

## **Basic Guide to Setting up Outlook 2003 for E-Mail**

Some preliminary setup has already been done, so when you first open Outlook 2003 it will prompt you for your password. You can go ahead and log on at this point. However, there are a number of things that you need to do (and know) before you start reading your e-mail.

### **IMAP:**

Outlook has already been setup to use IMAP. IMAP is the recommended method for checking e-mail. When you use IMAP, the messages in your Inbox remain on the ACS (BU) e-mail servers. This makes it much easier to check your mail in multiple locations. The disadvantage to using IMAP is that if you have too many messages, especially ones with attachments, you can fill up your Inbox quota. To avoid that problem, you should create folders and move messages, especially ones with attachments, from your Inbox to these folders. For information on creating folders, see the “**Creating Folders and Moving Messages out of the Inbox:**” section.

### **When you Start to Use Outlook:**

You will need to do a few things to get Outlook working well. When you first log on, you will be prompted a few times to log on. Or, if you’ve opened Outlook before, you may not be prompted at all to log on all. Both of these are corrected by first following the **Edit the Send/Receive Settings** and by placing your BU IMAP Inbox in the **Favorites Folder**, both described below.

### **Editing Send/Receive Settings:**

1. Open the Tools menu and choose **Options**
2. Click on the **Mail Setup** Tab
3. Click the **Send/Receive** button
4. Under **Setting for group “All Accounts”**, about half-way down the window, **remove** the check from the checkbox next to “**Schedule an automatic send/receive every**” line (click the box to remove the check)
5. Click the **Close** button, and then click the **OK** button

### **Using the Favorite Folders:**

Before you add the BU IMAP Inbox, you should remove Outlook’s default Inbox, to avoid confusion about which Inbox you should use.

#### *Removing the default Outlook Inbox*

1. Along the left side of the screen, there is a **Mail** column. Look for the **Favorite Folders** section.
2. **Right-click** the **Inbox** folder and about half-way down the pop-up menu you should see “**Remove from Favorite Folders**”. Select that and the default Inbox will be removed from Favorite Folders.

#### *Adding the BU IMAP Inbox*

1. Along the left side of the screen, there is a **Mail** column. Look for the **All Mail Folders** section.

2. Click the **plus sign** next to **BU IMAP E-Mail**. If you haven't already logged in, you will be prompted to do so.
3. **Right-click** on the **Inbox** under **BU IMAP E-Mail** and about three quarters of the way down the pop-up menu you should see "**Add to Favorite Folders**". Select that and the Inbox in BU IMAP E-Mail will appear under Favorite Folders.

### **Full Name and Organization:**

You should input your Full Name and Organization info. To do this:

1. Open the **Tools Menu** and choose **E-mail Accounts**
2. Under the E-mail heading, choose **View or change existing e-mail accounts**
3. Click **Next**
4. In the E-mail Accounts window, **select BU IMAP E-mail** if it is not already selected, then click the **Change** button
5. Under **User Information**, type in your name in the Your Name box, then click the **More Settings** button
6. In the General tab (which will be open by default), look for the **Other User Information** section. In the **Organization** box, type Boston University, then click **OK**
7. Click **Next**, then click **Finish**

### **Reading Pane:**

By default, Outlook is set to have the Reading Pane open along right side of the screen. This is a way to view the message that's selected. You should turn it off, so that you don't inadvertently view spam or suspicious e-mail. If you use folders to organize your mail, you will need to turn off the Reading Pane in each folder individually (unfortunately that's the way Outlook is designed). To turn off the Reading Pane:

1. Open the **Inbox in BU IMAP E-Mail folder**, if it's not already open
2. Open the **View Menu**
3. Select **Reading Pane**
4. Select **Off**
5. Repeat for each Mail folder, as needed

### **Signature:**

In Outlook, you can have a signature for new messages and/or replies. To create a signature:

1. Open the **Tools Menu** and choose **Options**
2. Click on the **Mail Format** tab
3. In the **Message Format** area, choose **Plain Text** from the drop-down box next to **Compose in this message format**
4. Then in the **Signatures** section (at bottom of the window), click the **Signatures** button
5. Click the **New** button
6. Enter a name for your signature (you can call it anything you want)
7. Under the Choose how to create your signature, make sure that **Start with a blank signature** is selected; click **Next**
8. Type your signature text in the box, and when you're done click the **Finish** button

9. You'll see a preview. If you don't like it, you can change it by clicking the Edit button. If you're satisfied, click the **OK** button.
10. The signature you just created will automatically appear in the Signature for new messages box.
11. If you also want it to appear on messages you reply to, choose the signature from the drop-down list next to Signature for replies and forwards. If you choose to add a signature to a Reply message, please note that the signature will appear at the top of the message, just below your reply text; it will not appear at the very bottom of the message.
12. Click **OK**

### **Importing Mail/Address Book:**

Importing from either Eudora or Outlook Express is pretty straightforward. For either of these programs, the procedure is as following:

1. Open the **File Menu** and choose **Import and Export**
2. Click **Import Internet Mail and Addresses**
3. Make sure that **Eudora** is selected and that **both Import Mail and Import Address book** are **checked**
4. Click **Next**
5. In the **Import Addresses** window, click **Next**
6. The import will start automatically. Depending on how big your Eudora folder is, this may take a little while
7. In the **Import Summary** window, click **OK**
8. Your imported mail will show up under **Personal Folders**

Netscape Mail/Mozilla Thunderbird cannot be imported directly into Outlook 2003. The procedure to get your existing mail into Outlook is complicated, so it is best to contact SAR IT and ask us to do it for you. To request help, send an e-mail to sar-help@bu.edu.

### **Address Book and LDAP Directory:**

There are two address book type entities in Outlook. The "Address Book" itself is just the e-mail addresses that Outlook gets from your Contacts. The Contacts can contain more detailed information, such as address, phone numbers, etc. You can add BU's LDAP directory server to your address book, to get BU e-mail addresses.

*If your Contacts do not show up in the Address Book, you can add it by:*

1. Open the **Tools** menu and choose **E-mail Accounts**
2. Under **Directory** choose **Add a new directory or address book**; click **Next**
3. Make sure that **Additional Address Books** is selected; click **Next**
4. Under **Additional Address Book Types** select **Outlook Address Book**, then click **Finish**
5. You will get a message box telling you that the E-mail account you have just added will not be available until you exit from Outlook and restart Outlook. Click **OK**. Your Contacts will not show up in the Address Book until you exit and restart Outlook

*Adding the LDAP Server:*

1. Open the **Tools** menu and choose **E-mail Accounts**
2. Under **Directory** choose **Add a new directory or address book**; click **Next**
3. Make sure that **Internet Directory Service (LDAP)** is selected; click **Next**
4. In the **Server name** box type **ldap.bu.edu**
5. Click the **More Settings** button. You may get a message telling you that the account you are adding will not be available until you exit and restart Outlook. That's fine. Just click **OK** to close the box
6. Click the **Search** tab
7. In the **Search base** box (under Search Options) type: **o=Boston University, c=US**
8. Click **OK**, then click **Next**, then **Finish**
9. The LDAP server will be available to you the next time you open Outlook

*If the ldap server shows up as the first, or default, list in your Address Book, and you want the Contacts to be first, do the following:*

1. Open the **Tools** menu and choose **Address Book**
2. In the **Address Book** window, open the **Tools** menu and choose **Options**
3. Under **Show this address list first:** box click the down arrow and choose **Contacts**
4. Under **When sending mail, check names using these address lists in the following order:** ldap.bu.edu will be highlighted and listed first. Click the **down arrow** to the right of the box to move it below **Contacts**. **Contacts** will now be listed first
5. Click **OK**

**Creating Folders and Moving Messages out of the Inbox:**

Adapted from the PCSC website.

1. Choose **File-New-Folder** from the menu.
2. Highlight to select the directory within which you want to place the folder. You may need to scroll down in order to see the **BU IMAP E-Mail** listing. **NOTE:** Messages that you don't expect to need access to frequently can be stored locally (on your own PC by choosing "Personal Folders" ), but most often you would want to store messages on the server (BU IMAP E-Mail) so you can access them from any location at which you are reading mail.
3. Once you have selected the directory into which you want to create this folder, **give the folder a name and click on OK.**
4. The folder that you created now appears in the list of your folders. To move something into it, you can simply drag and drop the message or **click on the message you want to move and choose Edit-Move to Folder**, then indicate which folder you want to put the message into.
5. The message will be moved into the desired folder and then marked for deletion in your Inbox.

### **Purge Deleted Messages:**

Outlook doesn't automatically remove deleted or moved messages (such as messages moved to your junk mail folder). Instead they are marked for deletion. The messages will be grayed out, and have a line through them, but they will remain in your Inbox. This is just the way Outlook works. To get rid of them, you need to Purge Deleted Messages.

1. Make sure to select your Inbox in BU IMAP E-Mail (or any other IMAP folder) just by clicking on it once to highlight it.
2. Choose **Tools-Customize** and click on the **Commands** tab.
3. Click on the **Edit** category and scroll down until you see the **Purge Deleted Messages** option.
4. **Click to select the Purge Deleted Messages option and drag it up to your toolbar.** One nice place to locate it might be next to the black X tool (which represents "delete").
5. After you see the words **Purge Deleted Messages** on your toolbar, you can click **Close**.
6. Please note that when you **Purge Deleted Messages** they are gone forever, so don't delete any messages you want to keep. Also note that if you have moved a message out of your Inbox to another folder, purging the message won't delete it from that folder; it only deletes it from your Inbox.

### **Junk Mail:**

Outlook does have its own junk mail filter, which is by turned on and pre-set to "High". Please note that Outlook doesn't automatically delete messages in its Junk E-mail folder, so you will need empty it manually. You do this by right-clicking on the Junk E-mail in BU IMAP E-mail folder and choosing Empty "Junk E-Mail" folder.

In addition to Outlook's built-in junk mail filter, you should setup SpamAssassin as well. Using both together will catch most (but not all) junk mail. Here are the directions, adapted from the PCSC website ([www.bu.edu/pcsc](http://www.bu.edu/pcsc)):

### Outlook 2003 (IMAP)

1. Go to **Tools->Rules and Alerts**
2. Click on the **New Rule** button
3. Toward the top of the window, select **Start from a Blank Rule**
4. Then choose **Check messages when they arrive**
5. Click **Next**
6. Check **With specific words in the message header** (you may need to scroll to see it)
7. Click on the link for **specific words** in the **Rule description** area below
8. Type in: **x-score-high: YES**. Be sure to type it in exactly as it appears here, noting that there is exactly one space between the colon (":") and "**YES**".)
9. Click **Add**
10. Click **OK**
11. Click **Next**

12. Select **Move it to the specified folder** (this is the top option)
13. Click on the link for **specified** in the Rule description area below
14. Specify the Junk E-mail folder under BU IMAP E-mail (this way all the junk mail, whether caught by Outlook or SpamAssassin will go to the same folder)
15. Click **OK**
16. Click **Next**
17. Click **Next** (unless you need to add exceptions)
18. Check **Turn on this rule** (You can also choose the other options if you wish to.)
19. Click **Finish, Apply and OK**
20. Note that you can still review deleted items by going to your Junk E-Mail folder, and any items you want to save can be dragged back into the Inbox. This makes it reasonably safe to purge from the Inbox immediately after spam arrives, just as if the mail program had done it for you.
21. Periodically you will need to review the items in your spam folder in order to delete and purge them. You can delete the entire Junk E-Mail box at one time by right-clicking on it and choosing Empty "Junk E-Mail" Folder. Once you do that, those messages are gone forever.

**Outlook at Home:**

Since some basic Outlook 2003 setup was done centrally for computers in Sargent, this guide does not include full setup information. To find out how to setup Outlook 2003 from scratch, please see the following PCSC website:

[www.bu.edu/pcsc/email/configure/outlook2003/](http://www.bu.edu/pcsc/email/configure/outlook2003/)