

# How To Retrieve Email Headers In Outlook 2003

## What are e-mail headers?

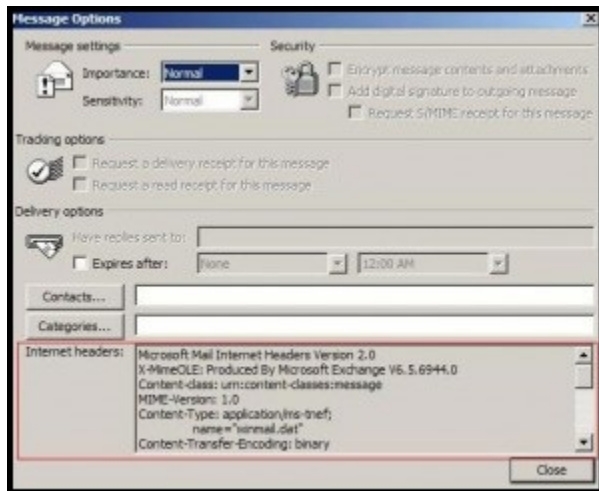
Headers include identifying information such as the routing information of the message: the sender, recipient, date, and subject. Some headers are mandatory, such as FROM, TO, and DATE. Others are optional, but commonly used, like SUBJECT and CC.

Other headers may include good time stamps for when the message was sent, and the recipient time of all mail transfer agents that are associated with the message's delivery. Whenever a message is sent, each server or service that touches it (the MTA or Mail Transfer Agent) will leave a stamp.

The headers precede the information sent in the body of the e-mail.

## How can I retrieve e-mail headers in Outlook 2003?

1. Open the e-mail message in a new window by double-clicking on it.
2. On this new window menu navigate to View >> Options. If you do not see "Options," you may have to reveal it by clicking on the two downward pointing arrows found at the bottom of the menu.



3. This will bring you to the Message Options window. The last piece of this is the Internet Headers. Right-click inside the headers box and choose "Select All," then right-click again and select "Copy."
4. Close the Message Options window.
5. You can now paste the copied contents to an e-mail response, text file, or chat window so that Support can provide further assistance.