



LAUSD ITD Help Desk

How to Setup Entourage 2004 for Mac with an Exchange (POP) account

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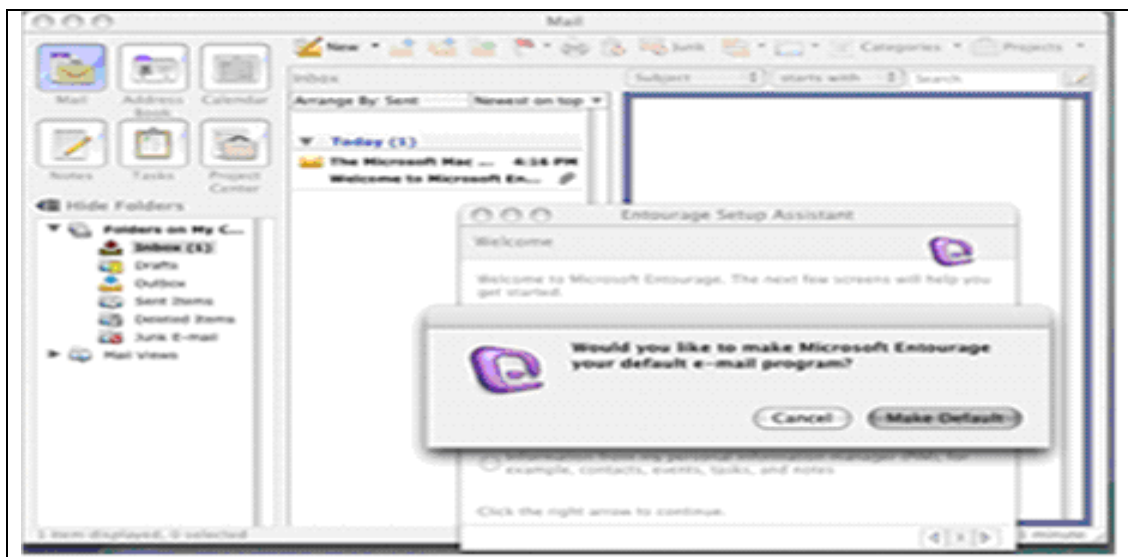
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How to Set Up Entourage 2004 for Mac with an Exchange (POP) account

The following instructions are written for Entourage 2004. You must also be running Mac OS X (10.3) to take advantage the Exchange features of Entourage. These instructions are written for customers who are just installing Entourage 2004 for the first time. If you have already configured Entourage, it is recommended that you remove the account setting and create a new one from scratch.

NOTE: The instructions provided assume that you are on the LAUSD Network, either through a school or office location or using Dial-up Networking. If you are on a connection using another Internet Service Provider, you need to check with them for the Outgoing Mail (SMTP) settings to use on their network. The SMTP servers listed below can not be accessed from outside the LAUSDnet. These restrictions DO NOT apply to the POP3 settings.

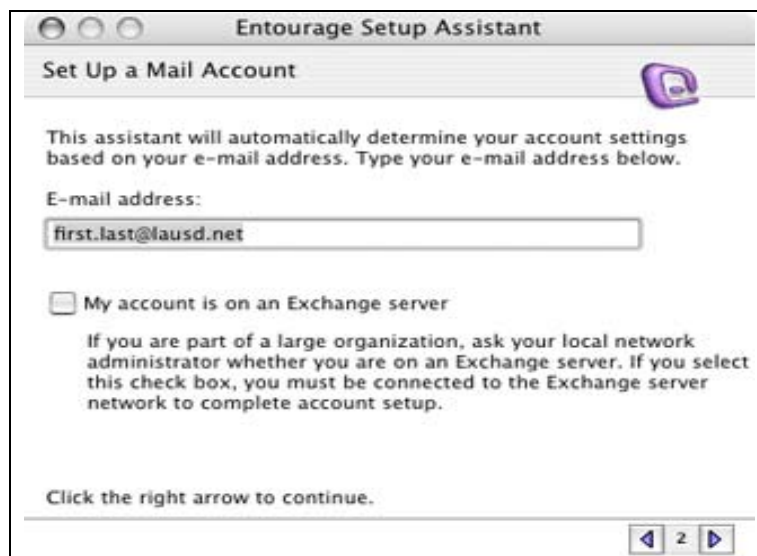
1. Open Entourage 2004 on your desktop. If prompted, make Entourage the default e-mail client.



2. If this the first time it has been run since installing it on the machine, the Entourage Setup Wizard will run. On the WELCOME screen, Select "I want to start using Entourage without importing anything" when prompted. Click the right arrow to continue.




3. Enter your e-mail address in the space provided. Click the right arrow to continue



4. Entourage will now attempt to confirm your account. You should now see Automatic Configuration Succeeded. If not, you will get a message similar to the one below. Do not be concerned. Click the right arrow to continue and configure manually.

Entourage Setup Assistant


Automatic Configuration Failed 

We were unable to determine the necessary account information for the e-mail address "first.last@lausd.net". This may not be your fault as Entourage only knows about the most common internet service providers.

To correct the e-mail address you entered, or try a different e-mail address, click on the left arrow.

To complete the setup of this e-mail account by entering the necessary information about your e-mail account from your service provider, click on the right arrow.

Click the right arrow to continue.

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5. Provide the following information in the boxes provided:
 - a. User ID – Exchange/Domain user - First Name period Last Name (i.e. joe.user)
 - b. Domain – lausd.net
 - c. Password - your secret password
 - d. Incoming mail server – mail.lausd.net
 - e. Incoming mail server type – POP
 - f. Outgoing mail server – mail.lausd.k12.ca.us

Click the right arrow to continue.



The screenshot shows the 'Entourage Setup Assistant' window at step 4, titled 'Verify and Complete Settings'. It contains the following fields and options:

- Your name: Los Angeles Unified School District
- E-mail address: first.last@lausd.net
- Account ID: first.last
- Password: (empty)
- Save password in Mac OS X Keychain
- Incoming mail server: mail.lausd.net
- Incoming mail server type: POP
- Outgoing mail server: mail.lausd.k12.ca.us

At the bottom, it says 'Click the right arrow to continue.' and has navigation arrows with the number 4.

6. Click the right arrow to continue. The next screen asks you to verify your settings. Press the VERIFY MY SETTINGS button. If no errors are displayed, then click on the right arrow to continue.



The screenshot shows the 'Entourage Setup Assistant' window at step 5, titled 'Optional: Verify Settings'. It contains the following elements:

- A 'Verify My Settings' button.
- A 'Results' section with a scrollable text area containing:

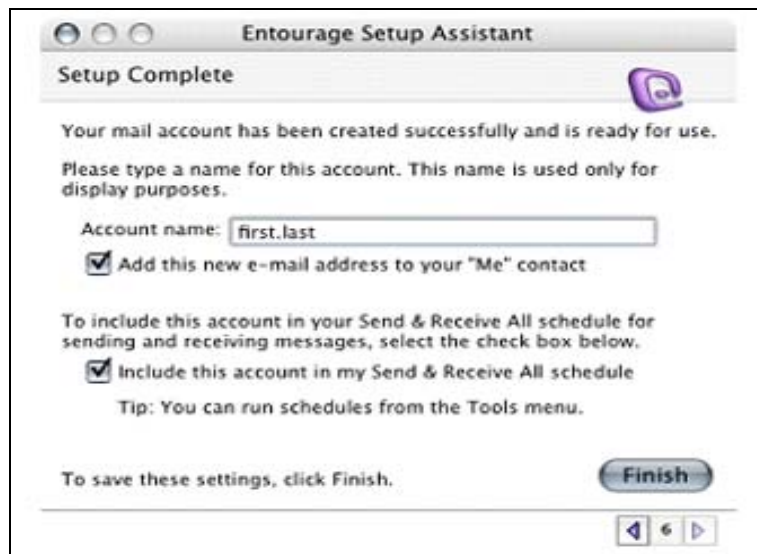
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Verifying incoming (POP3) mail account "first.last" on "mail.lausd.net":  
Verification Failed: "Logon failure: unknown user name or bad password" (-17899 )
```
- Instructions: 'Some of your account settings are incorrect. Click the left arrow and verify the items highlighted in red. To complete setup without verifying your account settings, click the right arrow.'
- A note at the bottom: 'Click the right arrow to continue.'

Navigation arrows at the bottom show the number 5.

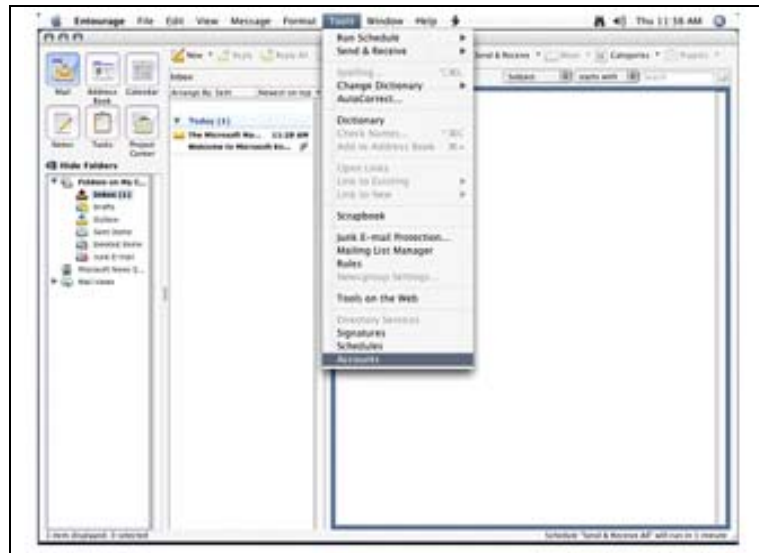
7. You will receive this message asking if you want to verify account setting. Click Skip



8. The Setup Assistant will now complete. You will be prompted to type a name for the account. Choose a friendly name that will identify this account to you. (i.e. My LAUSD MAIL) Press finish to continue and add the account.



9. Entourage should now be open. You will need to make three other manual changes in your settings to be able to use your Exchange POP account. From the pull down menu select **TOOLS, ACCOUNTS**. A box label **ACCOUNTS** will appear. Make the follow changes as specified in the two steps below.



- a. Double-click on the "(POP) Account Name" that you specified in the steps above.



- b. In the Receiving mail section select "Click here for advanced receiving options"



- c. Select "This POP service requires a secure connection (SSL)"



NOTICE: WHEN USING ANY POP MAIL CLIENT TO RETRIEVE E-MAIL FROM YOUR EXCHANGE MAILBOX, YOU WILL **REMOVE** YOUR MESSAGES FROM THE SERVER BY DEFAULT. IF YOU DESIRE TO LEAVE YOUR MAIL ON THE SERVER FOR FUTURE ACCESS USING OUTLOOK OR OUTLOOK WEB ACCESS, PLEASE USE THE FOLLOWING INSTRUCTIONS TO ADJUST THE SETTINGS AND ONLY DOWNLOAD A **COPY** OF YOUR MAIL. THIS WILL ALLOW YOU TO RETRIEVE A **COPY** OF YOUR MAIL AND LEAVE THE ORIGINAL MESSAGES ON THE EXCHANGE SERVER.

Click on the OPTIONS tab.

- a. Select "Leave a copy of each message on the server"
- b. (Optional) Select "Delete messages from the server after they are deleted from this computer" (This will delete the messages one you delete them in Entourage.)
- c. Click OK



Once messages are downloaded to your computer and removed from the server, this is the only copy of the messages that will be available. Thus, if your computer hard drive should become inaccessible, your messages will be lost. It is recommended that you backup your Entourage mail folders occasionally and copy the backup to another drive. The Microsoft Support web site provides instructions on one way to do this: <http://support.microsoft.com/kb/286146>

Please also note that if you are storing your password with your profile. If you get an error message when trying to launch Entourage and it is password related it is recommended that you go to Single Sign On. <https://idmlogin.lausd.net/myprofile/>. Make sure you change your Entourage password to match. It is recommended that on computers that can be accessed by other employees (non-secure) that you DO NOT store your password in Entourage. You should leave it blank and let Entourage prompt you when it launches.

Please contact the Help Desk at 323-224-2277 if you should have any questions related to these instructions.