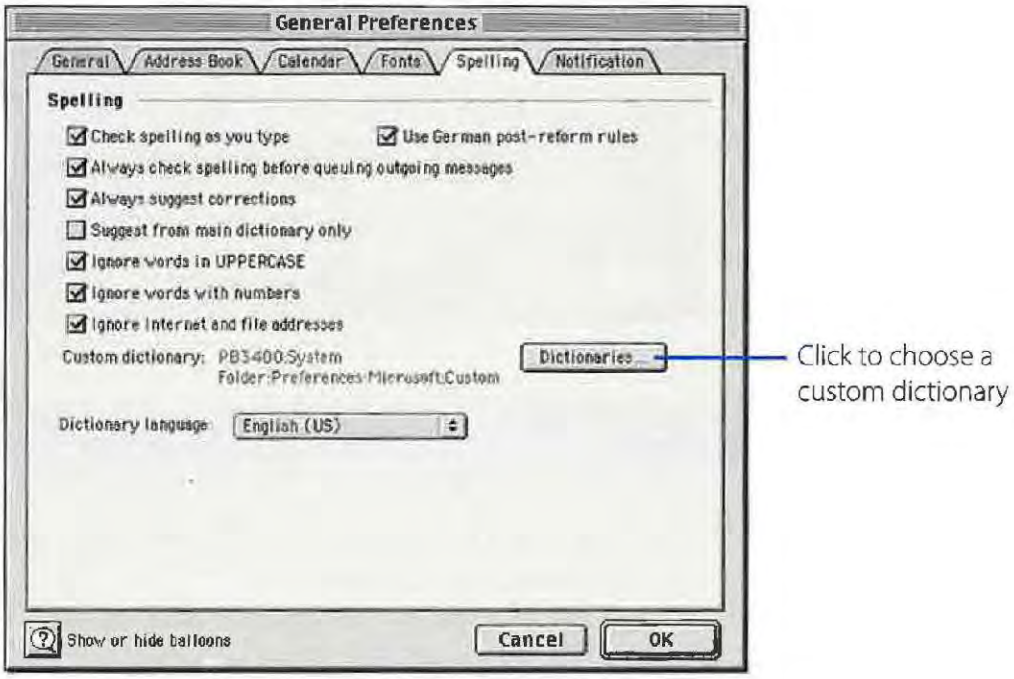


FIGURE 19-23. You can set or view your spelling preferences in the General Preferences dialog box

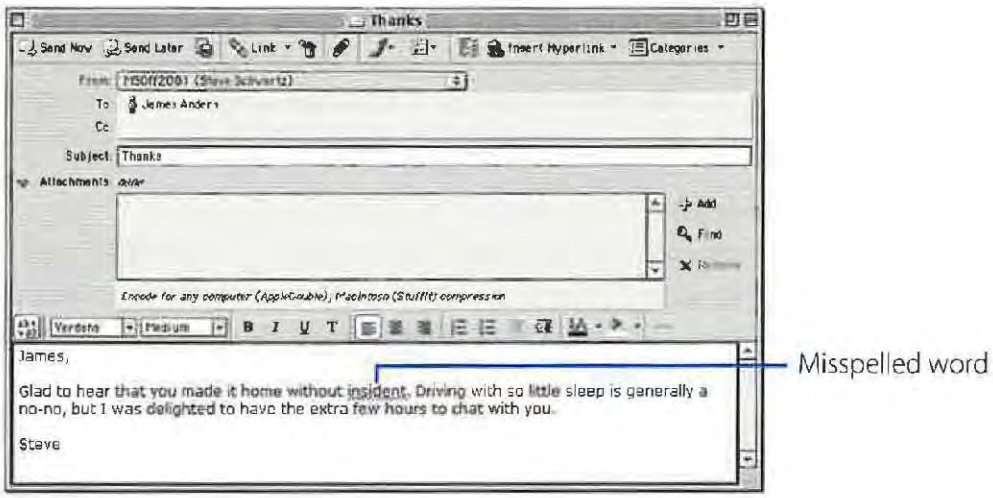


FIGURE 19-24. When you've enabled the Check Spelling As You Type option, each word is automatically spell-checked when you complete the word

To manually request a spell check for the current message, choose Spelling from the Tools menu or press Option-⌘-L. If no text is selected, the spell check starts at the beginning of the message. On the other hand, if text is selected, the spell check is restricted to that text. When the selected text has been checked, you are given the option to check the rest of the message.

Whether the spell check is automatic or manual, the process is the same. When Entourage identifies a suspect word, the Spelling dialog box appears. (See Figure 19-25.)

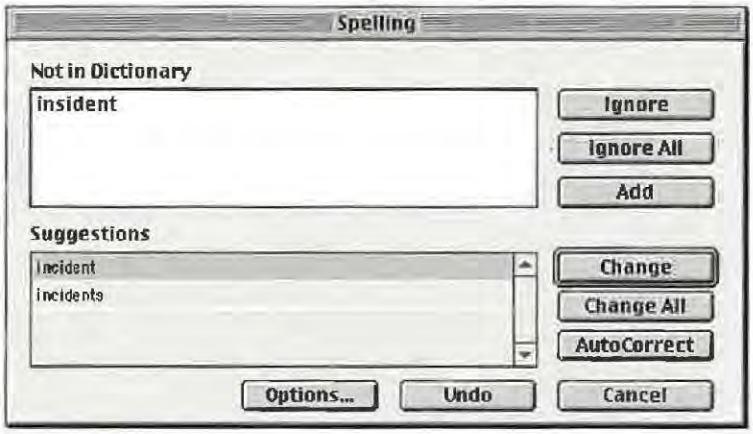


FIGURE 19-25. The Spelling dialog box appears when Entourage identifies a suspect word

For each potentially misspelled word, you can do the following:

- Click Ignore to accept the word as correct in this instance only.
- Click Ignore All to accept the word as correct in all instances found in the message.
- Click Add to accept the word as correct and add it to the current custom dictionary (so it won't be flagged in future messages).
- Click Change to substitute the highlighted word in the Suggestions list for this instance of the misspelled word.
- Click Change All to substitute the highlighted word in the Suggestions list for all instances of the misspelled word found in this message.
- Click AutoCorrect to add this misspelling to Office's AutoCorrect list. (If you later misspell the same word in the same way—*thier* rather than *their*, for example—it will automatically be corrected.)

NOTE

If you ignore a misspelled word and later recheck the message, the word will be assumed to be correct.

Checking Addresses Using Directory Services

If you don't have a current e-mail address for a recipient, you can use one of several directory services to search for the person's e-mail address. Any person's name (such as William Jones) entered into the To, Cc, or Bcc line is considered an unknown if it isn't found in your Address Book. Unknown names are preceded by a question mark (?) in the message header.

By setting an option in the General tab of the Mail & News Preferences dialog box, you can instruct Entourage to consult a directory service automatically when an unknown name is encountered. If you are composing a message, you can also manually check all unknown names by clicking the Check Names button, choosing Check Names from the Tools menu, or pressing Shift-⌘-C. For more information on using directory services, see Chapter 18, "The Calendar and Information Management Features."

Filing Outgoing Messages

When creating and sending a message, there are several storage options available to you:

- **Save Message To Sent Items Folder** By default, as soon as each outgoing message is sent from the Outbox, the message is stored in the Sent Items folder. If you'd rather not save your outgoing messages, open the Edit menu, choose Preferences, choose Mail & News, click the Compose tab in the Mail & News Preferences dialog box that appears (shown in Figure 19-9), and remove the check mark from the Save Copies Of Sent Messages In The Sent Items Folder option.
- **Save Message To A Different Folder** Regardless of whether Entourage normally saves outgoing messages in the Sent Items folder, you can direct individual outgoing messages to a different folder. Before sending the message, open the Message menu, choose After Sending, Move To, and then Choose Folder. The Choose Folder window appears, as shown in Figure 19-26. Select a destination folder and click Choose.

FIGURE 19-26.
Use the Choose Folder dialog box to route the message to a folder other than one of the standard Entourage folders



NOTE

Even after a message has been sent, you can move it to a different folder by dragging it into a folder in the Folder List. You can also move a message by selecting it in the Sent Items Folder and then choosing the Move To command from the Message menu, or by clicking the Move button in the toolbar.

After Your Messages Have Been Sent

After you've sent a message, you can view it by checking in the Sent Items folder. If a message was not delivered properly, you can also elect to resend it—to the same or a different address.

Viewing Sent Messages

By default, copies of all your sent messages are stored in the Sent Items folder. (This is determined by a setting in the Compose tab of the Mail & News Preferences dialog box.) To examine any of your sent messages, click the Sent Items folder in the Folder List and select the message header. Unless you manually delete sent messages, they will remain indefinitely in the Sent Items folder.

NOTE

Some types of Web-based e-mail accounts, such as Hotmail, also have a Sent Items folder. Refer to the e-mail service's instructions to determine whether sent items are automatically saved or whether you must issue a command each time to save them.

Resending a Message

You can resend any message—as long as you were the original author and it was sent from a point of presence (POP) account. Being able to resend a message is useful if the original was addressed to the wrong person, you forgot to attach important files, or it simply failed to arrive at its destination (because of a server error, for example).

To resend a message, follow these steps:

1. Highlight the message header in the message list, or open the message in its own window.
2. From the Message menu, choose Resend. (If the message is open in its own window, you can also click the Resend button in the toolbar, as shown in Figure 19-27.) A copy of the message opens in its own window.

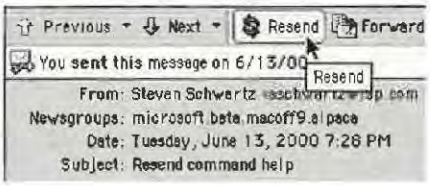


FIGURE 19-27. The Resend button allows you to resend an e-mail message

3. Make any necessary changes to the message, and send it with the Send Now or Send Later command. (Note that if the message was a newsgroup post, the equivalent commands are Post Now and Post Later.)

CHAPTER 20

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Reading and Managing E-Mail

If you're like most users, you'll find that the majority of your time in Microsoft Entourage will be spent reading and handling incoming e-mail. In this chapter, you'll learn about the different ways that you can retrieve waiting e-mail, read your messages, work with attachments, and manage your e-mail.

Retrieving E-Mail

As long as you are connected to the Internet and Entourage is running, you can retrieve incoming e-mail in two ways:

- Automatically by executing a schedule.
- Manually by issuing a send/receive command or manually executing a schedule.

Entourage includes a Send & Receive All schedule for sending and retrieving all waiting e-mail. At fixed time intervals, the Send & Receive All schedule checks for, and then downloads, new mail. To view this schedule, open the Tools menu, choose Schedules, and then double-click the Send & Receive All schedule. (See Figure 20-1.) For help modifying this schedule, see Chapter 23, "Customizing Microsoft Entourage for E-Mail and Newsgroups."

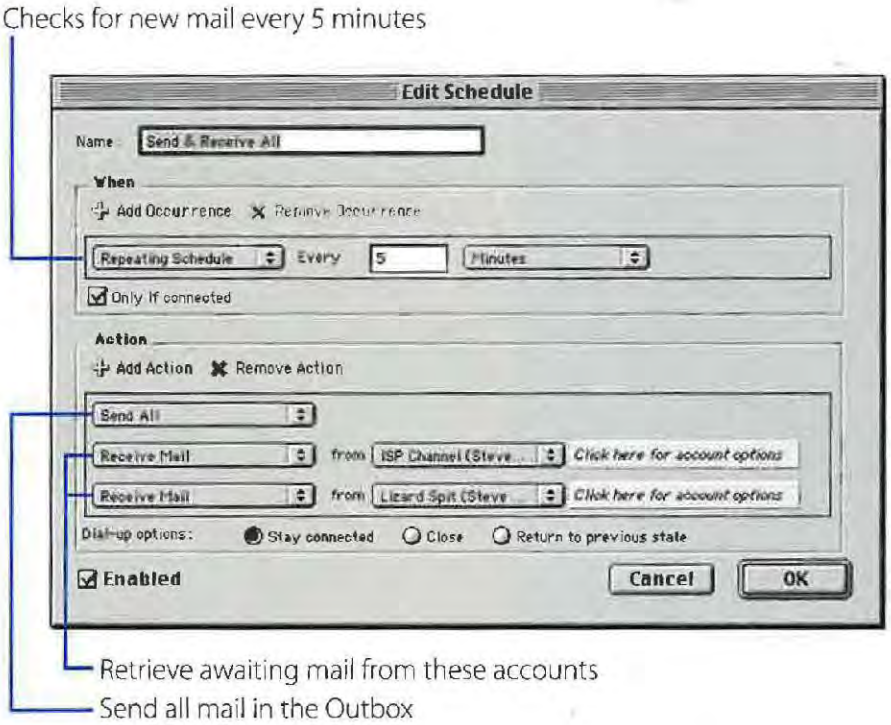


FIGURE 20-1. A Send & Receive All schedule

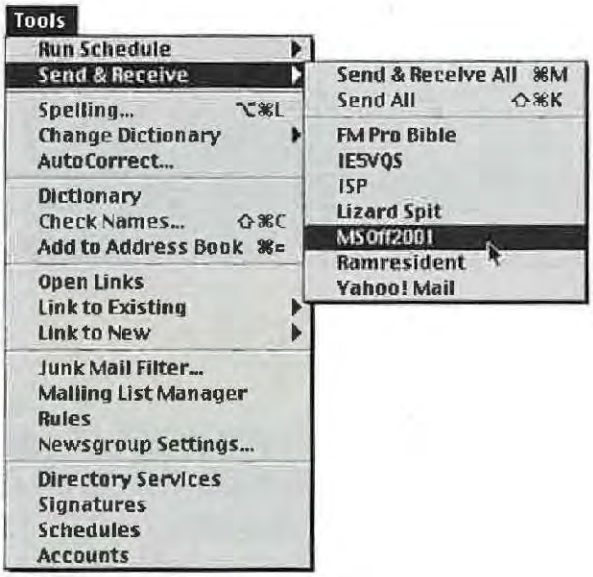
To manually check for and retrieve new e-mail, you can do any of the following:

- Perform a Send & Receive All by opening the Tools menu, pointing to Send & Receive, and then choosing Send & Receive All; clicking the Send & Receive button; clicking the down arrow on the right side of the Send & Receive button and choosing Send & Receive All; pressing ⌘-M; or by opening the Tools menu, point-

ing to Run Schedule, and then choosing Send & Receive All. New e-mail from all accounts associated with the Send & Receive All schedule will be downloaded.

- Perform a send/receive for any e-mail account by opening the Tools menu, pointing to Send & Receive, and then choosing the account name. (See Figure 20-2.) Alternately, you can click the down arrow on the right side of the Send & Receive button and choose the account from the pop-up menu that appears.

FIGURE 20-2.
Retrieving messages from a single account



TIP

Another way to manually retrieve e-mail from a Hotmail or IMAP-based account is to click the account name in the Folder List, expand the folder, and then click the desired account folder (such as the Inbox).

- Manually run any other receive schedule you've defined by opening the Tools menu, pointing to Run Schedule, and then choosing the name of the schedule.

TIP

If you didn't tell Entourage to store an account's logon passwords, you will be prompted for a password each time Entourage does a send/receive for the account. To allow Entourage to send and retrieve e-mail without requesting your password, open the Tools menu, choose Accounts, double-click the account name in the Accounts dialog box, enter the account's password as shown in Figure 20-3, and then click OK.

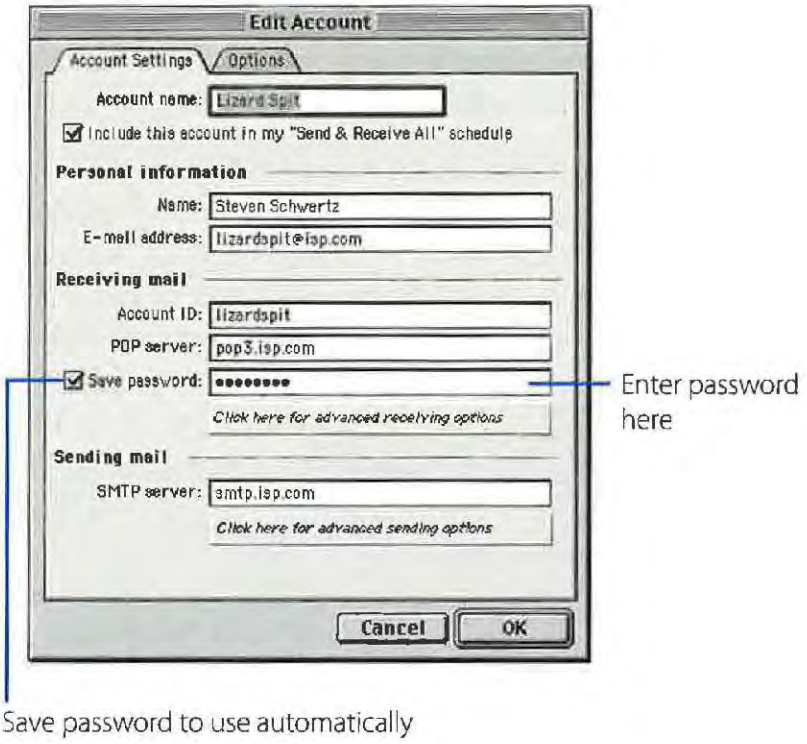


FIGURE 20-3. You can instruct Entourage to save and use your log-on password

When new e-mail arrives, it is automatically stored in a folder, shown in Figure 20-4. Messages addressed to your POP accounts appear in the main Inbox folder. Messages addressed to other accounts (Hotmail, IMAP, and others) are routed to their respective account folders.



FIGURE 20-4. When a folder or an account contains unread messages, its name is displayed in boldface

TIP

You can edit the text of any incoming message by selecting the message header (or opening the message in its own window), opening the Message menu, and choosing Edit Message. You can use this technique to add notes to messages, for example.

TIP

To store particular types of incoming messages in different folders, you can create *message rules*, as explained in Chapter 23. For example, you could automatically route all messages from family members to a special Family folder.

Reading and Managing Incoming Messages

Of course, the point of retrieving your e-mail is to read it and—if necessary—respond to it. (Responding to messages is discussed in Chapter 19, "Writing and Sending E-Mail.") Reading messages is a simple process and is explained below.

Parts of the Entourage Window

The Entourage main window is divided into three parts, as shown in Figure 20-5.

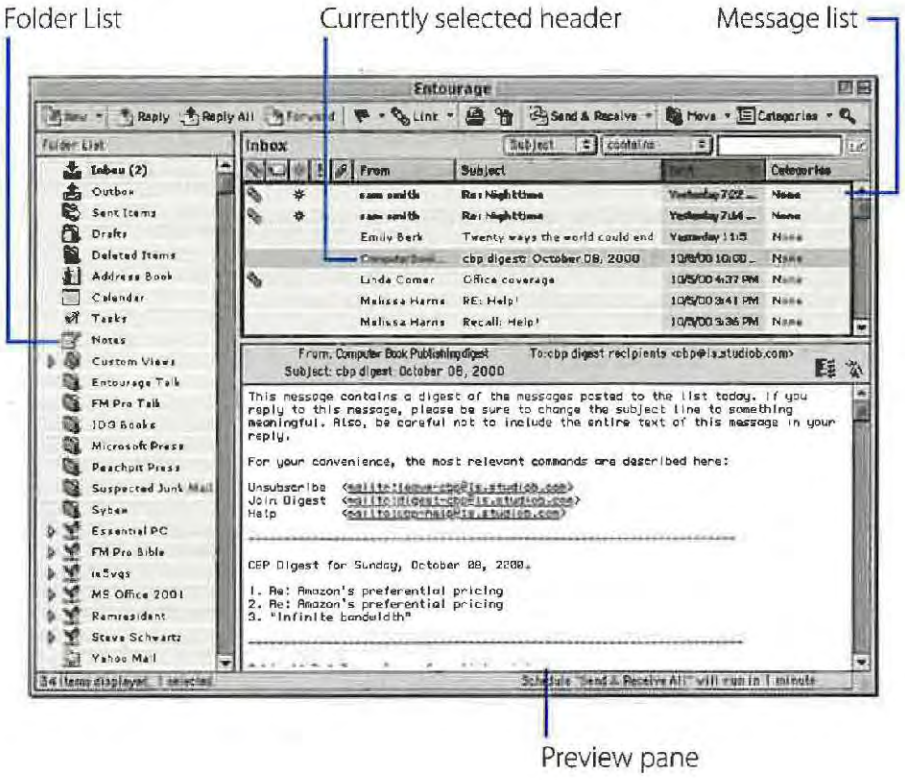


FIGURE 20-5. Parts of the Entourage window

The Folder List contains all the Entourage default folders (such as the Inbox, Outbox, and Sent Items), all user-created folders and accounts, and icons for important Entourage components (such as the Address Book and Calendar). If a folder name is shown in boldface, it means that it holds unread or unsent messages. If a number is also shown, it means that the folder contains that many unread or unsent messages. To view the contents of a folder, click the folder in the Folder List.

The Message List displays the headers of all messages in the currently selected folder. The headers let you easily identify the message's author and subject, and when it was sent. Unless you have changed the standard viewing preferences, headers for unread messages are shown in boldface and read messages are normal text. To sort the message headers, click any of the headings above the message list. If you click a heading a second time, the sort order is reversed.



> You can sort by the From heading to quickly find all messages from a particular person. To do so, click the From column heading.

You can use the Preview Pane to read the message for the currently selected header in the message list. Certain attachments, such as some types of pictures and movies, are automatically displayed in the preview pane. For more information about attachments, see "Working with Attachments" later in this chapter.

Reading Messages

The process of reading a message—whether it's a new message that has just arrived in your Inbox, one that you've stored for safekeeping in another folder, one that you've previously sent, or one that's sitting in the Delete Items folder—is always the same:

1. In the Folder List, select the folder that contains the message you want to read. The message headers for that folder are displayed in the message list.
2. Scroll through the message list until you see the message you want to read. (You can scroll through the list by using the scroll arrows, scroll box, PageUp and PageDown keys, and so on.)
3. Click the header of the message that you want to read. (See Figure 20-5.) You can also select a message header by pressing the up and down arrow keys. The message for the selected header appears in the preview pane. (If the preview pane isn't visible, open the View menu and choose Preview Pane.)

4 To scroll through the message, you can use the scrollbar or press spacebar (to scroll down) and Shift-spacebar (to scroll up).

5 To read additional messages in this folder, return to step 2. To read messages in another folder, return to step 1.

NOTE

> In addition to reading new messages that are delivered to your Inbox, you can read messages in any folder—even those that are in the Deleted Items folder. Select the folder in which the message you want to read is stored, and then click its header in the message list.

Reading in the Preview Pane vs. in a Separate Window

While you'll find it convenient to read most messages in the preview pane, you can also open any message in its own window. The advantage of doing this is that you can devote the entire screen to the message, making it easier to read. To open a message in its own window, double-click the message header in the message list; select the header and choose Open Message from the File menu; press ⌘-O; or select the header and press Enter.

To read additional messages in the same window, click the Previous or Next buttons in the toolbar; choose Previous from the View menu (⌘-[) or choose Next from the View menu (⌘-]); or click the down arrow on the right side of the Previous or Next button and choose a command, as shown in Figure 20-6. When you're done reading messages, click the message window's close box.



FIGURE 20-6.
Reading messages

Marking Messages as Read or Unread

Entourage provides several ways for you to determine visually which messages you've read and which ones are still waiting to be read. As mentioned previously, new or unread messages are distinguished in the message list by the presence of boldface. Depending on the settings in the Read tab of the Mail & News Preferences dialog box, shown in Figure 20-7, messages are automatically marked as read after they've been displayed in the preview pane or after they've been displayed in

the preview pane for a set number of seconds. (Note that Entourage treats the act of opening a message in its own window as if you'd previewed it.)

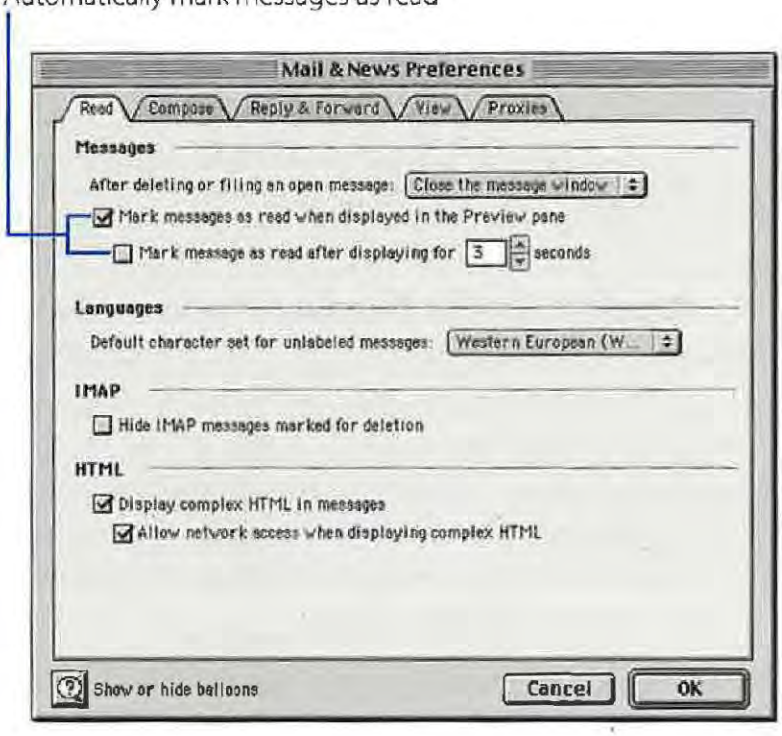


FIGURE 20-7. You can automatically mark messages as read by setting options in the Read preferences

NOTE

If neither of these two Messages preferences are set, the only way a message's status ever changes to read is if you open the message or manually mark it as read, as described below.

You can change the status of any message by Control-clicking the message header and then choosing Mark As Read or Mark As Unread. You can also accomplish this by selecting the message header and choosing the command from the Message menu: Mark As Read (⌘-T) or Mark As Unread (Shift-⌘-T). But why would you want to change a message's read status? You might want to mark a message as unread to remind yourself that you need to respond to it. And there are messages that you regularly receive (such as ones from mailing lists or subscription services) that you seldom read. Marking them as read will tell you that you've already "handled" them.

NOTE

As with most other message-handling commands, you can simultaneously mark multiple messages as read or unread by Shift-clicking or ⌘-clicking them before issuing the Mark As Read or Mark As Unread command.

Changing Your Viewing Options

While the Entourage standard viewing settings will suffice for the majority of users, you can use several techniques to make message reading more enjoyable and productive.

- Depending on your needs, the default column headings above the message list may not give you all the information you require. If you don't use categories, you could eliminate the Categories column, for example. To add or remove columns, select them from the View menu by choosing Columns, as shown in Figure 20-8.

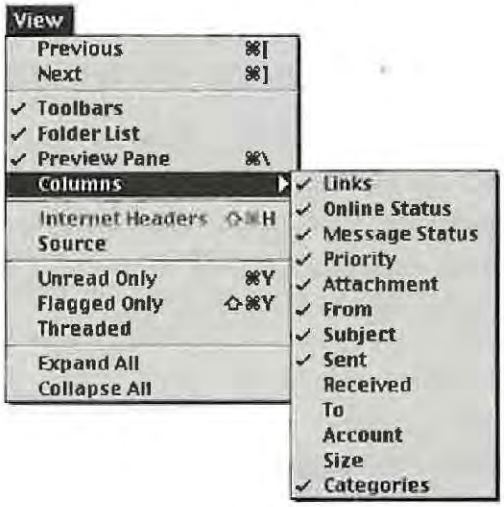


FIGURE 20-8. To add or remove column headings, select column names by opening the View menu and choosing Columns

TIP

You can rearrange the column headings by clicking and dragging them to the desired position. You can change the width of a heading by clicking its right edge and then dragging.

- You can restrict the messages that are shown in the message list by choosing a command from the View menu: Unread Only (⌘-Y) restricts the list to new and unread messages; Flagged Only (Shift-⌘-Y) shows only messages that you have manually flagged or that have been flagged by applying a message rule; and Threaded sorts messages by Subject and lists them alphabetically, enabling you to see all the messages in one place, regardless of when they were sent or received. (Click a triangle in the message list to expand or collapse a thread.) See "Organizing Your Messages" later in this chapter for assistance with flagging messages.

NOTE

To reverse the effects of the Unread Only, Flagged Only, or Threaded commands, choose the same command again. It may be necessary for you to re-sort the message list by clicking the appropriate column heading.

- To make it easier to read a particular message, you can increase or decrease the size of the font used to display the message. Select the message header and then, from the Edit menu, choose Decrease Font Size (Shift-⌘-minus) or Increase Font Size (Shift-⌘-equals sign). To change the display font and size for all messages, open the Edit menu, point to Preferences, choose General, click the Fonts tab (shown in Figure 20-9), and change the HTML Messages and Plain Text Messages settings.
- You'll sometimes notice that the text of a message has ugly line breaks, is littered with quote characters (>), or is difficult to read because it's all in uppercase. You can correct many such problems by opening the Edit menu and choosing a command from the Auto Text Cleanup submenu.

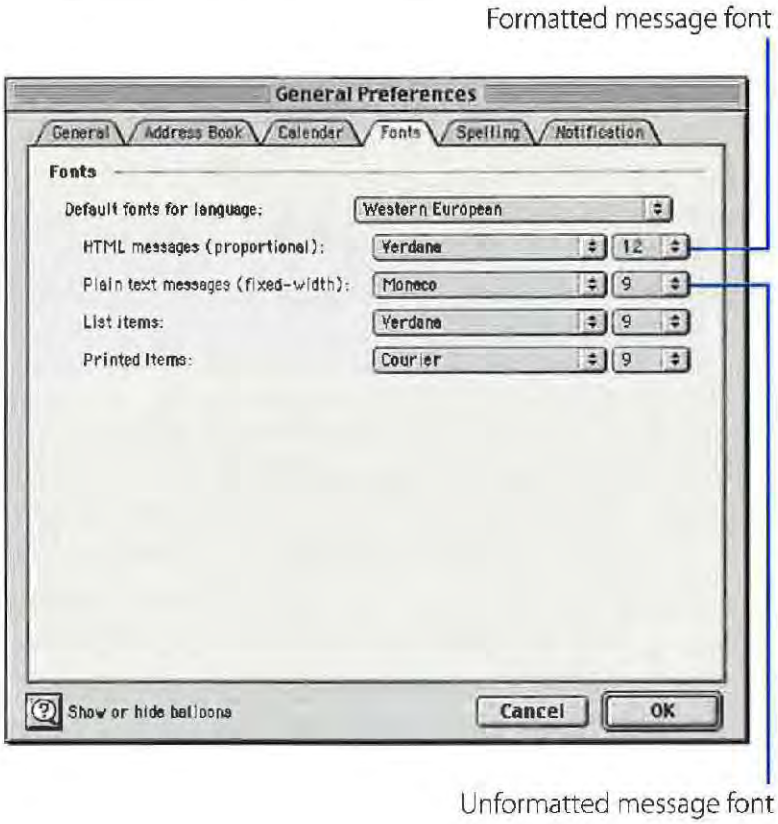


FIGURE 20-9. The body text of all messages will be displayed in these two fonts and sizes, depending on whether they are HTML (formatted messages) or Plain Text (unformatted messages)

Finding Messages

Although you can readily scroll through the items in your message folders to find recently received or sent messages, finding older ones can be a challenge. Luckily, Entourage has several tools that enable you to search by subject, category, and e-mail address. You can even search for text inside messages.

Filtering the Message List

Most of the searches you'll want to perform can be conducted by choosing options from the pop-up menus above the message list. (This is referred to as *filtering*.) To filter the current message folder to display only matching subjects, categories, or e-mail addresses, follow these steps:

1. Click the first filter criteria pop-up menu above the message list, shown in Figure 20-10. You can search the Subject line of each message, the From or To addresses, or the Category.
2. Click the second filter criteria pop-up menu. If you are searching within the Subject, From, or To fields, you can choose Contains or Starts With. Category-based filtering can identify all messages assigned to a specific category. They are executed immediately after you choose a category.
3. When searching within the Subject, From, or To fields, enter a search string in the filter criteria text box. The search is conducted as you type, and the matching headers are displayed in the message list.

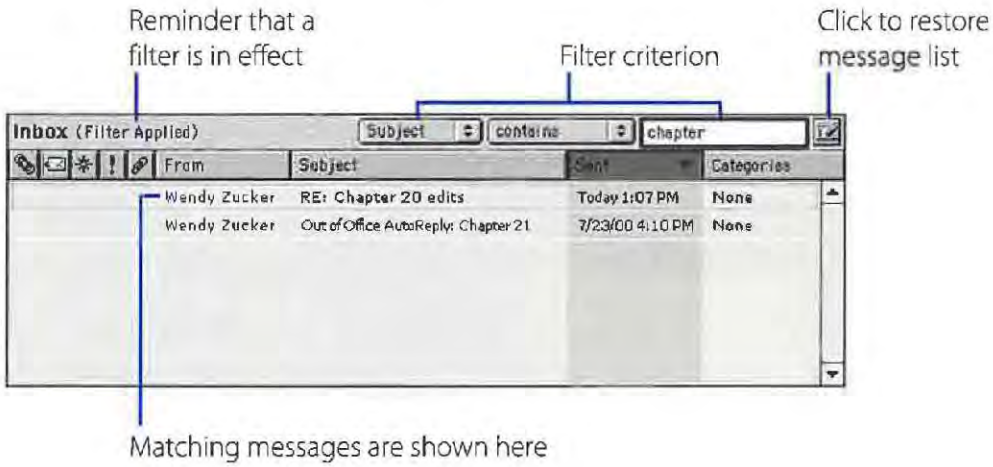


FIGURE 20-10. Choose options to filter the message list

To restore the message header list after performing a Category search, choose All from the second filter criteria pop-up menu. To restore a search of the Subject, From, or To fields, click the Clear button beside the filter criteria text box.

Performing a Simple Search

Using the Edit menu's Find command (or by pressing ⌘-F), you can perform most basic searches, including:

- Searching the currently selected or open message for a text string.
- Searching the currently selected folder (or all folders for the chosen account) for messages that contain a particular text string in the Subject, as part of the e-mail address, or—optionally—in the message body.

To search the current message for a text string, follow these steps:

1. From the Edit menu, choose Find or press ⌘-F. The Find dialog box appears, as shown in Figure 20-11.
2. Enter a search string in the Find text box.
3. Click the Current Item radio button to restrict your search to text contained in the currently selected message.
4. Click the Find button. The first instance of the search string is highlighted in the message—if it is found. Otherwise, Entourage beeps to indicate that the string wasn't found.
5. To search for additional occurrences of the text string, press ⌘-G.

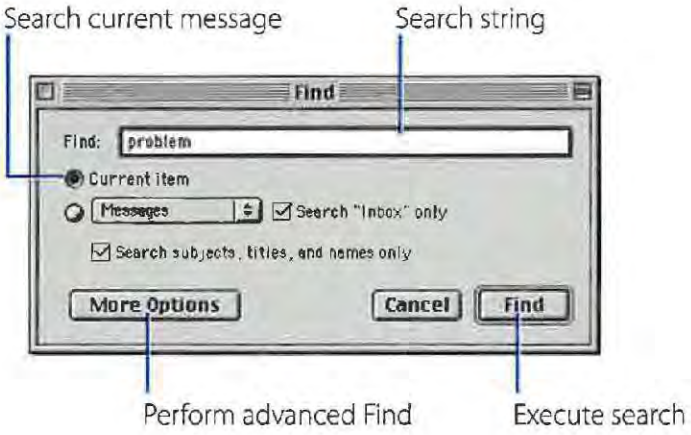


FIGURE 20-11. Searching for a text string within the current message

To search a folder or all folders in an account for a message that contains a particular text string, follow these steps:

1. If you want to search a single folder, select the folder in the Folder List.
2. Open the Edit menu and choose Find, or press ⌘-F. The Find dialog box appears. (See Figure 20-11.)
3. Enter a search string in the Find text box.
4. Click the second radio button, and choose Messages from the pop-up menu.
5. To restrict your search to messages in the current folder, be sure that the Search *current folder name* Only check box is checked. To search all message folders for this account, remove the check mark.
6. To restrict the search to the contents of the Subject, To, and From fields, check the Search Subjects, Titles, And Names Only option. To include the message body text in the search, remove the check mark.
7. Click Find. Entourage executes the search and displays the matching message headers in the Search Results window, as shown in Figure 20-12.

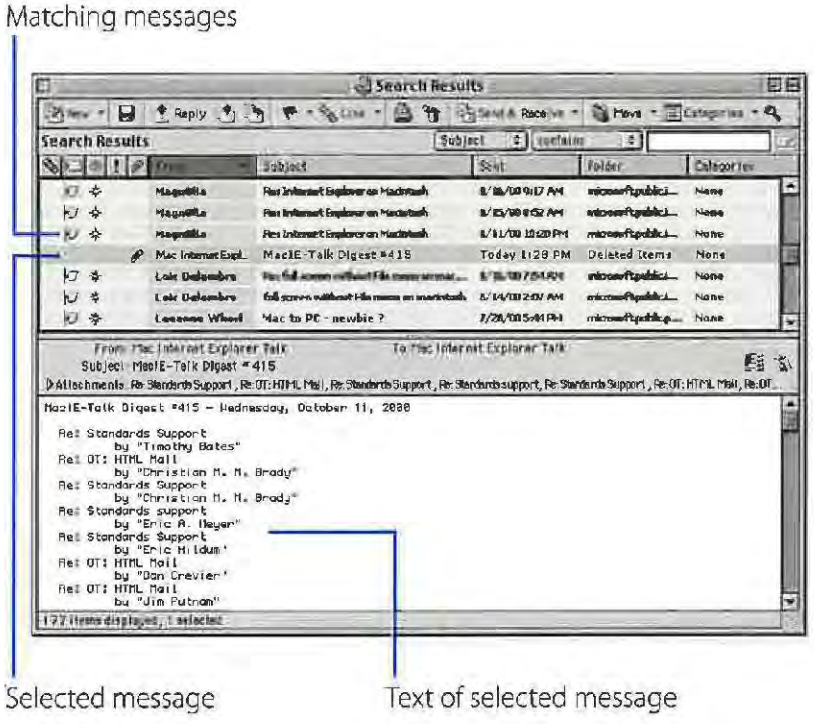


FIGURE 20-12. Search results are displayed in a separate window

8 Click any message header to view the message in the preview pane. To find the original search text within the message, execute another Find in which you use the same search string but restrict the search to the current message.

9 When you're finished, click the Search Results window's close box.

TIP

Think of the Search Results window as a special case of the normal Entourage main window. Essentially, it's just a filtered list of message headers. You can work with these messages in much the same way that you work with them in the Entourage main window.

Performing an Advanced Search

To perform a more advanced search in which you can specify multiple search criteria and examine other message components (such as attachments, the Cc or Bcc lines, and so on), follow these steps:

1 If you want to search a single folder, select the folder in the Folder List.

2 From the Edit menu, select Advanced Find or press Option-⌘-F. A different version of the Find dialog box appears, as shown in Figure 20-13.

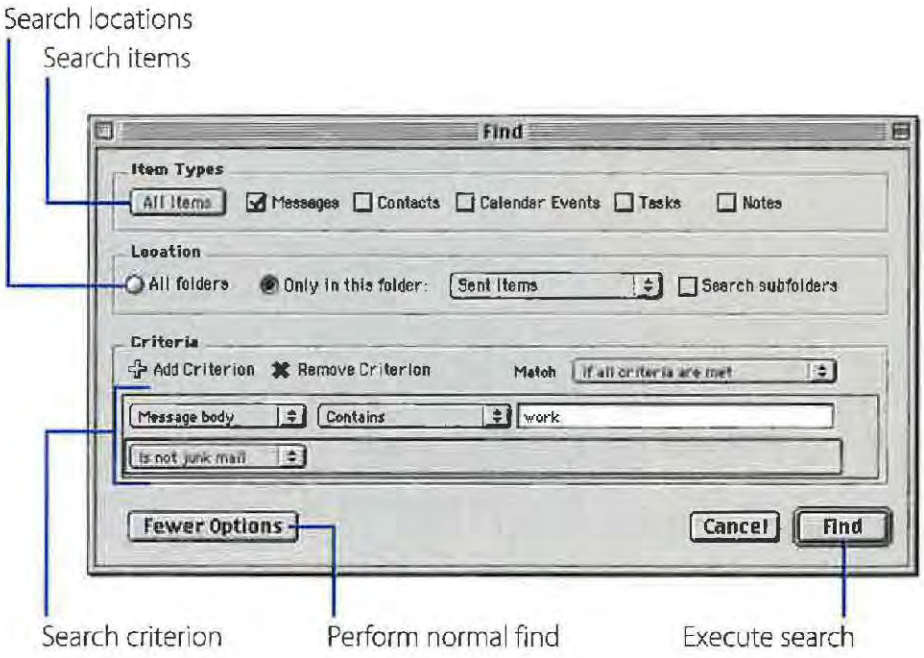


FIGURE 20-13. Performing more precise searches with the advanced version of the Find dialog box

3. In the Item Types section, check the Messages option (if you want to restrict your searches to messages only).
4. In the Location section, click All Folders to search all folders in the current account simultaneously.

   or

   To restrict your search to one folder, choose the folder name from the pop-up menu. To also search subfolders of the selected folder, click the Search Subfolders check box.
5. In the Criteria section, enter one or more search criteria by choosing pop-up menu options and typing in text boxes. (To add another criterion, click the Add Criterion button. To delete a criterion, select it and click the Remove Criterion button.)
6. Choose an option from the Match pop-up menu to specify how the search criteria will work together.
7. Click Find. Entourage executes the search and displays the matching messages in the Search Results window. (See Figure 20-12.)
8. Click any message header to view the message contents in the preview pane. To find the original search text within the message, execute another Find in which you use the same search string but restrict the search to the current message.
9. When you're finished, click the Search Results window's close box.

TIP

You can switch between a Find and an Advanced Find by clicking the More Options or Fewer Options button in the Find dialog box.

Working with Attachments

Some incoming messages may contain *attachments*—files such as pictures, movies, word processing documents, and programs that are transmitted along with the text message. Messages that contain attachments are marked in the message list with a paper clip icon, as shown in Figure 20-14.

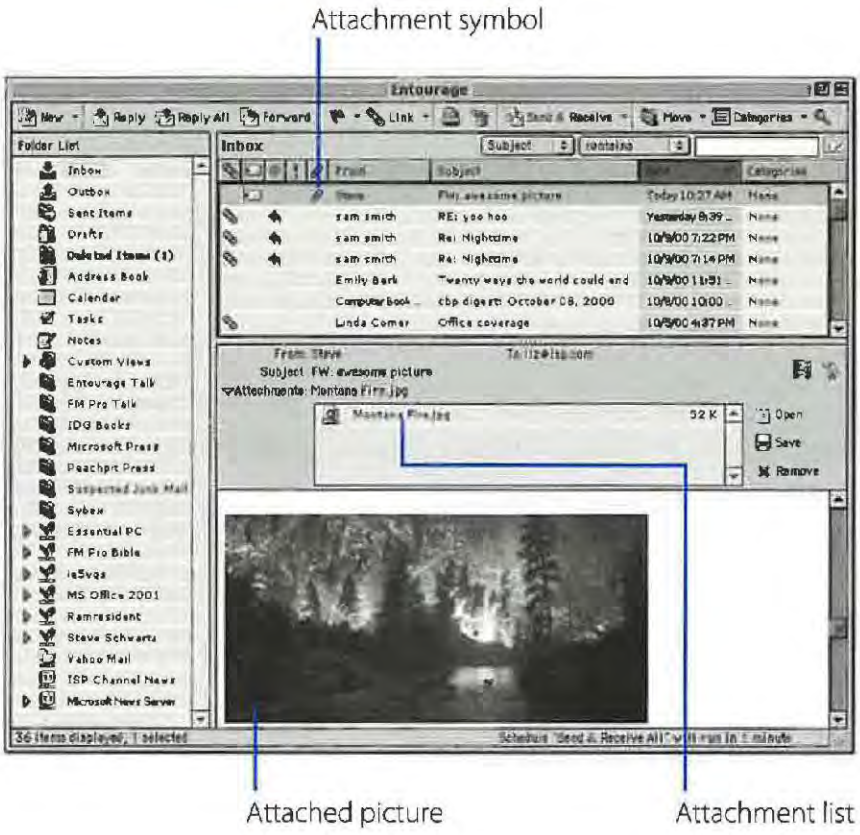


FIGURE 20-14. Messages that contain attachments are marked with a paper clip

Attached pictures and movies can automatically be displayed in the preview pane, as long as they are in a QuickTime-compatible format, such as JPEG, GIF, MOV, MPEG, or AVI. To display pictures and movies, you must set an option in the View tab of the Mail & News Preferences dialog box, as shown in Figure 20-15.

In many cases, picture attachments can be handled entirely within the preview pane. You only have to open or save a picture or movie attachment if you'd like to view or edit it in another program, such as Photoshop or QuickTime Player. Other types of attachments, such as word processing documents and programs, can be opened or saved by following the instructions in the next several sections.

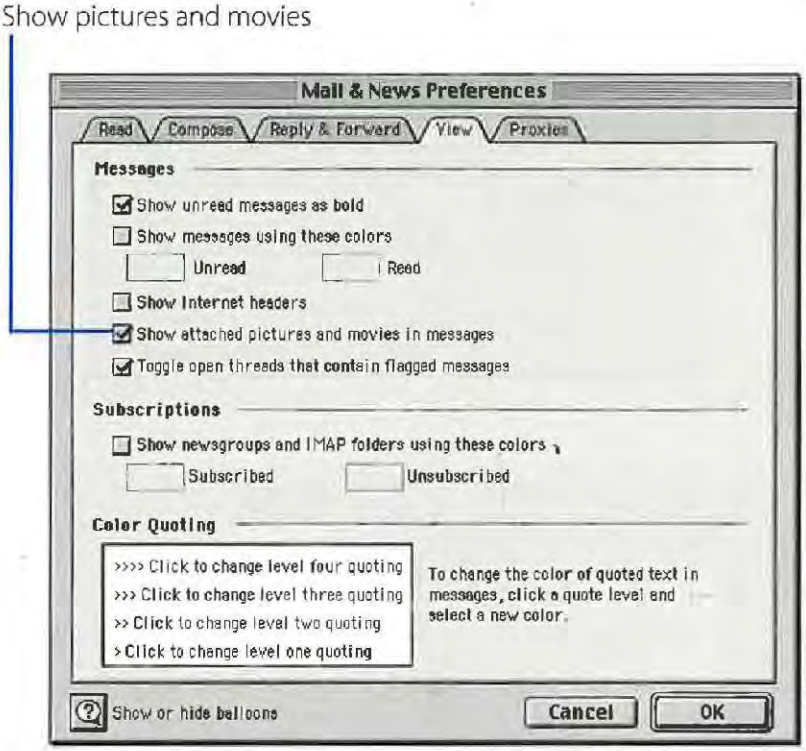


FIGURE 20-15. Enable this preference to display attached pictures and movies in the preview pane

CAUTION

You should note that *executable* attachments (programs and installers) are the most frequent carriers of viruses. You should always use an antivirus program to scan such programs before opening them. You have little to worry about when opening pictures, however.

Opening Attachments

You can open a document attachment to view or edit it in the program that created it. You can also open programs and encoded or compressed files using the same procedure. To open an attachment, follow these steps:

1. Select the message header in the message list, or open the message in its own window.
2. Click the Attachments triangle to expand the Attachments box. The list of all attached files and their sizes appears.
3. To open an attachment, select it and click the Open button. A warning dialog box appears, as shown in Figure 20-16.
4. Click Open to continue. The file opens in an appropriate program, if one exists on your Mac. If the attachment is a program, it launches.

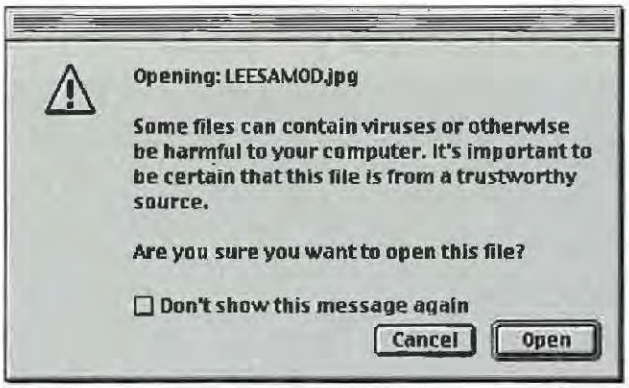


FIGURE 20-16. When opening any attachment, this warning appears

Saving Attachments

Although you can open attachments from within Entourage, important ones are best saved to your hard disk. (As long as you don't delete the message, its attachment will always be available to you.) To save an attachment, select it in the Attachments list and click the Save button. A warning dialog box appears, similar to the one displayed when opening an attachment. Click Save to continue, choose a location in which to save the file, and then click Save.

TIP

Entourage provides other ways to save attachments, too. You can drag them onto your desktop, or you can open the Message menu and choose Save All Attachments.

Deleting Attachments

While you may want to keep a message, you may not want to waste disk space storing its attachments. To delete a single attachment, select it in the Attachments box and click Remove. To delete all attachments, open the Message menu and choose Remove All Attachments.

TIP

If you don't need to save the message, you can simultaneously delete it *and* its attachments by deleting the message.

Printing Messages

Entourage provides two ways for you to print a selected message. To print a message using the most recent print settings (bypassing the normal and Entourage-specific Print dialog boxes), open the File menu and choose Print One Copy, or press Option-⌘-P.

SEE ALSO

For more information about printing, see Chapter 2, "Microsoft Office Basics."

To set or change options prior to printing, follow these steps:

1. Click the Print button, choose Print from the File menu, or press ⌘-P. A special Entourage Print dialog box appears, as shown in Figure 20-17.
2. Click check boxes to set print options, as desired. The effects of the options are shown in the Preview box.
3. Click OK. The normal Print dialog box for your printer appears.
4. Specify any additional options you want, and click Print.

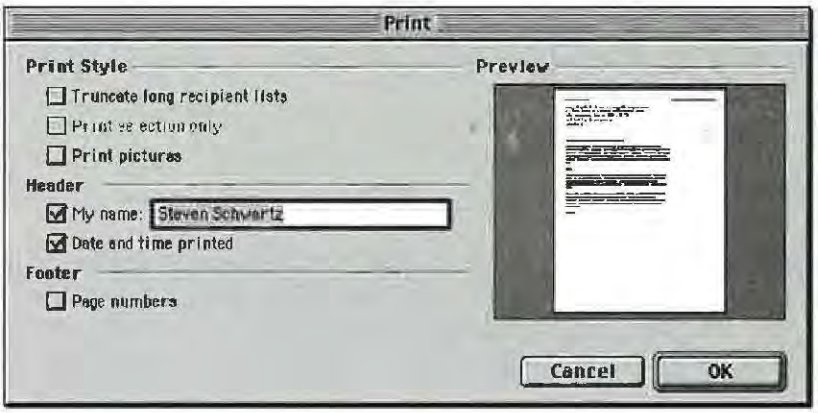


FIGURE 20-17.
The Print dialog box in Entourage

Organizing Your Messages

While no one will ever *insist* that you organize your messages, you'll quickly discover that there are excellent reasons for getting organized if you're a regular e-mail user. Imagine your Inbox or Sent Items folder with 1427 messages in it. What's the likelihood that you can quickly find the message you're looking for by simply scrolling through the headers?

NOTE

In addition to the organizing procedures discussed in this section, Entourage provides several advanced ways to organize messages automatically. For information about creating message rules, employing the Junk Mail Filter, and managing messages from mailing lists, see Chapter 23.

Creating New Folders

The simplest way to impart organization to your e-mail is to create additional folders for storing different types of messages. You can create folders that are based on projects (Budget or Office 2001 Book) or groups of people (Family, Coworkers), for example. To create a new folder, open the File menu, choose New, and then choose Folder; click the down arrow on the right side of the New button and choose Folder; or press Shift-⌘-N. An "untitled folder" appears in the Folder List. Rename it whatever you'd like.

You can also create *subfolders*—folders nested inside of other folders. For example, a Work folder might contain subfolders named Assignments, Budget, and Coworker Mail. To create a subfolder, select the main (or *parent*) folder in the Folder List, open the File menu, and choose Subfolder from the New submenu; or click the down arrow on the right side of the New button and choose Subfolder.



If you make a mistake and create a new main folder when you meant to make a subfolder, just drag the new folder to its intended parent folder.

Moving Messages

After you receive or send a message, you can sometimes make it easier to locate again by moving it to a more appropriate folder. For example, rather than just leaving Web site registration confirmations lying loose in your Inbox, you could create a Registrations folder in which to store them.

To move a message to a different folder, you can drag the message header onto the destination folder in the Folder List; you can choose a destination folder by opening the Message menu and choosing an option from the Move To submenu; or you can Control-click the message header and choose a destination folder by choosing the Move To submenu.



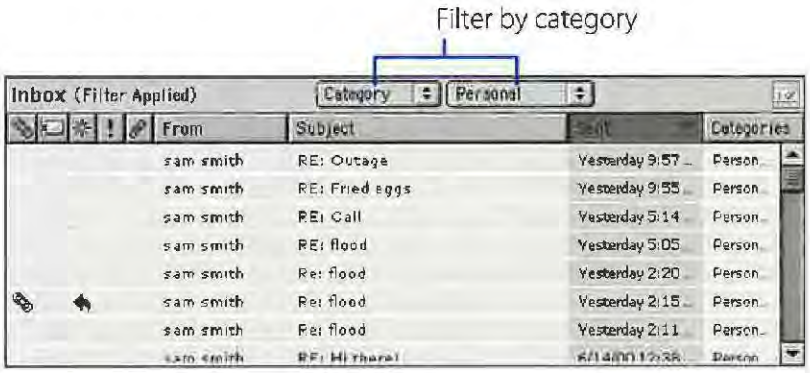
Categorizing Your Messages

One simple way to organize your messages is to assign categories to the important ones. A *category* is a classification, such as Family, Friends, Work, Personal, or Recreation. In addition to the categories provided by Entourage, you are free to create your own.

Headers of categorized messages are color-coded in the message list, making them easy to spot. You can assign more than one category to

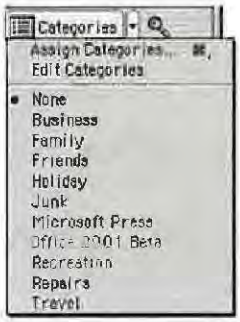
some messages, if you like. You can also sort the message list by category, or filter it to show only messages from a particular category, as shown in Figure 20-18.

FIGURE 20-18.
Filtering the message list to show only messages that have been assigned a particular category



To assign a category to one or more messages, select the message header or headers in the message list. Then click the down arrow on the right side of the Categories button, shown in Figure 20-19, or open the Edit menu and choose a category from the Categories submenu.

FIGURE 20-19.
Assigning a category to the current message by choosing it from the Category button's pop-up menu



To create your own categories or edit the current ones, follow these steps:

1. Open the Edit menu, point to Categories, and then choose Edit Categories. The Categories window appears, as shown in Figure 20-20.
2. To add a new category, click the New button and then enter a name for the category. A new color is automatically assigned to the category. To change the color, click the down arrow on the right side of the category's color box.
3. To delete a category, select it and click the Delete button. Click Delete in the confirmation dialog box that appears.
4. To change a category name, select the category and click its name a second time.

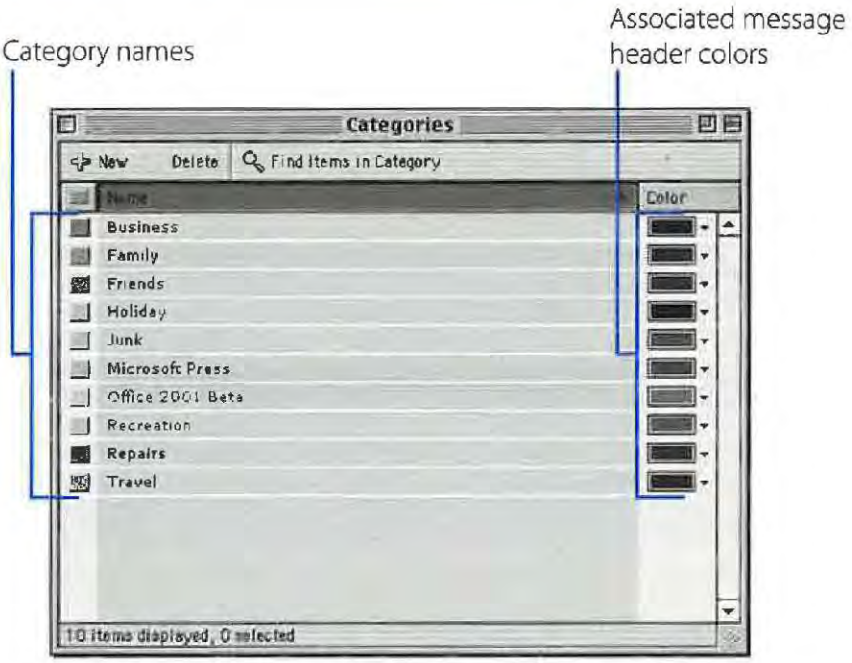


FIGURE 20-20. You create, edit, and delete categories in the Category window

NOTE

When you delete a category, any messages or other items to which you've previously assigned the category will have that category removed. If the items have not been assigned additional categories, their category will be shown as "None."

To sort the message list by category, click the Categories heading above the list. To reverse the sort order, click the heading a second time. (If the Categories heading isn't visible, open the View menu, point to Columns, and then choose Categories.)

To filter the message list so it shows only a single category, click the first pop-up menu above the message list and choose Category. Choose a category from the second pop-up menu.

Searching by Category

Entourage also enables you to search for categories and, optionally, create custom views based on the search results. To search for all messages, contacts, calendar events, tasks, and notes for a given category, open the Categories window by opening the Edit menu, pointing to Categories, and then choosing Edit Categories; select a category; and

click the Find Items In Category button. A Search Results window appears, as shown in Figure 20-21, presenting the results in alphabetical order by title.

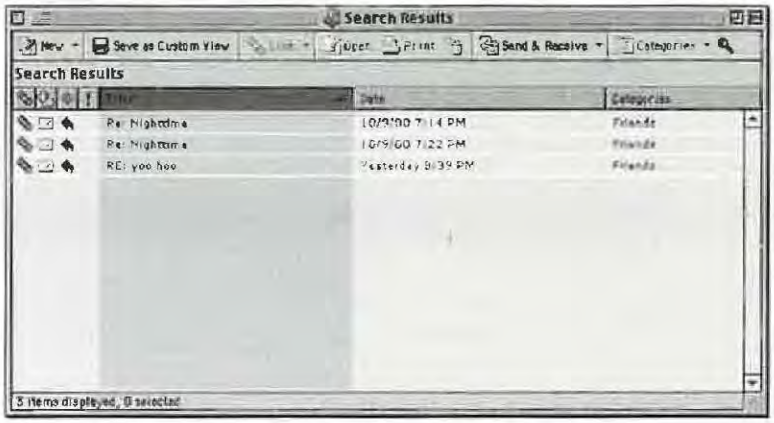


FIGURE 20-21. The Search Results window following a category search

If you want to be able to repeat the same category search easily, click the Save As Custom View button. The Edit Custom View dialog box appears. (See Figure 20-22.) Name the view, remove any unnecessary item types, and then click OK. The new view is added to the Custom Views folder in the Folder List. To repeat this search in later sessions, expand the Custom Views folder and click the search's name.

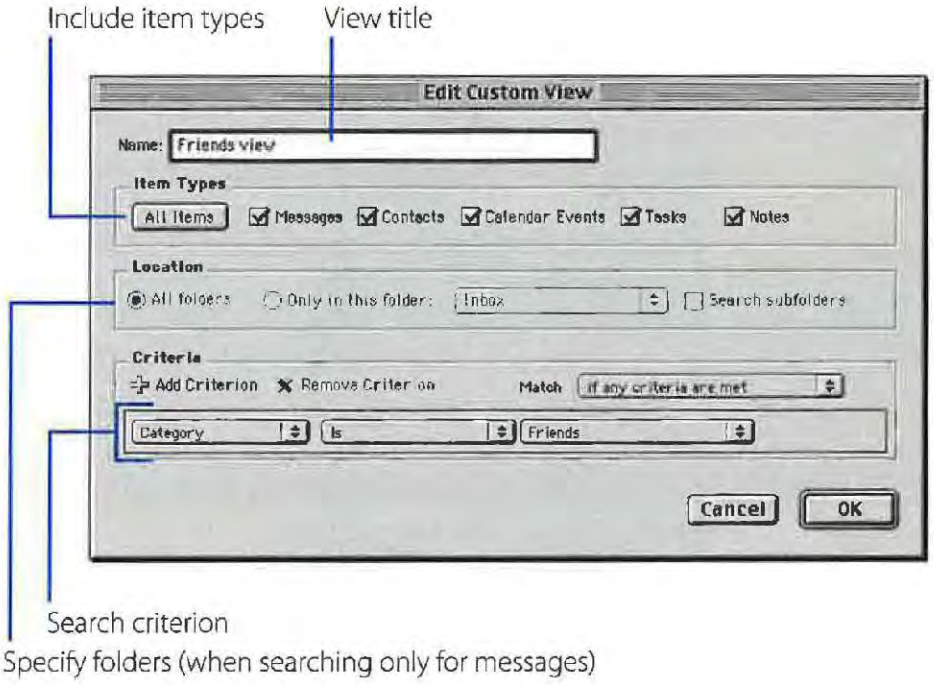


FIGURE 20-22. You can create a custom view based on this search

Another way to make messages stand out is to assign a priority to them manually by choosing one from the Priority submenu of the Messages menu. You can also *flag* messages, which marks them with a tiny flag icon. (See Figure 20-23.)

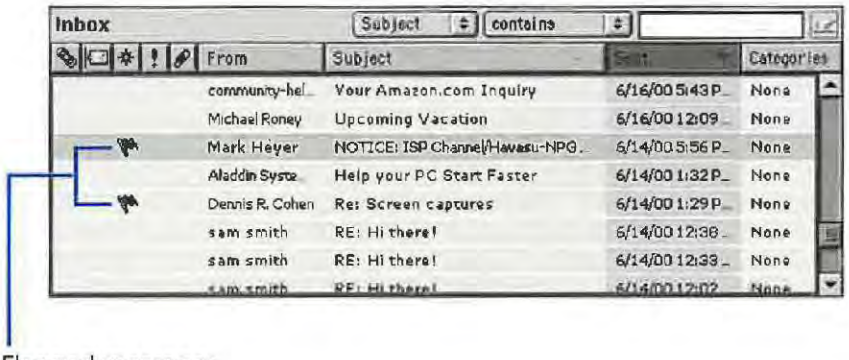


FIGURE 20-23. Messages can be flagged manually or as a result of having a message rule applied to them

To add or remove a flag, select the message header and click the Flag button in the toolbar (or the Flag button's down arrow). To set follow-up options for a message (due date, reminder, and/or priority), as shown in Figure 20-24, select the message header, click the down arrow on the right side of the Flag button, and choose Flag For Follow-up.

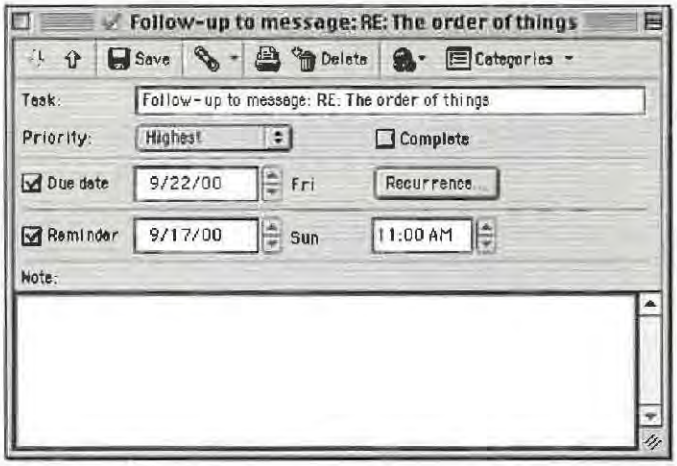


FIGURE 20-24. A flagged message can have specific follow-up settings, such as a due date

Deleting Messages

To avoid unnecessarily wasting disk space, and to protect your privacy, it's a good idea to delete any messages you don't need to keep. To delete a message, select the message header or open the message in its own window and then do any of the following:

- Click the Trash button in the toolbar.
- Press Delete or ⌘-Delete.

- From the Edit menu, choose Delete Message.
- Drag the message header into the Deleted Items folder or the Trash.
- Control-click the message header and choose Delete Message.

TIP

You can delete multiple messages by ⌘-clicking or Shift-clicking them and then following one of the deletion procedures. When reading messages in their own windows (rather than in the preview pane), you can also delete the current message by clicking the down arrow on the right side of the Previous or Next toolbar button and choosing one of the Delete commands, such as Next Message and Delete.

Deleted messages aren't immediately deleted. They are simply moved into the Deleted Items folder. To delete them permanently, you must empty the Deleted Items folder. You can do this by:

- Control-clicking the Deleted Items folder in the Folder List and choosing Empty 'Deleted Items.'
- Clicking the Deleted Items folder in the Folder List, selecting the items you want to delete, and then following one of the previously mentioned message deletion procedures.

  or

- Running the Empty Deleted Items Folder schedule by opening the Tools menu, pointing to Run Schedule, and then choosing Empty Deleted Items Folder.

TIP

You can also delete any *folder* you've created. Deleting a folder simultaneously deletes all messages that it contains.

Automatically Emptying the Deleted Items Folder

By default, the Empty Deleted Items Folder schedule can only be run manually. To make it more useful—and secure—you can change it to a schedule that automatically empties the folder each time you quit Entourage. From the Tools menu, choose Schedules, double-click the Empty Deleted Items Folder schedule (to edit it), and in the When pop-up menu, change Manually to On Quit.

CHAPTER 21

Reading Posts 402
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Reading and Managing Newsgroup Articles

Articles posted to newsgroups are the equivalent of public e-mail messages. Everyone who opens or subscribes to the newsgroup to which an article is posted can read it. This chapter will help you understand the process of reading newsgroup articles, as well as organizing and saving them. When referring to newsgroups, the terms *post*, *message*, and *article* all mean the same thing. They are used interchangeably in this book, as well as in magazines and other books.

Reading Posts

Reading newsgroup posts is similar to reading e-mail, as explained in the following steps. The procedure differs slightly depending on whether you subscribe to the newsgroup or not.

To read articles in a newsgroup to which you subscribe, follow these steps:

1. Click the news server name from the Folder List to expand it. All the newsgroups you've subscribed to are listed beneath the news server's name, as shown in Figure 21-1.



FIGURE 21-1. Select a newsgroup to view by clicking its name in the Folder List

2. In the Folder List, click the name of the newsgroup you want to view. New message headers for the newsgroup are automatically downloaded and added to the message list.

3. To read a post, click its header in the message list. Microsoft Entourage sends instructions to the news server to download the message to your computer, as shown in Figure 21-2.



FIGURE 21-2. Entourage downloads your selected messages to your computer

As soon as the message has finished downloading, its text appears in the preview pane, as shown in Figure 21-3.

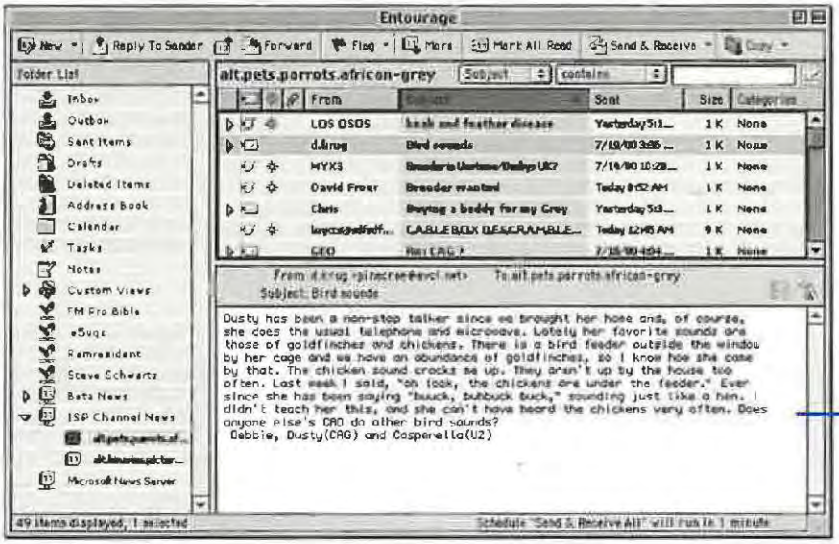


FIGURE 21-3. You can read the text of the selected message in the preview pane

TIP

You don't have to wait for the current message to download before clicking other message headers. Click as many as you like; they will *all* download. Although you can also use the up and down arrow keys in the message list to move from post to post, doing so tells Entourage that you want to read *every* post that you touch. Using the mouse to click just the ones you want to read will save time (and disk space) by not requiring Entourage to download unnecessary posts.

You can also read posts in newsgroups to which you *don't* subscribe by following these steps:

1. In the Folder List, click the name of the news server that handles the newsgroup you want to read. The list of available newsgroups appears, as shown in Figure 21-4. If you want to see whether any new newsgroups have been added or older ones eliminated, click the Update List button in the toolbar.

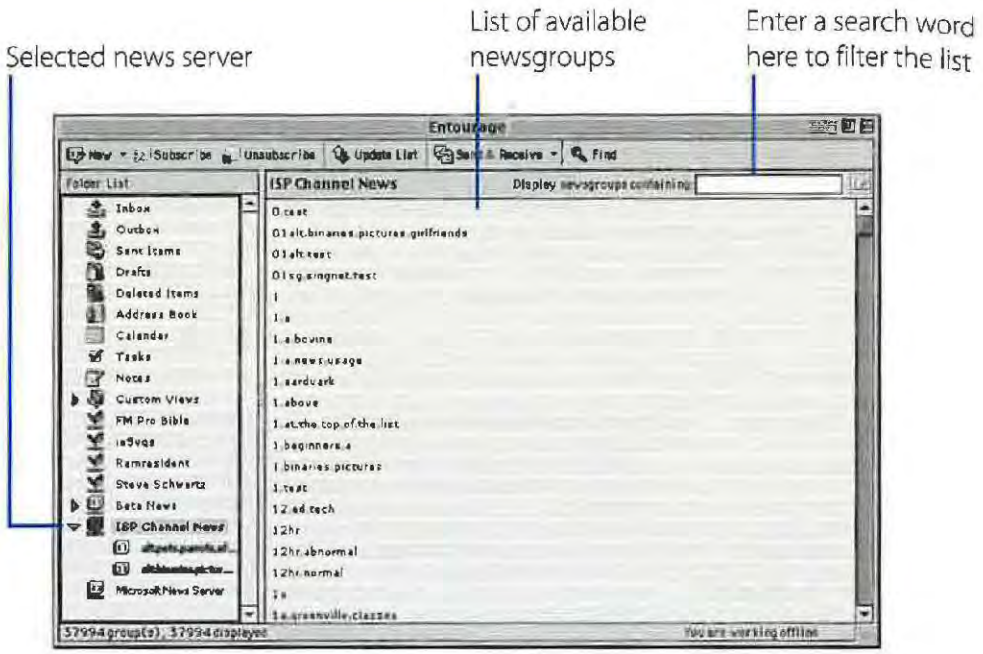


FIGURE 21-4.
The first step in locating a newsgroup is to display the list of all available newsgroups for the news server

2 To locate the newsgroup you want to view, scroll through the list until its name is in sight or type part of its name in the Display Newsgroups Containing box, shown in Figure 21-4.

3 Select the newsgroup of interest by clicking its name in the list.

NOTE

If you're positive that this is the newsgroup you're searching for, you can subscribe to it by clicking the Subscribe button.

4 To open the newsgroup and download its message headers, double-click the newsgroup name, from the File menu choose Open *newsgroup name* or press ⌘-O. The newsgroup opens in its own window.

5 To read a post, click its header in the message list. Entourage sends instructions to the news server to download the message to your computer. As soon as the message has finished downloading, its text appears in the preview pane.

TIP

As with e-mail messages, you can read any article in its own window by double-clicking its header in the message list. You can then move from message to message by clicking the Next or Previous buttons, shown in Figure 21-5.

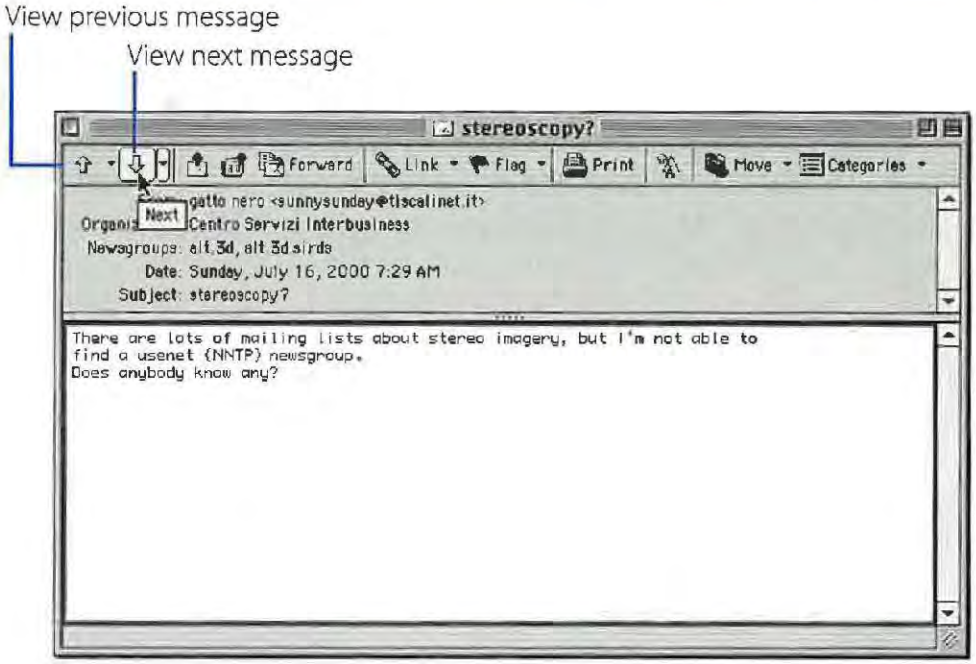


FIGURE 21-5.
If you prefer, you can read newsgroup messages in a separate window rather than in the preview pane

Working Offline: A Thing of the Past

Previous versions of Outlook Express had features that made it easy to work offline with newsgroups. (Working *offline* refers to those times when you are not connected to the Internet.) Because Internet accounts were often expensive, and based on how long they were connected, users would log on to their Internet accounts, download new newsgroup message headers, disconnect from the Internet, mark the messages they wanted to retrieve, reconnect to download the marked messages, disconnect, and then read the messages at their leisure. True, it was complex—but it was a money-saver.

Because most Internet accounts are no longer time-based and newsgroup reading is on the wane, offline newsgroup-related features and support have been eliminated in Entourage. To mark messages for downloading, you must be online. If you attempt to read a new message while offline (by clicking its message header), a dialog box appears, as shown in Figure 21-6. Click Work Online to reconnect and stay connected to the news server, click Override to temporarily reconnect, or click Cancel to remain offline.



FIGURE 21-6.
If you try to read a new message while offline, you'll be asked if you want to connect to the Internet

Handling Attachments

Some messages—particularly those in any of the newsgroups that have the word *binaries* in their names—contain file attachments. Although the most popular attachments are pictures (such as JPEG and GIF files), an attachment can be any kind of file.

Any picture attachment in a format that Entourage understands (such as JPEG, GIF, or PNG) will automatically be displayed in the preview pane after it is downloaded. Those attachments, as well as files of other types, are listed in the Attachments area of the message window, as shown in Figure 21-7. To open or save a newsgroup message attachment, select its file icon and click Open or Save (as explained in the instructions in Chapter 20, "Reading and Managing E-Mail").

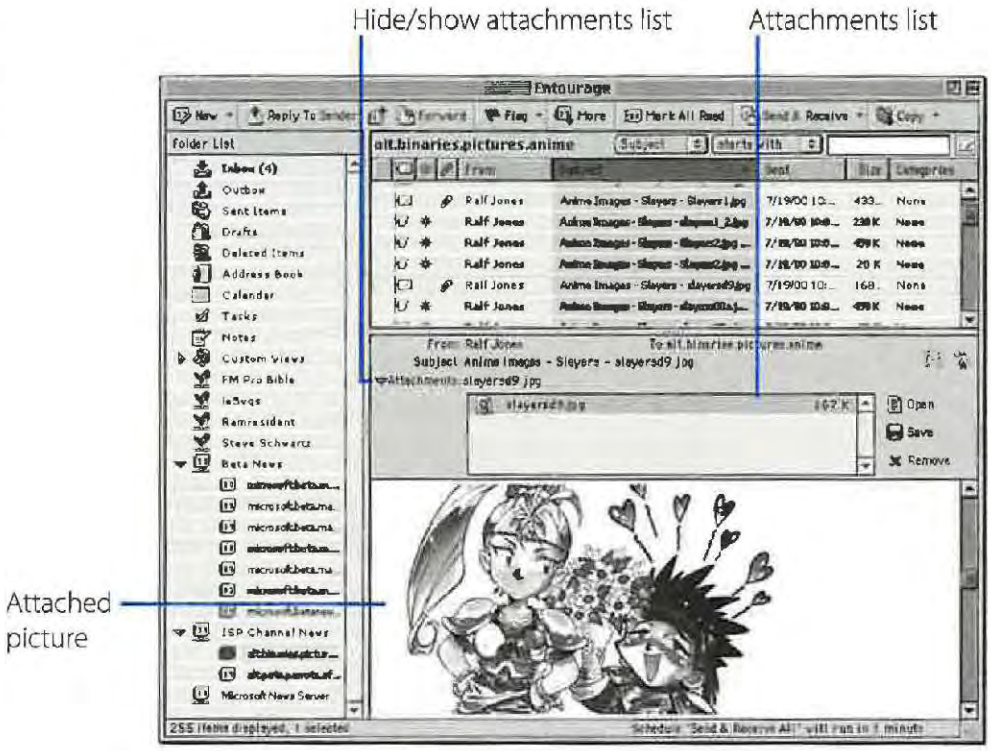


FIGURE 21-7. All file attachments are listed by name in the Attachments list

TIP

Multi-part attachments (attachments that, because of their size, are uploaded to the newsgroup as a series of smaller pieces) are relatively common in picture, movie, and audio newsgroups. Entourage is not designed to download and combine multi-part attachments. In fact, Entourage incorrectly shows the first attachment as a complete file that, when you try to open it, displays an error message. The simplest way to combine multi-part attachments is to identify the messages in Entourage which—when combined—contain all the attachment pieces, and then run MT NewsWatcher (available from *www.best.com/~smfr/mtnw*) to download and combine the pieces.

Changing Your View of the Message List

Because newsgroup messages are public, you've probably noticed that there is no way to delete them. However, by setting different views in Entourage and marking messages as having been read, you can restrict the list to just the articles you're interested in. The following are a few techniques to help you view newsgroup messages:

- **Sort by Sent Date rather than by Subject** This technique will quickly show you the newest messages posted to the newsgroup. (Click any heading above the message list to sort by it. Click it a second time to reverse the sort order.)
- **From the View menu, choose Unread Only (or press ⌘-Y)** This view only displays messages you haven't already read. A message can be marked as read by viewing it or by selecting its header and choosing Mark As Read from the Message menu (or by pressing ⌘-T).
- **From the View menu, choose Threaded** Use this command to group an initial message with all the responses it has received. To expand a thread in the message list, click the triangle that precedes the initial message, as shown in Figure 21-8.

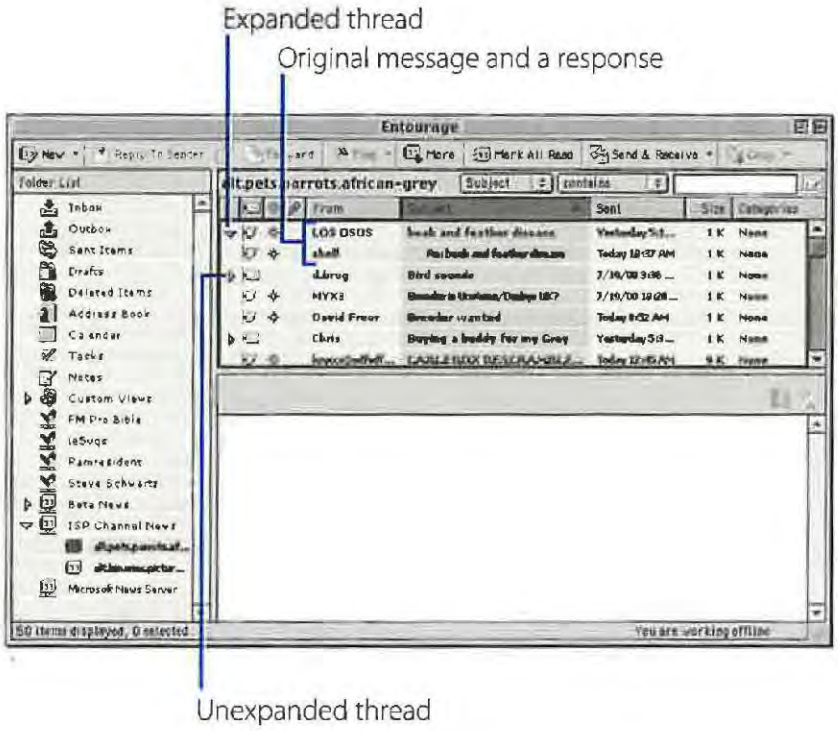


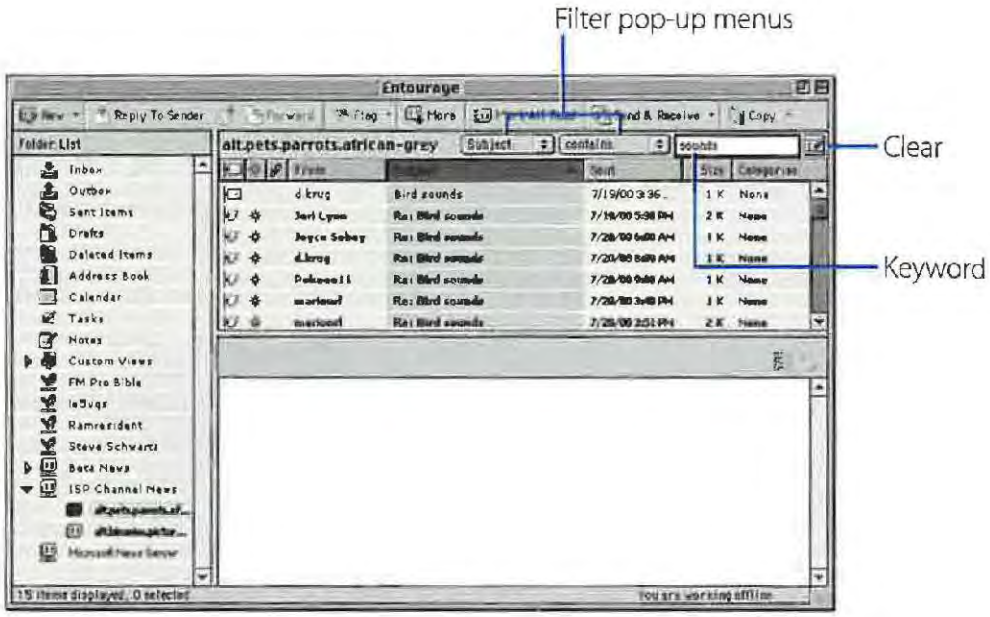
FIGURE 21-8. Messages in a thread are marked with a triangle icon, which you can click to see all the responses for a message

- **From the View menu, choose Flagged Only (or press Shift-⌘-Y)** If you've manually flagged some messages by choosing Flag from the Message menu, or have designed rules to flag messages

automatically, use this command to restrict the message list to flagged items only.

- **Filter the message list** You can filter the message list to show only the messages that are from a particular individual, or whose subject contains a particular word, as shown in Figure 21-9. To view the entire message list later, click the Clear button. See Chapter 20 for more information on filtering the message list.

FIGURE 21-9.
By typing a word in this box, you can filter the message list to show only the messages that interest you



- **Create a Find or Advanced Find and save it as a custom view** If the standard options for filtering, sorting, and otherwise restricting the message list aren't sufficient, you can create a custom view to display only what you want, such as all messages originating from a particular person or domain (*microsoft.com*, for instance). By saving the search results as a custom view, you can reuse the view whenever you want without having to go through the steps to recreate the desired list of messages.

TIP

You can simultaneously mark several messages as read by Shift-clicking or ⌘-clicking them and then choosing Mark As Read from the Message menu. If you want to mark *all* visible messages in a newsgroup as read, choose Mark All As Read from the Message menu (or press Option-⌘-T). Following either of these commands by choosing Unread Only from the View menu is an excellent way to eliminate unwanted messages from the message list.

Copying and Saving Important Messages

Old newsgroup messages are eventually removed from news servers. If a message is important to you—because it provides some helpful information, strikes you as funny, or whatever the reason—you can make a permanent copy of it by either saving it as a file or by copying it into an Entourage folder. Doing either has the added advantage of allowing you to read the message even when you aren't connected to the Internet.

To save a newsgroup message as a file (in most cases so it can be read by someone else, or on a computer that doesn't have Entourage installed), follow these steps:

1. Select the message's header in the message list.
2. From the File menu, choose Save As. The Save Message dialog box appears, as shown in Figure 21-10.

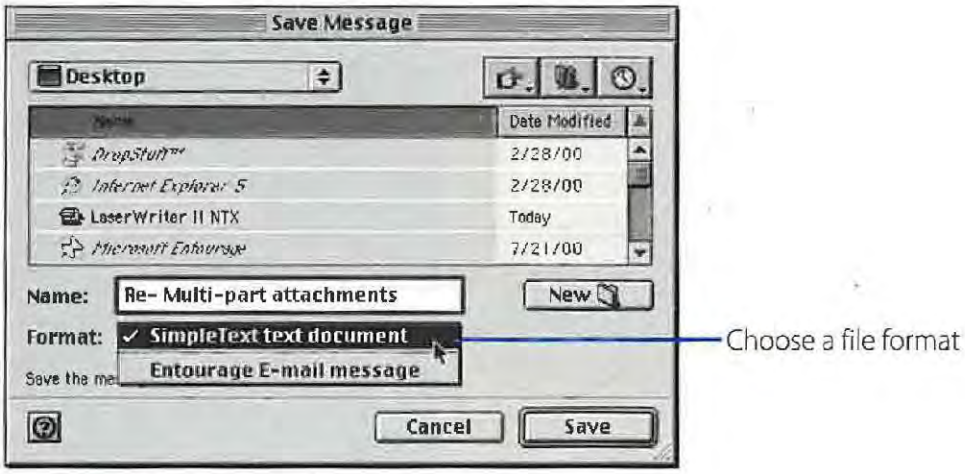


FIGURE 21-10. Use the Save Message dialog box to specify a name, location, and format for a message you're about to save

3. Select a location in which to save the file.
4. By default, the message subject is proposed as the file name. You can change it by editing the text in the Name box, if you wish.
5. Choose a format for the message file from the Format pop-up menu. You can either create a file that can be read with SimpleText—a free text-editing program that is included with every version of the Apple system software—or one that must be opened with Entourage.
6. Click the Save button.

Saving a newsgroup message in an Entourage folder, on the other hand, is faster and involves fewer steps than saving a newsgroup message as a file. Note, however, that the saved message can be read only on the current computer. To save a newsgroup message in an Entourage folder, follow these steps:

1. Select the message header in the message list.
2. Do one of the following:

   - Drag the message header onto the destination folder in the Folder List.

     or

     From the Message menu, point to Copy To and then choose Copy To Folder (or press Shift-⌘-M). The Copy To Folder dialog box appears, as shown in Figure 21-11. Select a folder and click Copy.



FIGURE 21-11. Select a destination folder for the message and click Copy

A copy of the message is stored in the destination folder. To read the copied message later, simply open the folder in which it was stored and click its header in the message list.

CHAPTER 22

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Posting to Newsgroups

Unlike exchanging e-mail messages with friends, you're under no obligation whatsoever to contribute to newsgroups. No one knows the ones to which you subscribe, so the people who follow the newsgroup aren't sitting there wondering why you're reading messages but not posting any of your own. However, while there may be many newsgroups that you just read—checking *comp.sys.mac.forsale* for hot deals on Macintosh hardware, for example—there may also be newsgroups in which you'll want to take an active part. You can submit new posts and respond to others' posts as you see fit.

Posting a New Message

If you've ever written an e-mail message, you already know how to write a message to a newsgroup. The only difference is that the message is addressed to one or more newsgroups (where it will be posted for everyone to read), rather than to an individual.

To create a new message for a newsgroup, follow these steps:

1. Open the newsgroup to which you want to send the message. (Note that you don't have to subscribe to a newsgroup before you can send a message to it.)
2. Click the New button in the toolbar, choose News Message from the New submenu of the File menu, or press ⌘-N. A new, untitled message window appears, as shown in Figure 22-1. The To line already contains the name of the selected newsgroup. If you don't want to send it to other newsgroups or individuals, skip to step 6.

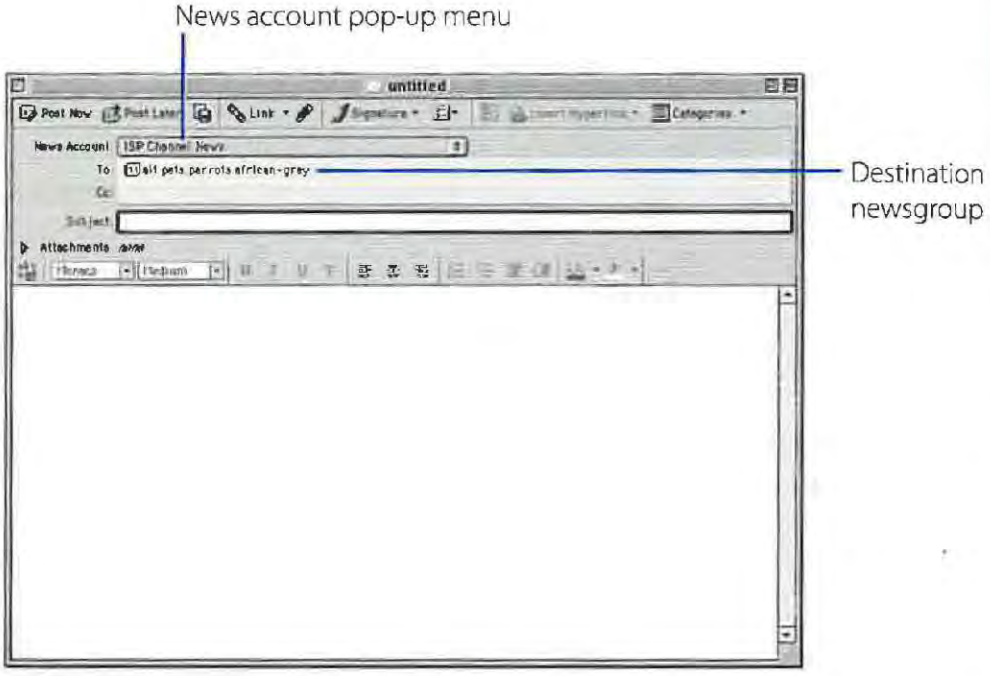


FIGURE 22-1. A newsgroup message window contains a News Account line in the header, and the To line contains the name of the destination newsgroup

NOTE

The message will automatically be addressed to the correct newsgroup *only* if you are viewing that newsgroup when you create the message (as indicated in step 1).

3. By default, the currently active news account/server is listed in the News Account line. If you wish to send the message through a different news account, choose its name from the News Account pop-up menu.

4 To send the message to additional newsgroups simultaneously, click the To box, click to select the next blank line (shown in Figure 22-2), and type or paste the newsgroup's name into the box.

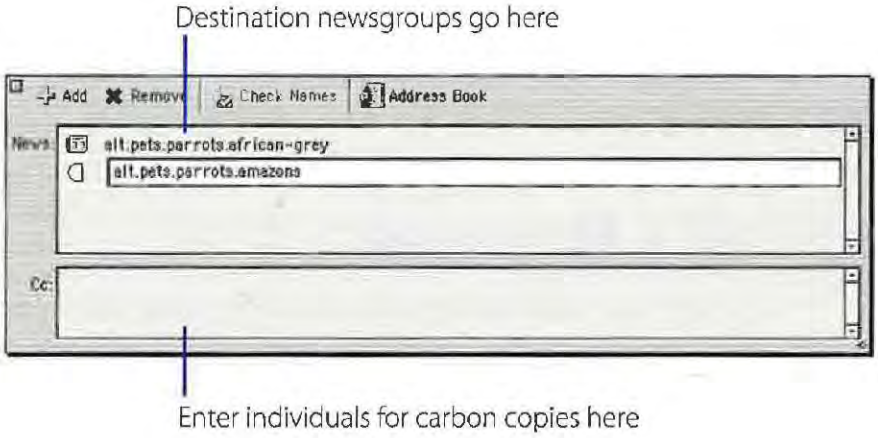


FIGURE 22-2. Addressing the post to one or more newsgroups

5 If you want to send a copy of the message directly to one or more people, click the Cc (carbon copy) box and enter the recipients' e-mail addresses.

6 Click the To window's close box when you are done adding newsgroups and/or Cc recipients.

7 Fill in the Subject line, and compose the message.

8 If desired, you can enclose an attachment by following the instructions presented in Chapter 19, "Writing and Sending E-Mail."

9 To post the message to the newsgroup immediately, click the Post Now button (shown in Figure 22-3), choose Post Message Now from the Message menu, or press ⌘-K.

or

To post the message at a later time (that is, the next time you perform a Send & Receive All—manually or via a schedule), click the Post Later button (shown in Figure 22-3), choose Post Message Later from the Message menu, or press Option-⌘-K.



FIGURE 22-3. Posting a message

NOTE

As with regular e-mail messages, you can format a newsgroup post as plain text or HTML, insert links to Web pages and e-mail addresses, and add a signature. Although you will usually be viewing messages from the destination newsgroup when composing your posts, you aren't *required* to do so. You can also address a post by typing the newsgroup's name in the To line or by selecting the name from your Address Book. If so, be sure to select the correct news account from the pop-up menu.

Replying to a Message

An easy way to begin participating in an interesting newsgroup is by adding your two-cents' worth to an ongoing discussion. For instance, if someone posts a message asking a question to which you know the answer or have an opinion, jump right in.

When replying to a newsgroup message, you have three options:

- You can post your reply to the newsgroup (where it can be read by everyone).
- You can respond (via e-mail) to the author of the message directly.
- You can post your reply to the newsgroup while simultaneously e-mailing a carbon copy to the author of the message.

Which option you choose depends on the situation. Here are a few simple rules to help you decide what to do:

- If you want your reply to be private, respond directly to the author.
- If the reply would also be of interest to the readers of the newsgroup, direct the response to them, too.
- If the response is merely part of a general discussion and it isn't essential that the original author sees your comments, direct it only to the newsgroup.

To respond to a post, begin by selecting the message header in the message list and then do one of the following:

- To post your reply to the newsgroup (where it will become part of the message thread), click the Reply To Newsgroup button in

the toolbar (shown in Figure 22-4), choose Reply from the Message menu, or press ⌘-R.



FIGURE 22-4. Click a button to choose a recipient

- To reply only to the author, click the Reply To Sender toolbar button, choose Reply To Sender from the Message menu, or press Option-⌘-R
- To reply to the newsgroup *and* send a copy of the reply to the author (as shown in Figure 22-5), choose Reply To All from the Message menu or press Shift-⌘-R.



FIGURE 22-5. When you choose the Reply To All command, your message is automatically addressed to the original newsgroup and a copy is e-mailed to the message's author

Because posting to newsgroups puts your e-mail address at risk for receiving a flood of *spam* (unwanted advertising-relating messages), many newsgroup authors use bogus e-mail addresses. Don't be surprised if some of your replies bounce back to you as undeliverable. If this happens, be *sure* that you resend the message to the newsgroup so the author will have a chance to see your response. (On a similar note, if you don't want to receive direct replies to your posts, do what the others do. Use a fake e-mail address or create a Hotmail one that you use exclusively for newsgroups.)

NOTE

Whether you're posting a reply or starting a new message *thread* (discussion), it's important for you to know that newsgroup message delivery isn't as fast as normal e-mail. It takes time for your message to appear in the message list. If it doesn't appear when you click the More button, wait a bit and then check again.

Posting Etiquette

After observing a particular newsgroup for a few days, you should have a good sense of what the implicit "rules" are for posting to it. Following are some general principles that you should find helpful.

Top Ten Posting Do's and Don't's

1. Even if you normally use HTML formatting for your e-mail messages, you should generally stick to plain text messages for newsgroup posts. All newsgroup readers can handle plain text, while only the more advanced ones (such as Entourage) can interpret HTML.

2. When replying to a message, do *not* change the Subject line. If you do, your reply will be treated as the start of a new thread rather than a continuation of the one to which you're replying.

3. When writing a reply, be sure to quote the relevant parts of the original message. Otherwise, if readers view your message out of sequence, they may not have any idea what you're talking about. However, don't quote unnecessary material from the original author's message. Deleting the parts that aren't relevant to your comments will keep the post to a reasonable size, ensuring that others won't have to waste time downloading extraneous material.

4. Keep your posts on topic. Repeating a great joke that you found on the Internet is appropriate only when sent to a joke-related newsgroup.

5. Don't send advertisements to *any* newsgroups unless you are certain that they are directly related to the newsgroup topic and that they are welcome.

6. Don't waste bandwidth. Although you can simultaneously address a post to multiple newsgroups, try to pick the one (or two) to which the message is most relevant. A regular follower of dog-related newsgroups, for example, is liable to subscribe to several such newsgroups. He or she won't be pleased when your message is spotted in every one of those newsgroups.

7. Don't send test posts to regular newsgroups. If you just want to see how one of your newsreader functions works (such as encoded attachments), send your test posts to a newsgroup that is specifically designed for testing, such as *microsoft.test*.

8. Should you include attachments with your posts? Only if it is a newsgroup devoted to attachments, such as the many *alt.binaries* (picture) newsgroups, or if other users specifically request that you post a particular file.

9. Copyright laws apply to the Internet, too. Never post pictures, music, or other materials that you did not create.

10. Making public attacks on a message author may subject you to similar attacks. If you disagree, be polite. Better still, keep the disagreement private by e-mailing the author directly.

CHAPTER 23

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Customizing Microsoft Entourage for E-Mail and Newsgroups

Although you'll probably learn to use Microsoft Entourage as is, at some point you will probably want to customize it to better suit the way you work. Following the instructions in this chapter, you will be able to set preferences, modify the message list display, filter incoming junk mail, create automatic schedules, apply message rules to manage incoming mail, manage e-mail from mailing lists, and enhance Entourage with AppleScripts.

Setting Preferences

As is the case with many other Macintosh programs, you set *preferences* in Entourage to specify the manner in which you want the program to behave. Entourage has two types of preferences: General and Mail & News. *General preferences* govern how Entourage behaves in all settings —whether you're using the calendar to set reminders, displaying e-mail messages, or doing anything else. *Mail & News preferences* govern e-mail and newsgroup-specific behavior. While the standard (or *default*) preference settings will probably be fine for you, there are still a few that you may want to explore or change, as explained in the following sections. Because there are so many preferences, we'll discuss only the ones that are likely to be important to you.

TIP

Are you unsure about the function of a preference option? Click the Show Or Hide Balloons button at the bottom of any Preferences dialog box. Then when you pass the cursor over any preference item, a cartoon balloon with an explanation appears, as shown in Figure 23-1.

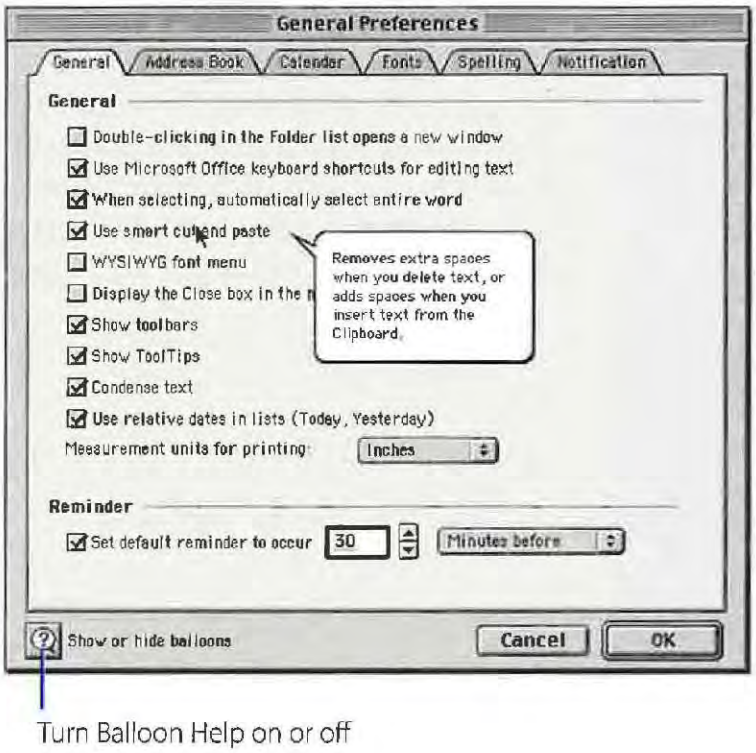


FIGURE 23-1. Click Show Or Hide Balloons for help with setting preferences, or click it a second time to turn off Balloon Help

General Preferences

To set or view General preferences setting, open the Edit menu, point to Preferences, and choose General (or press ⌘-semicolon). The General Preferences dialog box appears, open to the most recently modified tab, as shown in Figure 23-1. To set or view preferences for a different section of the General Preferences dialog box, click the tabs at the top of the dialog box. When you are through making changes, click OK to accept them or Cancel to ignore them.

The following are some General preference settings that you may want to change from the Entourage defaults:

- **General tab: Set Default Reminder To Occur** When you create a new reminder, Entourage proposes the time period specified by this setting. For example, if you set the preference to 30 Minutes Before, every new reminder you create will appear 30 minutes before the event. If you need more or less time, you can change this setting to a different number of minutes, hours, or days (as shown in Figure 23-1). Note that you can still specify a different reminder period for every new reminder you create.
- **Address Book tab: Default Area Code** To save typing time, you can specify a default area code that will automatically be added to every new contact address card for which you don't specify an area code. You can also ensure that all phone numbers are uniform. See Chapter 4, "Using the Address Book," for instructions.
- **Calendar tab** If you work a non-standard workweek (something other than Monday through Friday) or want to view the calendar with something other than Sunday as the first day of the week, you can make changes in this section of the dialog box, as shown in Figure 23-2.
- **Fonts tab** If you don't like the default fonts or font sizes used to create formatted (HTML) and unformatted (plain text) messages, to display onscreen lists in Entourage (such as the message list), or to print plain text messages and similar items, you can choose different fonts and sizes here, as shown in Figure 23-3.

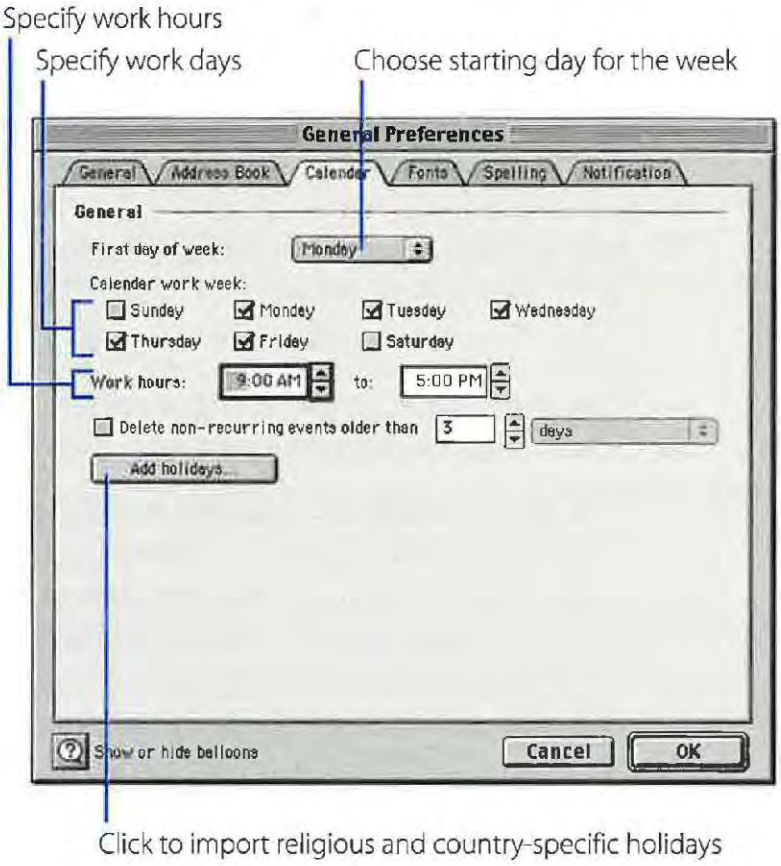


FIGURE 23-2.
Use the Calendar tab to indicate your work-week and to customize the calendar

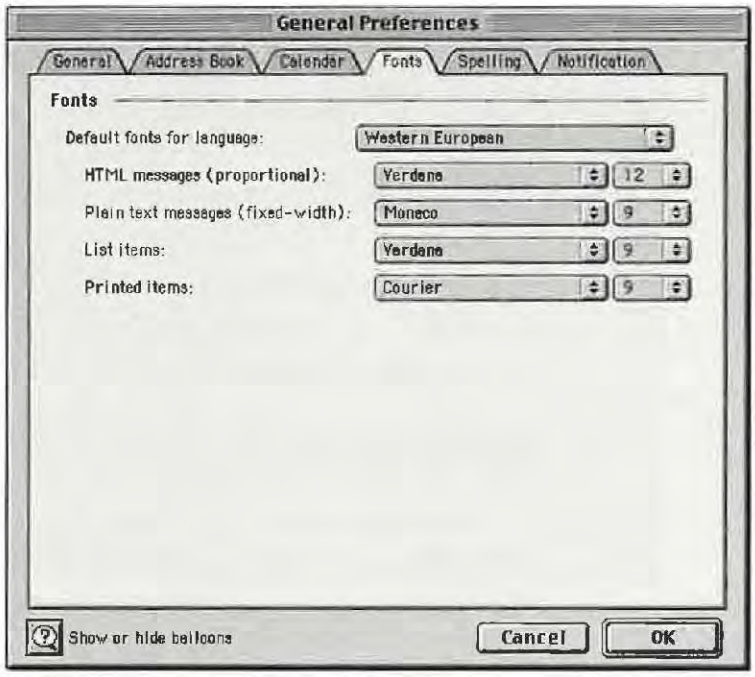


FIGURE 23-3.
Choose default fonts for displaying messages and lists

- **Spelling tab** Click this tab, shown in Figure 23-4, if you want Entourage to perform a spell check automatically on every outgoing message or if you want to specify a different user dictionary.

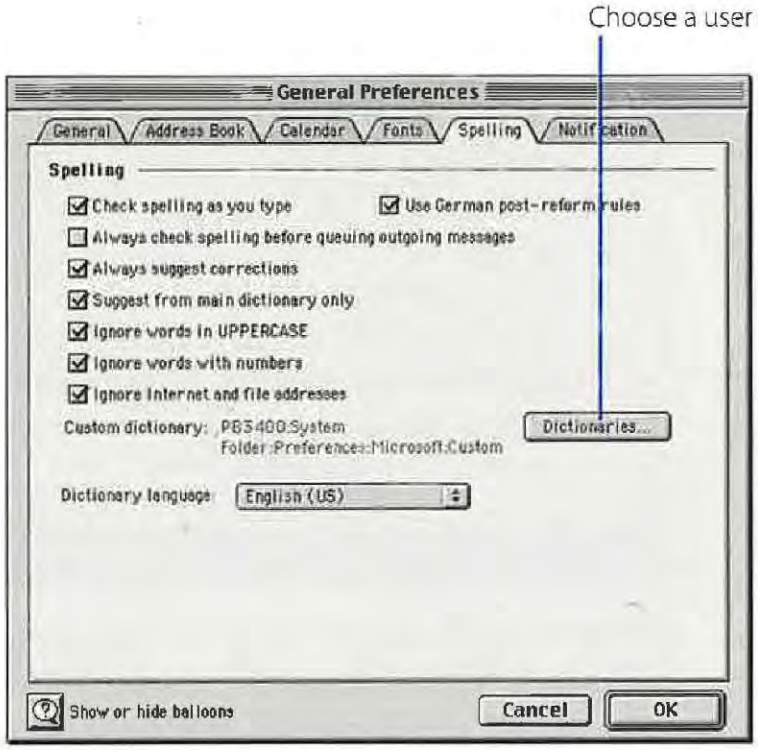


FIGURE 23-4.
Use the Spelling tab of the General Preferences dialog box to specify automatic spelling options and words to be ignored

- **Notification tab: Require Confirmation When Deleting**
  If you're tired of being asked if you're sure that you want to delete something (messages, contacts, and so on), remove the check mark from this preference, shown in Figure 23-5.

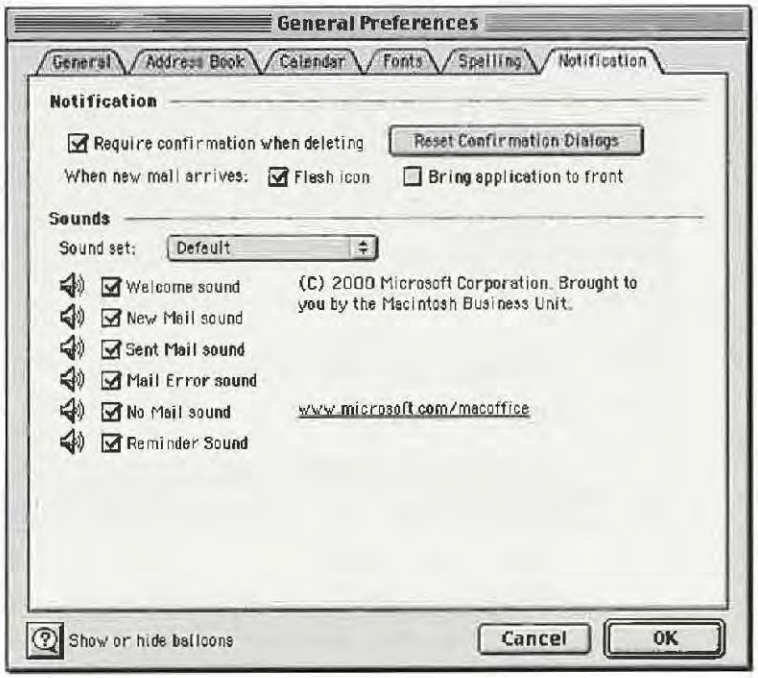


FIGURE 23-5.
Set your e-mail sound and confirmation preferences on the Notification tab

- **Notification tab: Reset Confirmation Dialogs** If you've permanently dismissed some Entourage dialog boxes by clicking their Don't Show This Message Again check box, you can restore the missing dialog boxes by clicking this button.
- **Notification tab: Sounds** You can examine or change the sounds that play when new mail arrives or when a reminder is triggered. To hear any of the designated sounds, click the speaker icon to the left of the event check box. To play no sound for an event, remove its check mark. To specify a different sound set, choose one from the pop-up menu. (Random assigns a different random sound for each event.)

Adding Custom Sound Sets

You can add custom sound sets by dragging them into the Entourage Sound Sets folder (found by opening the Documents folder and then opening the Microsoft User Data folder). Until Entourage-specific sound sets begin to appear, you can use Outlook Express 5 sound set files. However, you'll need to open the sound set files in a utility program (such as FileTyper) and change the Creator to OPIM.

Mail & News Preferences

To set or view Mail & News preferences, open the Edit menu, point to Preferences, and choose Mail & News (or press Shift-⌘-semicolon). The Mail & News Preferences dialog box appears, open to the most recently modified tab, as shown in Figure 23-6. To set or view preferences for a different section of the Mail & News Preferences dialog box, click the tabs at the top of the dialog box. When you are through making changes, click OK to accept them or Cancel to ignore them.

The following are some Mail & News preference settings that you may want to change from the defaults:

- **Compose tab: Messages** If you generally create plain text messages rather than formatted HTML messages, you may want to remove the check mark from the Show HTML Formatting Toolbar In The Message Composition Window check box, shown in Figure 23-7. You can also choose separate default formats for new e-mail and newsgroup messages (either plain text or HTML). Choose the format you use the most.

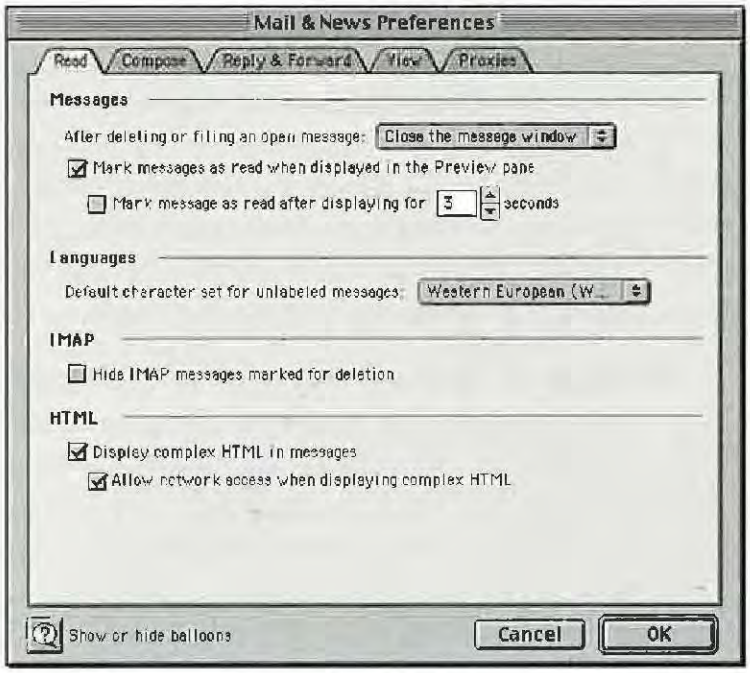


FIGURE 23-6.
Set e-mail and newsgroup-related preferences in the Mail & News Preferences dialog box

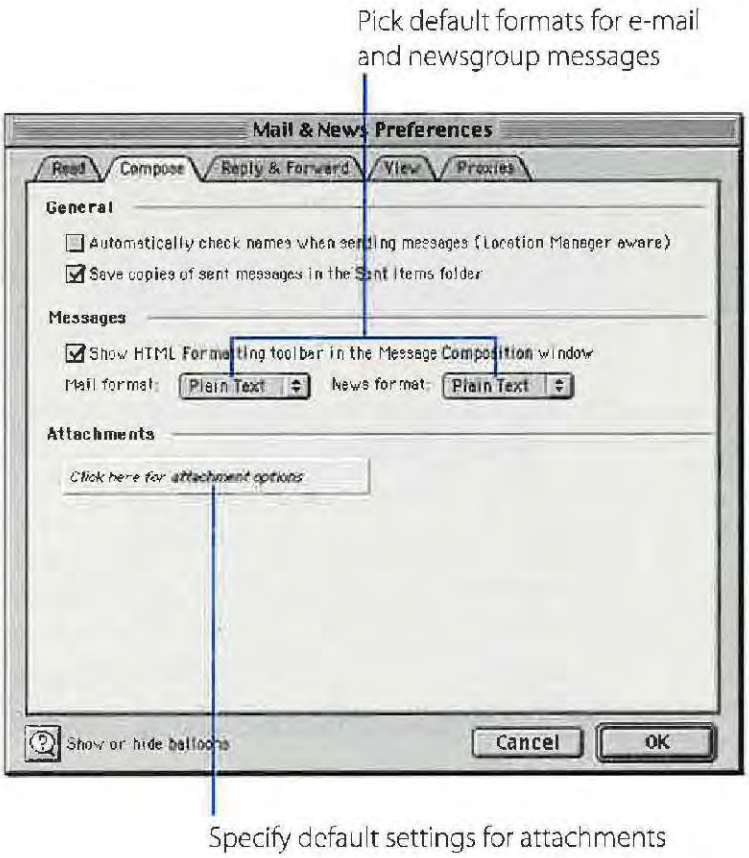


FIGURE 23-7.
The Compose tab of the Mail & News Preferences dialog box

- **Compose tab: Attachments** Click the Click Here For Attachment Options button to view the default options for attachments. You can still set attachment options differently for every new message, but you should select the options here that you will use for *most* messages. For instance, if most of your messages are sent to Windows users, you may want to check the option to add Windows extensions to all attached files. (Doing so won't affect file readability when received by a Mac user.)
- **Reply & Forward tab: Mail Attribution/News Attribution** When replying to an e-mail message or newsgroup post, you can preface the original author's text with a text string that includes the date of the message, the author's name, and/or his or her e-mail address, as shown in Figure 23-8. You can edit the attribution text if you want and insert the Date, Name, and Address placeholders by choosing them from the pop-up menus. If you prefer, you can use normal message header information to mark the original message (the most common approach) or display no message attribution text.

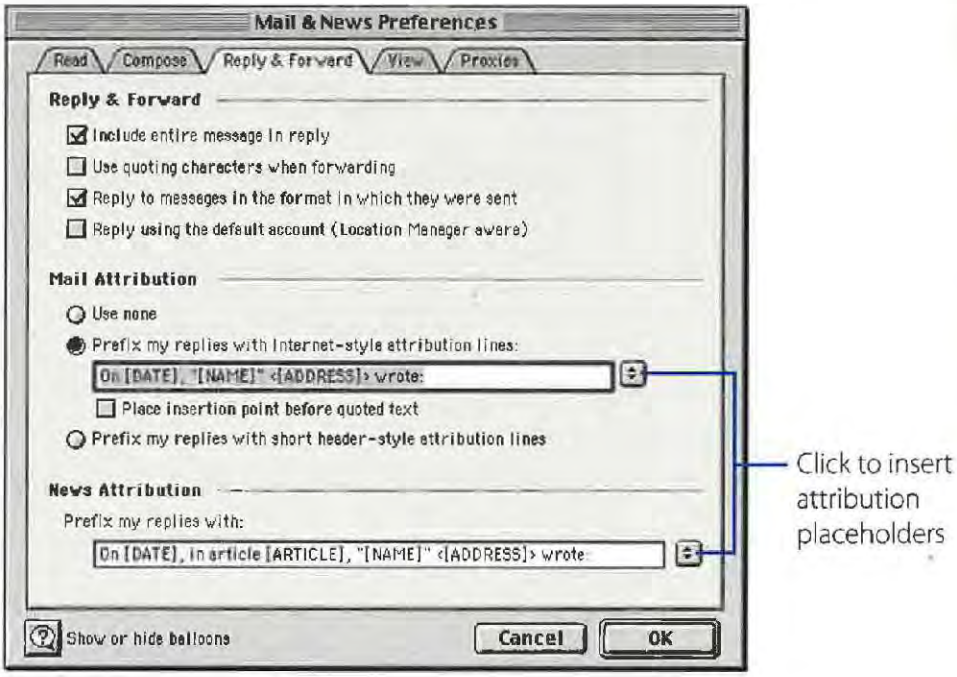


FIGURE 23-8. Use the Reply & Forward preferences to specify options for replying to or forwarding received messages

- **View tab: Message and Subscription Colors** Figure 23-9 shows that Entourage normally distinguishes unread from read messages by displaying message headers in boldface and normal type, respectively. You can optionally choose colors for read and unread message headers, as well as distinguish newsgroups to which you've subscribed from those to which you haven't subscribed. Click the appropriate check box to enable mail or newsgroup colors, and then click a box (Unread, for example) to pick a color.

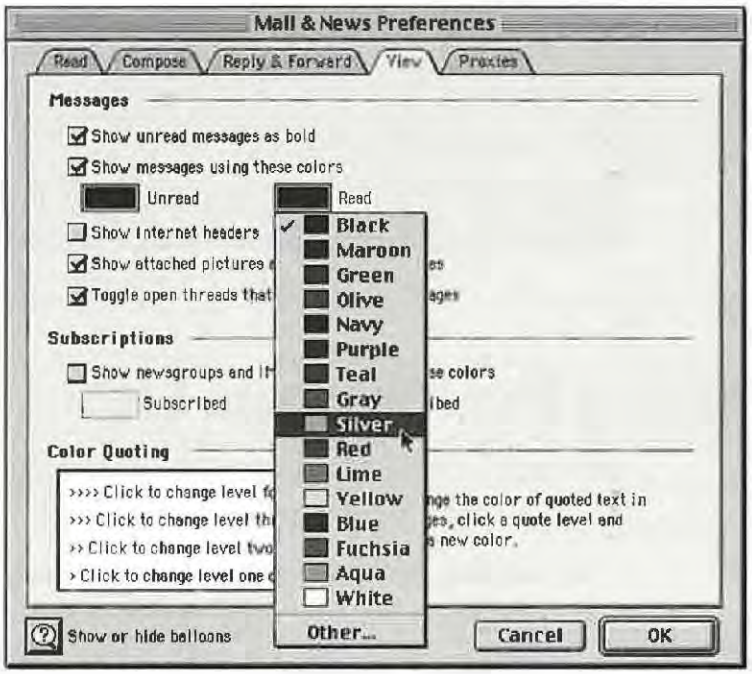
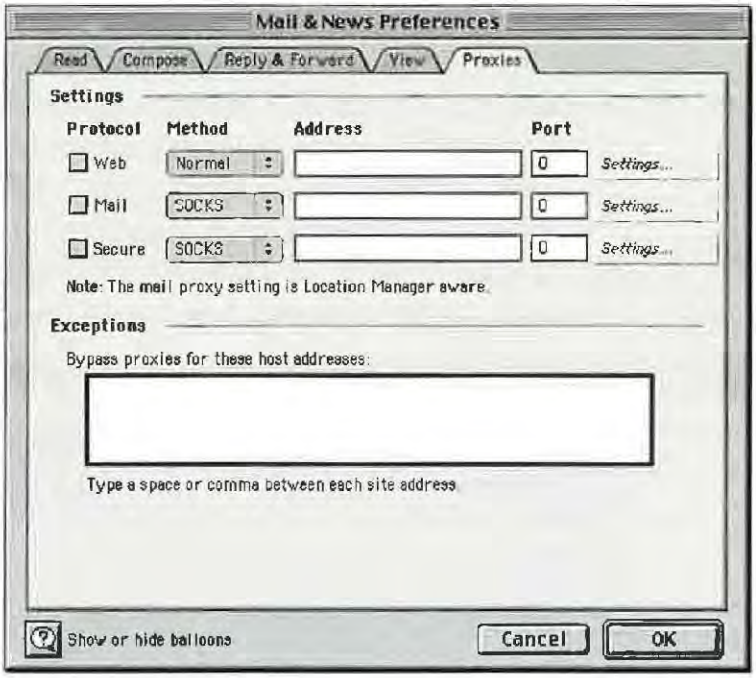


FIGURE 23-9. When color differentiation is enabled, you can pick colors from pop-up lists

- **Proxies tab** If you must access the Internet through a firewall or your Internet service provider (ISP) requires that you use a proxy server, click the Proxies tab, shown in Figure 23-10. Your network administrator or ISP will give you the addresses of their Web, e-mail, and/or secure proxy servers. If there are some sites that you must go to directly—bypassing the proxy servers—enter their addresses in the Exceptions text box. Separate each such address from the next by using a comma or space.

FIGURE 23-10.
Proxy preferences are for users who must access the Internet indirectly by passing through proxy servers



Customizing the Message List

Although you can't customize the Entourage toolbars, you can make some changes to the message list display:

- **Adding or removing column headings** To add or remove column headings, click the View menu, point to Columns, and choose the heading to add or remove. (Checked columns are displayed; unchecked columns are hidden.)
- **Resizing and moving column headings** To alter the size of a column heading, move the cursor to the heading's right edge. The cursor changes to a double-headed arrow. Click and drag to the left (reduce) or right (enlarge), as shown in Figure 23-11. To move a heading to a new position, click and drag it to the left or right and then release the mouse button. A vertical dotted line shows where the heading will appear.
- **Changing the amount of screen space devoted to the message list, preview pane, and folder list** The size of the panes in the Entourage window can be changed as you see fit. Move the cursor over the double lines that separate any two sections of the window. The cursor changes to a double-headed arrow. Click and drag to the left, right, up, or down as appropriate.



FIGURE 23-11. To resize a column in the message list, click to the right of the column and then drag

TIP

Another way to customize the display is by removing unnecessary elements. You can show or remove elements (toolbars, Folder List, or Preview Pane) by choosing them from the View menu.

Using the Junk Mail Filter

If you aren't careful to whom you reveal your primary e-mail address, you may find that you're receiving large quantities of unwanted e-mail. At best, such e-mail can be annoying and make it difficult to identify the messages that you *do* want to read. At worst, it can be extremely embarrassing. Do you really want to try to explain why you're receiving unsolicited e-mail from porn sites?

If you find yourself receiving e-mail that you didn't request, you can use the Junk Mail Filter to mark certain incoming messages as junk mail automatically. You can also instruct the Junk Mail Filter to handle such messages by marking them as read and/or performing an AppleScript (such as moving them to the Deleted Items folder or a Junk Mail folder).

To activate and set up the Junk Mail Filter, follow these steps:

1. From the Tools menu, choose Junk Mail Filter. The Junk Mail Filter dialog box appears, as shown in Figure 23-12.
2. To activate the filter, click the Enable Junk Mail Filter check box.
3. Move the sensitivity slider to the desired position. As you drag it further to the right, more mail will potentially be classified as suspected junk.

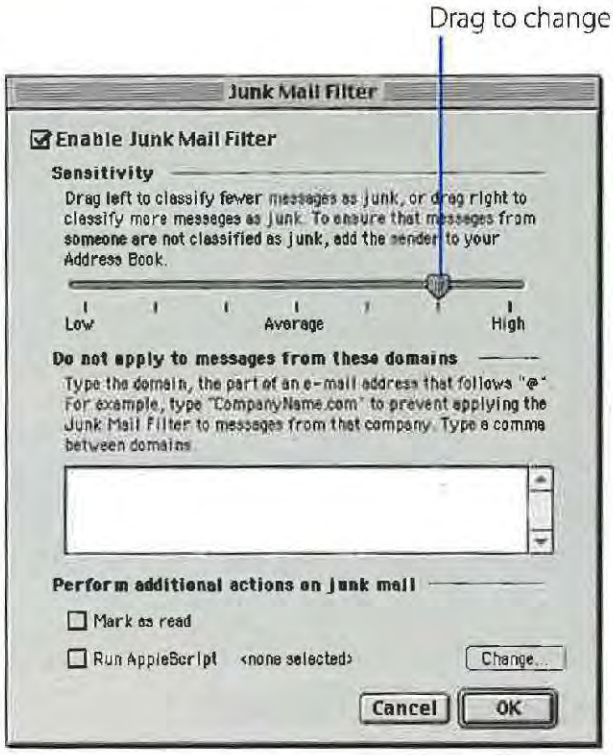


FIGURE 23-12. You can enable or disable the Junk Mail Filter and set its sensitivity in this dialog box

4. To keep mail from particular companies, institutions, or Internet providers from being classified as junk, enter their domains in the center text box. Separate each domain from the next with a comma, such as *internetworld.net, adobe.com, hnrc.tufts.edu.*

5. To specify automatic actions that the filter will perform on suspected junk messages, click one or both of the bottom check boxes.

6. Click OK.

7. If you changed the previous settings in the Junk Mail Filter dialog box, a new dialog box appears, as shown in Figure 23-13. Click Apply, to filter or refilter the messages in your Inbox, or click Don't Apply, to enable the filter but not check your old messages.



FIGURE 23-13. Set or change the filter's sensitivity to apply the new settings to current messages in your Inbox

NOTE

> Messages from people and companies who are listed in your Address Book will never be classified as junk.

Whenever the Junk Mail Filter examines your messages, it indicates suspected junk messages in two ways. First, a special icon is displayed in the message header's Priority column, as shown in Figure 23-14. Second, when you view the message (in the preview pane or a separate message window), a line is added at the top of the message.

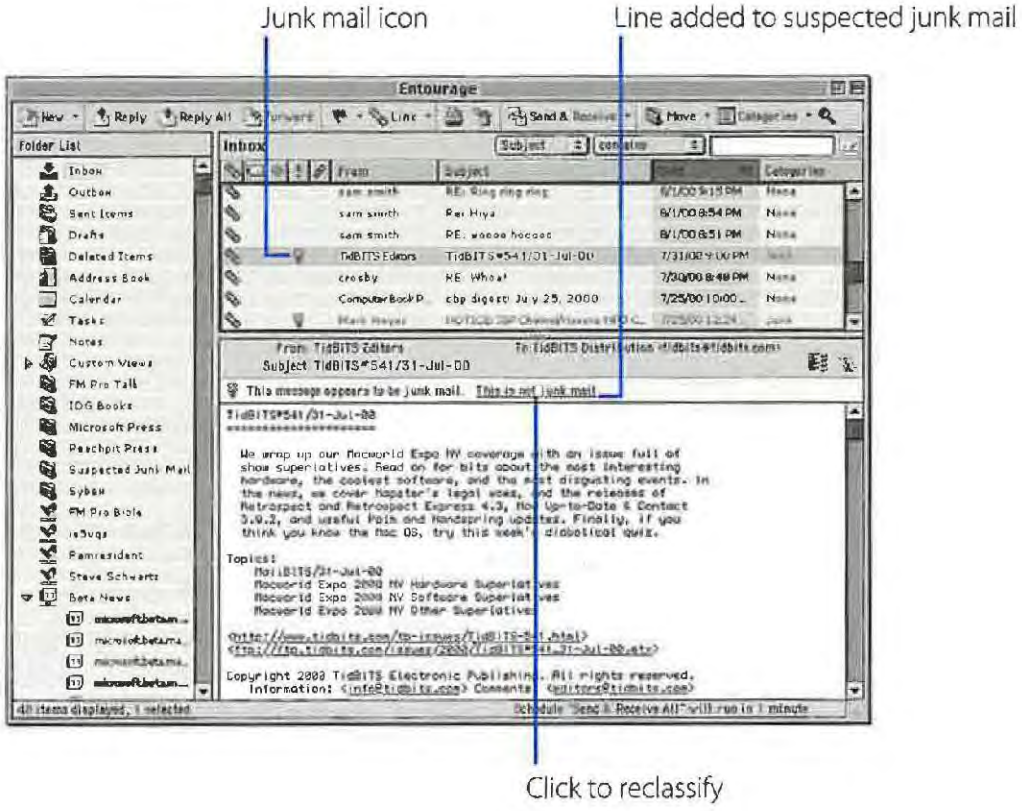


FIGURE 23-14. Messages suspected of being junk mail are marked with a special icon, and a yellow line is displayed when the message is viewed

If the message isn't junk mail, click the This Is Not Junk Mail text and choose an option in the This Is Not Junk Mail dialog box, shown in Figure 23-15. The options are as follows:

- **Add Sender To Address Book** Messages from Address Book contacts are never mistaken for junk mail.
- **Create A Mailing List Rule** Choose this option if the message is from a mailing list.

- **Classify All Messages Sent From The Sender's Domain As "Not Junk"** Use this option to add trusted domains to the junk mail exception list. Normally, you'll want to reserve this for ISPs and corporate domains, such as *microsoft.com*.
- **Just Classify This Message As "Not Junk"** Choosing this option merely reclassifies the selected message as not junk. Additional messages from the same person may still be classified as junk.

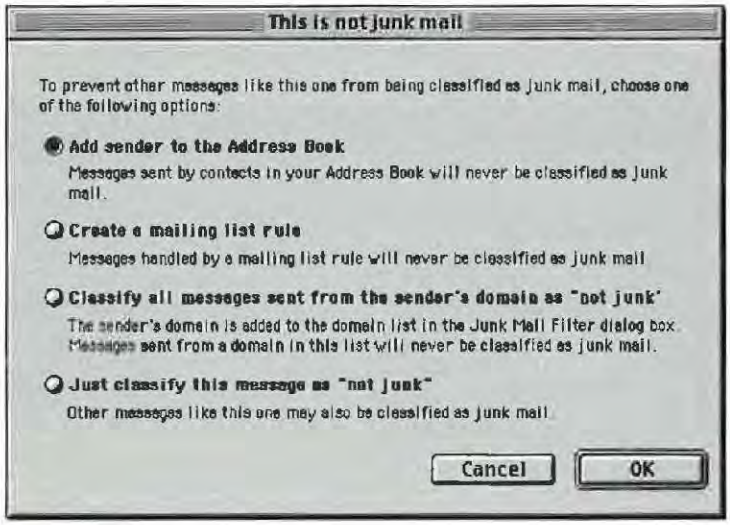


FIGURE 23-15. Specify how you want to handle this particular message and avoid classifying additional messages from the same person or company as junk

It may take you a couple of tries to get the Junk Mail Filter sensitivity just right. One way to determine quickly whether a new setting is optimal is to let it screen the existing messages in your Inbox. If it marks more than a couple of messages as junk that really aren't junk, the sensitivity is too high. If it misses more than a few of the real junk messages, the sensitivity is probably too low.

TIP

The best way to avoid unwanted e-mail is to create a free account in Hotmail, Yahoo!, or another Web-based service, and use that account for all online registrations, newsgroups, and chat services. Use your primary e-mail account only to send and receive messages from family, friends, and trusted business contacts.

Creating and Using Schedules

You've already learned that you can retrieve waiting messages from an e-mail account by opening the Tools menu and choosing the account name from the Send & Receive submenu. This manual approach is useful, but it isn't nearly as nice as having Entourage *automatically* check for new mail—without your intervention. To instruct Entourage to perform various e-mail and newsgroup actions automatically, you create *schedules*. Every schedule consist of two parts:

- **When** The times, periods, or events that will trigger the schedule's execution.
- **Actions** The actions that will be performed when the schedule is executed.

Any schedule can be triggered in multiple ways and can perform multiple actions. You can create as many schedules as you like. Each schedule can be executed automatically (based on timing or an Entourage event, such as startup or quitting) or manually, by opening the Tools menu and choosing the schedule name from the Run Schedule submenu, as shown in Figure 23-16.

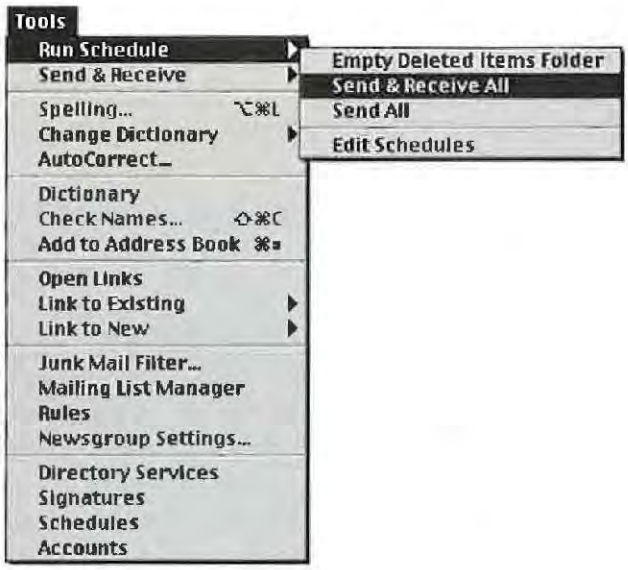


FIGURE 23-16. Schedules—automatic or manual—can also be executed by choosing them from the Run Schedule submenu

The easiest way to learn how to create schedules is to examine the ones that are installed with Entourage. Using the Send & Receive All schedule as an example, we will modify it to send and receive mail automatically at program startup and every two minutes while Entourage is running. To do so, follow these steps:

1. From the Tools menu, choose Schedules. The Schedules dialog box appears, as shown in Figure 23-17.

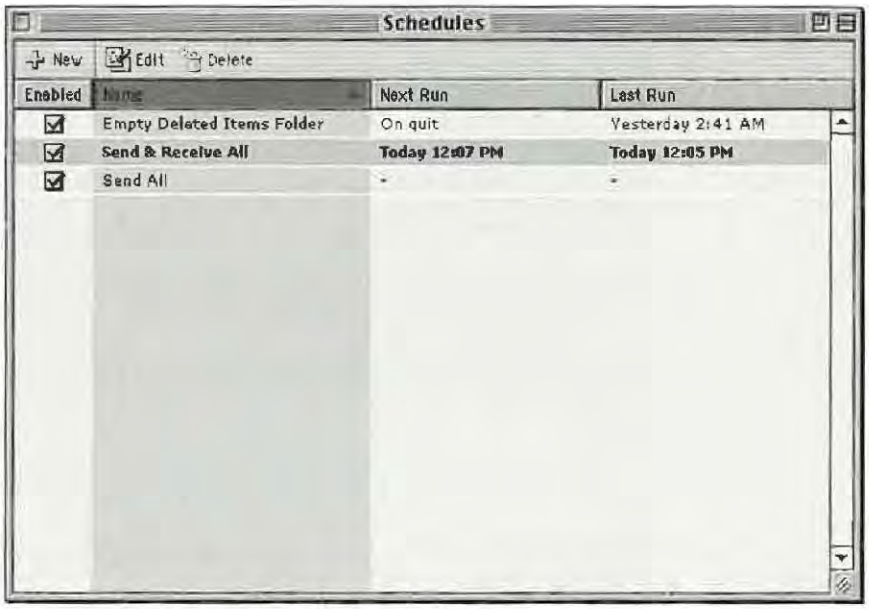


FIGURE 23-17. Choose an existing schedule to edit from the Schedules dialog box

2. To view or modify an existing schedule, select it and click Edit (or double-click the schedule name). In this example, open the Send & Receive All schedule. The Edit Schedule dialog box appears, as shown in Figure 23-18.

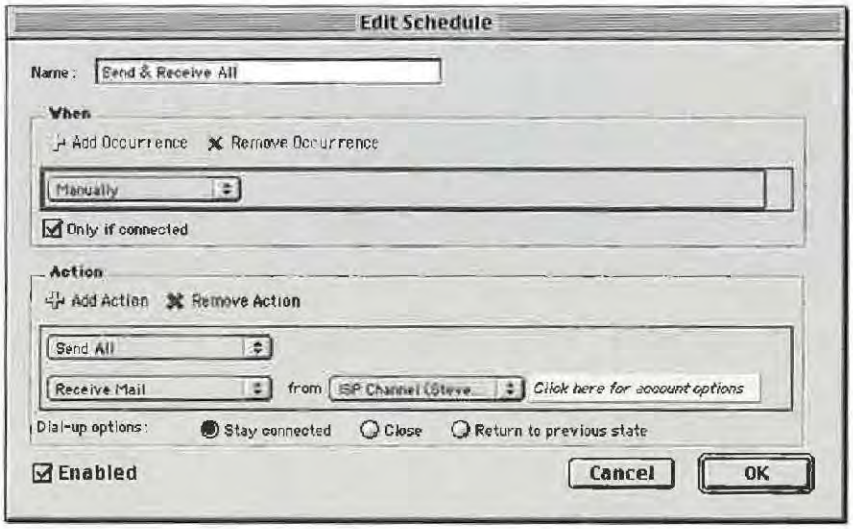


FIGURE 23-18. The Send & Receive All schedule sends all mail that is in the Outbox

3 Any defined schedule can be executed manually by opening the Tools menu and choosing the schedule name from the Send & Receive submenu. As such, you can change the Manually option to something more useful, such as At Startup, by choosing that option from the pop-up menu in the When section.

NOTE

All new schedules default to Manually as the execution method. Until you change this occurrence method to something else, you *cannot* add more occurrences.

4 To make this schedule even more useful, let's add another occurrence to the When section. Click Add Occurrence, and set it for Repeating Schedule Every 2 Minutes. (Feel free to choose a longer interval.)

5 Be sure that Only If Connected is checked. Otherwise, Entourage will attempt to make a dial-up connection to your ISP whenever this schedule is executed.

6 If this is your only e-mail account, there is no need to change the settings in the Action section. If you have more accounts that you'd like to check automatically, click Add Action and duplicate the Receive Mail action for each account.

7 Click OK to save the schedule changes. The modified schedule is shown in Figure 23-19.

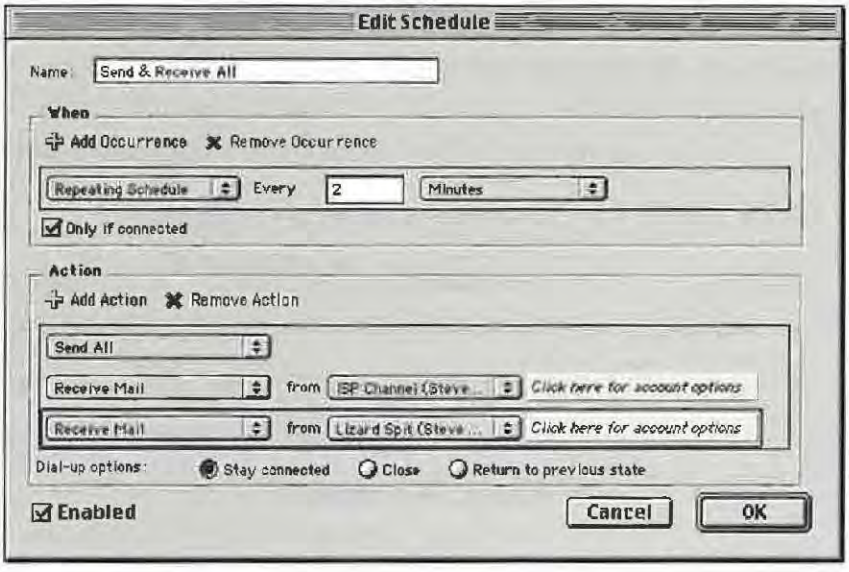


FIGURE 23-19. The revised Send & Receive All schedule automatically checks two accounts every two minutes for new e-mail

Of course, you'll undoubtedly want to create schedules of your own. For example, if you have several Hotmail or Yahoo! e-mail accounts,

you can check them for new mail each time you launch Entourage. The following are the general steps to create a new schedule:

1. From the Tools menu, choose Schedules. The Schedules dialog box appears, as shown earlier in Figure 23-17.
2. To create a new schedule, click the New button. The Edit Schedule dialog box appears, as shown in Figure 23-20.

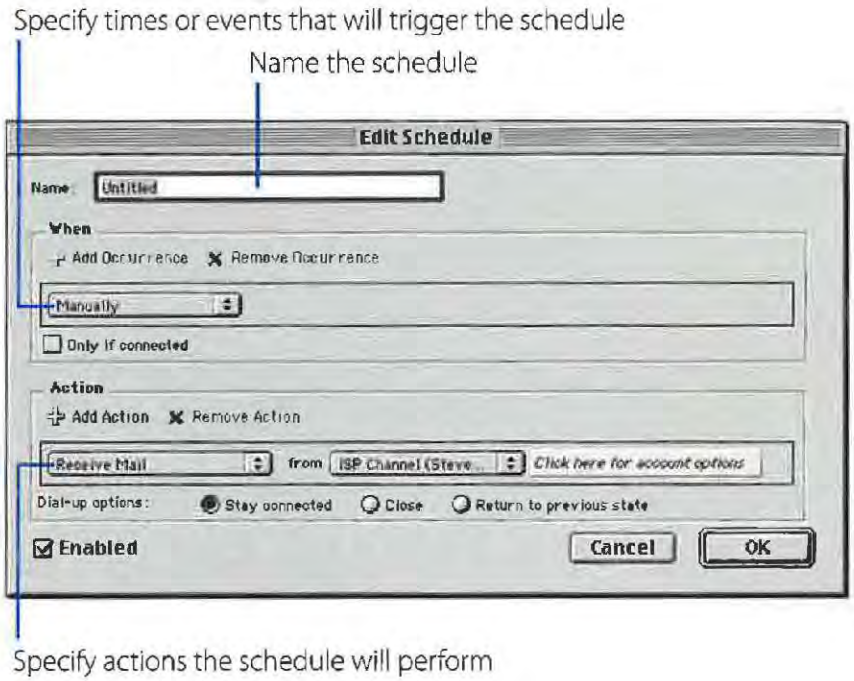


FIGURE 23-20. You can create new schedules in the Edit Schedule dialog box

3. Enter a name for the schedule in the Name text box.
4. Specify the events or times at which the schedule will execute by clicking the Add Occurrence button in the When section or by choosing different options for currently defined occurrences.

   The When options are as follows:

   - **Manually** Executed only when you choose the schedule name from the Run Schedule submenu of the Tools menu.
   - **At Startup and On Quit** Runs at Entourage's startup or when you quit the program.
   - **Timed Schedule** Executes only at the specified days of the week and time combinations (for example, Mondays, Wednesdays, and Fridays at 9 AM, 2 PM, and 5 PM).

- **Repeating Schedule** Runs every so many minutes, hours, or days.
- **Recurring** A daily, weekly, or monthly schedule that repeats until a condition is satisfied (until a particular date or number of occurrences have passed).

5 Click the Only If Connected check box to restrict the schedule's execution to those times when you are already connected to the Internet. Otherwise, Entourage will be forced to try to make a connection for you whenever the schedule executes.



If you occasionally read messages or use Entourage for other things while offline (such as scheduling tasks, for example), be sure to check the Only If Connected check box. Doing so will prevent Entourage from automatically attempting to dial.

6 Specify the actions to be performed by clicking the Add Action button in the Action section or by choosing different actions for those that are already defined. Actions include:

- **Receive Mail** Receives all awaiting e-mail messages.
- **Receive News** Downloads new headers from a particular news server for selected newsgroups.
- **Send All** Sends all messages from your Outbox.
- **Run AppleScript** Runs a specified script.
- **Delete Mail** Deletes messages from the Deleted Items folder (or any other folder) that are older than a specified number of days.
- **Launch Alias** Runs a selected program or opens a particular document.

7 Click a Dial-Up Options radio button to indicate what should happen after the schedule has executed.

8 To enable the schedule, click the Enabled check box. To disable the schedule, remove the check mark. (You can always enable the schedule later.)

TIP

If you think you'll never need a given schedule again, select its name in the Schedules dialog box and click the Delete button. If there's a chance that you'll use it again at some point, disable it instead.

Creating and Applying Message Rules

Normally, when you receive a new e-mail message, you must review it manually and decide what you want to do with it. You might read it or simply mark it as read, print it, create a reply, move or copy it to a different folder, or delete it, for example. If you think for a few moments, however, you'll recognize that there are certain types of mail on which you always perform the same action. Using Entourage rules, you can automate the handling of many messages.

A *rule* consists of one or more criteria that, when satisfied, triggers one or more automatic actions. Figure 23-21 shows a rule that automatically scans incoming e-mail, checks to see if "Office 2001" is part of the Subject text, creates a new Address Book record for the person, adds him or her to an e-mail group named Office 2001 Readers, and moves the message into the Microsoft Press folder. If we later want to contact everyone who e-mailed comments to us concerning the book, we can send them all a message by addressing it to the Office 2001 Readers group.

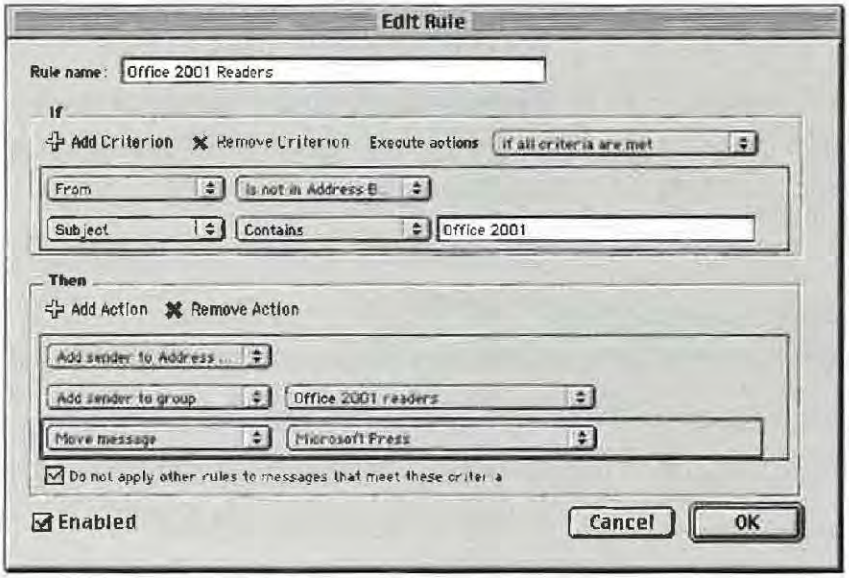


FIGURE 23-21. You can easily create your own mail rules by looking for keywords in message subject lines, for example

In Entourage, you can create rules that are applied to incoming mail from POP accounts (normal ISP accounts), incoming mail from IMAP

accounts, incoming mail from Hotmail accounts, new newsgroup messages, or outgoing messages. To create a rule, follow these steps:

1. From the Tools menu, choose Rules. The Rules dialog box appears, as shown in Figure 23-22.

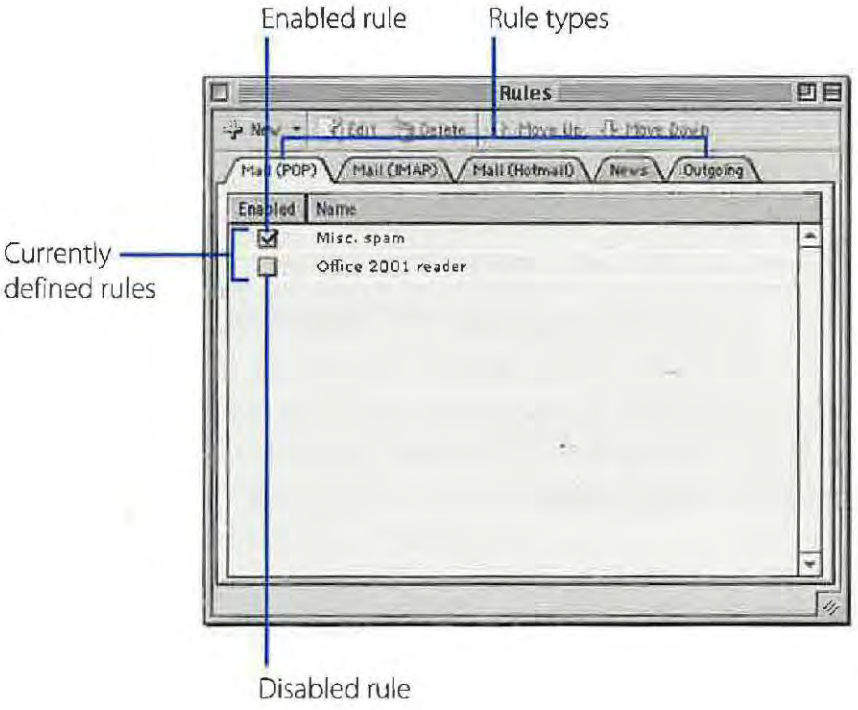


FIGURE 23-22. You can create new rules, as well as edit, disable, or delete existing rules in the Rules dialog box

2. Click the tab that corresponds to the type of rule you want to create.
3. Click the New button at the top of the dialog box. The Edit Rule dialog box appears, as shown in Figure 23-23.

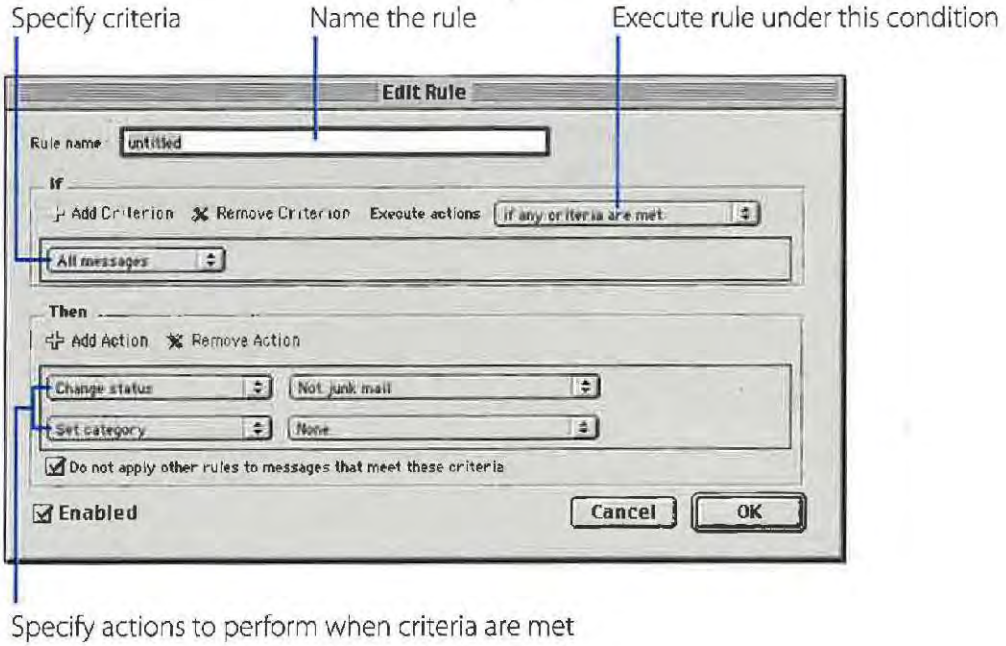


FIGURE 23-23. You can create or modify rules in the Edit Rule dialog box

4. Enter a name for the rule in the Rule Name text box.
5. Specify criteria in the If section by changing the default criterion (All Messages) and then adding others by clicking Add Criterion, as necessary.
6. Specify actions to be carried out by changing or removing the default action in the Then section and then adding others by clicking Add Action, as necessary.
7. At the right side of the If section, choose a criteria handler from the pop-up menu.
8. Click OK to save the rule.

To delete an existing message rule, select it in the Rules dialog box and click Delete. To change the settings for a rule, select it in the Rules dialog box and click Edit. To temporarily disable a rule, select it in the Rules dialog box and click the Enabled check box to remove the check mark.

Managing Mailing Lists

Think of a mailing list as a newsgroup that is conducted via e-mail. Like newsgroups, mailing lists are organized around a central topic, such as computer book writing, jokes, or a given program, such as Photoshop or FileMaker Pro. Each day (or at intervals designated by the mailing list owner), subscribers receive copies of all the messages that everyone has sent to the mailing list. Depending on the manner in which you subscribed, you may receive a separate copy of each message or a daily *digest* (in which the entire day's messages are grouped together in a single e-mail message).

If you are using a POP mail account, you can use the Mailing List Manager to set handling options for mailing lists to which you subscribe. To do so, follow these steps:

1. In the message list, highlight a message from the mailing list.
2. From the Tools menu, choose Mailing List Manager. The Mailing List Manager dialog box appears, as shown in Figure 23-24.



FIGURE 23-24. The Mailing List Manager dialog box lists all mailing lists it's controlling

3 Click the New button (or press ⌘-N). The Edit Mailing List Rule dialog box appears, open to the Mailing List tab, as shown in Figure 23-25. Much of the basic information for the mailing list is automatically filled in for you.

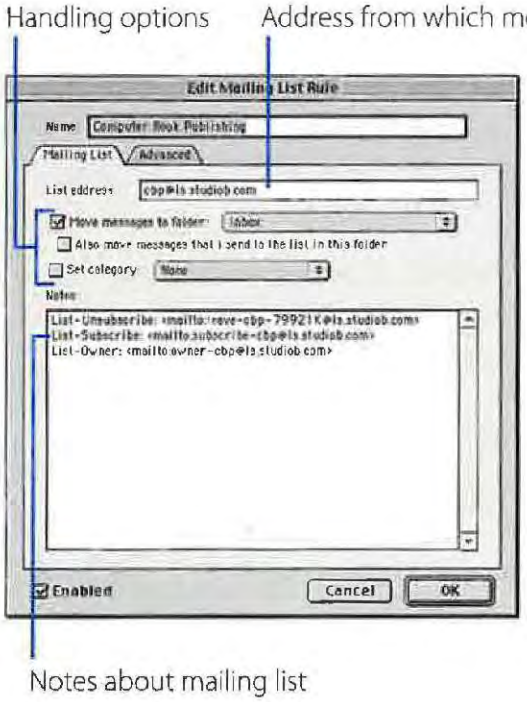


FIGURE 23-25. The mailing list address and handling options for the messages are specified in the Edit Mailing List Rule dialog box

4 Fill in any incomplete information, such as the list's name. You can optionally designate a special folder in which to store list messages, as well as store your own messages to the list in the same folder (rather than in the Sent Items folder).



To avoid cluttering your Inbox, you may want to direct all messages from a mailing list to a special folder that you've created for that purpose. (You can also direct mailing list messages to a particular folder by creating a message rule, as explained previously in the "Creating and Applying Message Rules" section.)

5 *Optional*: If you want to specify additional list handling and reply options, click the Advanced tab at the top of the dialog box. Some advanced options that you may want to change include the following:

- If you want to automatically mark as read messages from the list, click the Mark As Read check box.
- If you receive individual messages from the list rather than a digest, you can add a prefix to the subject to make the messages easier to sort and locate in the message list.
- To avoid receiving your messages to the list twice (in the Sent Items folder and again from the list), click the Delete Copies Of Incoming Messages That I Sent To The List check box.
- To specify a different default reply behavior (when responding to a message in the list), check boxes in the When Replying section of the dialog box. (In general, however, the default behavior specified by the list itself is the one you'll want to use.)

6 Be sure that the Enabled check box is checked.

7 Click OK to save the handling instructions for the message list.



Unless it's imperative that you see incoming messages from a mailing list the moment they're posted, see the list's instructions for subscribing in digest mode. Otherwise, if it's a popular list, you may find yourself inundated with individual messages each day.

Using AppleScripts

You can use a programming language called AppleScript to modify or customize Entourage's behavior. AppleScript is included with every version of the MacOS software. AppleScripts enable you to perform complex action sequences within scriptable programs such as Entourage.

If you examine the Scripts menu (denoted by the script icon between the Window and Help menu), you'll see several useful scripts. (See Figure 23-26.) All scripts that have been placed in the Entourage Script Menu Items folder are automatically added to the Scripts menu. (You can find this folder by opening the Documents folder and then the Microsoft User Data folder.) Double-click any of these scripts to open and view them in Script Editor (as shown in Figure 23-27), an editing program that is installed along with AppleScript.



FIGURE 23-26. You can execute Entourage AppleScripts by choosing them from this menu



FIGURE 23-27. Double-click any AppleScript to view it in the Script Editor

If you're an enterprising programmer, you can design your own AppleScripts. Otherwise, there are many sources of usable scripts on the Internet. To learn more about AppleScript programming in general, visit *www.apple.com/applescript/*.

PART V

Microsoft PowerPoint

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CHAPTER 24

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Introducing Microsoft PowerPoint

Microsoft PowerPoint is an application that creates presentations (high-tech slide shows) that you can display onscreen, print out, turn into 35mm slides, or make into movies. With a little effort, you'll find that PowerPoint is one of the most valuable components of the Office 2001 package. While overhead projectors and 35mm slides have a certain old-school charm, it is far easier to create a more compelling presentation in PowerPoint. And, once you create it, you can easily modify it to meet your particular needs.

This chapter will introduce you to the many features of PowerPoint. We will discuss the various views used in the application and will get you started in creating your own slide show.

APPENDIX

Installing Microsoft Office 2001 574

Updating Office 2001 576

Installing and Updating Microsoft Office 2001

This appendix briefly discusses installing and updating Office 2001. It also explains how to install Microsoft Internet Explorer 5, the Web browser included with Office 2001.

Installing Microsoft Office 2001

Installing Office 2001 consists of three basic steps: copying the Office 2001 applications to your hard disk, installing optional Value Pack add-on software, and running Microsoft Office First Run to install Microsoft system software components. To install Office 2001, follow these steps:

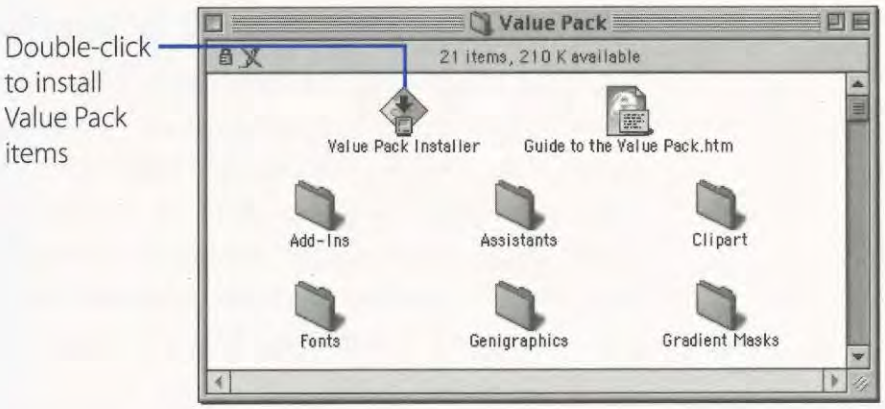
1. Insert the Microsoft Office 2001 CD into your CD-ROM drive. Open the CD's window (if it doesn't open by itself), shown in Figure A-1.



FIGURE A-1. Contents of the Office 2001 CD

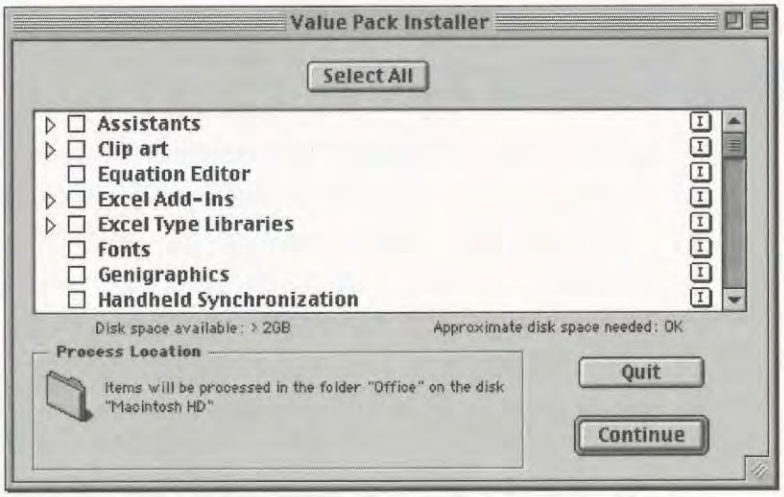
2. Review the installation instructions and compatibility notes in the Read Me folder (found inside the Microsoft Office 2001 folder.) The Read Me files open in SimpleText (a text-editing program from Apple Computer). Read the documents, and then choose Quit from the File menu (or press ⌘-Q).
3. To install Office 2001, drag the Microsoft Office 2001 folder from the CD onto the hard disk of your choice.
4. To install optional add-on software, assistants, templates, and fonts from the CD, double-click the Value Pack folder to open its window. (See Figure A-2.)

FIGURE A-2.
The Value Pack window



5 Double-click the Value Pack Installer. The Value Pack Installer dialog box appears, as shown in Figure A-3.

FIGURE A-3.
The Value Pack Installer dialog box



6 Select items to install by clicking their check boxes (or click Select All to select all items simultaneously). To view a brief description of an item, click the *I* (Information) box to the right of the item. You can click the triangle icons to expand the item categories, enabling you to view and install items selectively within a category.

7 Click the Continue button. After the selected items have been installed, a dialog box will appear. Depending on the options installed, you may be asked to restart your Mac by clicking the Restart button. Otherwise, click Quit.

8 To complete the installation, run any of the main Office 2001 programs: Word, Excel, or PowerPoint. Microsoft Office First Run automatically launches and copies essential Microsoft software into the System Folder.

Installing Microsoft Internet Explorer 5

Installing Office and the Value Pack does *not* install Internet Explorer 5. If you'd like to use Internet Explorer 5 as your Web browser, you can install it by copying the Internet Explorer 5 folder from the CD to your hard disk. (Refer to Figure A-1.) To complete the installation, launch Internet Explorer from your hard disk by double-clicking its icon. The first time you run Internet Explorer, Microsoft Internet First Run automatically copies a series of important files into your System Folder.

NOTE

If you've already installed Internet Explorer 5—by downloading it from the Internet or obtaining a copy from your Internet service provider, for example—there is no reason for you to install this copy. The software hasn't changed.

Updating Office 2001

Periodically, Microsoft releases free updates to Microsoft Office. These updates may consist of useful add-on software or fixes for problems. To check for updates, launch your Web browser (Internet Explorer or another browser) and go to *www.microsoft.com/mac/products/office/2001/default.asp*, shown in Figure A-4. Any updates for Office applications will be listed on this page. Be sure to download only updates to *your* version of Microsoft Office 2001.

FIGURE A-4.
The Microsoft Macintosh Office home page

