

Macs and email: Tips and Tricks v.1

Microsoft Exchange is the server based email package used by the Bow School District to handle internal and global email and scheduling. The server portion of the program resides in the Domain BowNET and physically resides in the Media Management Office at Bow High School. All incoming and outgoing e-mail for BowNET users resides on that server until accessed by a client.

OSX clients for Exchange can be any of the following:

Apple's Solution: Mail, Address Book, and iCal: This solution is fast, stable and offers some advantages over Microsoft's solution. Unfortunately, you will not have easy access to any "contacts" you previously input with Outlook and you cannot currently participate in group scheduling.

Microsoft's Solution: Entourage: This solution is slow and occasionally unstable but you'll have easy access to any contacts you previously entered in Outlook and you can participate in group scheduling.

Outlook Web Access: (multi-platform) If you have access to the Internet and any "frames-capable" browser (i.e. Netscape 3.0 and higher, Internet Explorer 3.0 and higher) you can access your Outlook mailbox via the World Wide Web. One of the advantages to this method is that there is no need to setup software on the computer you're using.

Important! While the HTML client will supports 90% of the other client's capabilities, it doesn't support all of the capabilities we see in the other Exchange clients.

Recommendations?

Unless you currently use the calendar feature of Exchange to schedule meetings with other Bow staff, you will most likely be happier with Apple's solution. Group Scheduling for iCal is on its way.

Mail:

Profiles:

Before you can use Mail, you must setup a profile to send/receive your email. This is done by running Mail, selecting “preferences” from the “Mail” menu and switching to the “accounts” tab.



Press the “add account” button and enter the following information:

Account Type = IMAP

Description could be anything, but we’ll use “BowNET.org”

Email Address should be your email address.

Full Name should be your full name.

Incoming Mail Server should be “mail.bownet.org”

User Name and password are your user name and password.

A screenshot of the 'Accounts' window in a Mac OS environment. The window has a title bar with a green, yellow, and red window control button on the left. Below the title bar are three tabs: 'Account Information' (selected), 'Special Mailboxes', and 'Advanced'. The 'Account Information' tab contains several fields: 'Account Type' is a dropdown menu set to 'IMAP'; 'Description' is a text field with 'BowNET.org'; 'Email Address' is a text field with 'nblow@bownet.org'; 'Full Name' is a text field with 'Nancy Blow'. Below these is a horizontal separator line. The next section contains: 'Incoming Mail Server' is a text field with 'mail.bownet.org'; 'User Name' is a text field with 'nblow'; 'Password' is a text field with seven dots. Below this is another horizontal separator line. The 'Outgoing Mail Server' is a dropdown menu set to 'mail.bownet.org'. At the bottom right of the form area is an 'Options...' button. At the very bottom of the window are 'Cancel' and 'OK' buttons. A mouse cursor is visible over the 'Options...' button.

Where it say’s “Outgoing Mail Server”, you need to enter “mail.bownet.org”, but also press the “Options” button to set it up to use “Password” authentication, and re-enter your user name and password.

Close the “preferences” window by pressing okay and any email you have on our Exchange server should soon appear.

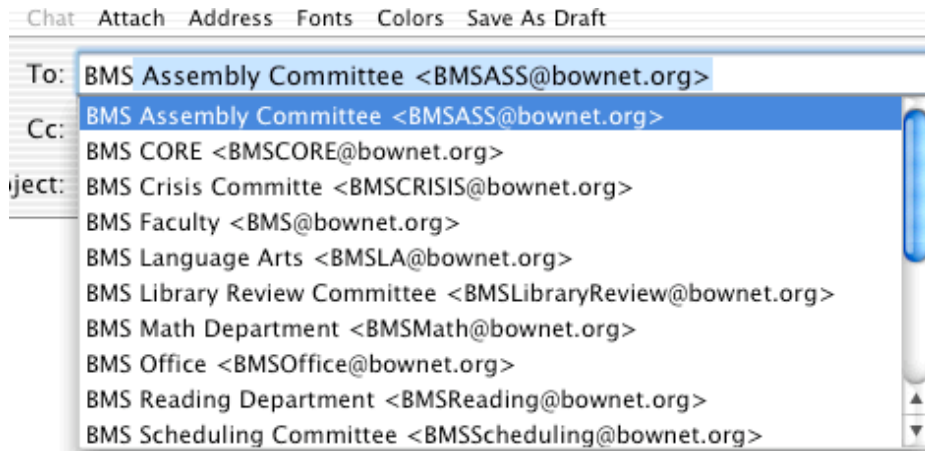
Sending Email

To send email, click on the "Compose" icon. Destinations for your email should be indicated in the "To:" and "Cc:" fields. Email sent to BowNET users should be addressed to their username i.e. "Joe Blow". Simply click in the "To" or "CC" field and start typing a name. All possible addresses from your Address Book should soon be listed.



Example: Typing in "BMS" would list "BMS Assembly Committee, BMS CORE, BMS Crisis Committee, etc..." (If you are not seeing BowNET addresses in your Address

Book, you probably need to run AddressX to populate your address book (see below)).



Email sent to users outside of BowNET should be addressed

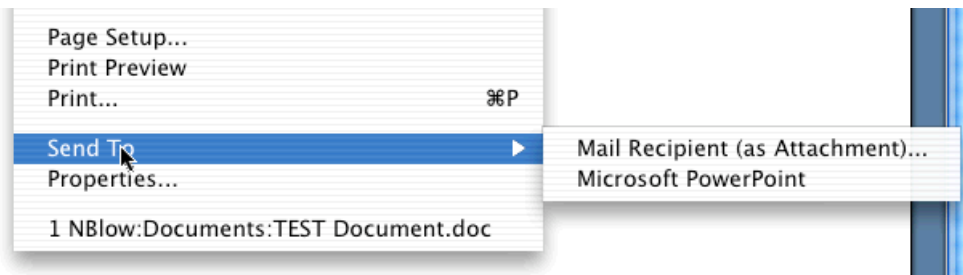
using their Internet address i.e. jblow@aol.com. If addressing email to multiple recipients within a field, you should separate the names via coma ",," i.e. "Joe Blow, Nancy Blow".

It is proper "Netiquette" to include a subject in the "subject" field. Filling out the "body" of the email is very similar to word-processing in Word. When finished creating, you can spell check by selecting it from the "Tools" menu. You send the email by clicking on the "Send" icon.



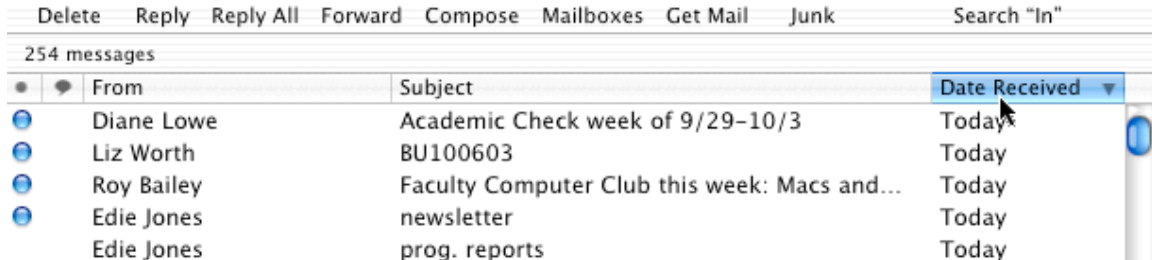
Attachments:

You may also opt to use Mail to send files (Word Documents, Excel Spreadsheets, etc.) to email recipients. To do this, compose and address your letter as usual, but then click on the "Attach" icon in the toolbar. You'll get your standard file requester, which you'll use to find the desired file/files. Upon pressing the "Okay" button, you should see your attached file represented in the body of your letter as an icon. You could also elect to send an "opened" file by going to the application's "file" menu and selecting "Mail Recipient" from the "Send To" sub-menu. (not available in all applications).



Receiving Email:

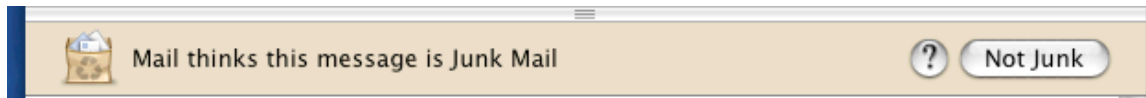
Email you receive can be read by selecting the header and reading it in the preview pane, or by double clicking on the icon, which represents the message. A "read" message can be deleted, stored, replied to, "reply to all"ed (reply sent to all receivers of the originating email), or forwarded. Received mail can be sorted by "From", "Subject", "Date Received" etc... simply by clicking on the appropriate header.



| | Delete | Reply | Reply All | Forward | Compose | Mailboxes | Get Mail | Junk | Search "In" |
|--------------|------------|--|---------------|---------|---------|-----------|----------|------|-------------|
| 254 messages | | | | | | | | | |
| | From | Subject | Date Received | | | | | | |
| | Diane Lowe | Academic Check week of 9/29-10/3 | Today | | | | | | |
| | Liz Worth | BU100603 | Today | | | | | | |
| | Roy Bailey | Faculty Computer Club this week: Macs and... | Today | | | | | | |
| | Edie Jones | newsletter | Today | | | | | | |
| | Edie Jones | prog. reports | Today | | | | | | |

Junk Mail:

In these days of SPAM saturation, one of the benefits of using the Mail program, is its excellent "Junk Mail" filter. By default, when you start using Mail, the "Junk Mail" feature is in training mode. The headers of messages it thinks are junk, are display in a red font, while "good" email is black. You can click on any message Mail should have labeled as Junk, and press the "Junk" icon in the toolbar. If Mail identifies a piece of mail as junk, which is really "good" mail, simply click on the message and you'll have the option of click the "Not Junk" icon.



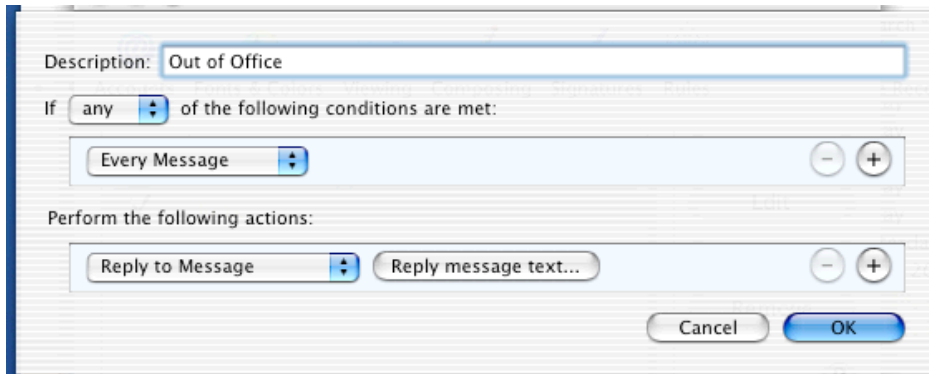
After a few days of training, you'll find that Mail does a pretty good job of differentiating between which mail is "good" and "junk". You can then tell Mail what to do with the Junk mail.

Go to preferences in the "Mail" menu and switch to the "Rule" tab. By default Mail is setup to look at "all" messages, find those from people "not in [your] address book", and classified as "junk" and mark the messages text in "red". You could change the action to something like "Delete Message", etc..



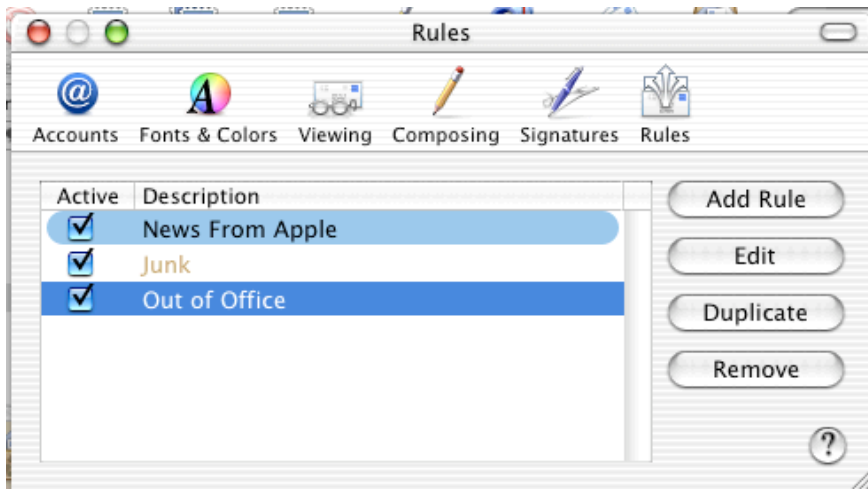
Out of Office:

Mail doesn't have an "Out-of-Office" tool like Outlook, but you can set up a rule to do the same thing. Go to "Rules" (described above) and create a new rule called "Out of the Office", set your conditions to "any Message" and your action to "Reply to Message" and enter your reply by pressing the "Reply Message Text" button.



Turn the rule "on" when "out of the office" and "off" when "in the office".

Important: for a rule to be applied, a computer has to be running and processing your email.



Can't read my email, the text is too small!

Mail also has some neat features for the visually challenged. For individual pieces of email that you find too small to read, you can go "Font" in the "Format" menu and select "Bigger" or "Smaller". To set all of you email to display with a larger font, select "Preferences" from the "Mail" menu and goto "Fonts and Colors". Set your message font to a larger size.



Signatures:

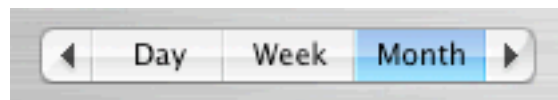
It is sometimes desired to have a short message or signature automatically added to each message you send. To add a signature, select “Preferences” from the “Mail” menu and switch to the “Signatures” tab. Press the “Add Signature” button, supply an appropriate description and type in your signature. Press “OK” to save the signature and then select the desired signature from the “Select Signature” drop menu.



iCal:

In addition to its email abilities, Apple’s solution also functions as a Personal Information Manager (**PIM**). As a PIM, it includes a Calendar (iCal), and a Contact Manager (Address Book).

When in iCal, you can switch between, Day, Week, and Month views by clicking on the appropriate tool.



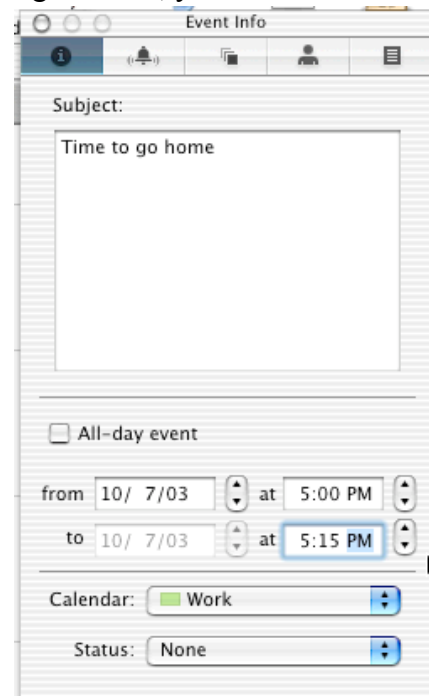
To add a new appointment, double-click on the day you wish the event to occur on or select “new event” from the “File” menu. In the resulting window, you can enter the “Subject” of your meeting, the “Start” and “End” times of your meeting, and which calendar this meeting is for (iCal allows you to track multiple calendars , i.e. personal, work, etc..).

Moving along the toolbar, from left to right you can:

- access the “alarm” tab where you can tell iCal to email you, display a message, or play a sound to remind you of your event.
- access the “recurrence” tab where you can tell iCal to repeat this meeting daily, weekly, monthly, or yearly
- access the “invite” tab where you can invite others to attend the event with you.

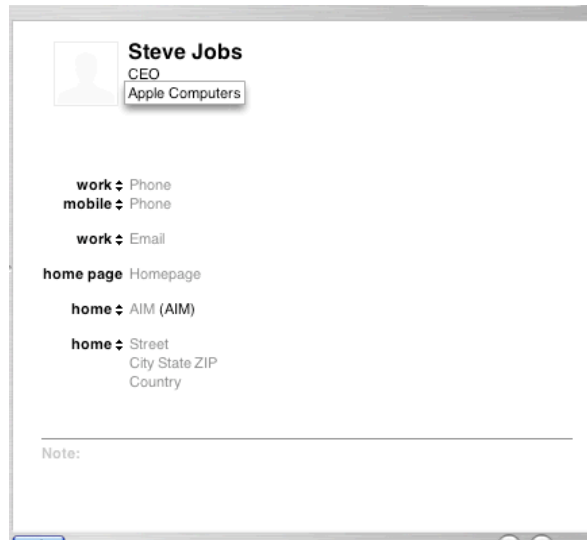
Important: this currently works only with iCal to iCal users. A software release is forthcoming which will allow you to make appointments with Outlook and Entourage users.

- access the “notes” tab, where you can keep notes on the event itself.



Address Book:

While in “Address Book”, you can add a new person, by clicking on the “Add Person” tool or by selecting “New Card” from the file menu. Enter the appropriate information into the appropriate box and you’ve created your contact. Since this information is all stored as a database, all of the contact information is searchable.



To add a group (distribution list), click on the “Add New Group” tool or select “New Group” from the “File” menu. Name the group, and find the appropriate members from your other groups to add to the new group.

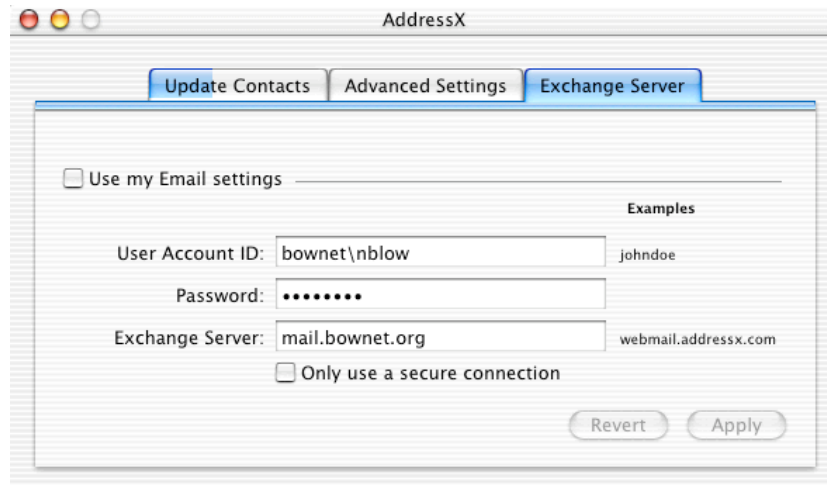
Members of a group can include users and lists from either the global list or your own Contacts. To send email to this list in the future, you'd simply type in the name of the group.

Important: If you previously used Outlook as your email client, you may notice that your contacts are not visible. Unfortunately, Apple’s “Address Book” and Microsoft’s “Contacts” are not directly compatible. To view your Microsoft “Contacts”, you will need to first open them in Outlook, then export them as vCards, then import them back into Address Book.

Address X:

If you don’t see the members of the global address book in Apple’s Address Book, you’ll need to use Address X to copy them over as follows:

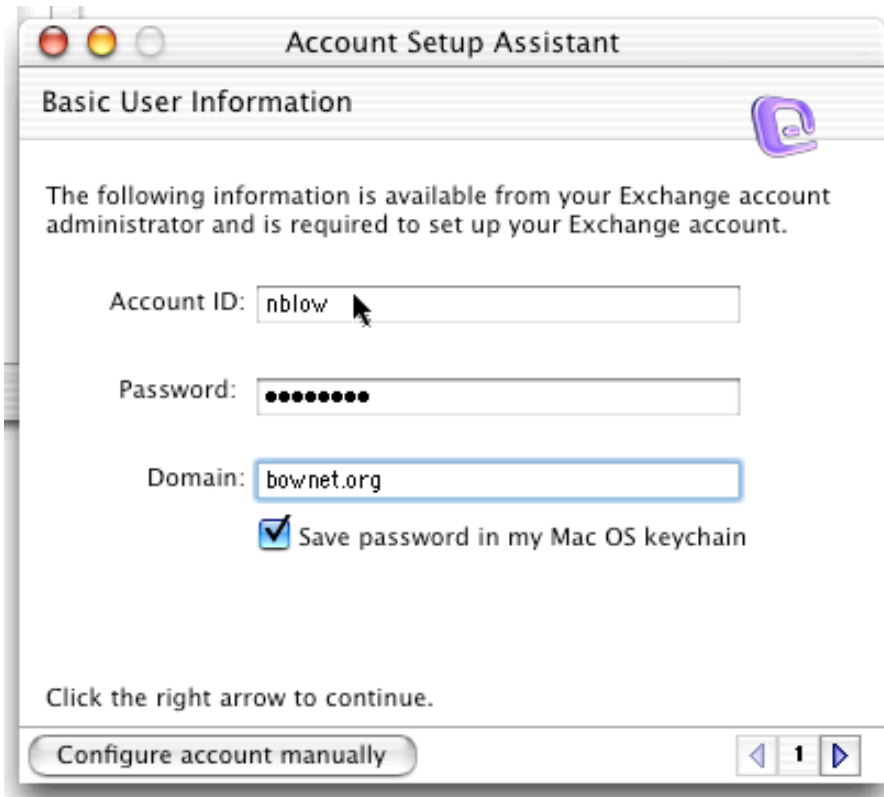
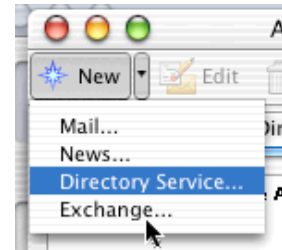
- 1) Select “Applications” from the “Go” menu and run Address X
- 2) User Account = bownet\username, Password = your password, and “Exchange Server” = mail.bownet.org
- 3) Once that information is in, AddressX automatically switches to the Update tag, where you can import the contacts by pressing “Update Now”. You should also set it to “Automatically Update” weekly.



Entourage Client:

Profiles:

Before you can use Entourage, you must setup a profile to send/receive your email. This is done by running Entourage, and selecting “Accounts” from the “Tools” menu. Select “Exchange” from the “New” tool. Account ID = username, password = password, and Domain=bownet.org. Press the right arrow to continue.



If all goes well, Entourage will automatically take care of all of the other settings for you. If things don't go well, call your building Tech Assistant. Press “finish” to “finish”. Close the “Accounts” window.

Within a few minutes, Entourage should be synchronized with our Exchange server and ready to use.

Sending Email



To send email, click on the "New Message" icon. Destinations for your email should be indicated in the "To:" and "Cc:" fields. Email sent to BowNET users should be addressed to their username i.e. "Joe Blow".

Simply click in the "To" or "CC" field and start typing a name. All possible addresses from your Address Book should soon be listed.

Example: Typing in "BMS" would list "BMS Assembly Committee, BMS CORE, BMS Crisis Committee, etc..." If you are not seeing BowNET addresses in your Address Book, press the "Check Names" button. If you still don't see the addresses, you probably need to run AddressX to populate your address book (see above).

Email sent to users outside of BowNET should be addressed using their Internet address i.e. jblow@aol.com. If addressing email to multiple recipients within a field, you should separate the names via coma "," i.e. "Joe Blow, Nancy Blow".

It is proper "Netiquette" to include a subject in the "subject" field. Filling out the "body" of the email is very similar to word-processing in Word and shares many of the same tools. When finished creating, you can spell check by selecting it from the "Tools" menu. You send the email by clicking on the "Send Now" icon.



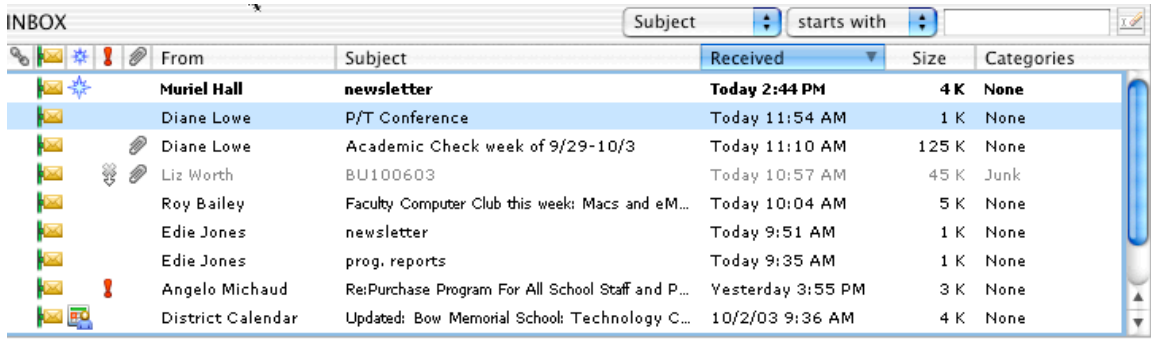
Attachments:

You may also opt to use Entourage to send files (Word Documents, Excel Spreadsheets, etc.) to email recipients. To do this, compose and address your letter as usual, but then select "Add Attachment" from the "Message" menu or press the "Attachment button. You'll get your standard file requester, which you'll use to find the desired file/files. Upon pressing the "Okay" button, you should see your attached file represented in the body of your letter as an icon. Press "Send Now" to send. You could also elect to send an "opened" file by going to the application's "file" menu and selecting "Mail Recipient" from the "Send To" sub-menu. (not available in all applications).



Receiving Email:

Email you receive can be read by selecting the header and reading it in the preview pane, or by double clicking on the icon, which represents the message. A "read" message can be deleted, stored, replied to, "reply to all"ed (reply sent to all receivers of the originating email), or forwarded. Received mail can be sorted by "From", "Subject", "Date Received" etc... simply by clicking on the appropriate header.



If storing and sorting email, you may wish to utilize "sub folders" in Entourage. First of all, make sure that you can see folders by going to the "View" menus and verifying that "Folders" is selected. Folders can be added by selecting "New Folder" from the "File" menu. Drag items from your "Inbox" to the folder or sub-folder of your choosing.

Calendar:

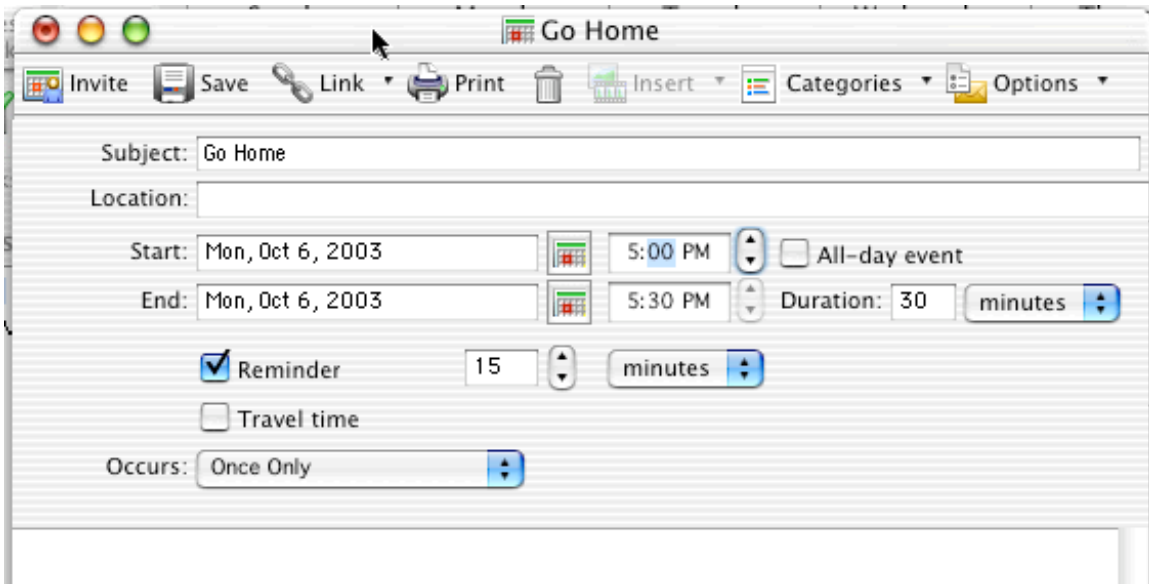
In addition to its email abilities, Entourage also functions as a Personal Information Manager (PIM). As a PIM, it includes a Calendar, a Contact Manager, a Task Scheduler, and more. To switch into Calendar mode, press the Calendar button on the vertical toolbar.



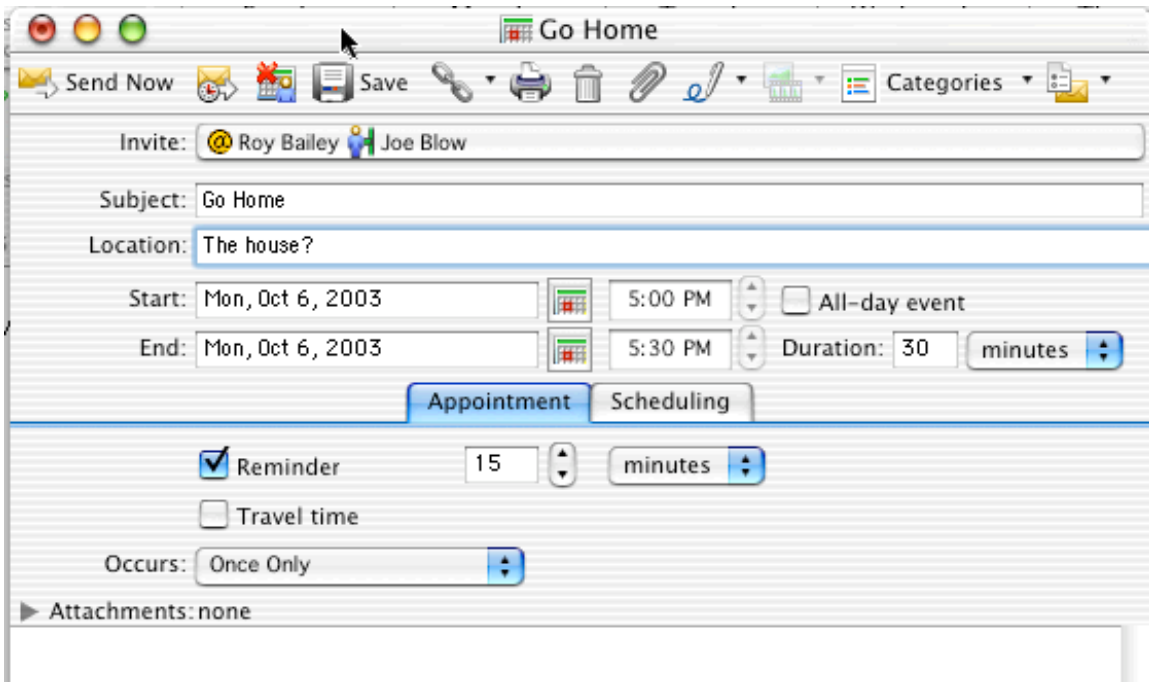
When in the calendar, you can switch between, Day, Work Week, Week, and Month views by clicking on the appropriate tool.



To add a new appointment, click on the "New Calendar Event" tool or press the "new" hotkey (anyone remember that from previous lessons?). In the resulting window, you can enter the "Subject" of your meeting, the "Location" of your meeting, the "Start" and "End" times of your meeting, "Notes" for the meeting, and set a "Reminder" for the meeting. Select options from the "Occurs" drop menu to setup a reoccurring meeting (i.e. the first Tuesday of every month, every Wednesday and Friday, etc...).

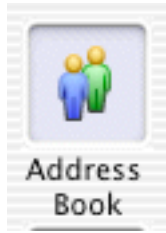


You can also invite other BowNet users with email accounts to attend your meeting. If you chose to do this, each “invitee” will receive an email, which contains the details of the meeting (as you entered in your appointment) and give them a chance to either accept the meeting or decline it. Should they accept, the details of the meeting will be automatically entered into their calendar and you’ll be notified of their acceptance. Should they decline, you’ll be notified of their absence.



Contacts:

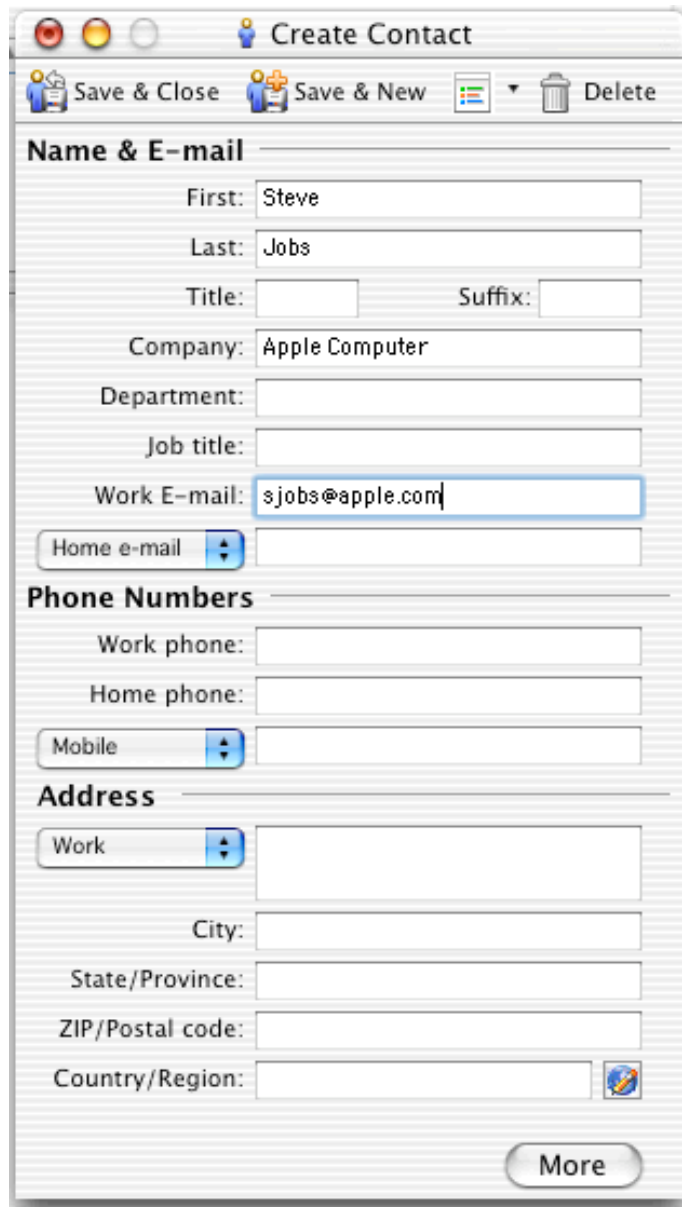
To switch to contacts, click the “Address Book” tool on the vertical toolbar (not to be confused with Apple’s “Address Book”). While in “Address Book” view, you can add a new contact, by clicking on the “New” tool or press the “new” hotkey.



Enter the appropriate information into the appropriate box and you’ve created your contact. Since this information is all stored as a database, all of the contact information is searchable (as is any of the information in Outlook).

To add a group (distribution list), switch to “Address Book” and from the “File” menu select, “\new\group”. Name the group, and press the “select members” button to add addresses to your list. Members of a "distribution list" can include users and lists from either the global list or your own Contacts. Press "okay" when finished. To send email to this list in the future, you'd simply press “To” and switch to “Contacts” instead of the default “Global” list.

Important! Due to a bug in Entourage, you may have difficulties adding members to a “group” unless you’ve already sent them email using Entourage.



Create Contact

Save & Close Save & New Delete


Name & E-mail

First: Steve
Last: Jobs
Title: Suffix:
Company: Apple Computer
Department:
Job title:
Work E-mail: sjobs@apple.com
Home e-mail:

Phone Numbers

Work phone:
Home phone:
Mobile:

Address

Work:
City:
State/Province:
ZIP/Postal code:
Country/Region: 

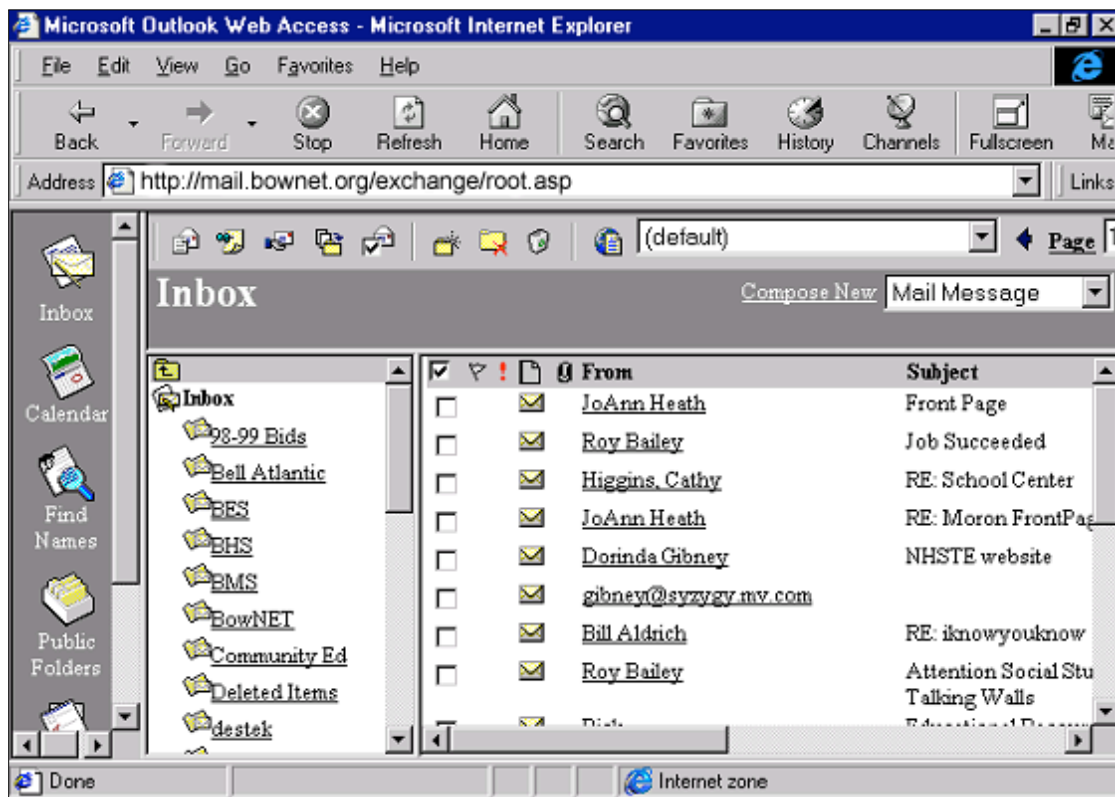
More

HTML Client:

If you have access to the Internet and any frames capable browser (i.e. Netscape 3.0 and higher, Internet Explorer 3.0 and higher) you can access your Outlook mailbox via the World Wide Web. One of the advantages to this method is that there is no need to setup software on the computer you're using. To do so, start your browser and go to <http://mail.bownet.org/exchange>

- 1) username=jblow
- 2) password=?
- 3) domain=bownet
- 4) Hit Okay and read email

If your browser only provides a 2 line authenticator, username=bownet\jblow (please note the "\" is not a "/" which won't work)
The Outlook Server will then generate a web page, which looks and acts like your Inbox.



Important! When finished accessing Outlook via the World Wide Web, you should click on the "Log Off" link and then exit the browser.