# Forwarding Full Mail Headers

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## Context

When investigating email issues, IS&T staff such as Security, MIT StopIt and the IS&T Service Desk may ask you to forward the full headers of email messages you receive.

Message headers can help IS&T staff investigate:

- unwanted or dubious messages
- duplicate messages
- delayed message delivery
- if a message appearing to come from MIT is sent from an MIT account
- 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 Service 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

### outlook.office.com

1. Open up a web browser (Chrome, Firefox, Safari, etc.)
2. Log into https://outlook.office.com/
3. Right-click the appropriate message > View > View message details
4. Select all text in the pane
5. Copy all the text
6. You can now paste (**Command-V**) the copied text into an email reply

### Outlook 2016 and 2019 for Mac

1. Make sure the message is not opened.
2. Right-click on the email from the inbox or folder where it resides.
3. In the menu that appears select **View Source**. A text file opens with the headers and source code of the message.
4. **Command-A** to select all text in the text file.
5. **Command-C** to copy all the text.
6. You can now paste (**Command-V**) the copied text into an email.

### Outlook 2016 and 2019 for Windows

1. Double-click the message to open it in a new window.

2. Select the **File** tab, and then click **Properties**.
3. The data is next to Internet headers.

## Outlook 2010 for Windows

1. Start MS Outlook 2010 and double-click the message to get it in its own window.
2. Click **File** to access the *Backstage view*, select the **Info** section, and click the **Properties** button
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.

## Outlook 2007 for Windows

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 down arrow next to **Reply**, or select **More options**.
3. Click **Show original**. A new browser window will open showing full header information.
4. Go to the **Edit** menu and choose **Select All**
5. Go to the **Edit** menu again and choose **Copy**
6. You can now paste the copied text into an email.