

Getting Email Headers

The header in an email provides vital information about who sent a particular message and what servers were involved. As a result, this is essential information when you wish to investigate the source of an email problem. You can also use the below instructions to forward the header information to your email helpdesk.

BOL Webmail (Google Apps):

<https://support.google.com/mail/answer/17661>

Outlook

Sending the complete email as an attachment to your helpdesk:

- In Outlook, highlight the message in your Inbox. Select Edit > Copy (Ctrl-C)
- In the body of a new message, select Edit > Paste (Ctrl-P) — this should attach an exact copy of the original email

If you want to view the header information:

- Double click to open the message.
- Under the View menu, select Options.
- Copy and paste the text in the Internet Headers box into the original email.

Non-Outlook Options

How you view a full header depends on the email program that you use.

Windows OS:

1. Outlook Express1. Double click to open the message.2. Under the File menu, select Properties.3. Click on the Details tab.4. The Internet headers will appear; copy and paste into the original email.2. Netscape 61. Select the Inbox2. Under the View menu, select Headers, and choose All.

Macintosh OS:

1. Entourage and Outlook Express1. Double click to open the message.2. Under the View menu, select Internet Headers.2. Netscape Communicator1. Under the Communicator menu, select Messenger.2. Double click to open the message.3. Under the View menu, select Headers, and choose All.3. Mail1. Under the Mail menu, select Preferences.2. Click the Viewing icon.3. Click the arrow box on the Show Header Detail pop-up list, and choose All.4. Close the Viewing window.

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