How do I forward full email headers?

Answer

Message headers can help DoIT staff investigate:

- unwanted or dubious messages
- duplicate messages
- delayed message delivery
- other unusual email behavior

Follow the instructions below to learn how to view and forward full mail headers with your mail client. If you are using a mail client not listed here, please contact the Help Desk.

When you send the headers, be sure to include a description of the problem or behavior you're seeing, and any background information that you think may be relevant.

Instructions

**MS Outlook 2007**

1. Start MS Outlook 2007 and double click the message to get it in its own window
2. Go to the **Message** tab, and in the **Options** group (which is the fourth block over) click the **Dialog Box Launcher** (a little button with an arrow on it)
3. In the Message Options dialog box, the headers appear in the Internet headers box
4. Right click in the **Internet Headers** box and choose **Select All**
5. Right click again in the **Internet Headers** box and choose **Copy**
6. You can now paste the copied text into an email

**Apple Mail**

1. Start **Apple Mail**
2. Go to the **View** menu and select **Message** and then **Long Headers**
3. Go to the **Edit** menu and choose **Select All**
4. Go to the **Edit** menu again and choose **Copy**
5. You can now paste the copied text into an email

**Mozilla Thunderbird**

1. Start **Mozilla Thunderbird**
2. Go to the **View** menu and select **Headers** and then **All**
3. Go to the **Edit** menu and choose **Select All**
4. Go to the **Edit** menu again and choose **Copy**
5. You can now paste the copied text into an email

**Google Mail (Gmail)**

1. Open the individual message
2. At the top-right corner of the message window, click the three dots next to **Reply**
3. Click **Show original**.
4. A new browser window will open showing full header information.
5. Click the blue **Copy to clipboard** button
6. You can now paste the copied text into an email.

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