

# Re: Entourage problems with multiple Gmail IMAP accounts?

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*Source:*

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2008-04/msg00336.html>

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  - *Date:* Fri, 04 Apr 2008 17:09:15 -0700
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On 4/4/08 12:42 54AM, in article ee93323.1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "bjoerner" <[info@xxxxxxxxxxxxxxxx](mailto:info@xxxxxxxxxxxxxxxx)> wrote:

Similar problem. I have created 2 accounts so far in entourage. one as primary (pop3) and one as imap – no problem, all sub folders show up, I can send and receive. Now I tried to set up another pop3 account as I have a new email address. this does not show up as a separate account for some reason. I can configure it, so it shows up in the list, but there's not deleted or sent items and incoming mails to this email go into the old primary account inbox – any idea how to change that?

All POP accounts are sent to "On My Computer" folders. They do not have individual Inboxes. You can use Rules to sort mail by Account. Most users sort by type of mail rather than by account. Eg. Work, Family, Buddy, Research, Talk Lists, Financial, Orders etc.

There are 3 different kind of rules in Entourage:

- Mailing List Manager (MLM)
- Junk Mail Filter
- Rules (custom rules you create)

They run in the order listed (MLM runs first). The custom rules also run in the order they are listed. (top runs first)

Use the MLM for all lists. Use rules for the remainder. Set your Junk Mail Filter to High. You'll find the Junk Mail Filter under Tools in the menu bar.

Having an up to date Address Book is key to managing your mail and using rules. Assign a category to every entry in your Address Book. You can select using command-select to quickly add a lot of entries to one category.

Let's say you have no custom rules created. You have a ton of mail in your

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Inbox and Junk folder . If it's in your Junk folder and it's good mail, select "This is not junk" and add the entry to your Address Book.  
[IMPORTANT]

Next, let's deal with your list mail in your Inbox. Select a list message, for example the Entourage talk list, and open the MLM . Select the folder destination. Under the Advanced tab, I like to uncheck "Do not apply rules to list messages". I use a VIP rule to mark messages from the "knowledgeable" contributors so I make sure not to miss their posts.  
<[http://www.entourage.mvps.org/get\\_started/index.html#tip15](http://www.entourage.mvps.org/get_started/index.html#tip15)>

After you create your Mailing List Manager rule, select (highlight) all messages in your Inbox and run All rules (contextual menu item) to remove list mail from your Inbox. Continue with all of your list mail. This will leave you with personal mail.

Select the first personal message in your Inbox. Can this message be sorted by a category like Work, Buddy, Family, Announcements, Newsletters? If yes, then assign a category to the email and set a rule.

My Buddy Rule:

From is in category Buddy

Is not in a mailing list

Move to folder Buddy

Run AppleScript Play sound (I like to use this action so I can hear when I get mail from my buddies)

More on using sounds with emails:

<<http://www.entourage.mvps.org/rules/sounds.html>>

Look through other email in the Inbox and see if there are other emails there from Buddies. Assign categories to these if you haven't assigned in your Address Book and run "All Rules". This will move all buddy mail from your Inbox.

Take the next message, create a rule. Use Categories instead of individual addresses if possible. If you add extra addresses in the future to this contact, the rule using category will automatically include the new address. It's a lot easier than having to open the rule and add individual addresses.

Run all rules and see if it works, If not then adjust the rule so it does work.

FWIW, adding domain names to the Junk Mail Filter isn't fool proof. You can also copy these to archive by selecting all under Safe domains. If you can find an old backup you can copy these from the archive.

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I suggest adding a rule "from is me". This will get your legitimate mail you test send to yourself and not the fake spam that is sent from you. I like the first example. Not many spammers use Entourage as their client. :-)

<<http://www.entourage.mvps.org/rules/example/rule012.html>>

### Tips:

Try to use categories instead of individual addresses when possible. When an address is added assign a category then it will automatically be acted on by the rule.

1) POP Rules act on a message ONLY when it first arrives in the Inbox (On My Computer), NOT when it arrives in any other folder. Once it's moved to another folder it won't be seen by rules.

2) IMAP Rules are meant to act on a message ONLY when it first arrives in the IMAP INBOX, not when moved to another IMAP folder.

3) Exchange Rules act on a message ONLY when it first arrives in the Exchange Inbox.

See "Using Rules with Entourage" for help and examples:

<<http://entourage.mvps.org/rules/index.html>>

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Diane

Entourage Help Page <<http://www.entourage.mvps.org/>>

Entourage Help Blog <<http://blog.entourage.mvps.org/>>

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