How to set-up Entourage (Mac OS X) to check ECU e-mail via IMAP (faculty/staff)
by Mike Dixon

This tutorial will step you through the process of setting up Microsoft Entourage (for Mac OS X) so that you can check your ECU e-mail and look up names on the ECU global address list. The set-up will be using the IMAP protocol, which means the e-mail in your IN box, sent items folder, and deleted items folder, stays on the server but you can read and respond to it.

This tutorial was created in response to an e-mail system upgrade that took place on February 20th, 2004, requiring some changes in Mac-compatible ECU e-mail application settings.

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Before you begin, you will need:

- a Macintosh computer that is running Mac OS X 10.2 or later
- Microsoft Office v. X or later; install all patches available (version 10.1.5 or later)
- a ECU faculty/staff e-mail account
- an Internet connection, preferably high-speed, but 56k will work.

Launch Entourage, find Accounts.

Launch Entourage and look under the TOOLS menu for “Accounts” and select it.

Modify existing account -or- create a new one

Modify Existing Account

Double-click the account you wish to modify so that your account will work with the new e-mail settings.

Create New Account

A. Click the "New" button in the Accounts window.
Filling in the info

The screen shot to the right shows the proper settings for a faculty/staff member checking ECU e-mail via IMAP. Fill in your appropriate information the way my personal information is filled in. Notice the receiving mail server (incoming) and the sending mail server (outgoing) are the same.

You have the option not to type in your password, for security reasons. If you leave that blank, Entourage will prompt you for a password each time you start Entourage (but only once).

Do not click OK. Go to the next step.

Authenticating when you send e-mail

ECU requires that you authenticate every time you send an e-mail using ECU e-mail servers. Outlook does this automatically. Luckily, Entourage and other similar programs provide an automated way of handling it too.

Click the button under your SMTP server info. The button says "Click here for advanced sending options". You will see a window similar to the one to the right. Make sure your settings look like this.

Click the little square in the left-top corner of this "mini-window". You are now back in main account settings window as seen in step 3.

You can click the "options" and "advanced" tabs to see if you would like to make any adjustments to those areas. the "Live Sync" isn't really necessary and can really slow your computer down if you have lots of folders in your IN box.
When you're done, click OK, and make sure you save your changes if it asks you. Keep the Accounts window open.

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**Accessing the ECU global address book inside Entourage**

In Outlook, you can click the Address Book and search the entire ECU directory for e-mail addresses and phone numbers. It even provides categories like "faculty/staff", etc.

Entourage can do some of this, although it gives you the entire directory without categories to help you sort out the 20,000+ students in the list. It also won't provide you with all the information that Outlook will provide, such as office location and position/title.

Setting up this feature, called the LDAP server, is not difficult.

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**Setting Entourage to connect to ECU's LDAP server**

With the Accounts window up (if you closed it, refer to step 1), click the tab called "Directory Service".

This will show existing LDAP servers. One for ECU should not be in there unless you added it yourself.

Click "NEW" and an edit window appears as shown to the right.

Fill it in with the info you see to the right and that's it!

Click OK, and make sure to save changes if it asks you to.

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**Checking your settings**
If you typed in the proper information, you should see a new set of folders in the folder bar to the left of the large Entourage window. Depending on your Internet connection, it might take a few seconds to several minutes for Entourage to locate all your online items in your ECU e-mail account, such as unread e-mail, e-mail in your IN box, and folders inside your IN box.

You should also be able to see folders such as "Sent Items", "Deleted Items", "Public Folders", and so on. If you create a new e-mail, try typing in someone's last name (someone at ECU) in the "to" field, then click the "Check Name" button. It will search the database and come back with potential matches if you typed in the LDAP information properly. Alternatively, you can choose the "Directory Services" item from the TOOLS menu in Entourage, and type in someone's last name there and it will come back with a list of choices to view.

Finally, you may see "Public Folders" listed. Those are the same public folders as seen in Outlook. However, some of those contain shared calendars which will not load properly in Entourage. You will also not see your personal "Contacts" or "Personal Address Book". Neither are imported into Entourage using this method.

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Personal Folders and Entourage

When looking over your new set of folders, you will not see your "Personal Folders" (if you have any in Outlook), as they are located locally on your computer inside of Outlook. They are not transferable directly to Entourage.

If you want to move your Personal Folders to Entourage, you will first need to re-launch Outlook and move those folders to your IN box, then open Entourage and you should see them.

If you do not see Public Folders or any personal folders residing in your IN box or folder listing, you might need to "subscribe" to them. Simply one-click the mini icon for your ECU account (shown as "ECU" in this example to the right), and you will see many more items that might not be showing up in your folder column. Click on one of those items and click the "subscribe" button, and it will be added to your folder list on the main Entourage window. Do this for all the items you want to add or remove from the folder list.

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References, related topics

Microsoft Office Macintosh Downloads, Updaters

How to set-up Mac OS X Mail to access ECU e-mail and the global address book

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