

# Entourage 2004 Configuration Instructions

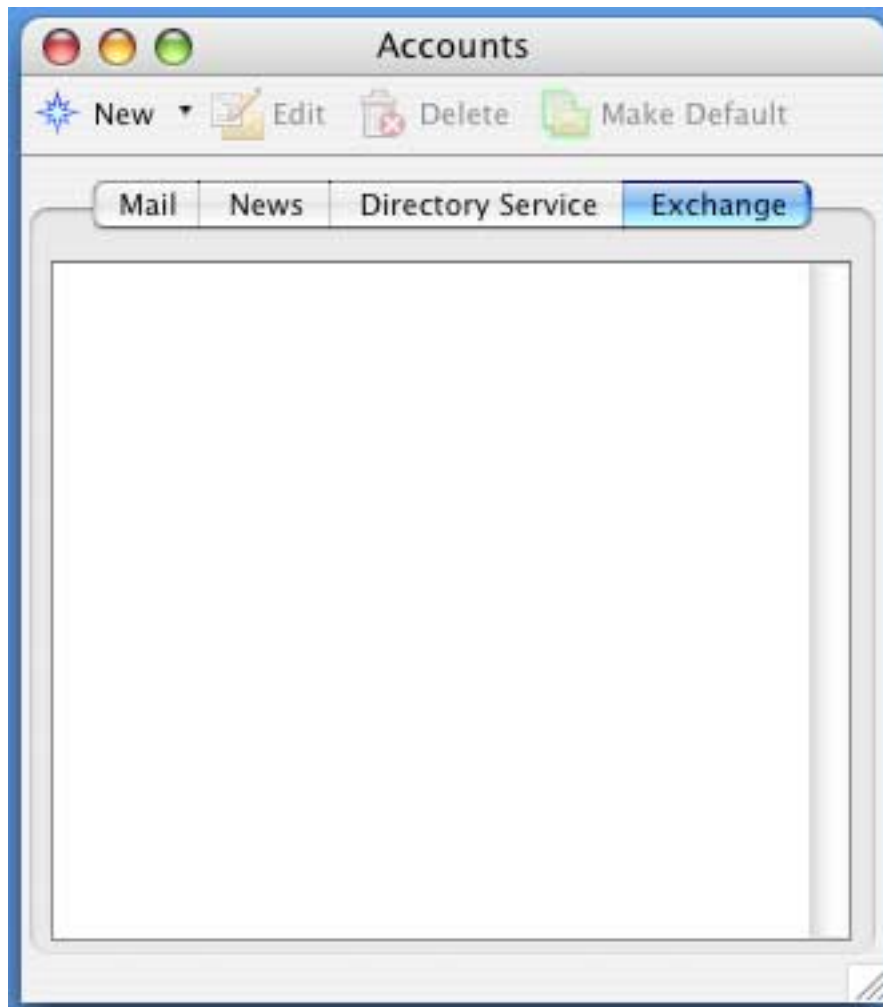
Sean McNamara 2005

Entourage 2004 is an Exchange email client for Apple OS X 10.x. When configured appropriately, Entourage provides the user with a real-time connection to BIDMC's Exchange servers for email, contacts, tasks, calendar events, etc.

To configure Entourage 2004 to our MS Exchange servers, please follow these steps:

## **Step 1 – Open Entourage 2004 and create a new user account.**

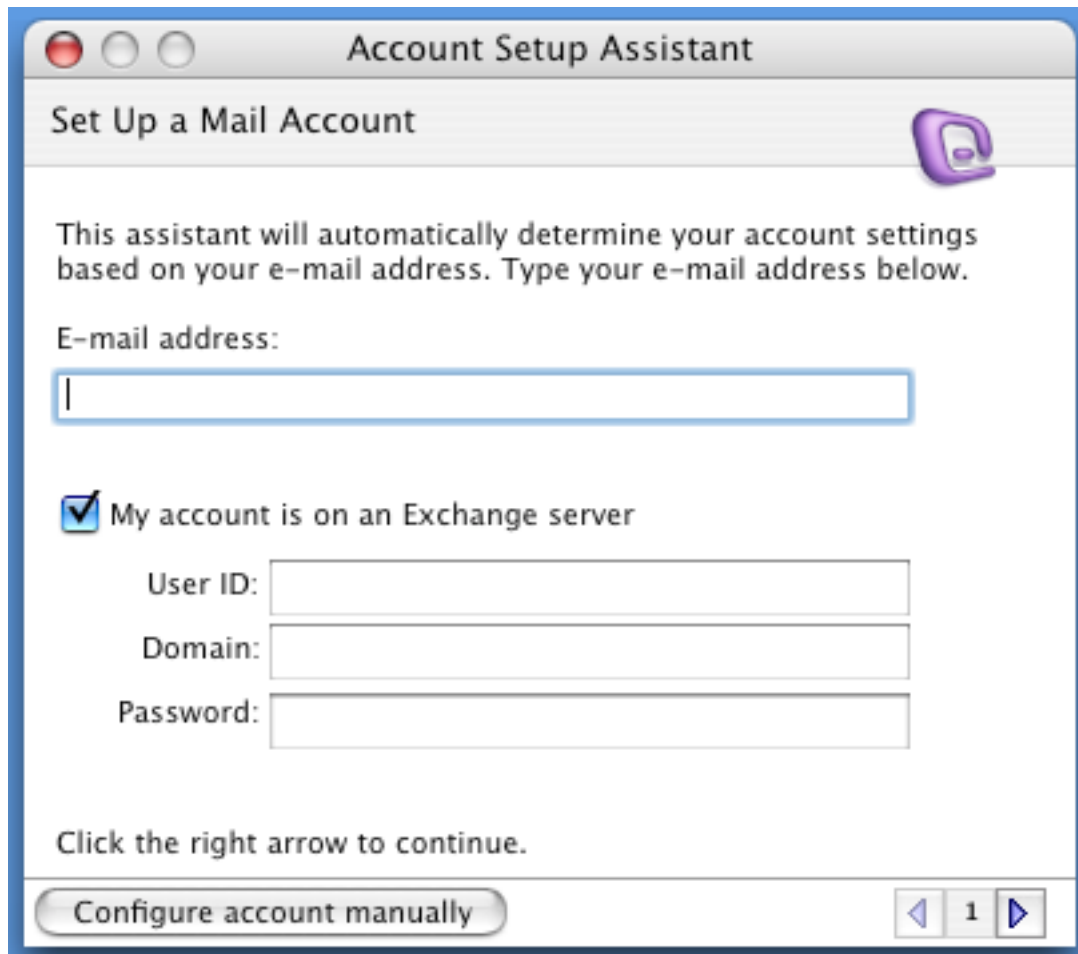
- Open the **Accounts** dialog from the **Tools** menu in Entourage.
- Select "**Exchange**" from the tabs towards the top of the dialog, as shown below:



- Click the "**New**" button to create your user account.

## Step 2 – Tell Entourage that you want to configure your account manually.

- By default, Entourage will try to assist with the creation of your account. Please **bypass** this by clicking on the “**Configure Account Manually**” button at the bottom of the dialog.



### Step 3 – Configure your Exchange user account.

- Configure your account using the example below. Enter **your user information** where appropriate.

**Edit Account**

Account Settings | Mail | Directory | Advanced | Delegate | Security

Account name: John Doe

Account ID: jdoe

Password: ••••••••

Domain: its.caregroup.org

Save password in my Mac OS keychain

Exchange server: mail.caregroup.org

Name: John Doe

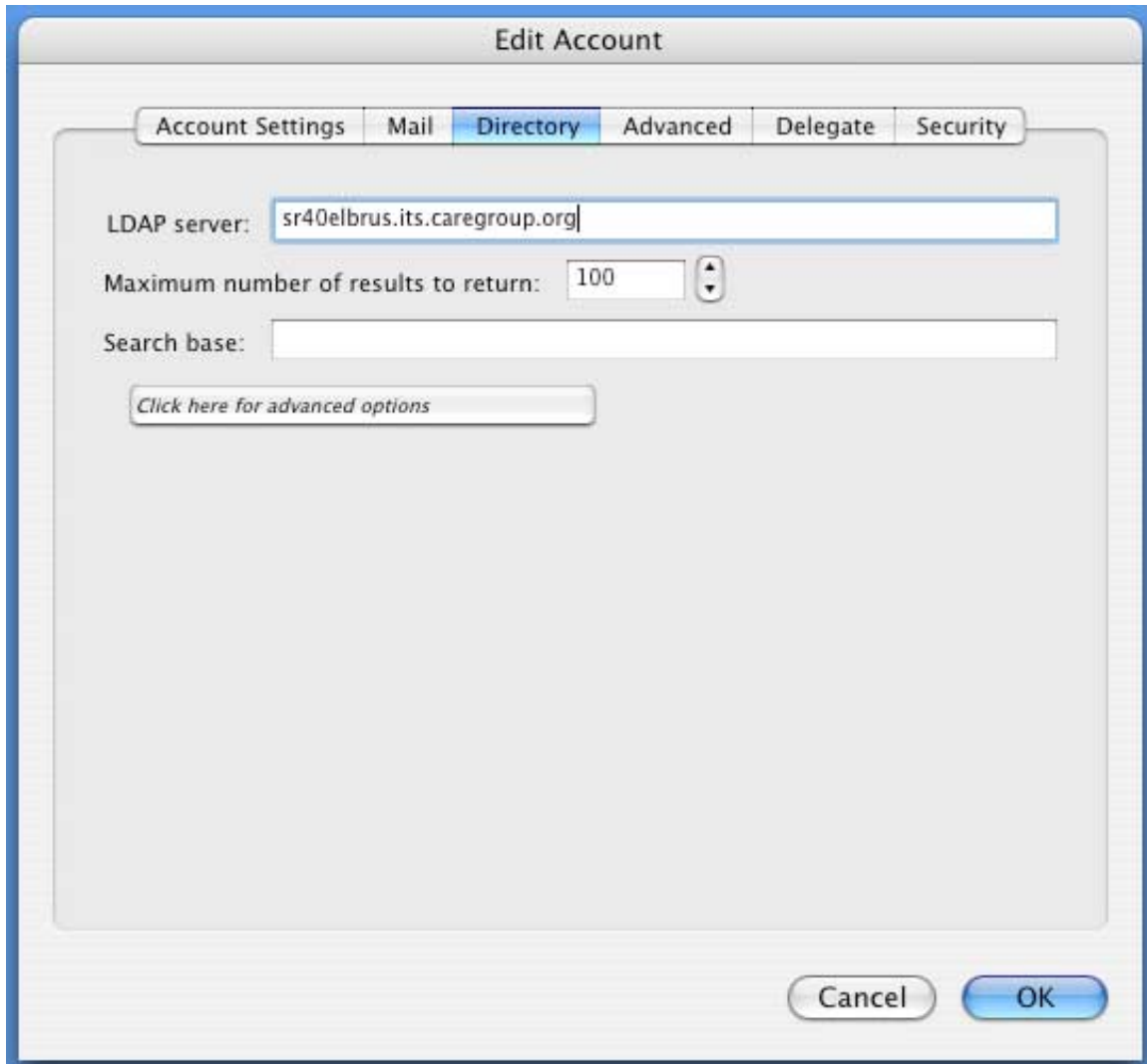
E-mail address: jdoe@bidmc.harvard.edu

You can also enter Outlook Web Access server addresses, such as <http://mail.example.com/exchange>, into the Exchange server field. For more information, contact your Exchange server administrator.

Cancel OK

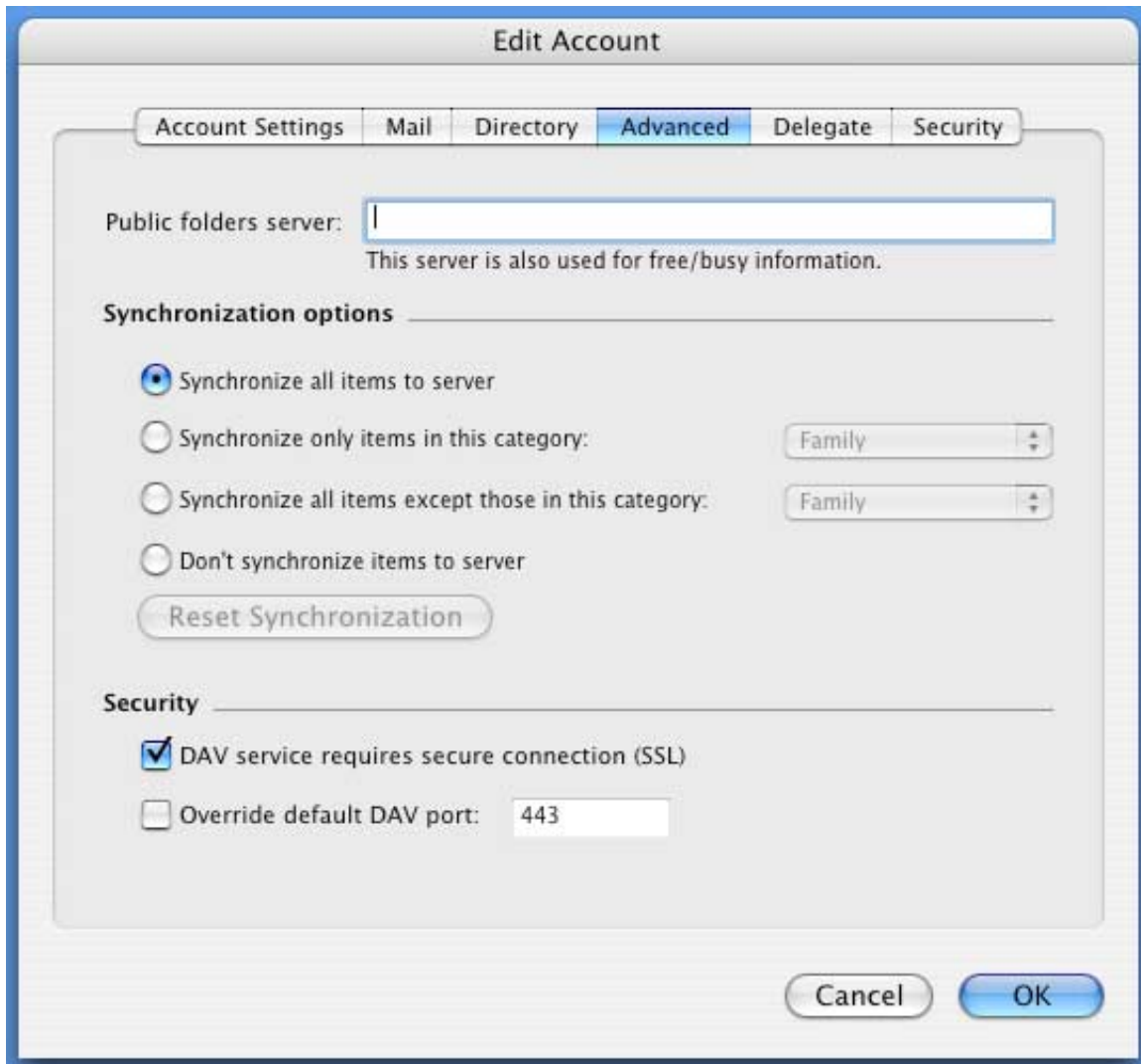
#### Step 4 – Tell Entourage where it should look for other user names, etc.

- Click on the “**Directory**” tab in the upper-part of the Edit Account window.
- In the **LDAP server** field, enter “**sr40elbrus.its.caregroup.org**” as show below:



## Step 5 – Configure the security settings by checking one little box.

- Click on the “**Advanced**” tab in the upper-part of the Edit Account window.
- **Check** the box next to “**DAV service requires secure connection (SSL)**”

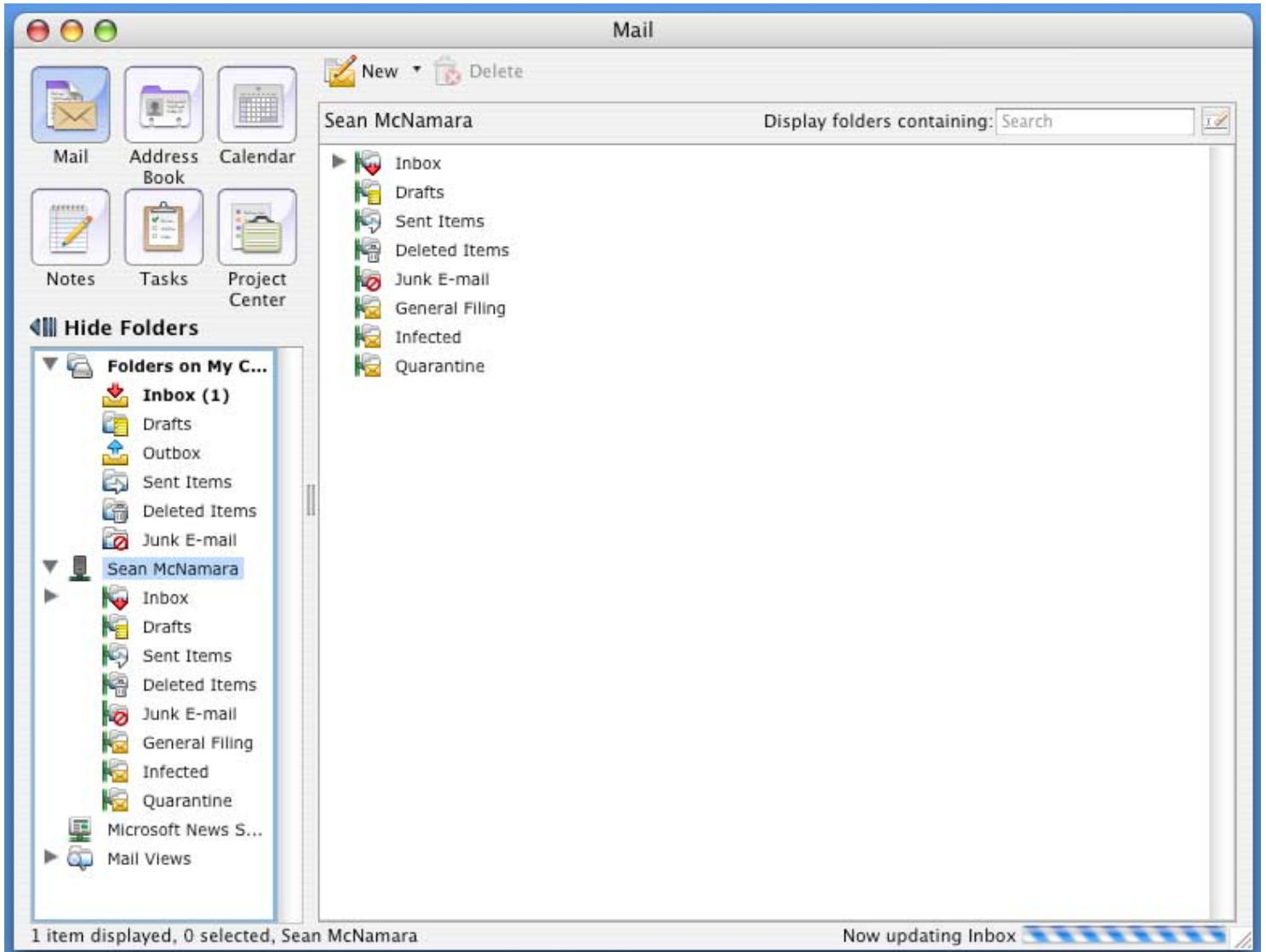


- Click “**Ok**” to finish the configuration and begin synchronizing your email!

## Step 6 – Check out your interface and make certain that you are receiving mail.

- In a few moments, Entourage should begin synchronizing your email. You can see its progress in the lower right-hand corner of the window.

*In the example below, my Inbox is being updated.*



- There are two top-level folders that hold all of your email.

*The first folder, “**Folders on My Computer**”, stores items offline. These email items do not count towards your total server space usage, but they can also be lost if your computer’s hard drive crashes.*

*The second folder uses **the name that you used for your account** in the Account setup. The items in this folder are stored online and count towards your total server space usage but are also safe if your computer’s hard drive crashes. These items are accessible from any Exchange connection, including Outlook Web Access via the Caregroup homepage.*

**Entourage should now be configured and working. If you are had trouble following the configuration steps, or if the configuration went well but Entourage is not functioning properly, please contact the IS Support Center at extension 48080.**