



Working With Entourage

This document will help you set up Entourage on Mac OSX for use with an e-mail account on the email.usc.edu server.

Setting up a New Account

If you are using Microsoft Entourage for the first time, follow these steps to create an account:

- Launch Entourage.
- From the **Tools** menu, select **Accounts**.
- In the **Accounts** window, click on the **New** button and select **Mail**

The **New Account** window will pop up.

- In the **New Account** window, select **IMAP** for the Account Type, and click the **OK** button.

The **Edit Account** window will appear:

Enter the following information in the **Edit Account** window:

- In the *Account name* field, enter a name you can recognize (e.g. USC E-mail).
- In the *Name* field, enter your name, as you wish for it to appear on outgoing messages.
- In the *E-mail address* field, enter your USC e-mail address. Your e-mail address should be in the format: `username@usc.edu`
- In the *Account ID* field, enter your login name. This should be the same as your e-mail address, without the "@usc.edu" suffix. (For example, if your e-mail address is `ttrojan@usc.edu`, your username is `ttrojan`)
- In the *IMAP* server, enter `email.usc.edu`
- You may save your password by placing your password in the *Password* field and clicking on the checkbox marked **Save password**.

Note: It is recommended that you do not save your password if multiple people have access to your computer.

- For the *SMTP* server, enter `smtp.usc.edu`
Note: If your Internet Service Provider is not USC, then you will need to enter the SMTP server of your provider. If you do not know the name of the server, you will have to contact your provider

for that information.

- Click **OK**, and close the **Accounts** window.

Retrieving Existing Mail Folders

When you check your e-mail for the first time, you may notice that some of your mail folders are not listed. If this is the case, you will need to subscribe to the folders you wish to see listed.

- Under the Folders column on the left-hand side of the Entourage window, click on your account using the right mouse button. A menu will appear. From this menu, select **Receive Complete Folder List**. All folders on the server will be listed on the right hand side.
- On the right hand side, select the folders you want to subscribe to, and then click on the **Subscribe** button in the toolbar.

Reading Mail

Click on the **INBOX** within your subscribed account, a list of e-mails will appear on the right side of the window. Simply click on the e-mail you wish to read and the content of that e-mail will appear in the lower half of the window.

Clicking on the **Send/Receive** button in the tool bar will check for new mail.

Sending Mail

To send a new e-mail message, follow the steps below:

- Click on the **New** button. Two windows will appear. In the active window, input the recipient's email address under the **To:** field.
- To input another recipient's email address, click on the **Add** button.
- When finished entering recipient's email addresses, close the address input window in order to arrive at the composition window.
- Under **Subject:** Type a brief description of your message.
- To attach files, select the **Add** button next to the **Attachments** field. Select the files you wish to

attach, and click the **Choose** button.

- Click into the message body, and compose your message. When you are finished composing, click on the **Send** button.

Replying to a Message

For any message, you can easily compose a reply:

- While viewing the message, or while the message is selected in the inbox, click on the **Reply** button. A composition window will appear with the *To:* field already set.
- Compose your message as you would normally. When you are finished, click on the **Send** button to send your reply.

Deleting a Message

To delete an e-mail message:

Select the message by clicking on it.

Click on the button in the toolbar that has a picture of a garbage can on it. This will mark the message for deletion.

To purge (remove) the message from the server, click on **Edit** menu and select **Purge Deleted Items**. This

will permanently delete the message(s) from the server.

Saving Messages

You can move messages from one IMAP folder to another IMAP folder on your account; this can be done to sort messages that you've received.

To save a message in another folder:

Right-click on the message you want to move and select **Move To Folder...** Or, you can select the message from the listing, click on the **Edit** menu and select **Move To Folder...**

In the **Move Items** window, select the IMAP folder that you wish to move the message to from the Outlook Folder tree, and press the **OK** button.

Getting Help

Entourage has online help guides to assist you with address book creation and other aspects of reading e-mail. To find it look under the **Help** menu.

If you have any questions regarding these settings, please contact the Customer Support Center at (213)740-5555 or e-mail consult@usc.edu.