

About Email Headers

Last Modified on 01/15/2016 4:52 pm EST

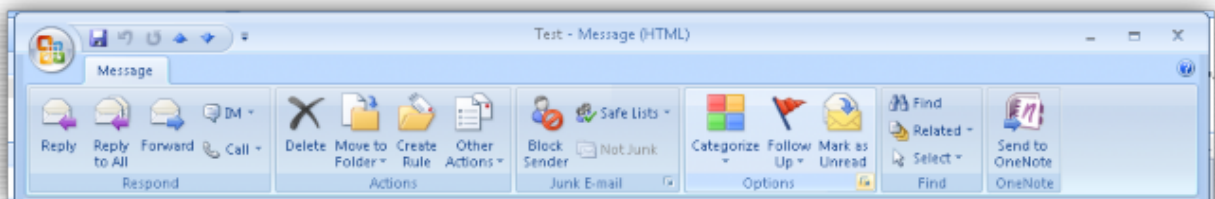
About Email Headers

Technical Support may sometimes ask you to send us Email Headers. Email Headers allows us to trace the path of an email and is important to troubleshoot particular issues.

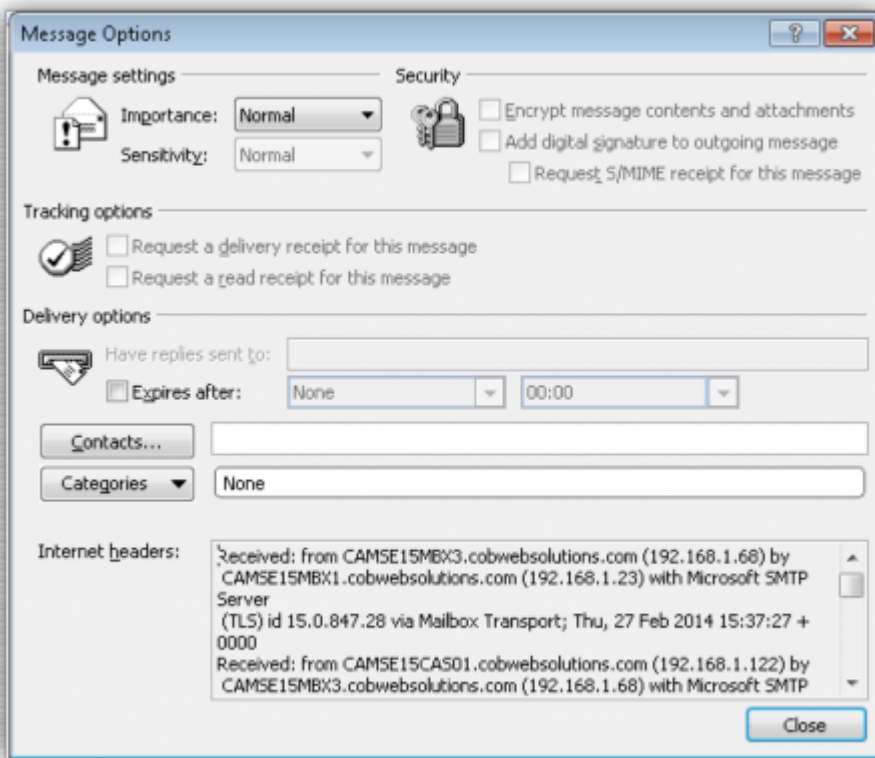
Instructions for obtaining headers from supported mail clients can be found below.

Outlook 2007

1. Open the message (Double click on the email)
2. Click the icon next to **More Options**.



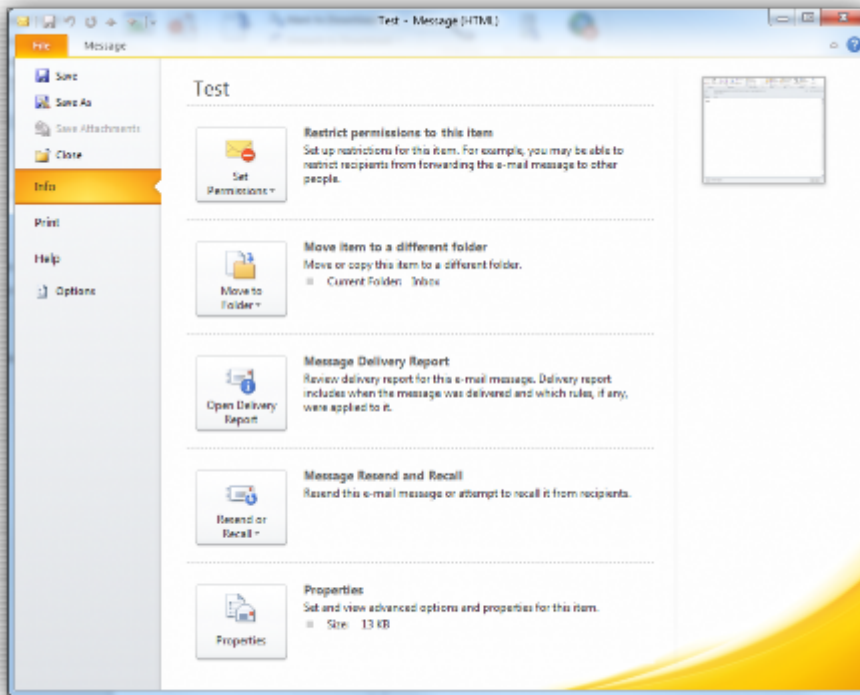
3. Obtain the header from the **Internet Headers** field.



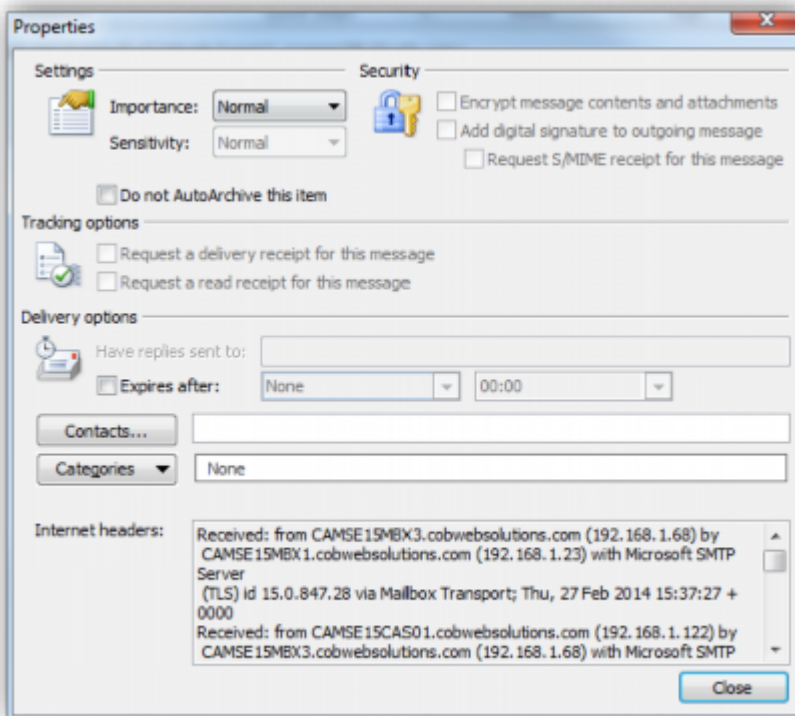
Outlook 2010

1. Open the message (Double click on the email)

2. Click on **File** and select **Properties**.



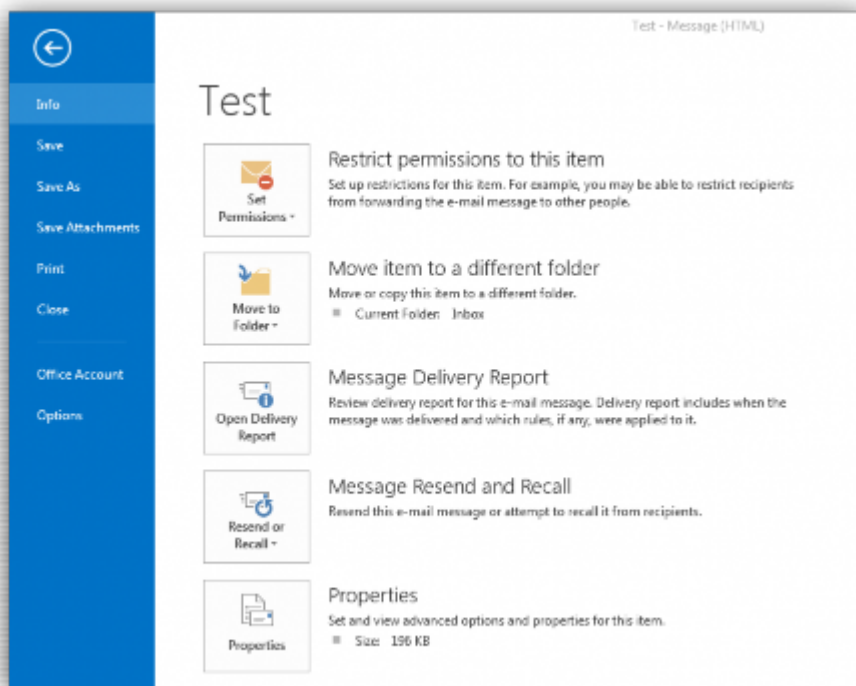
3. Obtain the header from the **Internet Headers** field.



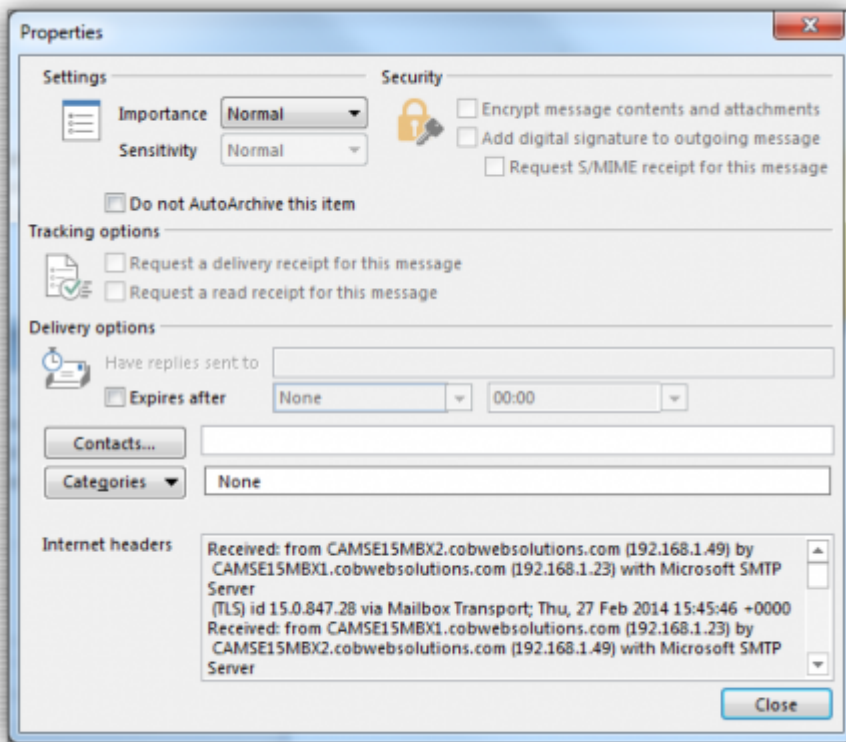
Outlook 2013

1. Open the message (Double click on the email)

2. Click on **File** and select **Properties**.



3. Obtain the header from the **Internet Headers** field.



Outlook 2011

Right-click on the message in the message list and go to **View Source**.
