Configuring Microsoft Entourage for OS X

This document assumes that you already have Entourage installed on your computer and you are ready to configure Entourage.

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Enabling Gmail for IMAP

Before Entourage can be configured, IMAP must be enabled in Gmail. To enable IMAP, follow the instructions below.

1) Go to gmail.com
2) You may or may not see the following image. If you do, click Sign in near the top right of the page. If you do not, proceed to the next step.
3) Enter your **Email, Password** and then click **Sign in**
4) Click the gear icon in the top right of the Gmail page.
5) Select Settings
6) Select the Forwarding and POP/IMAP tab.
7) The following window appears.
8) Select **Enable IMAP**
9) Click **Save Changes**
10) Select the **Labels** tab.
11) The following window appears.
12) Next to the **All Mail** label, uncheck **show in IMAP**. This will stop duplicate emails from appearing when using the search function in Entourage.
Configuring a New Email Account

1) Open Entourage
2) The following window appears.
3) The *Entourage Setup Assistant* window will appear.
4) Select *Start using Entourage without importing anything*
5) Click the right arrow in the bottom right corner.

6) The *Set Up a Mail Account* window will appear.
7) Enter your *E-mail address:*
8) Click the right arrow.
9) The *Automatic Configuration Failed* window will appear. 
10) Ignore the error message and click the right arrow.
11) The **Verify and Complete Settings** window will appear.

12) Enter **Your name**: This is the name that will be displayed to others when you send messages to them.

13) Enter your **E-mail address**: This will be your full email address

14) Enter **Account ID**: The ETS Help Desk strongly recommends that you do NOT save your password for security reasons.

15) Enter **Password**: The ETS Help Desk strongly recommends that you do NOT save your password for security reasons.

16) Enter **Incoming mail server**: `imap.gmail.com` for **IMAP** configurations or `pop.gmail.com` for **POP** configurations.

17) Select **Incoming mail server type**: Select **IMAP** (recommended) or **POP**. POP downloads a copy of your e-mail messages from the server and saves it to your computer. IMAP is a mirror image of your webmail account online.

18) Enter **Outgoing mail server**: `smtp.gmail.com`

19) Click the right arrow in the bottom right corner.
20) Click the right arrow.

21) The *Optional: Verify Settings* window will appear.
22) Click the right arrow.
23) A pop window will appear.
24) Click the *Skip* button

26) Enter *Account name*: to identify this account.
27) Click *Finish*
28) Go to Tools> Accounts
29) The Accounts will appear.
30) Select the Mail tab
31) Select the mail.sdsu (IMAP) account.
32) Double Click on the account name mail.sdsu(IMAP)
33) The *Edit Account* window will appear.
34) Under *Receiving mail* section, verify the *IMAP* or *POP server*: Use *imap.gmail.com* for *IMAP* configurations (recommended) or *pop.gmail.com* for *POP* configurations.
35) Click on the *Click here for advanced receiving options*
36) A pop up window appears.
37) If using IMAP, select *This IMAP service requires a secure connection (SSL)*
    For POP, select the option *This POP service requires a secure connection (SSL)*
38) Verify the port is set to **993** for **IMAP** service or **995** for **POP** service.
39) Close the pop up window.
40) You will return to the Edit Account window.
41) Under Sending mail section, verify the SMTP server: smtp.gmail.com
42) Select Click here for advanced sending options
43) A pop up window appears.
44) Select SMTP service requires secure connection (SSL)
45) Select Override default SMTP port:
46) Set port to 587
47) Verify SMTP server requires authentication is selected.
48) Verify Use same settings as receiving mail server is selected.

49) Close pop up window.
50) Select OK to close the Edit Account window.
51) Close the Accounts window.
52) Send a test message to yourself to ensure your settings work.
Configuring Access to the LDAP Directory

1) Click Entourage > Account Settings…

2) The Accounts window will appear.
3) Click Directory Service
4) Click *New*

5) The *Account Setup Assistant* window will appear.

6) Click *Configure Account Manually*
7) The **Edit Account** window will appear.
8) Select **Accounts Settings** tab.
9) Enter **Account name**: SDSU Phonebook Directory
10) Enter **LDAP server**: phonebook.sdsu.edu
11) Select the **Options** tab at the top.
12) Enter **Search base: dc=phonebook,dc=sdsu,dc=edu**
13) Click **OK**
14) You will return to the *Accounts window*
15) Close the *Accounts* window.
**How to Search Using the LDAP Directory**

1) Click the *Address Book* icon.
2) Under *Directory Services*
3) Highlight *SDSU Phonebook Directory* on the left side.

4) Type the name of an SDSU Affiliate’s name in the *Search* field.
Adding an Additional Email Account

1) Click *Entourage*> *Account Settings*...

2) The *Accounts* window will appear. Select *mail.sdsu (IMAP)*
3) Click **New**
4) The **New Account** window will appear.
5) Select **Account Type**. You can select **IMAP** (recommended) or **POP**. IMAP is a mirror image of your mail.sdsu.edu account online. POP creates a copy of the mail on the server and saves it on your computer.
6) Click **OK**
7) An **Edit Account** window will appear.
8) Enter **Account name:** to identify this account.
9) Under **Personal Information** enter your **Name:** This is the name that will be displayed to people when you send messages to them.
10) Enter your secondary **E-mail address:**
11) Under **Receiving Mail** enter **Account ID:**
12) Enter **IMAP server:** (e.g. rohan.sdsu.edu, yahoo.com, hotmail.com).
13) Enter **Password:** The ETS Help Desk strongly recommends that you do NOT save your password for security reasons.
14) Under **Sending Mail** enter secondary **SMTP server:** (e.g. rohan.sdsu.edu, yahoo.com, hotmail.com).
This is an example for rohan.sdsu.edu

15) Select *Click here for advanced receiving options* under *Receiving mail* section.
16) A pop up window appears.
17) Select the option *This IMAP service requires a secure connection (SSL)*
18) Verify the port is set to **993**
This is an example for rohan.sdsu.edu

19) Close the pop up window.
20) You will return to Edit Account window.
21) Under Sending Mail section, verify the secondary SMTP server: (e.g. rohan.sdsu.edu, yahoo.com, hotmail.com).
22) Select Click here for advanced sending options
23) A pop up window appears.
24) Select SMTP service requires secure connection (SSL)
25) Select Override default SMTP port:
26) Set port to 587
27) Select SMTP server requires authentication
28) Verify Use same settings as receiving mail server is selected.
29) Close pop up window.

This is an example for rohan.sdsu.edu
30) Click **OK** to close the *Edit Account* window.
31) You will return to the *Accounts* window.
32) Close the *Accounts* window.
33) Send a test message to yourself to ensure your settings work.

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**Contact Info**

If you are having problems please call the ETS Help Desk at (619) 594-5261 or e-mail us at etshelpdesk@mail.sdsu.edu