How do I forward an email message to Request Tracker (RT) to create a ticket on behalf of the sender?

Q: How do I forward an email message to Request Tracker (RT) to create a ticket on behalf of the sender?

- How do I forward an email message to Request Tracker (RT) to create a ticket on behalf of the sender?
- I just received an email that should be an RT ticket; how do I forward it to RT?
- How do I redirect a mail message to RT?
- How do I re-dist a mail message to RT?
- How do I re-send a mail message to RT on behalf of the original sender?

Context

- Someone trying to create a Request Tracker (RT) ticket on behalf of someone who sent them a question in email
- Apple Mail
- Outlook 2007
- Exchange at MIT
- Request Tracker at MIT

Answer

Background

A common practice was to use an email client's redirect, re-send, or redist function to re-send a message to a new address with the original header, including the original sender's From address. This had the effect of creating the ticket in Request Tracker (RT) under the original sender's name, and made it appear as if the message had gone directly from the original sender into RT. This technique was often used by support providers who received questions in personal mail or on a list that should go into RT.

The MIT Exchange environment does not allow the redirect or redist function. This answer explains how you can do the same thing using standard email client functionality that works with Exchange.

Steps

- Use your email client's Forward function on the client's message to create a new message to forward to RT
- Set the Reply-To header field to be the original sender's email address
  For example, if the message came to you from othomas@mit.edu and you want to create the RT ticket with othomas@mit.edu as the Requestor, set the Reply-to field to othomas@mit.edu
- In Apple Mail (3.6):
  1. Go to the View menu
  2. Select Reply-To Address Field
  3. Enter the Reply-To address into the field at the top of your message window
- In Outlook 2007:
  1. Use the Direct Replies To button on the Options tab of the Ribbon
  2. Enter the Reply-To address into the Have replies sent to: field in the Message Options window and click Close
     See [archive:How do I set a Reply-To header field in Outlook 2007?] for more detailed instructions and screen shots
- You may want to add a short note to the beginning of the message to explain why the message came to you and why you are redirecting it to RT
- Send the message to an address that goes into RT
- RT will create the ticket with the Requestor set to the person who was listed in the Reply-To field of the message and will send its auto-reply with ticket number to that same person as well