

Cyberbullying Fact Sheet

Viewing email header information



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What are full e-mail headers and how can I view them?

All e-mail messages have two parts: a header and a body. The body is the main part of the e-mail, which contains the sender's message. The header is the part that contains technical information about the message, including the identity of the sender and the recipient, the date and time the message was sent, and its subject. In addition, there are portions of the e-mail header that are usually not visible, since many users are not interested in the technical details they contain, such as formatting and routing information.

Information about how to make these hidden headers visible in various e-mail programs is provided below. The "full headers" of your e-mail can be helpful when diagnosing any sort of some e-mail problems you may encounter. For example, we use the routing information in these headers when we want to determine the origin of a message (see the "About "Mail Delivery Subsystem" E-mail Messages" section, below). If you have a question about an e-mail message you received, and you would like to send it to us (examples@cyberbullying.us) for analysis, be sure to follow the instructions below.

To Forward an E-mail with Full Headers

After revealing the full headers in your e-mail message (as described above), highlight the entire contents of the headers (see fig. 1 for an example from Eudora). Press and hold the Ctrl key on your keyboard, then press the C key to copy the text. Press the Forward button (to forward the message). If the full headers are not automatically included, paste the copied header text in the body of the e-mail by pressing Ctrl and V. Address the message as appropriate, compose the rest of the message body as you like, and click the Send button.

Whom to Forward Harassing Emails

Most, if not all, Internet Service Providers have a mailbox set up to receive emails which they need to investigate (e.g., hate messages, spam, pornography, child sexual exploitation, etc.). **Forward your email to the following addresses in order to best ensure that a human being will inquire into the situation: abuse@ispname.com; postmaster@ispname.com; root@ispname.com; admin@ispname.com.** Please replace "ispname.com" with the actual name of the ISP from which the email appears to be originating. Make sure that you also archive the harassing email(s) for your own records, including full header information. You may either save the email, or print it out and file it away.

Messenger Express

Click on the "headers disclosure" triangle, on the far right side of the headers section. This button is used to toggle between displaying full headers and brief headers (see figs. #1 and #2).

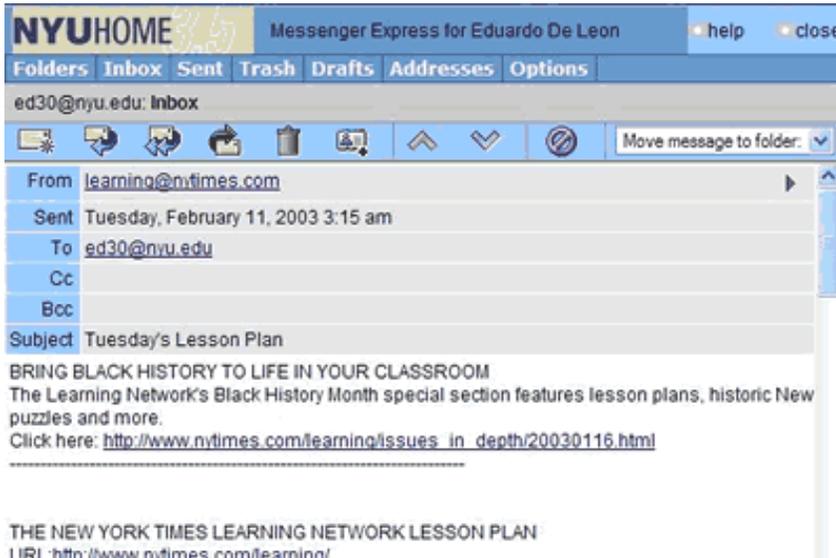


Fig. #1 - Messenger Express Window with Brief Headers

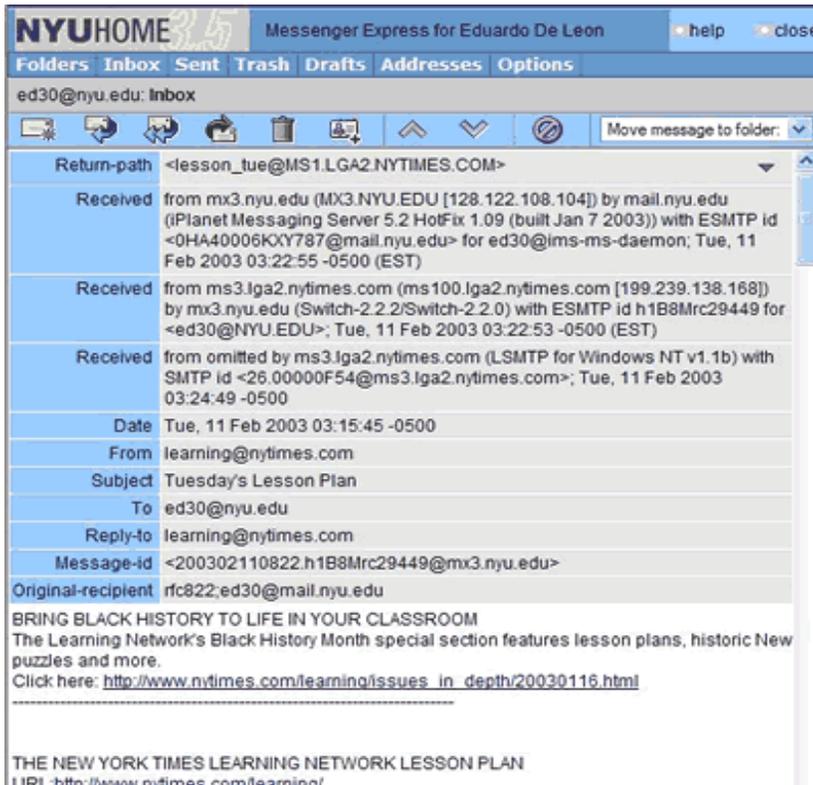


Fig. #2 - Messenger Express Window with Full Headers

Outlook Express

Open the e-mail message, then go to the File menu and select Properties. Click on the Details tab. This will display "Internet Headers for this message."

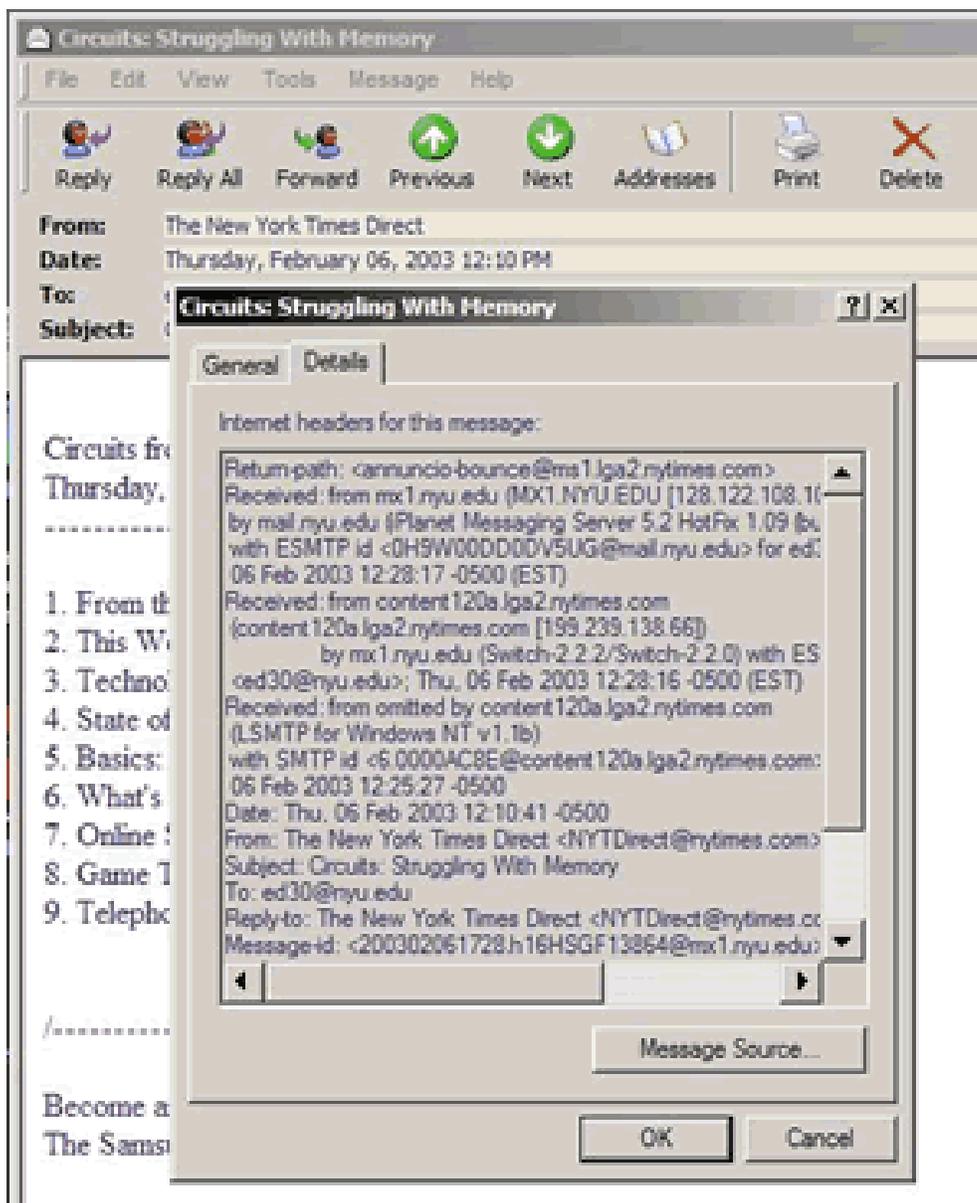


Fig. #3 - Details Tab in Outlook Express

MS Outlook

Open the message, then go to the View menu and select Options... This will display the Message Options window, with "Internet Headers:" information at the bottom.

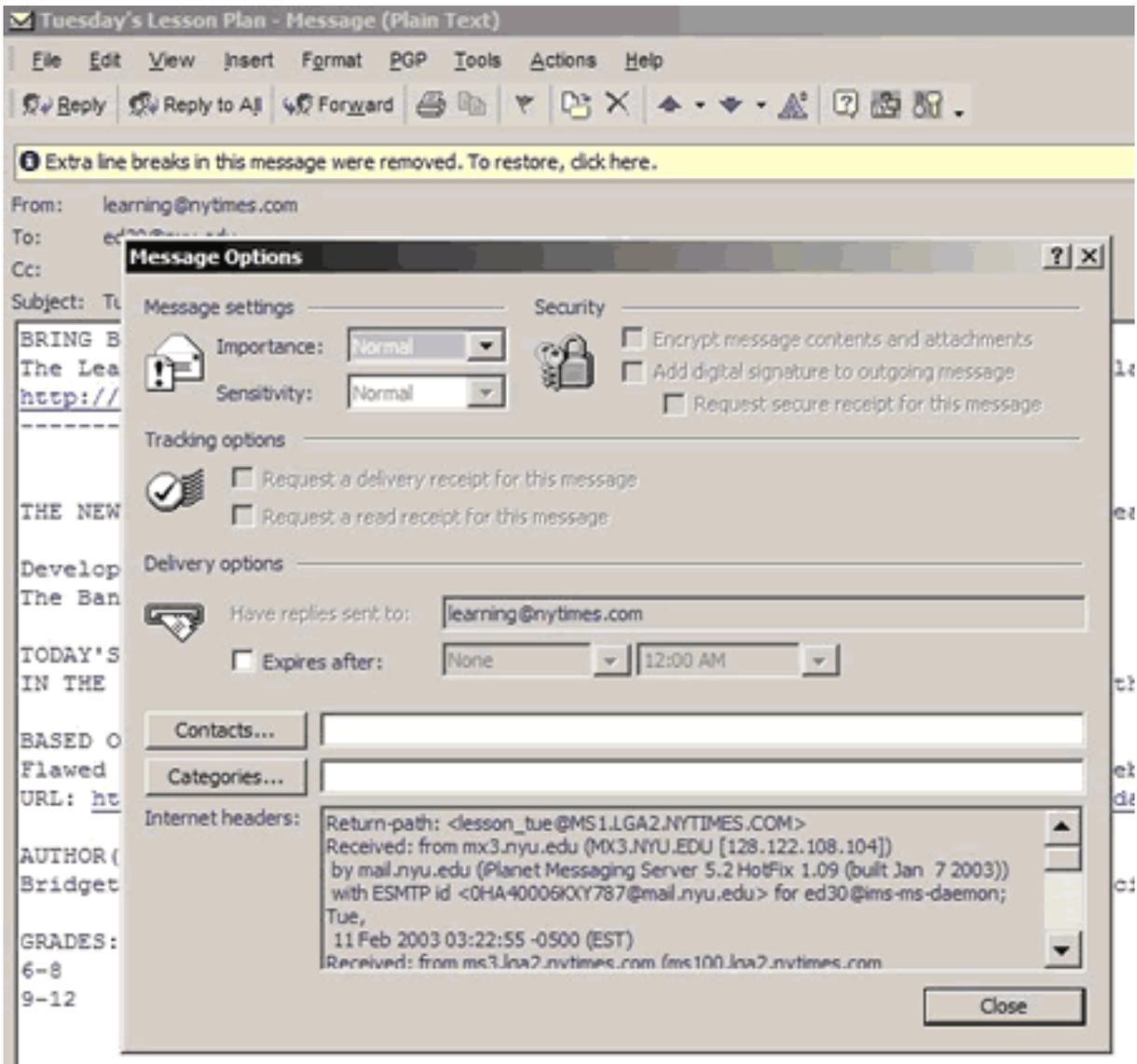


Fig. #4 - Outlook Message Options

Eudora

Open the message; then, in the message window, click the "Blah Blah" button. This will display the full message headers.

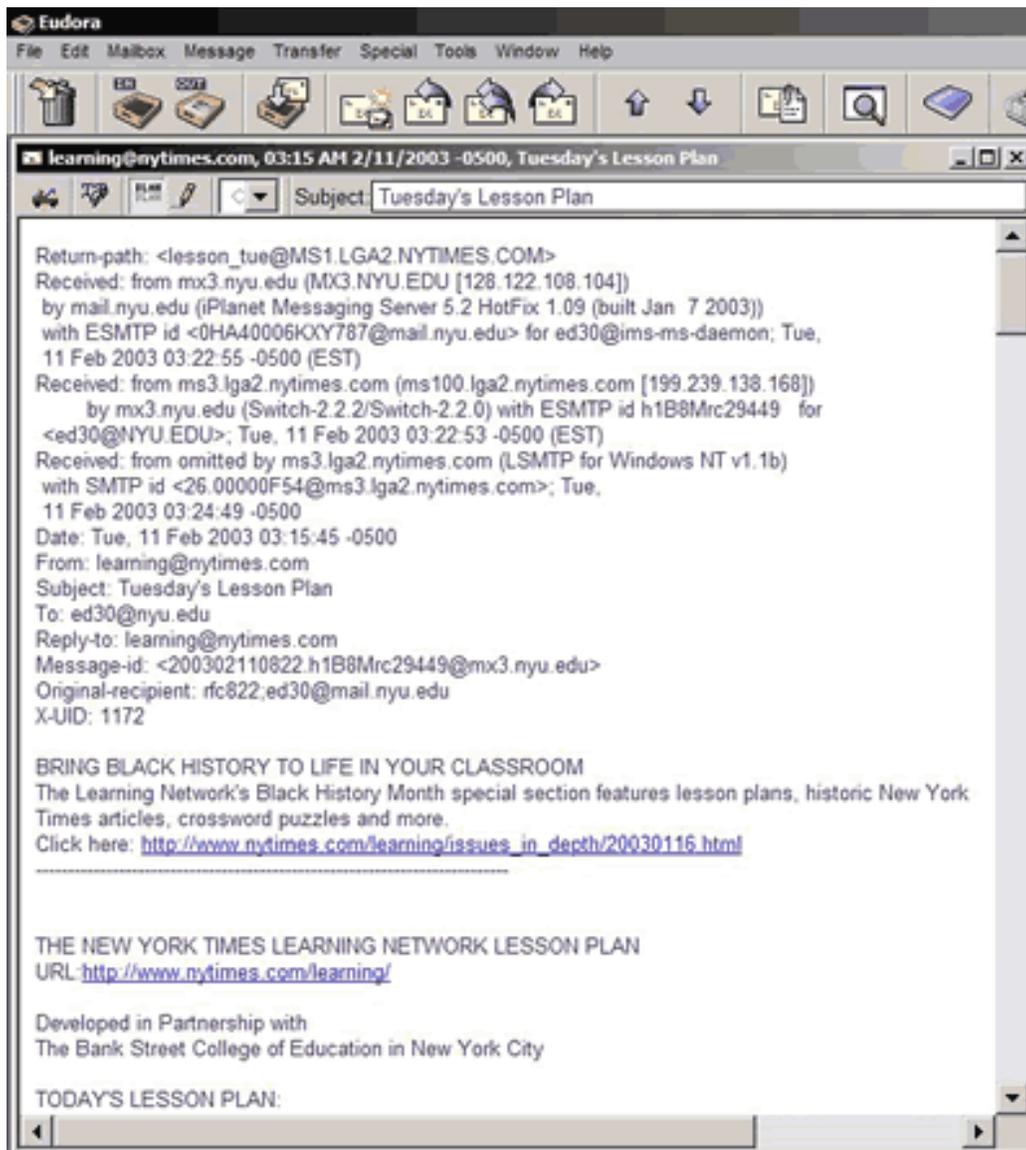


Fig. #5 - Full Message Headers Displayed in Eudora

Netscape 7 / Mozilla

Open the message, then go to the View menu and select Message Source. This will display the full headers and message source. Another way to display the full headers is to click the Disclosure button next to the Subject line in the preview panel.

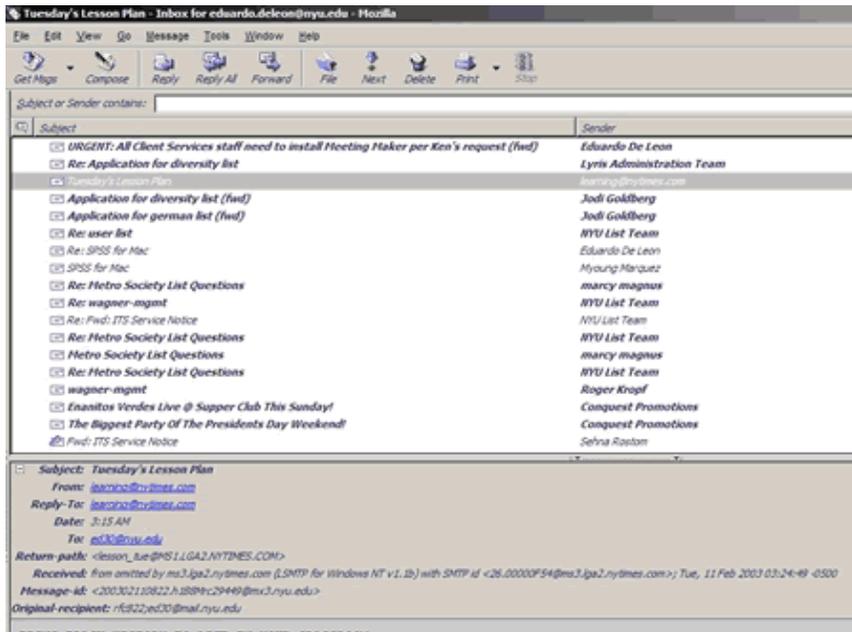


Fig. #6 - Full Headers Displayed in Mozilla

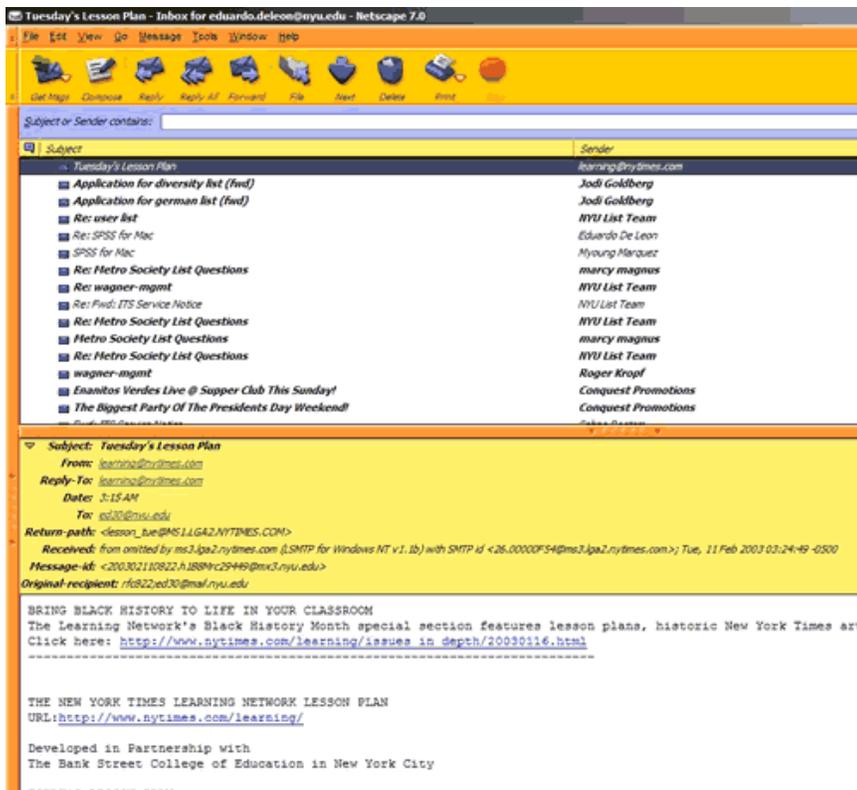


Fig. #7 - Full Headers Displayed in Netscape 7

Netscape Navigator 4.x

Open the message. Click on Options, then Show Headers and All.

Netscape Communicator 4.x

Open the message you want to forward. Click on View, then Headers, and All

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Netscape
Return-path: <lesson_tue@MS1.LQA2.NYTIMES.COM>
Received: from mx3.nyu.edu (MX3.NYU.EDU [128.122.108.104])
  by mail.nyu.edu (iPlanet Messaging Server 5.2 HotFix 1.09 (built Jan 7 2003))
  with ESMTF id <08A400049XY787@mail.nyu.edu> for ed30@ims-ms-daemon; Tue,
  11 Feb 2003 03:22:55 -0500 (EST)
Received: from ms3.lqa2.nytimes.com (ms100.lqa2.nytimes.com [199.239.139.168])
  by mx3.nyu.edu (Switch-2.2.2/Switch-2.2.0) with ESMTF id h1B8Mrc29449 for
  <ed30@NYU.EDU>; Tue, 11 Feb 2003 03:22:53 -0500 (EST)
Received: from omitted by ms3.lqa2.nytimes.com (LSMTF for Windows NT v1.1b)
  with SMTP id <26.00000F54@ms3.lqa2.nytimes.com>; Tue,
  11 Feb 2003 03:24:49 -0500
Date: Tue, 11 Feb 2003 03:15:45 -0500
From: learning@nytimes.com
Subject: Tuesday's Lesson Plan
To: ed30@nyu.edu
Reply-to: learning@nytimes.com
Message-id: <200303110822.h1B8Mrc29449@mx3.nyu.edu>
Original-recipient: rfc822:ed30@mail.nyu.edu

BRING BLACK HISTORY TO LIFE IN YOUR CLASSROOM
The Learning Network's Black History Month special section features lesson plans, historic
Click here: http://www.nytimes.com/learning/issues\_in\_depth/20030116.html
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THE NEW YORK TIMES LEARNING NETWORK LESSON PLAN
URL:http://www.nytimes.com/learnisd/
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Fig. #8 - Full Headers Displayed in Netscape

Opera 7

Select the message, then click on the "Display All Headers" link in the headers section of the message. This will display the full message headers.

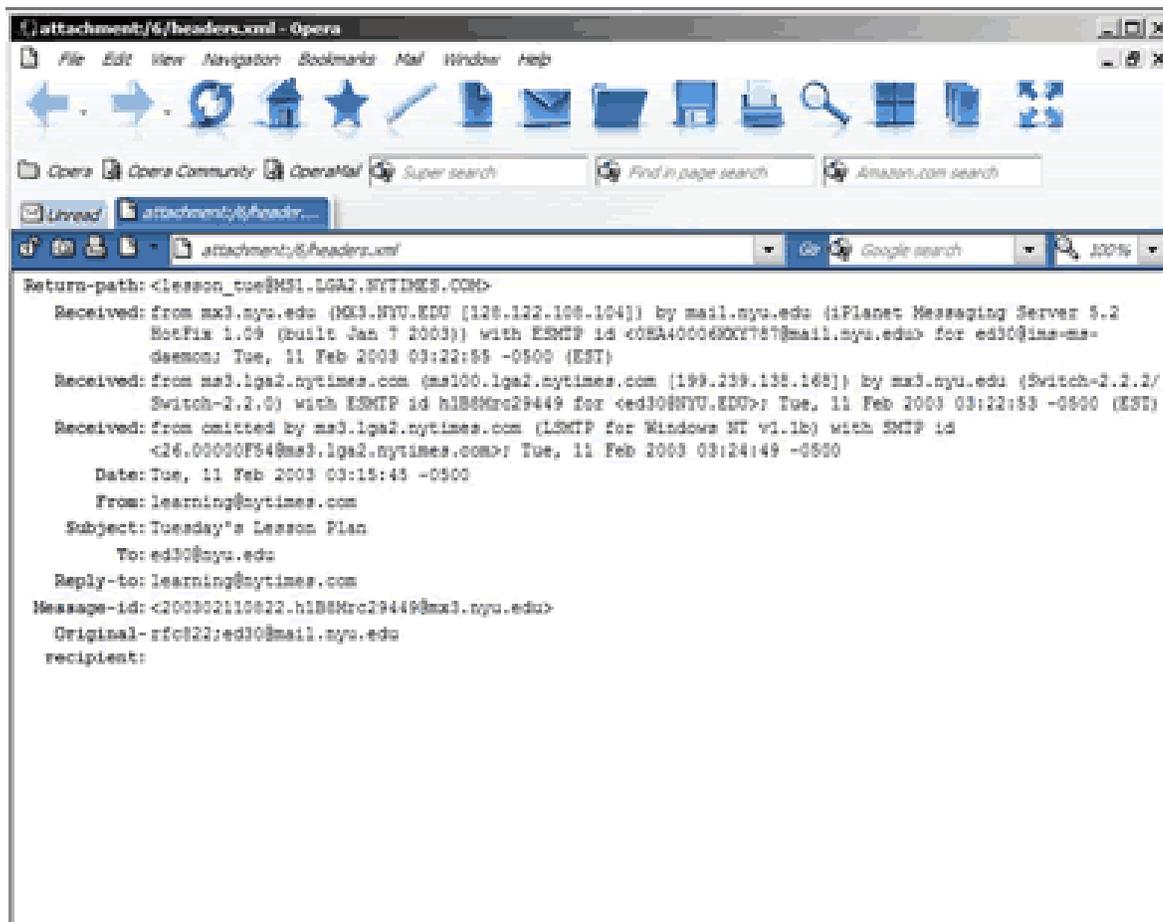
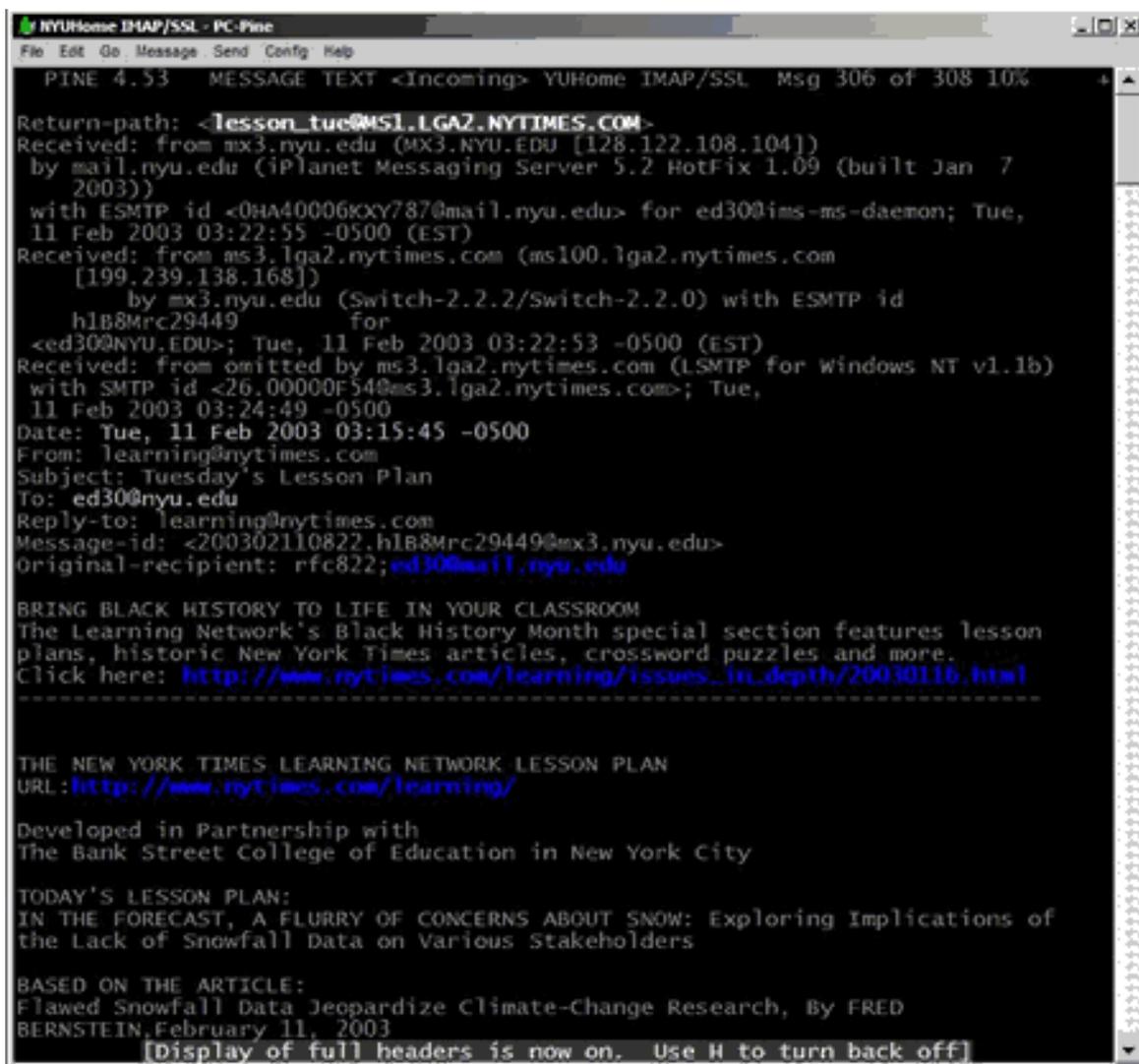


Fig. #9 - Full Headers Displayed in Opera

Pine

Open the message, then press "H" on the keyboard. This will toggle between displaying full headers and brief headers. (NOTE: You must enable the "enable-full-headers" option in the Pine configuration; to do this, press "M" to go to the Main menu, then press "S" to enter Setup, then press "C" to enter the Configuration. Once you are in the configuration, press "W" to search for a string, and enter the string "enable-full-headers" and press enter. This will take you to the "enable-full-headers" option, which you can enable by pressing "X". Then press "E" to Exit the configuration, and press "Y" to answer Yes when prompted to save changes to the configuration. Please note that if this option is not enabled, the "H" key will not execute any command, and you will not be able to see full message headers.)



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NYUHome IMAP/SSL - PC-Pine
File Edit Go Message Send Config Help
PINE 4.53 MESSAGE TEXT <Incoming> YUHome IMAP/SSL Msg 306 of 308 10%
Return-path: <lesson_tue@MS1.LGA2.NYTIMES.COM>
Received: from mx3.nyu.edu (MX3.NYU.EDU [128.122.108.104])
  by mail.nyu.edu (iPlanet Messaging Server 5.2 HotFix 1.09 (built Jan 7
  2003))
  with ESMTMP id <0HA40006KXY787@mail.nyu.edu> for ed30@ims-ms-daemon; Tue,
  11 Feb 2003 03:22:55 -0500 (EST)
Received: from ms3.lga2.nytimes.com (ms100.lga2.nytimes.com
  [199.239.138.168])
  by mx3.nyu.edu (Switch-2.2.2/Switch-2.2.0) with ESMTMP id
  h1B8Mrc29449
  for
  <ed30@NYU.EDU>; Tue, 11 Feb 2003 03:22:53 -0500 (EST)
Received: from omitted by ms3.lga2.nytimes.com (LSMTP for Windows NT v1.1b)
  with SMTP id <26.00000F54@ms3.lga2.nytimes.com>; Tue,
  11 Feb 2003 03:24:49 -0500
Date: Tue, 11 Feb 2003 03:15:45 -0500
From: learning@nytimes.com
Subject: Tuesday's Lesson Plan
To: ed30@nyu.edu
Reply-to: learning@nytimes.com
Message-id: <200302110822.h1B8Mrc29449@mx3.nyu.edu>
Original-recipient: rfc822; ed30@mail.nyu.edu

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The Learning Network's Black History Month special section features lesson
plans, historic New York Times articles, crossword puzzles and more.
Click here: http://www.nytimes.com/learning/issues\_in\_depth/20030116.html
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THE NEW YORK TIMES LEARNING NETWORK LESSON PLAN
URL: http://www.nytimes.com/learning/
Developed in Partnership with
The Bank Street College of Education in New York City

TODAY'S LESSON PLAN:
IN THE FORECAST, A FLURRY OF CONCERNS ABOUT SNOW: Exploring Implications of
the Lack of Snowfall Data on Various Stakeholders

BASED ON THE ARTICLE:
Flawed Snowfall Data Jeopardize Climate-Change Research, By FRED
BERNSTEIN, February 11, 2003
[Display of full headers is now on. Use H to turn back off]
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Fig. #10 - Full Headers Displayed in Pine

Microsoft Entourage

Open the message, then go to the View menu and select Internet Headers. You can also highlight the message in your inbox, go to the View menu, and select Source.

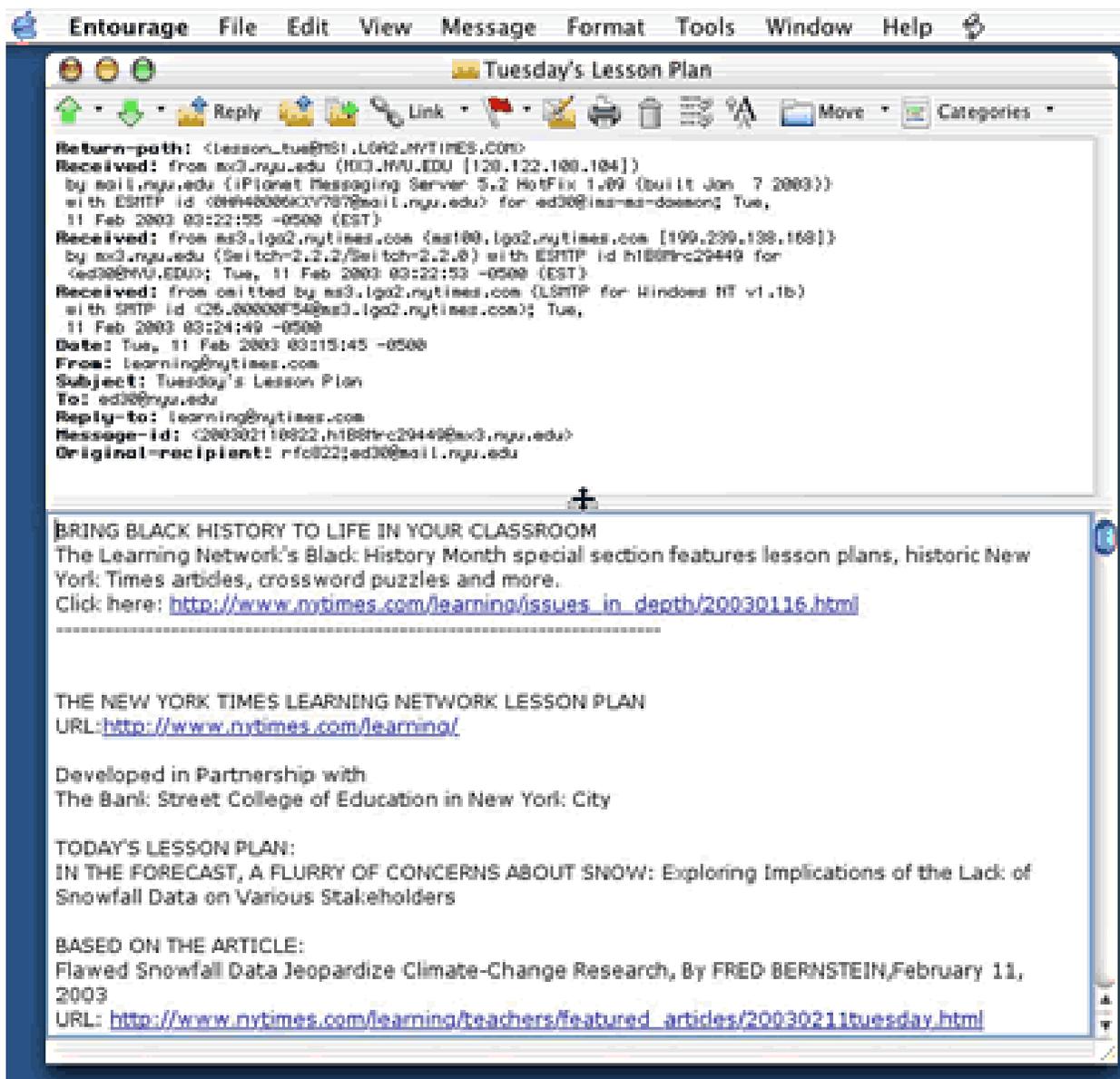


Fig. #11 - Full Headers Displayed in MS Entourage

Apple Mail

Open the message, then go to the View menu and select Show All Headers (or simply press Apple+Shift+H on the keyboard). (NOTE: To return to the simple headers, select Show Filtered Headers from the View menu, or simply press Apple+Shift+H on the keyboard again).

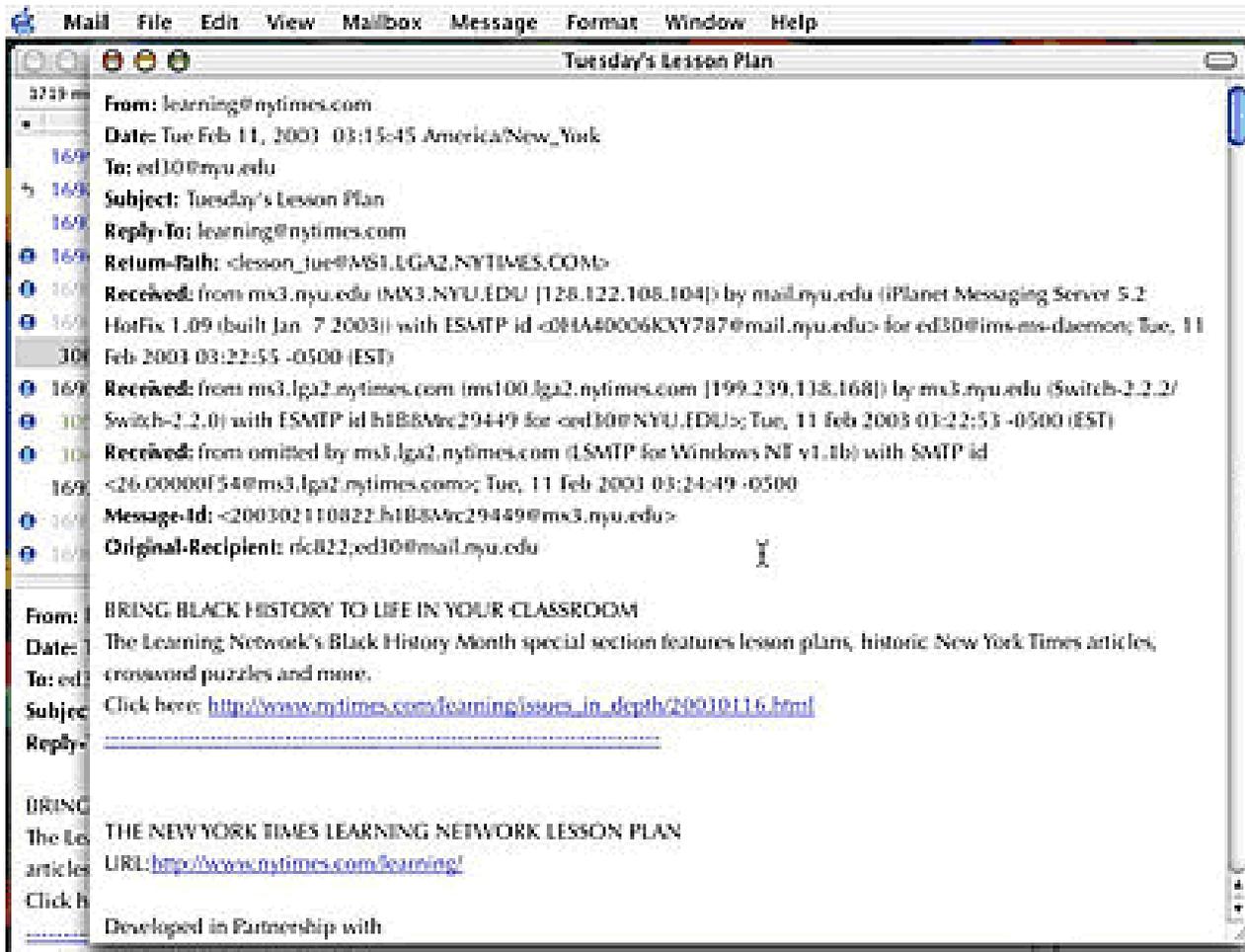


Fig. #12 - Full Headers Displayed in Apple Mail

Used and adapted with permission from Eduardo DeLéon, New York University.
<http://www.nyu.edu/its/faq/email/general.html#headers>

Sameer Hinduja, Ph.D. is an Associate Professor at Florida Atlantic University and Justin W. Patchin, Ph.D. is an Associate Professor at the University of Wisconsin-Eau Claire. Together, they lecture across the United States on the causes and consequences of cyberbullying and offer comprehensive workshops for parents, teachers, counselors, mental health professionals, law enforcement, youth and others concerned with addressing and preventing online aggression.

The Cyberbullying Research Center is dedicated to providing up-to-date information about the nature, extent, causes, and consequences of cyberbullying among adolescents. For more information, visit <http://www.cyberbullying.us>. © 2009 Cyberbullying Research Center - Sameer Hinduja and Justin W. Patchin