Personal Computer (PC)
Headquarters Enterprise Messaging Initiative (HEMI)
Entourage Calendar

User Guide Version 1.0

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for

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About this Guide

This guide is designed to help Macintosh users become familiar with Headquarters Enterprise Messaging Initiative (HEMI) Entourage Calendar; it provides step-by-step instructions for Mac users. The calendar is an integral part of Entourage. When you invite people to attend your meeting, Entourage will send out the email invitations for you. If recipients accept the request, Entourage will schedule it on their calendar for them. The Entourage Calendar has several different views for you to choose from.

Launching the Entourage Calendar

All of the instructions below assume that you are in the Entourage Calendar. To launch the calendar, you have two ways that you can do this:

- Go to the Navigation pane and click on the **Calendar** button or
- Select **View** | **Go To** | **Calendar** from the Menu Bar.

Creating Appointments and Meetings

How to create an appointment

An appointment is a calendar entry with no guests or invitees.

1. Go to the **New** button on the calendar view or double-click on a time block in the calendar window to open the Appointment dialog box.
2. Enter the subject, location, start date, start time, end date, end time.
3. Choose whether you will be busy, free, tentative, or out of office in the **Options** drop down box.
4. Type in the agenda and any notes in the **Notes** area.
5. Click **Save** | **Close** to exit.

How to create a meeting

A meeting is a calendar entry with guests or invitees.

1. Go to the **New** button on the calendar view or double-click on a time block in the calendar window to open the Appointment dialog box.
2. Enter the subject, location, start date, start time, end date, end time.
3. Choose whether you will be busy, free, tentative, or out of office in the **Options** drop down box.
4. Type in the agenda and any notes in the **Notes** area.
5. Click the **Invite** button.
6. Type in the name or address of the person to invite or click the **Address Book** button to select from your address book. To search for this person in the directory or Global Address List (GAL), click Check Names and highlight the name you want in the box.
7. To schedule a room, invite the room as an attendee.
8. Click on **Scheduling**.
9. Chose a time for your meeting.
10. Click **OK**.
11. Click **Send** to send the meeting invitation.

Turn an Appointment into a Meeting

1. Open the appointment.
2. Click **Invite Attendees.**
3. Enter a name or names in the **To** box.
4. If you did not schedule a room, enter the location in the **Location** box.
5. Select any additional options you want.
6. Click **Send** to send the meeting invitation.

How to create a banner or all day event

1. Go to the **New** button on the calendar view or double-click on a time block in the calendar window to open the Appointment dialog box.
2. Click the **All Day Event** button.
3. Enter the subject, location, start date, start time, end date, end time.
4. Choose whether you will be busy, free, tentative, or out of office in the **Options** drop down box.
5. Type in the agenda and any notes in the **Notes** area.
6. Click **Save** | **Close**.

Responding to and Managing Meeting Requests

What do I do with the meeting request emails?

In Entourage, meeting requests will come via email. You will see four buttons at the top of the email message

- **Accept** – Click on this button to accept the meeting and add it to your calendar.
- **Tentative** – Click on this button to tentatively accept the meeting and add it to your calendar.
- **Decline** – Click on this button to decline the meeting. The meeting will not be added to your calendar.
- **Calendar** – Click on this button to preview the appointment in your Calendar before responding.

How to track responses to meeting invitations

1. Double-click the meeting to open it.
2. In the information bar at the top of the meeting, click **View Attendee Status**. A dialog box will appear listing all of your invitees or guests and whether they have accepted, tentatively accepted, or declined your invitation.

Please note: you can only track responses for meetings that you create.

How to see the list of attendees in a meeting

1. Double-click on the meeting on your calendar.
2. Click on the **Scheduling** tab to see a list of who was invited to the meeting.

Modifying Existing Appointments and Meetings

How to change a recurring meeting time/date

Please note: If any changes are made to an individual occurrences of the series, then all prior information will be lost and all occurrences will be changed to match the entry you have changed.

1. Double-click on the calendar entry for the recurring meeting.
2. The **Open Recurring Item** dialog box will appear.
3. Choose **Open this one** or **Open the series** and click **OK**.
4. Make any changes and click **Save | Close**.

How to change a non-recurring meeting time/date

1. Double-click the meeting on your calendar.
2. Click the **Scheduling** tab to see if there is another time you can meet. In the scheduling tab, each proposed new time will show up at the top of the window.
3. Click on each proposed new time to see the Free/Busy status for each invitee.
4. Highlight the new meeting time that you want and click the **Send Update** button to notify invitees or guests of the new time.

How to set or change the reminder time

1. Select the meeting that you want to set a reminder.
2. Check the **Reminder** box.
3. Enter the time and select minutes, hours, or days.
4. Click **Save** | **Close** to exit.

How to cancel a Meeting

The only person who can cancel a meeting is the meeting organizer. The meeting organizer is the person who sets up the meeting by choosing who to invite and sending the meeting request to those people. As an organizer, you can cancel a one-time meeting or one or more instances of a recurring meeting.

1. Click on the meeting you want to delete.
2. Press the **Delete** key.
3. If you have invitees or guests, you will be prompted to either send cancellation and delete event or delete without sending cancellation. It is recommended that you choose send cancellation; this will send a message to your invitees or guests announcing that you have cancelled the meeting.

4. Click **Delete** in the dialog window.

Notes
If you are a meeting attendee — that is, if the organizer invited you to the meeting — you can only decline the meeting.

Whether you cancel or delete a meeting, make sure that you click Send cancellation and delete meeting, and then send the cancellation to everyone you invited. It is poor meeting etiquette — not to mention inconsiderate — to cancel a meeting without notifying the people you invited.

Other Notable Items

How to search for a meeting

1. Go to **Edit** | **Find**
2. Enter your search criteria in the **Find:** field.
3. Click **Find**. You will see a list of meetings that match the criteria you entered in step two.
4. To see details for a particular meeting, double-click the meeting title.
5. Click **Close** to finish.

How to print your calendar

For a single meeting, double click on the meeting and choose **File** | **Print** to print it.

To print your calendar, perform the following steps:

1. Go to **File** | **Print** or click on the **Printer** button on the standard toolbar. The print dialog box will appear.
2. In the Print dialog box, select the way you would like your print to look. If you want a custom format, click **Layout** to change the format.
3. Enter the Start and End dates for the days you would like to print.
4. Select the form that you want to print in.
5. Click **OK** to finish.

Changing the current Calendar View

Select one of the four buttons in the Entourage tool bar to switch to another calendar view. If you type Apple+T, you will switch to the current date. To view a certain date, click on **View Date** on the toolbar and enter the date you want to view in the popup window.

How to export old meetings to your local hard drive

At some point, you will want to export old meetings to your hard drive. This removes the meeting from the server and frees up more space in your mailbox. To export meetings, perform the following:

1. Select **File** | **Export**.
2. Click **Export items to an Entourage archive**.
3. In the type list, select the calendar and click the right arrow.
4. Select keep items or remove items. You have the option of accepting the default file location where the archive file is saved or you can browse to a different folder and enter the file name of your choice. It's import to make a note of where the archive was saved and the filename so you can easily find it later if necessary.
5. Click **OK** to begin the archive. When the archive is finished, click **Done**.

Meeting Request Do's and Don'ts

Make a Choice
Accept, accept as tentative, or decline each meeting request that you receive, especially if it is an update to a meeting request that you previously accepted. By making a choice, you keep the meeting organizer apprised of your decision and you prevent the meetings that you want to attend from being accidentally deleted. If you need to attend a meeting but cannot attend at the time it is scheduled, you may propose a new time for the meeting.

Try not to delete a meeting request outright because this is one way that meetings get "lost."

Send Updates
After modifying one of your own meeting requests, remember to click Send Update to send the updated request to all recipients.

Send Cancellations
If you need to cancel a meeting, it is considerate to notify the people you invited. Delete the meeting from your calendar, click Send cancellation and delete meeting, and then send the cancellation to everyone you invited.

Keep Meetings from Vanishing
If you run Entourage on two computers and accept a meeting while using one of them, don't delete the meeting request from the Inbox on the other computer. If the request is still there, accept it again. Deleting a request on one computer after accepting it on another computer may cause the meeting to disappear from your calendar.

Process Meeting Requests and Updates from the Inbox
Always accept or decline a meeting request from your Inbox. Yes, Entourage allows you to accept or decline a meeting from its time slot on your calendar, but that may leave the meeting request in your Inbox. Leaving the meeting request in your Inbox might confuse you later and definitely leaves any delegates you appointed wondering about whether the meeting was accepted.

Keep your Meeting Notes Separate
As a meeting attendee, avoid adding your own private notes to the body of a meeting request in your calendar. If the organizer updates the meeting, your notes are lost. Don't move a meeting request from your Inbox to a different folder before you accept or decline the request or before the meeting appears in your calendar.

There is Always Room for One More
If you are the meeting organizer and you want to invite another person after sending the original meeting request, add the person to the attendee list (the To line) of the original meeting series or occurrence, and then send an update to all attendees.

Convert an Appointment to a Meeting Request
To create a meeting from an appointment on your calendar, open the appointment, click Invite Attendees, and then select the people you want to invite. This converts the appointment to a meeting request.

Remove a Meeting
If you receive a meeting cancellation, click Remove from Calendar to remove the meeting from your calendar. Deleting the cancellation from your Inbox will not remove the meeting from your calendar.

Try Not to Change an Existing Attendee List
Suppose the attendee list in one of your meeting requests contains two instances of a person's name. If you delete one of the names, and then send a meeting update to the "Removed or Added Attendees," the person receives a cancellation. Similarly, if you send the meeting update to "All Attendees," the person receives both a cancellation and an update.

Be Careful with Distribution Lists (DLs)
Try to avoid sending meeting requests to distribution lists (DLs), particularly those of which you are a member. If you need to invite all the members of a distribution list, expand the list in the To line before sending the request. If you need to add or remove attendees from a meeting request that you already sent to an unexpanded distribution list, do not expand the list and start adding or deleting names. Instead, cancel the meeting and create a new one.

Do Not Auto-accept Requests
If you have granted one or more persons delegate access to your calendar or if you have delegate access to someone else's calendar, turn off automatic acceptance of meeting requests. By turning off automatic acceptance you avoid problems with delegate workflow.

Do Not Want to Share Your Calendar
If you don't want to share your calendar, you may still use a meeting request to let people know when you will be away from the office. Before you send the meeting request, set Show time as to Free so that it doesn't block out the time that you are away as Busy or Out of Office on the other people's calendars.

So what if someone sends a meeting request or appointment that blocks out portions of your calendar? If you accept the item, set Show time as in the item to Free.

Do Not Want to Receive Meeting Request Responses

If you don't want to receive meeting request responses, typically, it is best to know in advance who plans to attend a meeting that you schedule. By default, Outlook meeting requests ask for a response from each person you invite. You have the option not to receive responses to your meeting request, but then you won't know who accepts, accepts as tentative, or declines it. However, if you schedule a large meeting or an event and you don't want to receive a response from each person you invite, turn off the Request Responses option before you send the meeting request.

Get a Fresh Start

If a meeting series requires several changes — a new organizer, a different frequency or time slot, the addition or removal of attendees — just cancel the series and create a new one. Do not try to modify the original meeting request.

Definitions

APPOINTMENT

An appointment is an activity that you schedule in your calendar that does not involve inviting other people or reserving resources. You may set reminders for your appointments. You may also specify how your calendar looks to others by designating the time an appointment takes as busy, free, tentative, or out of office. You may schedule an appointment in your own calendar, and others may give you permission to schedule or make changes to appointments in their calendars.

BANNER

A banner is an event or holiday name that appears at the top of the dates you specify in Calendar. A banner may span multiple days. Items in banners are marked as free time and are represented by the color white when you view your Calendar.

BUSY

Blocks of time that are marked busy appear with a solid availability indicator and are shown as unavailable when other people view your Calendar.

DELEGATE

A delegate is someone granted permission to open another person's folders, create items, and respond to requests for that person. The person granting delegate permission determines the folders the delegate may access and the changes the delegate may make.

EVENT

An event is an activity that lasts 24 hours or longer. Examples of an event include a trade show, the Olympics, a vacation, or a seminar. Usually, an event occurs once and may last for one day or several days, but an annual event, such as a birthday or anniversary, occurs yearly on a specific date. Events and annual events do not occupy blocks of time in your calendar; instead, they appear in banners. An all-day appointment displays time as busy when viewed by others, while an event or annual event displays time as free.

FREE

Free time appears with a clear availability indicator and is seen as available when others view your Calendar. An appointment of zero duration, while visible in the selected block of time when viewing days, shows as free time to others.

ITEM

An item is the basic element that holds information in Entourage (similar to a file in other programs). Items include e-mail messages, appointments, contacts, tasks, journal entries, notes, posted items, and documents.

MEETING

A meeting is an appointment you invite people to or reserve resources for. You may create and send meeting requests and reserve resources for face-to-face meetings or for online meetings. When you create a meeting, you identify the people to invite and the resources to reserve and you pick a meeting time. Responses to your meeting request appear in your Inbox. You may also add people to an existing meeting or reschedule a meeting. You may also add people to an existing meeting or reschedule a meeting.

NAVIGATION PANE

This is the column on the left side of the Entourage window that includes panes such as Shortcuts or Mail and the shortcuts or folders within each pane. Click a folder to show the items in the folder.

OUT OF OFFICE

Blocks of time marked out of office appear with a solid availability indicator and a shaded appointment background, and they are shown as unavailable when other people view your Calendar.

RECURRING

Recurring refers to items that occur repeatedly. For example, an appointment or task that occurs on a regular basis, such as a weekly status meeting or a monthly haircut, may be designated as recurring appointments. You may view your appointments by day, week, or month.

RESOURCE

A resource is a room, computer, or any equipment that is needed at a meeting. You may look up a resource's availability, compare its schedule to yours, and block out time in its Calendar. You invite resources to your meetings the same way that you invite people.

TENTATIVE

Blocks of time that are marked tentative appear with a striped availability indicator and are shown as available when other people view your Calendar.

To learn more about HEMI and the benefits it provides to NASA Headquarters staff; visit the HEMI Project Web site at http://www.hq.nasa.gov/hemi. The HEMI website (http://www.hq.nasa.gov/hemi) also contains detailed information and links to sign up for Computer Training Center sessions.

Computer Training Center
Email: ctc@hq.nasa.gov
Website: www.hq.nasa.gov/office/codec/codeci/ITservices/ctc/ctc.htm
If you are interested in taking a class, contact the Computer Training Center at 202-358-1111.

Contact the IT Help Desk at 202-358-HELP (4357), 1-866-4NASAHQ (202-462-7247), mailto:service@hq.nasa.gov or http://www.odin.lmit.com/hq/helpdesk.html for further information