

When troubleshooting a problem the information security department can better assist when we see the complete message that you are receiving including the header information. We prefer this to be sent as an attachment when possible.

The following steps to do that are listed below

1. Start a **new message**
2. Select **attach item** from toolbar
3. Select **outlook item**
4. Browse to the message you are inquiring about and select to attach it

OR

1. Start a **new message**
2. **Move and resize the window** so you can see your messages list.
3. **Select the e-mail** that you want to forward
4. **Drag and drop it** into the body of your new message.

To view the full headers of a message:

1. Open the message
2. Select **File -> Info -> Properties**
3. The headers will be in the section marked **Internet Headers**